

Since its formation, Transportation Security Administration (TSA) has maintained a strong focus on customer experience (CX) and voluntarily began collecting CX data to improve security operations. TSA values customer feedback and encourages passengers to contact us if their screening experience does not meet their expectations ^a

In October 2024, TSA screened approximately 74.4 million passengers at screening checkpoints (+0.8% YoY) and 39.8 million checked bags at baggage screening locations (-0.5% YoY). TSA received 18,687 complaints from the public (or 25.2 complaints per 100,000 passengers b) (+15.7% YoY by volume; +15.6% YoY by rate).

In October 2024, TSA screened approximately 25.7 million passengers in TSA PreCheck lanes (+9.2% YoY). Of the 14,201 TSA PreCheck complaints received, 81.4% (11,557) were related to not receiving TSA PreCheck on their boarding pass. TSA was able to research and resolve 38.5% of these complaints (4,450) for the passengers.

Of note, TSA found that 75.4% of these PreCheck complaints were caused by customer-driven errors during the airline reservation process (i.e., name or date of birth was wrong; known traveler number was wrong or omitted).

Below is a more detailed breakdown:

| TSA Pr | eCheck | Courtesy / Pr | rofessionalism | Screening of | f Passengers |
|------------|-----------------------------|---------------|-----------------------------|--------------|-----------------------------|
| Number of | Complaints per ^b | Number of | Complaints per ^b | Number of | Complaints per ^b |
| Complaints | 100,00 Passengers | Complaints | 100,00 Passengers | Complaints | 100,00 Passengers |
| 14,201 | 19.2 | 1,013 | 1.4 | 999 | 1.4 |
| +8.3% YoY | +8.5% YoY | +11.3% YoY | +7.7% YoY | +15.6% YoY | +16.7% YoY |

| Screening of P | ersonal Property | Civil Rights | s & Liberties | Other TS | SA-related |
|----------------|-----------------------------|--------------|-----------------------------|-------------|-----------------------------|
| Number of | Complaints per ^b | Number of | Complaints per ^b | Number of | Complaints per ^b |
| Complaints | 100,00 Passengers | Complaints | 100,00 Passengers | Complaints | 100,00 Passengers |
| 769 | 1.1 | 736 | 1.0 | 388 | 0.6 |
| +37.1% YoY | +37.5% YoY | +167.6% YoY | +150.0% YoY | +189.6% YoY | +200.0% YoY |

| Non-TSA rela | ted, All Others | Wait Times | (Checkpoint) | Non-TSA re | lated, Airline |
|--------------|-----------------------------|------------|-----------------------------|-------------|-----------------------------|
| Number of | Complaints per ^b | Number of | Complaints per ^b | Number of | Complaints per ^b |
| Complaints | 100,00 Passengers | Complaints | 100,00 Passengers | Complaints | 100,00 Passengers |
| 250 | 0.4 | 228 | 0.4 | 103 | 0.2 |
| +115.5% YoY | +100.0% YoY | +50.0% YoY | +33.3% YoY | +312.0% YoY | +100.0% YoY |

REFERENCES

^a The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at https://www.tsa.gov/contact-forms). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

^b The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g., 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

| Categories | 10-Oct | 11-Nov | 12-Dec | Center Trav | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------------|--------------|-------------|--------------|-------------|-------------|--------|--------|--------|--------|--------|--------|----------|
| ABE | 10-Oct | | | | 02-Feb 4 | 03-Mar 2 | | | | | | • | |
| 2023 | | 4 | 2 | • | • | 1 | | - | 3 | 1 | 3 | 4 | 38 16 |
| | 1 | | | 1 | 1 | 1 | 3 | 1 | | 7 | 3 | 4 | 70 |
| Civil Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | | | | | | 1 | | | 1 | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | | 1 | | 1 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Da | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dis | sarrayed Item | sCarry-on | or Checke | d | | | 1 | | | | | | |
| Patdown | | | | | 1 | 1 | | | | | 2 | | |
| Patdown - Flyer | | | | | 1 | 1 | | | | | 2 | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal In | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelc | hair/ Scooter | / Segway | | 1 | | | | | | | | | |
| Screening | 1 | | | | | | | 1 | | | | 2 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | | 1 | |
| 2024 | | 4 | 2 | 3 | 3 | 1 | 3 | 2 | 3 | 1 | | | 2 |
| Customer Service | | 1 | 2 | ! 1 | 2 | 1 | | | | | | | |
| Customer Service - TSO | | 1 | 2 | ! 1 | 2 | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | | | | |
| Mishandling of Passenger Property - Da | maged/Missi | na ItemsC | arrv-on Luc | agage | | | | | 1 | | | | |
| Mishandling of Passenger Property - Da | | | | | | | 1 | | | | | | |
| No Jurisdiction | 1 | 3 | | 33 3 | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Patdown | | | | 2 | | | | | | | | | |
| Patdown - Flyer | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabete | 9 | | | | | | ' | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical | | tached to th | e Body | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | | | | ral Sunnlies | ' | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | | | and Mcai | bai oupplies | | | | | | | | | |
| Property - Special Handling | Disability (IV | ' ' | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Ite | me - Checko | d | | | | | | 1 4 | | | | | |
| Screening | ins - Checke | 2 | | | | | 1 | 1 | 2 | | | | |
| Screening - Crew Member or Airline Em | nlovoo | | | | | | 1 | | | | | | |
| | pioyee | | | | | | | | 1 | | | | |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | 2 | | | | | 1 | | | | | | |

| | | 15 | A Contact | Center Trav | reier Comp | iaints kep | ort | | | | | | |
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| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ABI | | 3 | | 3 | 1 | 1 | | 3 | 1 | 2 | 1 | 1 | 16 |
| 2023 | | | | 1 | | | | | 1 | | 1 | | 3 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| 2024 | | 3 | | 2 | 1 | 1 | | 3 | | 2 | | 1 | 13 |
| Civil Rights | | | | | | | | | | 2 | | | 2 |
| Civil Rights - Sex/Gender/Gender Ide | ntity- Not Trans | gender | | | | | | | | 2 | | | 2 |
| Customer Service | | 2 | | 2 | | 1 | | 3 | | | | | 8 |
| Customer Service - TSO | | 2 | | 2 | | 1 | | 3 | | | | | 8 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - | Damaged/Missi | ng ItemsC | hecked Ba | ggage | 1 | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |

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| Civil Rights - National Origin | 1 | |
| Child Rights - Raboral Origin | Color Colo | |
| Chil Rights - Race | Transgender | |
| Civil Rights - Foreigness | Tot Transgender 1 2 1 1 1 4 3 2 2 1 1 1 5 2 9 9 7 4 4 3 2 2 1 1 1 4 2 9 9 9 7 4 4 3 2 2 1 1 1 4 2 2 9 9 9 7 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Civil Rights - Transpender Screening | 1 1 1 1 4 3 2 2 1 1 1 5 2 9 9 7 4 4 3 2 2 1 1 1 4 2 9 9 9 7 4 4 3 2 2 1 1 1 1 4 2 2 9 9 7 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Claims - Slatius | 1 | |
| Customer Service - CSM | 1 | |
| Customer Service - CSM | 4 3 2 2 1 1 5 2 9 9 7 4 4 3 2 2 1 1 1 5 2 9 9 7 4 4 3 2 2 1 1 1 4 2 9 9 7 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Customer Service - CSM | 1 | |
| Customer Service - TSO | 4 3 2 2 1 1 4 2 9 9 9 7 4 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| DHS TRIP. General | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Locks - Missing or Damaged Lock | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Lost and Found | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Lost and Found | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Lost and Found - Airport/TSA | 1 | |
| Mishandling of Passenger Property - DamagedMissis 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage | ged/Missii 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Mishandling of Passenger Property - Disal | red/Missing ItemsChecked Baggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| Mishanding of Passenger Property - Disal 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | |
| No Jurisdiction - No Referral | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | |
| No Jurisdiction - No Refer to Diver | 1 1 1 1 1 1 1 1 2 2 1 1 1 1 2 1 | |
| Notice of Viciation/Civil Penaltities | 1 1 1 1 1 1 2 1 · · · · · · · · · · · · | |
| Notice of Violation/Civil Penalties | 1 1 1 2 2 1 1 1 1 2 1 | |
| Notice of Violation/Civil Penalties - General | 1 1 2 2 1 1 1 1 2 1 1 | |
| Patdown 1 | 1 2 2 1 1 1 2 1 | |
| Patdown - Flyer a Observer 1 | | |
| Petrons w/ Disabilities (PWD) - Autism Spectrum | 1 2 2 1 1 1 1 1 1 1 | |
| Persons w/ Disabilities (PWD) 1 | | |
| Persons w/ Disabilities (PWD) - Audical Persons w/ Disabilities (PWD) - Medical 1 1 1 1 1 1 1 1 1 | | |
| Persons w/ Disabilitites (PWD) - Medical Devices - Attached to the Body | | |
| Persons w/ Disabilities (PWD) - Medically 1 1 1 1 1 1 1 1 1 | | |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) September Septem | | |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Wheelchair/Scooter/ Segway Property - Special Handling 1 | * ` ' | |
| Persons w/ Disabilities (PWD) - Wheelchart/ Scoter/ Segway | | |
| Property - Special Handling | | |
| Property - Special Handling - Damaged Items - Checl | • • | |
| Property - Special Handling - Damaged Items - Checked 1 | | |
| Property - Special Handling - Missing Items - Checked 1 | | |
| Request for Assistance | | |
| Request for Assistance - Other 1 | | |
| Screening | | |
| Screening - Crew Member or Airline Employee | | |
| Screening - Inconsistency 1 | | |
| Screening - Lengthy Lines | | |
| Screening - Procedures/Process 1 1 3 1 4 2 1 2 1 5 2 2 | | |
| Screening - Retrieving Abandoned/Confiscated Items | | |
| 2024 22 17 25 14 23 13 15 11 23 17 25 15 Advanced Imaging Technology (AIT) - Flyer 1 <td colspa<="" td=""><td></td></td> | <td></td> | |
| Advanced Imaging Technology (AIT) 1 Advanced Imaging Technology (AIT) - Flyer 1 Civil Rights 2 2 1 2 1 1 1 Civil Rights - Age 1 1 1 Civil Rights - Not Specified 1 1 1 Civil Rights - Profiling 1 1 1 Civil Rights - Race 2 1 1 1 | | |
| Advanced Imaging Technology (AIT) - Flyer 1 Civil Rights 2 2 1 2 1 1 1 1 Civil Rights - Age 1 <t< td=""><td></td></t<> | | |
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| Civil Rights - Not Specified 1 Civil Rights - Profiling 1 Civil Rights - Race 2 1 1 1 | 2 2 1 2 1 1 1 1 1 | |
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| Civil Rights - Race 2 1 1 1 1 | 1 | |
| Civil Rights - Race 2 1 1 1 1 | 1 | |
| | 2 1 1 1 | |
| | lot Transgender 1 | |
| Civil Rights - Transgender Screening 1 | | |
| Customer Service 7 5 12 6 10 6 4 2 5 4 5 3 | | |
| Customer Service - TSO 7 5 12 6 10 6 4 2 5 4 5 3 | | |
| Locks 1 | | |
| Locks - Missing or Damaged Lock 1 | | |
| Lost and Found 1 | · | |
| Lost and Found - Airport/TSA | | |
| Mishandling of Passenger Property 6 2 2 2 1 3 1 2 2 1 1 | | |
| Mishandling of Passenger Property - Dam 3 2 1 2 1 2 1 | | |
| Mishandling of Passenger Property - Dam 3 2 2 1 1 1 1 | | |
| Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked | | |
| No Jurisdiction 2 1 | | |
| No Jurisdiction - No Referral 1 | | |
| No Jurisdiction - Refer to CBP 1 1 | | |
| Ombudsman 1 | 1 | |
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| () () | 1 2 1 1 3 2 3 1 1 3 2 3 1 1 1 3 1 2 1 1 1 3 1 2 1 1 1 3 1 2 1 1 1 1 | |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 | 1 | |

| atogorios | 40.0= | | | | veler Comp | | | 05 Mari | 00 1 | 07 1 | 00 4 | 00 0 | Tatel |
|---|---------------|--------|--------|--------|------------|--------|--------|---------|--------|--------|--------|--------|-------|
| ategories | 10-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) - Wheelch | air/ Scooter/ | _ , | | | 1 | | 1 | | | | | | |
| Property - Special Handling | 1 | 4 | 1 | 3 | 2 | | | | 2 | 1 | 1 | 4 | 1 |
| Property - Special Handling - Damaged It | | 3 | 1 | 1 | 1 | | | | 1 | | 1 | 1 | |
| Property - Special Handling - Missing Iten | | | | 1 | | | | | 1 | 1 | | | |
| Property - Special Handling - Missing Iten | 1 | 1 | | 1 | 1 | | | | | | | 3 | |
| Request for Assistance | | | | | | | | | 1 | | | | |
| Request for Assistance - Other | | | | | | | | | 1 | | | | |
| Screening | 6 | 4 | 6 | 1 | 4 | 2 | 8 | 5 | 9 | 6 | 9 | 5 | 6 |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | 2 | | | 1 | | 1 | | | |
| Screening - Lengthy Lines | 1 | | 2 | | 2 | 1 | 4 | 1 | 2 | | 1 | 1 | 1 |
| Screening - Opposite Gender | | | | | | | | | | | 2 | | |
| Screening - Procedures/Process | 4 | 2 | 4 | 1 | | | 4 | 3 | 7 | 5 | 6 | 4 | 4 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | |
| 2025 | 16 | | | | | | | | | | | | 1 |
| Civil Rights | 2 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Screening of Religious or Co | 1 | | | | | | | | | | | | |
| Customer Service | 3 | | | | | | | | | | | | |
| Customer Service - TSO | 3 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 5 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | TS | A Contact | Center Trav | veler Com | plaints Rep | ort | | | | | | |
|---|-------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ABR | 1 | 1 | 2 | 1 | | 2 | 2 | 1 | 1 | 2 | 4 | 1 | 1 |
| 2023 | | 1 | 1 | 1 | | | | | 1 | | 1 | 1 | |
| Civil Rights | | | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | | | 1 | 1 | | | | | | | | | |
| Customer Service | | | | | | | | | | | | 1 | |
| Customer Service - TSO | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Check | ked | | | | | | | | | 1 | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| 2024 | 1 | | 1 | | | 2 | 2 | 1 | | 2 | 3 | | |
| Customer Service | | | | | | 2 | | 1 | | | 2 | | |
| Customer Service - CSM | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | 1 | | | 2 | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | |
| No Subject | | | 1 | | | | | | | | | | |
| No Subject - General | | | 1 | | | | | | | | | | |
| Patdown | 1 | | | | | | 2 | | | | | | |
| Patdown - Flyer | 1 | | | | | | 2 | | | | | | |
| Screening | | | | | | | | | | 2 | | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |

| | | 13 | A Contact | center rra | veier Com | Diamis Repo | ort | | | | | | |
|---|---------------|-----------|------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ABY | | | 1 | | | 5 | 1 | | 1 | | | | 8 |
| 2023 | | | | | | 3 | 1 | | | | | | 4 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Baggage Requirements | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | nair/ Scooter | / Segway | | | | 1 | | | | | | | 1 |
| 2024 | | | 1 | | | 2 | | | 1 | | | | 4 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property - Dar | maged/Missi | ng ItemsC | hecked Bag | ggage | | 2 | | | | | | | 2 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ACK | 2 | | | | | | | | | 2 | 4 | 1 | 9 |
| 2023 | 1 | | | | | | | | | 2 | 3 | 1 | 7 |
| Customer Service | 1 | | | | | | | | | 1 | 2 | | 4 |
| Customer Service - TSO | 1 | | | | | | | | | 1 | 2 | | 4 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not | Breast Ca | ncer | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | red | | | | | | | | 1 | | | 1 |
| 2024 | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | | 2 |

| | | 13 | A Contact | center may | veiei comp | nanns nep | JULE | | | | | |
|--------------------------------|--------|--------|-----------|------------|------------|-----------|---------------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACT | | | 1 | 1 | 1 | | 1 | | 1 | 1 | 1 | |
| 2023 | | | | | | | 1 | | 1 | 1 | | |
| Civil Rights | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | |
| Customer Service | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | 1 | | | | | |
| Screening | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | |
| 2024 | | | 1 | 1 | 1 | | | | | | 1 | |
| Customer Service | | | | 1 | 1 | | | | | | | |
| Customer Service - TSO | | | | 1 | 1 | | | | | | | |
| Patdown | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | |

| | | | 7. Contact | | | p | | | | | | | |
|--------------------------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACV | 1 | | 1 | | | | | 1 | 1 | | | | 4 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | | | 1 | | | | | | 1 | | | | 2 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|--------------|-------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ACY | 5 | 1 | 6 | 3 | | 1 | 2 | 1 | 3 | 5 | 7 | 3 | 3 |
| 2023 | 2 | | 2 | 1 | | | 1 | | | 1 | 4 | 3 | 1- |
| Customer Service | | | 1 | | | | | | | | 1 | | |
| Customer Service - TSO | | | 1 | | | | | | | | 1 | | |
| No Jurisdiction | | | | | | | 1 | | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | 1 | | |
| Screening | 1 | | 1 | 1 | | | | | | 1 | 2 | 2 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | 1 | 1 | | | | | | 1 | 2 | 1 | |
| 2024 | 2 | 1 | 4 | 2 | | 1 | 1 | 1 | 3 | 4 | 3 | | 2: |
| Civil Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Trans | gender | | | | | | | | 1 | | | |
| Customer Service | 1 | 1 | 1 | 1 | | | 1 | 1 | 1 | 2 | 1 | | 1 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | | | 1 | 1 | 1 | 2 | 1 | | 1 |
| Lost and Found | | | | | | 1 | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsU | nspecified | Luggage | | | | | 1 | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - At | tached to th | e Body | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | 1 | | | | | | | | | | |
| Screening | 1 | | 1 | | | | | | 1 | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | 1 | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |

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

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ADQ | 1 | | | | | | | 2 | | | 1 | | 4 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |

| | | 10 | A Contact | center rra | veiei comp | nanns nep | υιι | | | | | | |
|---------------------------------------|-----------------|--------|-----------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AEX | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | 3 | 10 |
| 2023 | | | 1 | 1 | 1 | 1 | | | | | | 1 | 5 |
| Civil Rights | | | | | 1 | | | | | | | 1 | 2 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Iden | tity- Not Trans | gender | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| 2024 | | 2 | | | | | | | | | | 2 | 4 |
| Customer Service | | | | | | | | | | | | 2 | 2 |
| Customer Service - TSO | | | | | | | | | | | | 2 | 2 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | t Center Tra | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|----------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| _ | | | | | | | | | | | | | |
| AGS | 3 | 2 | | 1 4 | 1 | 3 | | 4 | 2 | 4 | | | 30 |
| 2023 | | 1 | | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 1 | | 12 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | 1 | 1 | | 3 |
| Customer Service - TSO | | | | | 1 | | | | | 1 | 1 | | 3 |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked B | aggage | | 1 | | | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | i | | | | | 1 | | | | | | |
| Screening | | | | 1 | | | | 1 | 1 | 1 | | | 4 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | 1 | | | | 1 | 1 | | | | |
| 2024 | | 1 | | 1 2 | | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 19 |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Customer Service | | | | 2 | | 1 | 1 | | 1 | | | | 5 |
| Customer Service - CSM | | | | 1 | | | | | | | | | |
| Customer Service - Others | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | 1 | | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | a ItemsC | arrv-on Li | uddade | | | | 1 | | | | | |
| Patdown | 3 | | , | 33 3 | | 1 | | | | 1 | 1 | | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 1 | | 1 | | | - 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | 1 | | | |
| SIDA (Security Identification Display Area) | | | | | | | 1 | ' | | | | | |
| SIDA (Security Identification Display Area |) - General | | | | | | 1 | | | | | | |
| 2025 | 3 | | | | | | ' | | | | | | 3 |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | - 4 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AIA | | | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AKN | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| 2024 | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) |) | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ALB | 22 | 9 | 11 | 10 | 14 | 9 | 10 | 9 | 17 | 12 | 18 | 15 | 156 |
| 2023 | 8 | 3 | 6 | 6 | 7 | 4 | 4 | 6 | 5 | 5 | 8 | 4 | 66 |
| Additional Information Required/Insufficient In | | | | | • | • | • | | • | | | 1 | 1 |
| Additional Information Required/Insufficie | | n - EMAIL C | ONLY | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | 1 | | 1 | 1 | 1 | 1 | 4 | | 1 | 1 | 2 | 15 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 2 | 1 | | 1 | 1 | 1 | 1 | 3 | | 1 | 1 | 2 | 14 |
| Locks | | | | 1 | | | | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | | | 1 | | 1 | | | 6 |
| Mishandling of Passenger Property - Dam | | g ItemsCa | irry-on Lug | gage | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | 1 | 1 | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checked | d | | | | 1 | | | | | 1 |
| Patdown | 1 | | 1 | | 1 | 1 | 1 | | 2 | 1 | 2 | | 10 |
| Patdown - Flyer | 1 | | 1 | | 1 | 1 | 1 | | 1 | 1 | 2 | | 9 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | and Medic | al Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | | | | 4 | 4 | | | 1 | | 4 | 4 | 1 |
| Property - Special Handling | 1 | 1 | | | 1 | 1 | | | 1 | | 1 | 1 | 7 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | 1 | | 1 | 4 | 3 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | | | | | 1 | 1 | | | | | I | 1 | 2 |
| Request for Assistance | Checked | | | | - 1 | 1 | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| Screening | 2 | 1 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | 20 |
| Screening - Crew Member or Airline Empl | | | 1 | J | | | | | 1 | | | | 1 |
| Screening - Inconsistency | | | 2 | 1 | | | 1 | | | 1 | | | 5 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | 1 | 2 | 2 | | 1 | 1 | 1 | | 2 | | 13 |
| 2024 | 2 | 6 | 5 | 4 | 7 | 5 | 6 | 3 | 12 | 7 | 10 | 11 | 78 |
| Civil Rights | _ | | | 1 | | | | 1 | | 1 | 1 | | 4 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | 3 | 1 | 2 | 2 | 3 | | 3 | 1 | 2 | 1 | 19 |
| Customer Service - CSM | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | 1 | 3 | 1 | 2 | 2 | 3 | | 3 | 1 | 2 | | 18 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | 2 | | | 2 | | | 6 |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCh | ecked Baç | gage | | | 2 | | | 1 | | | 3 |
| No Jurisdiction | | | | | | | | | 2 | | 1 | | 3 |
| No Jurisdiction - No Referral | | | | | | | | | 2 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| Patdown | | 1 | 1 | 1 | 1 | | | | | 1 | 2 | 2 | 9 |
| Patdown - Flyer | | 1 | 1 | 1 | 1 | | | | | 4 | 2 | 2 | 8 |
| Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | | | 4 | | | 0 | 4 | 4 | 4 | 1 | 0 | 4 | 1 |
| | 1 | | 1 | | | 2 1 | 1 | 1 | 1 | | 2 | 1 1 | 10 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N | Andinal David | 200 | | | | 1 | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | | | | | ı | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | Wicaldation | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| . , | t Wheelcha | ir or Scoot | er) | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | T TTTOOIGHG | 11 01 00001 | 01) | | 1 | | | | | ' | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 3 , | | | | | | | | | | 2 | 2 |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | 1 | 1 |
| Request for Assistance | | | | 1 | | | | 1 | | | | | 2 |
| Request for Assistance - Other | | | | 1 | | | | 1 | | | | | 2 |
| Screening | | 3 | | | 4 | 1 | | | 5 | 2 | 2 | 5 | 22 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | 2 | | | 2 | | | | 2 | 2 | 1 | | 9 |
| Screening - Procedures/Process | | 1 | | | 1 | 1 | | | 2 | | 1 | 5 | 11 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | 1 |
| 2025 | 12 | | | | | | | | | | | | 12 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | | 1 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | 4 | | | | | | | | | | | | 4 |

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

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ALO | | | 1 | | | 1 | | 1 | | | | | 3 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| 2024 | | | 1 | | | | | 1 | | | | | 2 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| | | | A Contact | Center ma | veier comp | mannes ivep | OIL | | | | | | |
|---|---------------|------------|-----------|-----------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALS | 1 | | 1 | | | | | 3 | 7 | | 1 | | 13 |
| 2023 | 1 | | 1 | | | | | | 2 | | | | 4 |
| Additional Information Required/Insufficient In | formation | | 1 | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Informatio | on - EMAIL | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | 1 | | | | | | | | | | | | 1 |
| 2024 | | | | | | | | 3 | 5 | | 1 | | 9 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| DHS TRIP | | | | | | | | | 2 | | | | 2 |
| DHS TRIP - General | | | | | | | | | 2 | | | | 2 |
| Locks | | | | | | | | 1 | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | 2 | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | 1 | 1 | | | | 2 |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-on | or Checke | d | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |

| | | 15 | A Contact | Center Tra | veier Comp | iaints Rep | ort | | | | | | |
|---|------------------|--------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALW | 1 | 1 | | 1 | 2 | | | | 1 | | 2 | 3 | 11 |
| 2023 | | 1 | | | | | | | | | 1 | 1 | 3 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing I | tems - Carry-C |)n | | | | | | | | | 1 | | |
| 2024 | 1 | | | 1 | 2 | | | | 1 | | 1 | 2 | ı |
| Civil Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | | |
| No Jurisdiction | | | | | 1 | | | | | | | | |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Children | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal | Implants (joint) | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheel | chair/ Scooter | Segway | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing I | tems - Checke | d | | | | | | | | | 1 | | |
| Screening | 1 | | | | 1 | | | | | | | | 2 |
| Screening - Crew Member or Airline Er | mployee | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Catagorias | 40.0-4 | | | | | laints Rep | | 05.84- | 00 1 | 07.1 | 00.4 | 00.0 | T - 4 - 1 |
|--|--------------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|-----------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AMA | 7 | 5 | 4 | 5 | | | 4 | | | 2 | | 1 | 48 |
| 2023 | 1 | 1 | 2 | 1 | | 9 | 2 | 1 | | 2 | | | 23 |
| 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 | | | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | 1 | | | 3 |
| Patdown | | 1 | 1 | | | | | 1 | | | | | 3 |
| Patdown - Flyer | | 1 | 1 | | | | | 1 | | | | | 3 |
| Property - Special Handling | | | | 1 | | | 1 | | | 1 | | | |
| Property - Special Handling - Damaged Ite | | d | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | | | 1 | | | 1 | | | | | | 2 |
| Screening | | | | | | 6 | | | | | 1 | | 7 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 2 | | | | | 1 | | 3 |
| Screening - Procedures/Process | | | | | | 3 | | | | | | | 3 |
| 2024 | 4 | 4 | 2 | 4 | 3 | 2 | 2 | | | | 1 | 1 | 23 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Customer Service | 2 | | 1 | | | 1 | 1 | | | | | | 5 |
| Customer Service - TSO | 2 | | 1 | | | 1 | 1 | | | | | | 5 |
| 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 | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | 1 | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | ems - Checl | 2 | | | 1 | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | | 2 |
| Screening | | | 1 | 1 | 1 | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | | | | | | | 3 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10.0-1 | | ontact Cente | | | - | | 05.55- | 00 1 | 07 1.1 | 00.4 | 00.0 | Total |
|--|---|-------------|--------------|---------|-----|-----|----|--------|--------|--------|------------------|--------|---|
| - | | | | | | | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ANC | 26 | 9 | 9 | 15 | 12 | 17 | 10 | 19 | 23 | 33 | 34 | 25 | 232 |
| 2023 | 6 | 7 | 6 | 8 | 8 | 7 | 7 | 11 | 12 | 14 | 12 | 12 | 110 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Airline | | | | | | | 1 | | | | 1 | | 2 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | 1 | | | 1 | | 1 | | | 1 | 1 | 5 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | | | | | | | | 1 | | | | 1 | 2 |
| Customer Service | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 4 | 5 | 5 | 5 | 6 | 39 |
| Customer Service - TSO | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 4 | 5 | 5 | 5 | 6 | 39 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | | 1 | | | 1 | | | 1 | 2 | 10 |
| Mishandling of Passenger Property - Dam | _ | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | 1 | | | 1 | 2 | 7 |
| Mishandling of Passenger Property - Disar | rrayed ItemsCa | rry-on or C | Checked | | 1 | | | | | | | | 1 |
| Ombudsman | | | 1 | | | | | | | | | | 1 |
| Ombudsman - General | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 3 | 2 | | 1 | 1 | 1 | 2 | 1 | | 11 |
| Patdown - Flyer | | | | 2 | 2 | | 1 | 1 | 1 | 2 | 1 | | 10 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | 1 | 2 | 3 | 1 | | 9 |
| Persons w/ Disabilities (PWD) - Autism Sp | oectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devices | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave | ersion (pain/traur | na) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Segv | vay | | | | | | | 1 | 2 | | | 3 |
| Property - Special Handling | | 1 | | | | | 1 | 1 | | | 1 | 1 | 5 |
| Property - Special Handling - Damaged Ite | ems - Carry-On | | | | | | 1 | 1 | | | | 1 | 3 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 3 | 1 | 3 | 2 | 3 | | 2 | 4 | 4 | 1 | 2 | 26 |
| Screening - Inconsistency | 1 | 1 | | 2 | | | | | 1 | 1 | 1 | | 7 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | 2 | 1 | 1 | 2 | 3 | | 2 | 3 | 2 | | 2 | 18 |
| 2024 | 6 | 2 | 3 | 7 | 4 | 10 | 3 | 8 | 11 | 19 | 22 | 13 | 108 |
| Airline | | _ | | • | • | 1 | | | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | 1 | 2 |
| Civil Rights | | | 1 | | | | | 1 | 1 | 2 | 1 | | 6 |
| Civil Rights - Age | | | ' | | | | | | | | 1 | | 1 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | ' | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | 2 | | | 3 |
| Customer Service | | | 1 | 2 | 1 | 1 | 2 | 1 | 5 | 6 | 8 | 4 | 31 |
| Customer Service - CSM | | | | | - 1 | | | - 1 | 3 | 1 | 0 | 1 | 2 |
| Customer Service - Others | | | | | | | | | | - 1 | | 1 | 1 |
| Customer Service - Others Customer Service - TSO | | | 1 | 2 | 1 | 1 | 2 | 1 | 5 | 5 | 8 | 2 | 28 |
| HAZMAT Endorsement | | | | | - 1 | | | 1 | 3 | 0 | 0 | | 1 |
| HAZMAT Endorsement - Status | | | | | | | | | | | | | |
| | 4 | | | | 4 | | | 1 | | | | | 1 |
| Locks | 1 | | | | 1 | 3 | | 1 | | | | | 6 |
| Locks - General | , | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | 1 | 2 | | 1 | | | | | 5 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Lost and Found - Airport/TSA | _ | | | | | | | | _ | | 1 | | 1 |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | 1 | | 1 | 2 | 3 | 1 | 1 | 13 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | 1 | | 1 | | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | | | | | | | | | 1 | 2 | | | 3 |
| Mishandling of Passenger Property - Disar | rrayed ItemsCa | rry-on or C | necked | | | | | | 1 | | | | 1 |
| Patdown | 1 | | | | | | | | 1 | | | 1 | 3 |
| Patdown - Flyer | 1 | | | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | 1 | 1 | 1 | 1 | 3 | 9 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/G | | _ | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Medi | cation and | d Medical Su | oplies | | | | | 1 | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | 1 | 2 |
| Description (DMD) Tauch Au | 1 | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave | | na) | | | | - 4 | 1 | 1 | | 2 | 2 | 1 | 10 |
| Property - Special Handling | ersion (pain/traur | na) | | 2 | | 1 | | | | | | | |
| Property - Special Handling | ersion (pain/traur | na) | | 2 | | 1 | | | | 1 | | | 2 |
| | ersion (pain/traur ems - Carry-On | na) | | | | 1 | | 1 | | 1 | 1 | | 3 |
| Property - Special Handling Property - Special Handling - Damaged Ite | ersion (pain/traur ems - Carry-On ems - Checked | na) | | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On | na) | | 1 | | | | 1 | | 1 | 1 | 1 | 3 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On | na) 1 | | 1 | 2 | | | 1 | 1 | | | 1 2 | 3 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On ns - Checked | | | 1 | 2 | 1 | | | 1 1 | 1 | 1 | | 3 3 2 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On ns - Checked | | | 1 | 2 | 1 | | | | 1 | 1 | | 3 3 2 26 1 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On ns - Checked | | | 1 1 2 | 2 | 1 | | 1 | | 1 5 | 1 | | 3 3 2 26 1 3 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines | ersion (pain/traur ems - Carry-On ems - Checked ns - Carry-On ns - Checked | | | 1 1 2 | 2 | 1 | | | | 1 5 | 1 8 | | 3 3 2 26 1 3 2 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Military | ersion (pain/traur ems - Carry-On ems - Checked is - Carry-On is - Checked | 1 | | 1 1 2 1 | | 1 | | 1 | | 1 5 | 1 8 1 1 | 2 | 3 3 2 26 1 3 2 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process | ersion (pain/traur ems - Carry-On ems - Checked is - Carry-On is - Checked 1 | | | 1 1 2 | 2 | 1 | | 1 | | 1 5 | 1 8 1 1 | | 3 3 2 26 1 3 2 1 19 |
| Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Military | ersion (pain/traur ems - Carry-On ems - Checked is - Carry-On is - Checked | 1 | | 1 1 2 1 | | 1 | | 1 | | 1 5 | 1 8 1 1 | 2 | 3 3 2 26 1 3 2 |

| | | | | | | p | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| A00 | 1 | | | | | | | 1 | | | | | 2 |
| 2023 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2024 | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TCC | | | | | | | | 1 | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| APN | | | | 1 | | | | | | | 1 | | 2 |
| 2024 | | | | 1 | | | | | | | 1 | | 2 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ART | 1 | | | | 1 | | | | | | | | 2 |
| 2024 | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

| | | | | | eler Comp | | | | | | | | |
|--|---------------|-----------|-------------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ASE | 3 | 2 | 1 | 11 | 9 | 1 | 4 | 2 | 3 | 4 | 1 | 3 | 44 |
| 2023 | | | 1 | 3 | 1 | 1 | 3 | 1 | 1 | 2 | | | 13 |
| Civil Rights | | | | 1 | 1 | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | 1 | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | 2 | 1 | | | | | 4 |
| Property - Special Handling - Damaged It | ems - Carry | /-On | | | | | 2 | 1 | | | | | 3 |
| Property - Special Handling - Missing Iter | ns - Checke | ed | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | 1 | | 1 | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | 1 | | 1 | | | | 3 |
| 2024 | 3 | 2 | | 8 | 8 | | 1 | 1 | 2 | 2 | 1 | 3 | 31 |
| Civil Rights | | 1 | | | | | | | | 1 | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | 2 | 3 | | 1 | | 1 | | | | 7 |
| Customer Service - TSO | | | | 2 | 3 | | 1 | | 1 | | | | 7 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lug | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (N | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pai | n/trauma) | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged It | ems - Carry | /-On | | | | | | | | | | 1 | 1 |
| Screening | 2 | | | 5 | 4 | | | 1 | 1 | 1 | 1 | 1 | 16 |
| Screening - Lengthy Lines | | | | 5 | 2 | | | | 1 | 1 | 1 | 1 | 11 |
| Screening - Procedures/Process | 2 | | | | 2 | | | 1 | | | | | 5 |

| Determine | | | Contact Ce | | | | | | | | | | |
|---|-----------------|------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ATL | 530 | 213 | 210 | 275 | 259 | 274 | 313 | 345 | 364 | 368 | 361 | 402 | 3,914 |
| 2023 | 120 | 106 | 94 | 111 | 87 | 115 | 145 | 153 | 136 | 137 | 143 | 153 | 1,500 |
| Additional Information Required/Insufficient In | formation | 1 | | 1 | | | | | | 2 | 1 | | 5 |
| Additional Information Required/Insufficient | nt Informatic | 1 | | 1 | | | | | | 2 | 1 | | 5 |
| Airline | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 15 |
| Airline - Lost Baggage | | 1 | 1 | | | | | 1 | 1 | | 1 | | 5 |
| Airline - Policy/Regulations/Service | 1 | | | 1 | | 1 | 1 | 1 | 2 | 1 | | 1 | 9 |
| Airline - Wheelchair Assistance | | | | 1 | | | | | | | | | 1 |
| Cargo | | | | | | 1 | | | | | | | 1 |
| Cargo - Known Shipper | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 4 | 6 | 8 | 2 | 4 | 1 | 8 | 3 | 5 | 2 | 7 | 4 | 54 |
| Civil Rights - Civil Rights Violation (TSA E | | 1 | | | | | 0 | | | | - ' | 1 | 2 |
| Civil Rights - National Origin | | | 1 | | | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Civil Rights - Race | 2 | 2 | 4 | 2 | 4 | ' | 5 | 2 | 3 | | 4 | | 30 |
| Civil Rights - Screening of Religious or Cu | | | 4 | | 4 | | 3 | 1 | 3 | | 4 | | 1 |
| | | | | | | | | 1 | | 0 | | | |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | | | | 2 | | | 2 | | | 8 |
| Civil Rights - Sexual Orientation - Not Tra | insgender | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | 2 | 2 | | | | | | 1 | | 1 | | 6 |
| Claims | | | | | | | | | | 2 | | | 2 |
| Claims - General | | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | 1 | | | 1 |
| Customer Service | 48 | 37 | 27 | 45 | 33 | 53 | 41 | 59 | 46 | 41 | 56 | 48 | 534 |
| Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Customer Service - Others | 1 | 1 | 1 | | | | 1 | 1 | | | | 2 | 7 |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 46 | 36 | 26 | 45 | 33 | 53 | 40 | 57 | 46 | 41 | 56 | 46 | 525 |
| DHS TRIP | | | | | | | 1 | | | | 1 | | 2 |
| DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| DHS TRIP - Status | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Intranet/Internet Inquiries | | | | | | | | 1 | | | | 1 | 1 |
| | | | | | | | | 1 | | | | | |
| Intranet/Internet Inquiries - General | | | | | | | 4 | | | 4 | | 4 | 1 |
| Locks | 2 | | | | 2 | 3 | 1 | | 2 | 1 | 1 | 1 | 13 |
| Locks - Missing or Damaged Lock | 2 | | | | 2 | 3 | 1 | | 2 | 1 | 1 | 1 | 13 |
| Lost and Found | | 1 | 1 | 1 | | 3 | 1 | | | 4 | | 1 | 12 |
| Lost and Found - Airport/TSA | | 1 | 1 | 1 | | 3 | 1 | | | 4 | | 1 | 12 |
| Mishandling of Passenger Property | 5 | 13 | 6 | 9 | 8 | 10 | 15 | 8 | 11 | 10 | 16 | 9 | 120 |
| Mishandling of Passenger Property - Dam | 2 | 5 | 4 | 5 | 4 | 5 | 7 | 4 | 4 | 7 | 6 | 3 | 56 |
| Mishandling of Passenger Property - Dam | 3 | 7 | 2 | 4 | 4 | 4 | 7 | 4 | 7 | 3 | 10 | 6 | 61 |
| Mishandling of Passenger Property - Disa | | 1 | | | | 1 | 1 | | | | | | 3 |
| No Jurisdiction | 3 | 1 | 2 | 4 | 4 | 1 | 3 | 4 | 6 | 2 | 3 | 5 | 38 |
| No Jurisdiction - No Referral | 0 | | | | 1 | ' | | 2 | 4 | | 1 | 1 | 9 |
| No Jurisdiction - Refer to CBP | 2 | | | 1 | 1 | | 1 | 2 | 4 | 1 | 1 | 3 | 12 |
| | 2 | | | 1 | - 1 | | | | | - 1 | ı | 3 | |
| No Jurisdiction - Refer to FAA | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | 1 | 2 | 2 | 2 | 1 | 2 | | 2 | 1 | 1 | 1 | 16 |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | | 1 | 2 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | 1 | | | | | 1 | 2 |
| Ombudsman | | | | | | | | | 1 | | | | 1 |
| Ombudsman - General | | | | | | | | | 1 | | | | 1 |
| Patdown | 2 | 2 | 2 | 4 | 3 | 5 | 4 | | 3 | | 2 | 2 | 29 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | 2 | 2 | 2 | 4 | 2 | 5 | 2 | | 3 | | 2 | 2 | 26 |
| Patdown - Flyer as Observer | _ | | | | 1 | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | 1 | | | | | | 1 |
| · | - | | 4 | 0 | 4 | 2 | 9 | 0 | 0 | 40 | 0 | 4.4 | |
| Persons w/ Disabilities (PWD) | 5 | 5 | 4 | 2 | 1 | 3 | 9 | 8 | 8 | 19 | 8 | | 83 |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | 1 | | | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability | | | | | | | 2 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | 1 | | | 1 | | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | 2 | | | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Attac | hed to the | Body | | | | | 1 | | 2 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | 1 | 4 | 2 | 1 | 3 | 2 | 2 | 17 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | 1 | | 1 | 1 | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | nd Casts | | | | | | | | 2 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | | + | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | | Equipmen | ı | | | | | | | | 1 | 1 | 2 |
| | | | | | | | | | | | ı | | |
| Persons w/ Disabilities (PWD) - Touch Av | | auma) | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | - | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 2 | 1 | 1 | 1 | 2 | 4 | 3 | 6 | | 2 | 23 |
| Property - Special Handling | 7 | 15 | 11 | 15 | 11 | 5 | 8 | 15 | 12 | 5 | 5 | | 122 |
| Property - Special Handling - Damaged Ite | | 5 | 4 | 3 | 5 | 2 | | 3 | 1 | 1 | 1 | 3 | 30 |
| Property - Special Handling - Damaged It | ems - Checl | 2 | 2 | 3 | | | | | 3 | | 2 | 3 | 15 |
| Property - Special Handling - Missing Iten | | 7 | 3 | 4 | 2 | 1 | 5 | 6 | 2 | 3 | 1 | 3 | 39 |
| Property - Special Handling - Missing Iten | | 1 | 2 | 5 | 4 | 2 | 3 | 6 | 6 | 1 | 1 | 4 | 38 |
| Request for Assistance | | ' | | J | 1 | 1 | J | U | U | 1 | 1 | 7 | 3 |
| | | | | | | | | | | | | | |
| Request for Assistance - Other | | 0: | | | 1 | 1 | | | | | 1 | | 3 |
| Screening | 43 | 24 | 32 | 26 | 20 | 28 | 52 | 52 | 39 | 48 | 41 | 56 | 461 |
| Screening - Crew Member or Airline Empl | 1 | 1 | 4 | 3 | | 1 | 1 | 1 | | 1 | | 1 | 14 |
| Screening - Inconsistency | 6 | 4 | 4 | 1 | | 2 | 3 | 3 | 4 | 6 | 5 | 4 | 42 |
| Screening - International Screening | | | | | | 1 | | | | 1 | | | 2 |
| Screening - Lengthy Lines | 17 | 5 | 8 | 6 | | 5 | 19 | 14 | 16 | 12 | 5 | 16 | 123 |
| | | | | | | | | | | | | | |

| | | | | | | nts Report | | | | | | | |
|---|--|----------------------------|----------------------------------|-------------------------|-------------------|----------------------------------|-------------------------|---------------------------------------|------------------------------|---|------------------------------|--|--|
| gories | | | | | | | 4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Procedures/Process | 19 | 13 | 16 | 15 | 17 | 19 | 29 | 31 | 18 | 27 | 31 | 35 | 270 |
| Screening - Retrieving Abandoned/Confise | cated Items | 1 | | 1 | 2 | | | 3 | 1 | 1 | | | |
| Screening - Shoe Screening | | | | | 1 | | | | | | | | |
| SIDA (Security Identification Display Area) | | | | | | | | 1 | | | | | |
| SIDA (Security Identification Display Area |) - General | | | | | | | 1 | | | | | |
| 2024 | 155 | 107 | 116 | 164 | 172 | 159 | 168 | 192 | 228 | 231 | 218 | 249 | 2,159 |
| Additional Information Required/Insufficient Inf | ormation | | | 1 | | | 1 | 2 | | | | | |
| Additional Information Required/Insufficier | t Information | - EMAIL ONL | Υ | 1 | | | 1 | 2 | | | | | 4 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | |
| Advanced Imaging Technology (AIT) - Flye | ⊃r | | | | 1 | | | | | | | | |
| Airline | 1 | 1 | 1 | | 1 | 2 | | 3 | 6 | 5 | 2 | 2 | 24 |
| | 1 | ' | - 1 | | 1 | | | 3 | 1 | 1 | | | |
| Airline - Lost Baggage | 4 | | 4 | | | | | | | | | 4 | 4- |
| Airline - Policy/Regulations/Service | 1 | 1 | 1 | | | 1 | | 3 | 5 | 2 | 2 | 1 | 17 |
| Airline - Positive Bag Match Program | | | | | | | | | | 1 | | | |
| Airline - Wheelchair Assistance | | | | | 1 | 1 | | | | 1 | | 1 | 4 |
| Civil Rights | 2 | 5 | 2 | 6 | 5 | 7 | 7 | 7 | 12 | 6 | 8 | 7 | 7- |
| Civil Rights - Age | | | | 1 | | | | 2 | 1 | 1 | | 1 | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | | | | | |
| Civil Rights - National Origin | | | 1 | | 1 | | | | 1 | | 2 | 1 | |
| Civil Rights - Not Specified | | | 1 | 1 | 3 | | 2 | 1 | | | 1 | | |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | |
| ŭ ü | 4 | | | 2 | | | 4 | 2 | 0 | 0 | 4 | 2 | |
| Civil Rights - Race | 1 | 2 | | 3 | | 4 | 4 | 3 | 8 | 3 | 4 | 3 | 3 |
| Civil Rights - Sex/Gender/Gender Identity- | | 1 | | | 1 | 2 | | 1 | 2 | 1 | | 2 | 1 |
| Civil Rights - Sexual Orientation - Not Trans | nsgender | | | | | | | | | 1 | | | |
| Civil Rights - Transgender Screening | 1 | 1 | | 1 | | | | | | | 1 | | |
| Claims | | | | | | | 1 | 3 | | | | | |
| Claims - General | | | | | | | 1 | 3 | | | | | |
| CLEAR | | | | | | | ' | J | | | 1 | | |
| | | | | | | | | | | | | | |
| CLEAR - Registered Traveler | | | | | | | | | | | 1 | | |
| Customer Service | 56 | 52 | 59 | 77 | 84 | 63 | 80 | 62 | 81 | 95 | 78 | 83 | 87 |
| Customer Service - CSM | | | | | | 1 | 1 | | | | | | |
| Customer Service - Others | | | | 1 | 1 | 1 | 2 | | 2 | | 1 | | |
| Customer Service - TCC | 1 | 1 | | 3 | 1 | | 1 | | | 1 | | 2 | 1 |
| Customer Service - TSO | 55 | 51 | 59 | 73 | 82 | 61 | 76 | 62 | 79 | 94 | 77 | 81 | 85 |
| DHS TRIP | | 0. | 2 | | 2 | | | 1 | | 1 | 1 | | |
| DHS TRIP - General | | | 1 | | 2 | | | 1 | | 1 | 1 | | |
| | | | | | | | | - 1 | | - ' | - 1 | | |
| DHS TRIP - Status | | | 1 | | | | | | | | | | |
| Hazardous Materials Safety | | | | | | | | 1 | | | | | |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | |
| Locks | 1 | | 1 | 1 | | 2 | 1 | 1 | | 2 | 3 | 1 | 1 |
| Locks - General | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | 1 | | 1 | 1 | | 2 | 1 | 1 | | 2 | 2 | 1 | 1: |
| Lost and Found | 3 | | 1 | 7 | | 1 | | 1 | 4 | 3 | 1 | 6 | 2 |
| Lost and Found - Airport/TSA | 3 | | 1 | 7 | | 1 | | 1 | 4 | 3 | 1 | 6 | 2 |
| Mishandling of Passenger Property | 7 | 7 | 10 | 18 | 29 | 35 | 27 | 34 | 33 | 40 | 25 | 31 | 296 |
| | | | | 10 | 23 | 33 | 21 | 34 | 33 | 40 | 20 | 31 | |
| Mishandling of Passenger Property - Dam | | | 1 | 10 | 0.4 | | 10 | | 4.0 | | | 10 | 10 |
| Mishandling of Passenger Property - Dam | 2 | 3 | 3 | 12 | 21 | 23 | 19 | 23 | 19 | 29 | 23 | 18 | 19 |
| Mishandling of Passenger Property - Dam | | 4 | 6 | 5 | 6 | 12 | 6 | 10 | 10 | 10 | 2 | 11 | 8 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsUnspe | ecified I | 1 | 2 | | 2 | 1 | 3 | | | | |
| Mishandling of Passenger Property - Disar | rayed Items- | -Carry-on or 0 | Checked | | | | | | 1 | 1 | | 2 | |
| No Jurisdiction | 3 | 2 | 1 | 4 | 5 | 1 | | 4 | 10 | 4 | 10 | 4 | 4 |
| No Jurisdiction - No Referral | 1 | | 1 | 1 | 1 | | | 2 | 2 | 4 | 2 | 1 | 1 |
| No Jurisdiction - Refer to CBP | 2 | 2 | | 2 | 4 | 1 | | 2 | 3 | | 5 | 2 | 2 |
| No Jurisdiction - Refer to Other | | | | 1 | | - ' | | | 5 | | 3 | 1 | 1 |
| | | | 4 | 1 | 4 | | | | 3 | | 3 | 1 | |
| No Subject | | | 1 | | 1 | | | | | | | | |
| No Subject - General | | | 1 | | 1 | | | | | | | | |
| Patdown | | | 1 | 3 | 3 | 4 | 4 | 3 | 1 | 2 | 2 | 6 | 2 |
| Patdown - Flyer | | | 1 | 3 | 3 | 4 | 4 | 3 | 1 | 2 | 2 | 6 | 2 |
| Persons w/ Disabilities (PWD) | 2 | 9 | 8 | 6 | 6 | 10 | 8 | 13 | 9 | 17 | 22 | 25 | 13 |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | 2 | | | 1 | 1 | 1 | 3 | 2 | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | eneral) Not E | Breast Cancer | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | | isability | | | | | 1 | | 2 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Diabetes | /Bovolopinio | 1 | 1 | 1 | | | 1 | - ' | | 2 | 3 | | |
| Persons w/ Disabilities (PWD) - General | | ' | 1 | 1 | 2 | - 1 | 1 | | - 1 | | 2 | | |
| | | | | | 2 | 1 | 1 | | 1 | 1 | | 5 | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | 1 | 1 | 1 | 1 | | | 2 | 2 | 1 | 1 | 1 |
| | | 1 | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | ched to the Bo | ody | | | | | 2 | | | | | |
| Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D | evices - Atta | | 1 | | 1 | 2 | 2 | 1 | 1 | | 2 | 9 | 1 |
| . , | | l edicatior | | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical D | Necessary N | ledicatior | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | Necessary Nants (joint) | ledicatior 1 | | 2 | 2 | 2 | 1 | 1 | ı | 1 | 5 | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D | Necessary National Necessary National Necessary National | | 2 | 2 | 2 | 2 | 1 | 1 | 1 | | 5 | 1 | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O | Necessary National Necessary National Networks (New Yorkstown) | | | 2 | 2 | 2 | | | 1 | 1 | 5 | | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service A | Necessary National Necessary National Necessary National National Necessary National Nece | 1 | | 2 | 2 | 2 | 1 | 1 | 1 | 1 | | 2 | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave | Necessary Nalants (joint) Disability (Nalassimates) Disability (Nalass | 1 rauma) | | 2 | 2 | | | | 1 | 1 | 3 | | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Imp | Necessary Notation Necessary Notation (joint) Disability (Notation Necessary Notation Necessary | 1 rauma) | 2 | | 2 | 1 | 1 | 1 | | 1 1 1 | 3 | 2 | |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | Necessary Notation Necessary Notation (point) Disability (Notation Necessary Notation Necessary Necessar | 1 rauma) 1 5 | 2 | 1 | | 1 2 | 1 | 1 | 1 | 1 1 1 4 | 3 | 2 1 | 2 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | Necessary Nolants (joint) Disability (Nolatomates nimals ersion (pain/topairment 15 | 1 rauma) 1 5 7 | 1 13 | 1 18 | 10 | 1 2 11 | 1 1 18 | 1 4 19 | 1 23 | 1 1 1 | 3 4 21 | 2 | 2 19 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | Necessary Notation Necessary Notation (point) Disability (Notation Necessary Notation Necessary Necessar | 1 rauma) 1 5 | 2 | 1 | | 1 2 | 1 | 1 | 1 | 1 1 1 4 | 3 | 2 1 | 2 19 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | Necessary Nolants (joint) Disability (Nolatomates nimals ersion (pain/topairment 15 | 1 rauma) 1 5 7 | 1 13 | 1 18 | 10 | 1 2 11 | 1 1 18 | 1 4 19 | 1 23 | 1 1 1 4 20 | 3 4 21 | 2 1 3 22 | 2 19 8 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | Necessary Mants (joint) visability (Nostomates nimals ersion (pain/t pairment 1 15 3 1 | 1 rauma) 1 5 7 1 2 | 1 13 2 2 | 1 18 11 1 | 10 4 | 1 2 11 4 2 | 1 1 18 10 1 | 1 4 19 8 1 | 1 23 9 | 1 1 1 4 20 | 3 4 21 10 3 | 2 1 3 22 11 1 | 2 19 8 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | Necessary Mants (joint) visability (Nostomates nimals ersion (pain/t pairment 1 15 3 1 7 | 1 1 5 7 1 2 1 | 1 13 2 2 5 | 1 18 11 1 5 | 10 4 | 1 2 11 4 2 3 | 1 1 18 10 | 1 4 19 8 1 8 | 1 23 9 1 | 1 1 1 4 20 10 | 3 4 21 10 3 7 | 2 1 3 22 11 1 8 | 2 19 8: |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | Necessary Mants (joint) visability (Nostomates nimals ersion (pain/t pairment 1 15 3 1 | 1 rauma) 1 5 7 1 2 | 1 13 2 2 5 4 | 1 18 11 1 | 10 4 | 1 2 11 4 2 | 1 1 18 10 1 | 1 4 19 8 1 8 2 | 1 23 9 | 1 1 1 4 20 10 | 3 4 21 10 3 | 2 1 3 22 11 1 | 22 19 8: 1: 7: |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance | Necessary Mants (joint) visability (Nostomates nimals ersion (pain/t pairment 1 15 3 1 7 | 1 1 5 7 1 2 1 | 1 13 2 2 5 4 | 1 18 11 1 5 | 10 4 | 1 2 11 4 2 3 | 1 1 18 10 1 | 1 4 19 8 1 8 2 | 1 23 9 1 | 1 1 1 4 20 10 | 3 4 21 10 3 7 | 2 1 3 22 11 1 8 | 2° 19° 8; 1! 7′ 29 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance - Other | Necessary Management Necessary | 1 | 1 13 2 2 5 4 1 | 1 18 11 1 5 | 10 4 2 4 | 1 2 11 4 2 3 2 | 1 18 10 1 7 | 1 4 19 8 1 8 2 1 | 1 23 9 1 11 2 | 1 1 1 4 20 10 6 4 1 | 3 4 21 10 3 7 | 2 1 3 22 11 1 8 2 | 22 199 83 11 77 |
| Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Avv Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance | Necessary Mants (joint) visability (Nostomates nimals ersion (pain/t pairment 1 15 3 1 7 | 1 1 5 7 1 2 1 | 1 13 2 2 5 4 | 1 18 11 1 5 | 10 4 | 1 2 11 4 2 3 | 1 1 18 10 1 | 1 4 19 8 1 8 2 | 1 23 9 1 | 1 1 1 4 20 10 | 3 4 21 10 3 7 | 2 1 3 22 11 1 8 | 18 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 |

| ategories | 10-Oct | 11-Nov | 12-Dec | Center Trav 01-Jan | 02-Feb | 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|----------|--------|-----------------------|---------------|--------|--------|--------|--------|--------|--------|--------|-------|
| - | | 1 1-14UV | | | 02-Feb | | 04-Apr | | | | | | |
| Screening - Inconsistency | 7 | | 1 | | 2 | 2 | 4 | 2 | 2 | 3 | 2 | 6 | 3 |
| Screening - International Screening | 00 | 0 | | | 40 | 40 | | 47 | 40 | | 47 | 07 | 4.0 |
| Screening - Lengthy Lines | 33 | 6 | 5 | | 12 | | 6 | | 13 | 10 | | | 16 |
| Screening - Procedures/Process | 25 | 17 | 7 | | 8 | 7 | 8 | | 29 | 21 | | | 20 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | 3 | 2 | 2 | 1 | 4 | | 2 | | 2 |
| Screening - Security Breach | | | 1 | | | | | | | | 1 | 1 | |
| Screening - Shoe Screening | | | | | | | | | 1 | | | | |
| SIDA (Security Identification Display Area) | | | | | | | 1 | | | | | | |
| SIDA (Security Identification Display Area | i e | | | | | | 1 | | | | | | |
| 2025 | 255 | | | | | | | | | | | | 25 |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | |
| Civil Rights | 8 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Profiling | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 3 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| CLEAR | 1 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 1 | | | | | | | | | | | | |
| Customer Service | 90 | | | | | | | | | | | | |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 88 | | | | | | | | | | | | |
| Human Capital | 1 | | | | | | | | | | | | |
| Human Capital - Current Employee | 1 | | | | | | | | | | | | |
| Locks | 2 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 2 | | | | | | | | | | | | |
| Lost and Found | 4 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 4 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 18 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | |
| No Jurisdiction | 10 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 6 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 3 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Flyer | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 15 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 7 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | | | | |
| Property - Special Handling | 31 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 10 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | |
| Request for Assistance | 1 | | | | | | | | | | | | |
| Request for Assistance - Other | 1 | | | | | | | | | | | | |
| Screening | 70 | | | | | | | | | | | | |
| Screening - Inconsistency | 5 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 29 | | | | | | | | | | | | |
| Screening - Procedures/Process | 34 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| Screening - Security Breach | 1 | | | | | | | | | | | | |
| TWIC | 1 | | | | | | | | | | | | |
| TWIC - General | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Comp | laints Repo | ort | | | | | | |
|---|---------------|------------|-----------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ATW | 3 | 2 | | | 1 | 1 | 2 | 3 | | 6 | | | 18 |
| 2023 | 1 | | | | 1 | | 1 | 1 | | 2 | | | 6 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary | Medication | and Medic | al Supplies | | | 1 | | | | | | 1 |
| Screening | 1 | | | | 1 | | | | | 1 | | | 3 |
| Screening - Procedures/Process | 1 | | | | 1 | | | | | 1 | | | 3 |
| 2024 | 1 | 2 | | | | 1 | 1 | 2 | | 4 | | | 11 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service - TSO | | | | | | | | 1 | | 1 | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service | Animals | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | ems - Checke | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | 1 | | 1 | | 2 | | | 5 |
| Screening - Inconsistency | | | | | | 1 | | | | 2 | | | 3 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | | | 2 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ATY | | | | | | | | | | | 3 | | 3 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| 2024 | | | | | | | | | | | 2 | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AUG | 1 | | | | | | | | | | 1 | | 2 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Onto monitor | 1001 | | | | | laints Repoi | | | | | | | |
|---|-----------------|--------------|----------|--------|--------|--------------|--------|--------------|--------|--------|--------|---|--|
| Categories | 10-Oct | | | 01-Jan | 02-Feb | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AUS | 87 | 63 | 63 | 62 | 44 | 50 | 66 | 76 | 58 | 78 | 71 | | 791 |
| 2023 | 21 | 26 | 25 | 34 | 19 | 28 | 28 | 30 | 26 | 34 | 32 | | 336 |
| Airline | | 1 | | | | | | | | | | 1 | 2 |
| Airline - Lost Baggage | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | 2 | 2 | | 2 | 4 | 2 | 2 | 1 | 2 | 3 | 4 | 24 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | 1 | | | 2 | | | 1 | | 1 | 2 | 8 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transo | 1 | | | 2 | 2 | 2 | 2 | | | 1 | 2 | 12 |
| Claims | ` | | | | | | | | | 1 | 1 | | 2 |
| Claims - General | | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 8 | 4 | 8 | 10 | 7 | 8 | 6 | 8 | 3 | 7 | 8 | 5 | 82 |
| Customer Service - Others | 0 | | 0 | 10 | 1 | 0 | 0 | 0 | 3 | - 1 | 0 | | 1 |
| Customer Service - TSO | 8 | 4 | 8 | 10 | 6 | 8 | 6 | 8 | 3 | 7 | 8 | 5 | 81 |
| | 0 | 4 | 0 | 10 | 0 | 0 | 0 | 0 | 3 | | 0 | 5 | |
| Intranet/Internet Inquiries | | | | | | | | | | 1 | | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | | 1 | 2 | 3 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | 2 | 3 |
| Lost and Found | | 1 | | | | 1 | | | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 4 | 3 | 6 | 1 | 2 | 1 | 2 | 5 | 3 | 4 | 5 | 36 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | 2 | 4 | | | 1 | 1 | 3 | 3 | 4 | 4 | 23 |
| Mishandling of Passenger Property - Dan | | 3 | 1 | 2 | 1 | 1 | | 1 | 1 | | | 1 | 11 |
| Mishandling of Passenger Property - Disa | | | | | | 1 | | | 1 | | | | 2 |
| No Jurisdiction | , = = | , | | 1 | | | | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 3 | | 2 | 3 | 5 | 3 | 2 | 4 | 2 | 1 | | 26 |
| Patdown - Flyer | 1 | 3 | | 1 | 3 | 5 | 3 | 2 | 2 | 2 | | | 23 |
| Patdown - Flyer as Observer | ' | 3 | | 1 | 3 | 5 | 3 | | | | 1 | | |
| • | | | | ı | | | | | 0 | | | | 1 |
| Patdown - Non-Flyer | | | | | 4 | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 2 | 3 | 1 | | 4 | 2 | 4 | 2 | | 3 | 24 |
| Persons w/ Disabilities (PWD) - Autism S | - | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/ | Garments/D | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | | Medication a | nd Medic | 1 | | | 1 | 1 | | 2 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (N | 1 | | 1 | | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service | Animals | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | 1 | 1 | 1 | | | | 3 | | | | 6 |
| Property - Special Handling | 4 | 5 | 5 | 1 | 3 | 3 | 2 | 2 | 2 | 5 | 4 | 1 | 37 |
| Property - Special Handling - Damaged I | te 3 | 2 | 2 | 1 | | 1 | 1 | | 2 | 3 | 1 | 1 | 17 |
| Property - Special Handling - Damaged I | tems - Checl | 1 | 1 | | 1 | | 1 | 1 | | 1 | 1 | | 7 |
| Property - Special Handling - Missing Iter | | 2 | | | 2 | 2 | | 1 | | 1 | 1 | | 9 |
| Property - Special Handling - Missing Iter | | | 2 | | | | | | | | 1 | | 4 |
| Screening | 7 | 4 | 5 | 11 | 2 | 5 | 10 | 12 | 6 | 11 | 10 | 12 | 95 |
| Screening - Crew Member or Airline Emp | 1 | | 2 | 1 | | | 1 | | 1 | 1 | | | 7 |
| Screening - Inconsistency | 1 | 1 | | 4 | | | ' | | ' | 2 | 1 | 1 | 10 |
| Screening - Lengthy Lines | | · · | | | | | 1 | 1 | 2 | | 4 | | 9 |
| Screening - Military | | | | | | | - ' | - 1 | | - 1 | 4 | - ' | |
| Screening - Military Screening - Procedures/Process | 4 | 3 | 3 | 6 | 0 | 2 | 8 | 44 | 2 | 1 6 | 5 | 10 | 1 |
| | | 3 | 3 | Ö | 2 | 3 | ŏ | 11 | 3 | | 5 | 10 | 64 |
| Screening - Retrieving Abandoned/Confis | | <u></u> | ^^ | | | 2 | •• | | | 1 | | | 422 |
| 2024 | 33 | 37 | 38 | 28 | 25 | 22 | 38 | 46 | 32 | 44 | 39 | 40 | 422 |
| Additional Information Required/Insufficient In | | - EMA!! C: | UL V | | | | | 1 | | | | | 1 |
| Additional Information Required/Insufficie | int information | n - EMAIL O | NLY | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | | 1 | 1 |
| Advanced Imaging Technology (AIT) - Fly | yer | | | | | | | | | | | 1 | 1 |
| Airline | | | | | 1 | | | | 1 | | | 1 | 3 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | 1 | | | 1 | 3 |
| Business, Suggestions, and Ideas | | | | | | | | | | | | 1 | 1 |
| Business, Suggestions, and Ideas - Gene | eral | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | 2 | | 3 | 5 | | 3 | | 1 | 2 | 2 | 2 | 21 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Constitutional Rights | | 1 | | | 1 | | | | | | | | 2 |
| Civil Rights - Headwear | | | | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | 1 | | | | | | | | 1 |
| | | | | | | | 1 | | | 1 | 2 | | 5 |
| | | | | 1 | | | | | | | | | |
| Civil Rights - Not Specified | | | | 1 | | | ' | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Race | , 4 | | | | | | | | | 4 | | 1 | 1 8 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | /· 1 | 4 | | 1 | 3 | | 1 | | | 1 | | | 8 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | /· 1 | 1 | | | 3 | | | | | | | 1 | 8 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims | /· 1 | 1 | | | 3 | | 1 | | | 1 | | 1 | 8 2 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status | <i>i</i> 1 | 1 | | | 3 | | 1 | | | | | 1 | 8 2 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR | и 1 | 1 | | | 3 | | 1 | 1 | | 1 | | 1 | 8 2 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler | | | | 1 | | | 1 1 | 1 | | 1 | | 1 | 8 2 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service | 7 | 1 | 14 | | 3 | 10 | 1 | | 5 | 1 | 12 | 1 | 8 2 1 1 1 1 1 132 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others | | | 14 | 1 | | 10 | 1 1 | 1 | 5 | 1 | 12 | 1 | 8 2 1 1 1 1 1 132 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service | | | | 1 | | 10 | 1 1 | 1 | 5 | 1 | 12 | 1 | 8 2 1 1 1 1 1 132 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others | | | | 1 | | 10 | 1 1 | 1 | 5 | 1 | | 1 | 8 2 1 1 1 1 1 132 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TCC | 7 | 6 | 1 | 16 | 8 | | 11 2 | 1 10 1 | | 1 1 20 | | 1 | 8 2 1 1 1 1 1 132 2 3 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | laints Repo | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|---------------|--------------|-------------|---------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Lost and Found | 10-001 | 11-1404 | 2 | U I-Jaii | 02-1 GD | 1 1 | ич-дрі | UJ-Way | 1 | 07-5ui | 00-Aug | 09-3ep | Total |
| Lost and Found - Airport/TSA | | | 2 | | | 1 | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 5 | 3 | 5 | 3 | 1 | 2 | 8 | 2 | 3 | 3 | 6 | 2 | 4 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 4 | 2 | ' | 2 | 2 | | 1 | 2 | | 2 | 2 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | 1 | | 4 | | 2 | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | | ' | | | ' | | 1 | | | ' | J | | ' |
| Mishandling of Passenger Property - Disa | | Carry on (| or Chacker | 1 | | | 1 | | | | 1 | | |
| No Jurisdiction | l ayeu items | carry-orre | 1 | - 1 | | | 1 | | 2 | 1 | | | |
| No Jurisdiction - No Referral | | - 1 | - 1 | | | | 1 | | | 1 | | | |
| No Jurisdiction - Refer to CBP | | 1 | | | | | - 1 | - 1 | 1 | - ' | - 1 | | |
| No Jurisdiction - Refer to Other | | - 1 | 1 | | | | | | 1 | | | | |
| Patdown | 4 | 4 | 2 | 1 | 1 | 2 | 3 | 1 | 3 | 2 | 1 | 3 | 2 |
| Patdown - Children | 4 | 4 | | ı | 1 | | 3 | 1 | 3 | | 1 | 3 | |
| Patdown - Flyer | 4 | 3 | 2 | | 1 | 2 | 3 | 1 | 3 | 2 | 1 | 3 | |
| Patdown - Flyer as Observer | 4 | 1 | | 1 | | | 3 | 1 | 3 | | 1 | 3 | |
| Persons w/ Disabilities (PWD) | 1 | 2 | 3 | 1 | 4 | 2 | 0 | 7 | | 7 | 4 | 0 | |
| ` / | | | 3 | | 1 | 3 | 6 | | 5 | - 1 | 4 | 2 | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | | | 1 | 1 | 4 | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | | /5 4 | L D1 1-106 - | | | | 4 | - | 4 | 1 | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | ntai /ivienta | | | | | 1 | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 2 | | | | | | 1 | 4 | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Hearing II | | | | | | | | 1 | | 1 | | | |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical E | | | 1 | 10 " | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | and Medica | al Supplies | | | | | 2 | 2 | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | 2 | | , | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | | ir or Scoot | er) | | | 2 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | 2 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | | 1 | 1 | 1 | 2 | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Wounded | | | | | | | | 1 | | | | | |
| Property - Special Handling | 5 | 6 | 5 | 2 | 1 | | 1 | 1 | 4 | 3 | | | |
| Property - Special Handling - Damaged Ite | | 5 | 1 | 2 | 1 | | | | 3 | 2 | | 2 | 2 |
| Property - Special Handling - Damaged Ite | | | 1 | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | | 1 | 2 | | | | | | 1 | 1 | | 2 | |
| Property - Special Handling - Missing Item | | | 1 | | | | | 1 | | | 1 | | |
| Screening | 8 | 13 | 5 | 2 | 7 | 3 | 5 | 19 | 7 | 5 | 11 | 10 | 9 |
| Screening - Crew Member or Airline Empl | | 1 | 1 | | | 1 | | | | | | | |
| Screening - Inconsistency | 2 | 1 | | 2 | 1 | | 1 | | 1 | | 4 | 1 | 1 |
| Screening - Lengthy Lines | 2 | 1 | 2 | | | 1 | 1 | | 2 | 3 | | 3 | 2 |
| Screening - Procedures/Process | 4 | 10 | 2 | | 6 | 1 | 3 | | 3 | 2 | 6 | 6 | 5 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | | | 1 | | | | | |
| Screening - Security Breach | | | | | | | | | 1 | | | | |
| 2025 | 33 | | | | | | | | | | | | 3 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Customer Service | 9 | | | | | | | | | | | | |
| Customer Service - TSO | 9 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 2 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Flyer | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 7 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | | | | |
| | 2 | | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |

| | | | | | eler Comp | | | | | | | | |
|---|----------------|-------------|-------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AVL | 17 | 10 | 9 | 7 | 2 | 5 | | | 10 | 21 | | 5 | 110 |
| 2023 | 7 | 1 | 2 | 1 | 1 | 1 | 1 | 5 | | 3 | | | 28 |
| Civil Rights | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | | | | | | | | 1 | 1 | 1 | |
| Customer Service | 1 | | | | | | 1 | 2 | | | 1 | 1 | (|
| Customer Service - TSO | 1 | | | | | | 1 | 2 | | | 1 | 1 | (|
| Mishandling of Passenger Property | 1 | | | 1 | | | | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property - Dan | 1 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missing | temsChe | ecked Baç | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property - Disa | arrayed Items0 | Carry-on o | r Checked | l | | | | | | | | 1 | |
| Patdown | 1 | | | | 1 | | | | | | | | |
| Patdown - Flyer | 1 | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | edication a | and Medic | al Supplies | | | | 1 | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Screening | 2 | | 2 | | | 1 | | 1 | | 2 | | 1 | |
| Screening - Crew Member or Airline Emp | 2 | | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | _ | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | 2 | | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | |
| 2024 | 10 | 9 | 7 | 6 | 1 | 4 | 3 | 8 | 10 | 18 | 5 | 1 | 8 |
| Civil Rights | 1 | | • | 1 | • | • | | | | | 1 | • | |
| Civil Rights - Age | 1 | | | • | | | | | | | | | |
| Civil Rights - Constitutional Rights | · · | | | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | |
| Customer Service | 2 | 5 | 3 | 1 | 1 | 1 | | 4 | 4 | 3 | | | 2 |
| Customer Service - TCC | 1 | J | 3 | ' | ' | | | | | J | | | |
| Customer Service - TSO | 1 | 5 | 3 | 1 | 1 | 1 | | 4 | 4 | 3 | 2 | | 2 |
| Lost and Found | ' | 3 | 1 | - 1 | - 1 | - 1 | | 4 | 4 | 1 | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | - 1 | - 1 | 1 | | | | 2 | 1 | 1 | | | |
| Mishandling of Passenger Property - Dan | angod/Missing | tome Cou | mr on Lua | | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property - Dan | | 1 | ry-on Lug | gage 1 | | | | 1 | 1 | 1 | | | |
| | | Cormi on o | r Chaoleac | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Disa No Jurisdiction | irrayed itemst | Jany-on o | or Criecked | ı | | | | 1 | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | 1 | | | | | |
| | 4 | | 1 | 0 | | | | 1 | | | | | |
| Patdown | 1 | | | 2 | | | | | | 1 | | | |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Patdown - Flyer | 1 | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | y Necessary Me | edication a | and Medic | al Supplies | | | | 1 | | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | 1 | |
| Screening | 6 | 3 | 2 | 1 | | 3 | 3 | | 4 | 12 | 2 | | 3 |
| Screening - Crew Member or Airline Emp | 1 | | | | | | | | 1 | | | | |
| Screening - Inconsistency | 1 | | 1 | | | | | | | | 1 | | |
| Screening - Lengthy Lines | 4 | 2 | 1 | | | 1 | | | 3 | 6 | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | 1 | | 2 | 1 | | | 6 | | | 1: |

| | | 15 | A Contact (| Senter Trav | veler Comp | laints Rep | ort | | | | | | |
|--|---------------|-----------|-------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AVP | 1 | 1 | 1 | 1 | 2 | | 1 | 2 | 2 | 2 | 4 | | 17 |
| 2023 | 1 | | 1 | | 2 | | 1 | | 1 | 1 | 1 | | 8 |
| Customer Service | | | | | 1 | | | | 1 | | | | 2 |
| Customer Service - TSO | | | | | 1 | | | | 1 | | | | 2 |
| Patdown | | | 1 | | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | | | | | | 1 | | | 1 | 1 | | 4 |
| Screening - Inconsistency | 1 | | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | | 2 |
| 2024 | | 1 | | 1 | | | | 2 | 1 | 1 | 3 | | 9 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 1 | | | | | | | | 1 | 1 | | 3 |
| Customer Service - TSO | | 1 | | | | | | | | 1 | 1 | | 3 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-on | or Checked | d | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | version (pain | /trauma) | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| | | 13 | A Contact | Center Tra | weier comp | наниз кер | ort | | | | | | |
|--|-------------|------------|-------------|-------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AZO | | | 1 | | 1 | | | 2 | 2 | 1 | | 1 | 8 |
| 2023 | | | 1 | | | | | 2 | 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 |
| Persons w/ Disabilities (PWD) - Medically | y Necessary | Medication | n and Medic | al Supplies | 3 | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | 1 | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | 1 | | | | 2 |
| 2024 | | | | | 1 | | | | 1 | | | | 2 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | 1 | | | | 1 |

| Categories | 10.0 | | | | | aints Repor | | | | | | | |
|---|--|---|---|-------------|---|-------------|--|-------------------------------|-----------------------|---|---|----------------------------|---|
| | | | | | 02-Feb | | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BDL | 39 | 22 | 18 | 13 | 20 | 16 | 23 | 23 | 22 | 25 | 33 | 26 | 280 |
| 2023 | 20 | 13 | 8 | 4 | 7 | 11 | 9 | 10 | 11 | 11 | 13 | 13 | 130 |
| Airline | | | | | | | | | 1 | | | 1 | 2 |
| Airline - Lost Baggage | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | 1 | 1 | | | 3 | | | 2 | 1 | 1 | | 9 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | 2 | | | 1 | | 1 | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | 6 | 11 | 1 | 2 | 2 | 5 | 2 | 7 | 2 | 3 | 6 | 7 | 54 |
| Customer Service - CSM | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 10 | 1 | 2 | 2 | 5 | 2 | 7 | 2 | 3 | 6 | 7 | 53 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | 1 | | | 2 | 1 | | | 8 |
| Mishandling of Passenger Property - Dam | | ItemsC | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | | | | 1 | 1 | 1 | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Disa | | | ou Dui | | | | | | 1 | | | | 2 |
| No Jurisdiction | ' | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | 3 | | ı | 1 | | | - 1 | | | 1 | 1 | 3 | 10 |
| | 3 | | | - 1 | | | 1 | | | l l | - 1 | 1 | |
| Patdown - Children | | | | 4 | | | 4 | | | 4 | | | 1 |
| Patdown - Flyer | 3 | | | 1 | | | 1 | | | 1 | 1 | 1 | 8 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | | 1 | | 4 | 2 | | 10 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Hearing II | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | Supplies | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelchair o | or Scooter) | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tra | auma) | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | egway | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 4 | 1 | 1 | | | | 2 | 1 | 1 | | | | 10 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | 1 | 1 | | | | 4 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | | 2 | | | | | | 4 |
| Property - Special Handling - Missing Item | | | 1 | | | | | | | | | | 1 |
| Screening | 5 | | 2 | | 2 | 2 | 4 | 1 | 3 | 1 | 3 | 2 | 25 |
| Screening - Inconsistency | - | | | | 1 | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | 2 | | | | | | 2 | | | | 1 | | 5 |
| Screening - Procedures/Process | 2 | | 2 | | 1 | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 17 |
| Screening - Retrieving Abandoned/Confise | | | | | | | | - 1 | 3 | ' | | ' | 1 |
| 2024 | 11 | 9 | 10 | 9 | 13 | 5 | 14 | 13 | 11 | 14 | 20 | 13 | 142 |
| 2024 | | | | | | | | | | 17 | | | |
| | • | | 10 | | | • | • • • | | | | | | |
| Airline | | , | 10 | • | 1 | | ••• | 1 | | | | | 2 |
| Airline Airline - Policy/Regulations/Service | | | | J | 1 1 | | | | | 4 | | | 2 |
| Airline Airline - Policy/Regulations/Service Civil Rights | 2 | 2 | 2 | | 1 | | 1 | 1 | | 1 | | | 2 2 9 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear | | | | | 1 1 | | 1 | 1 | | 1 | | | 2 2 9 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin | 2 | | 2 | J | 1 1 | | | 1 | | 1 | | | 2 2 9 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion | | 2 | 2 | | 1 1 | | 1 | 1 | | | | | 2 9 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race | 2 | | 2 | | 1 1 1 | | 1 | 1 | | 1 | | | 2 9 1 1 1 3 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 2 | 2 | 2 | | 1 1 | | 1 | 1 | | | | | 2 9 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- | 2 | 2 | 2 | | 1 1 1 | | 1 | 1 | | | | | 2 2 9 1 1 1 3 3 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler | 1 | 2 | 2 | | 1 1 1 | | 1 | 1 1 1 | | | | | 2 9 1 1 1 3 3 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service | 2 | 2 2 | 2 1 1 1 5 | 5 | 1 1 1 | 1 | 1 | 1 | 3 | | 3 | 1 | 2 2 9 1 1 1 3 3 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler | 1 | 2 | 2 1 | | 1 1 1 | | 1 | 1 1 1 | | 1 | | | 2 9 1 1 1 3 3 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service | 1 1 | 2 2 | 2 1 1 1 5 | 5 | 1 1 1 | 1 | 1 1 | 1 1 1 3 | 3 | 1 | 3 | 1 | 2 9 1 1 1 3 3 1 1 1 35 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO | 1 1 | 2 2 | 2 1 1 1 5 | 5 | 1 1 1 | 1 | 1 1 6 6 6 | 1 1 1 3 | 3 | 1 1 1 | 3 | 1 | 2 9 1 1 1 3 3 3 1 1 1 3 5 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks | 1 1 | 2 2 | 2 1 1 1 5 | 5 | 1 1 1 | 1 | 1 1 6 6 6 | 1 1 1 3 | 3 | 1 1 1 1 1 | 3 | 1 | 2 9 1 1 1 3 3 1 1 1 35 35 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock | 1 1 | 2 2 | 2 1 1 1 5 | 5 | 1 1 1 | 1 | 1 1 6 6 6 | 1 1 1 3 | 3 | 1 1 1 1 1 | 3 3 | 1 | 2 9 1 1 1 3 3 1 1 1 3 5 35 2 2 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 1 4 4 4 | 2 2 2 2 | 1 5 5 | 5 | 1 1 1 | 1 | 1 1 6 6 6 | 1 1 1 3 | 3 | 1 1 1 1 1 | 3 3 3 | 1 | 2 9 1 1 1 3 3 3 3 1 1 1 3 5 3 5 2 2 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 1 1 4 4 4 | 2 2 2 2 | 1 5 5 | 5 5 | 1 1 1 1 1 1 1 1 | 1 1 | 1 1 6 6 6 1 1 1 | 1 1 3 3 3 | 3 3 | 1 1 1 1 1 | 3 3 3 | 1 1 | 2 9 1 1 1 3 3 3 1 1 1 3 5 3 5 2 2 1 1 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 1 1 4 4 4 agged/Missing | 2 2 2 2 2 | 1 5 5 | 5 5 | 1 1 1 1 1 1 1 1 1 | 1 1 | 1 1 1 6 6 6 1 1 | 1 1 1 3 3 3 | 3 3 3 | 1 1 1 1 1 1 2 | 3 3 1 1 5 | 1 1 | 2 9 1 1 3 3 1 1 35 35 2 2 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 1 1 4 4 4 agged/Missing | 2 2 2 2 2 | 2 1 1 5 5 | 5 5 | 1 | 1 1 | 1 1 1 6 6 6 1 1 | 1 1 1 3 3 3 | 3 3 3 | 1 1 1 1 1 1 1 2 2 1 | 3 3 1 1 5 3 | 1 1 1 | 2 9 1 1 1 3 3 3 1 1 35 35 2 2 1 1 1 21 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam | 2 1 1 4 4 4 agged/Missing | 2 2 2 2 2 | 2 1 1 5 5 | 5 5 | 1 | 1 1 | 1 1 1 6 6 6 1 1 1 | 1 1 1 3 3 3 | 3 3 3 | 1 | 3 3 1 1 5 3 | 1 1 1 | 2 9 1 1 1 3 3 1 1 35 35 2 2 1 1 1 |
| Airline Airline - Policy/Regulations/Service Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 2 1 1 4 4 4 agged/Missing | 2 2 2 2 2 | 2 1 1 5 5 | 5 5 | 1 | 1 1 | 1 1 1 6 6 6 1 1 1 | 1 1 1 3 3 3 | 3 3 3 | 1 1 1 1 1 1 1 2 2 1 1 | 3 3 1 1 5 3 | 1 1 1 | 2 9 1 1 1 3 3 3 3 1 1 1 3 5 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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|--|-------------|--------|-----------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-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 Iter | ns - Checke | d | | | 1 | | | | | 1 | | | 2 |
| Screening | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 4 | 3 | 2 | 5 | 3 | 30 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | 1 | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | 1 | | 1 | | | | 3 |
| Screening - Lengthy Lines | | | 1 | 2 | 1 | 1 | | 2 | | 1 | 1 | 1 | 10 |
| Screening - Procedures/Process | 1 | 1 | | | 1 | | 1 | 2 | 1 | 1 | 4 | 2 | 14 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | 1 | | | | 1 |
| 2025 | 8 | | | | | | | | | | | | 8 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |

| | | | | | p | | | | | | | |
|---------------|--------------------|---|---|--------|---------------------------------------|--|---------------------------------------|---|--|---|--|---|
| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 1 | | 1 | 1 | | | 1 | | | | 2 | | 6 |
| | | 1 | 1 | | | 1 | | | | 2 | | 5 |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | 1 | | 1 |
| Disability (N | ot Wheelch | air or Scoot | er) | | | | | | | 1 | | 1 |
| | | | 1 | | | 1 | | | | | | 2 |
| | | | 1 | | | 1 | | | | | | 2 |
| 1 | | | | | | | | | | | | 1 |
| 1 | | | | | | | | | | | | 1 |
| 1 | | | | | | | | | | | | 1 |
| | 1 Disability (N | 10-Oct 11-Nov 1 Disability (Not Wheelch | 10-Oct 11-Nov 12-Dec 1 1 1 1 1 1 1 0isability (Not Wheelchair or Scoot | 10-Oct | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFD | | | | | | | 1 | | | | | | 1 |
| 2024 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFF | | | | | | | | | 1 | 1 | | | 2 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Sexual Orientation - Not Tran | nsgender | | | | | | | | | 1 | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFL | | | | 1 | 2 | | 1 | | 2 | 1 | | | 7 |
| 2023 | | | | 1 | | | 1 | | 1 | | | | 3 |
| Customer Service | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-C | n | | | | | | | 1 | | | | 1 |
| 2024 | | | | | 2 | | | | 1 | 1 | | | 4 |
| Customer Service | | | | | 1 | | | | 1 | | | | 2 |
| Customer Service - TSO | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFM | | | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |

| | | 13 | A Contact | Center ma | veier comp | παιτιές ιχέρ | OIL | | | | | | |
|--|--------|--------|-----------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BGM | 2 | 4 | 1 | | | | 2 | 3 | | 1 | 1 | 1 | 15 |
| 2023 | | | | | | | 1 | 2 | | 1 | 1 | 1 | 6 |
| Customer Service | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | 2 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | | 1 | 3 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | 1 | 3 |
| 2024 | 1 | 4 | 1 | | | | 1 | 1 | | | | | 8 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Patdown - Flyer | | 2 | | | | | | | | | | | 2 |
| Screening | 1 | 2 | | | | | 1 | 1 | | | | | 5 |
| Screening - Procedures/Process | 1 | 2 | | | | | 1 | 1 | | | | | 5 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | | | | | | | | | | | | 1 |

| ategories BGR | 10-Oct 7 | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 00 4 | 00.0 | |
|--|----------------|-----------|------------|--------|---------|----------|--------|----------|-----------------|--------|--------|--------|-------|
| BGR | 7 | | | | 02 . 05 | US-IVIAI | 04-Apr | U5-IVIAY | บ ๒ -มนท | U/-Jui | 08-Aug | 09-Sep | Total |
| | | 1 | | 1 | 1 | | | 3 | 8 | 1 | 3 | 3 | 2 |
| 2023 | 2 | 1 | | | | | | 1 | 2 | 1 | 2 | | |
| Customer Service | | 1 | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsC | arry-on Lu | uggage | | | | | | | 1 | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheeld | hair/ Scooter/ | Segway | | | | | | | 1 | | | | |
| Screening | 1 | | | | | | | 1 | | 1 | 1 | | |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | 1 | 1 | | |
| 2024 | 3 | | | 1 | 1 | | | 2 | 6 | | 1 | 3 | 1 |
| Airline | | | | | | | | | 1 | | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | |
| Civil Rights | | | | | | | | | | | | 2 | |
| Civil Rights - Age | | | | | | | | | | | | 1 | |
| Civil Rights - Not Specified | | | | | | | | | | | | 1 | |
| Claims | | | | | | | | | 1 | | | | |
| Claims - General | | | | | | | | | 1 | | | | |
| Customer Service | 3 | | | 1 | 1 | | | 1 | 1 | | | | |
| Customer Service - TSO | 3 | | | 1 | 1 | | | 1 | 1 | | | | |
| Patdown | | | | | | | | | 1 | | 1 | | |
| Patdown - Flyer | | | | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Prosther | sis/Amputees | and Casts | | | | | | | 1 | | | | |
| Screening | | | | | | | | 1 | 1 | | | 1 | |
| Screening - Inconsistency | | | | | | | | 1 | 1 | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| 2025 | 2 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | - |

| Categories | 10-Oct | | A Contact C | | | | | OF-Mov | ne lu- | 07 11 | 08 4~ | 00 800 | Total |
|--|----------------|-------------|--------------|------------|--------|--------|----------|--------|--------|--------|--------|--------|----------|
| | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ВНМ | 39 | 21 | 20 | 20 | 22 | 25 | 19 | 20 | 16 | 17 | 20 | | 254 |
| 2023 | 5 | 9 | 13 | 18 | 7 | 10 | 12 | 6 | 5 | 5 | 14 | 9 | 113 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Lost Baggage | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | | | | 1 | | | | 1 | 1 | | 4 |
| Civil Rights - Race | | 1 | | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | | | | | 1 |
| Customer Service | 3 | 5 | 9 | 12 | 2 | 4 | 7 | 1 | 2 | | 5 | | 53 |
| Customer Service - TSO | 3 | 5 | 9 | 12 | 2 | 4 | 7 | 1 | 2 | | 5 | 3 | 53 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | 1 | 2 | | 5 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lugg | gage | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | 1 | | | | | | 1 | | | 3 |
| Patdown | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | 1 | | 9 |
| Patdown - Flyer | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | | | 8 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication | and Medica | I Supplies | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | 2 | | | 1 | | 1 | | | 6 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | 1 | | | | ' | | ' | | | 1 |
| Property - Special Handling - Missing Iten | | | | ' | 1 | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Item | | 11 | | | 1 | | | 1 | | - ' | | | 3 |
| Request for Assistance | | | | | - 1 | | | 1 | | | 1 | | |
| · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | | | 1 |
| Screening | | 1 | 3 | 4 | | 2 | 4 | 3 | 2 | 2 | 3 | 5 | 29 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | 1 | | 1 | | | | | 1 | 3 | 7 |
| Screening - Procedures/Process | | | 2 | 2 | | 1 | 4 | 2 | 2 | 1 | 2 | 2 | 18 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| 2024 | 14 | 12 | 7 | 2 | 15 | 15 | 7 | 14 | 11 | 12 | 6 | 6 | 121 |
| Airline | | | | | 1 | | | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights | 1 | | | | | 1 | | | | | 2 | 1 | 5 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | | | | | | | 1 | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | ender | | | | | | | | | | 1 | 1 |
| Claims | | ,0.1401 | | | | | 1 | | | | | | 1 |
| Claims - Status | | | | | | | 1 | | | | | | 1 |
| Customer Service | 5 | 3 | 3 | | 7 | 7 | 2 | 2 | 4 | 7 | 2 | 1 | 43 |
| Customer Service - CSM | | 0 | 3 | | - 1 | 1 | | | 7 | - 1 | | ' | 1 |
| Customer Service - CSW | 5 | 3 | 3 | | 7 | 6 | 2 | 2 | 4 | 7 | 2 | 1 | 42 |
| | 5 | 3 | 3 | 4 | - 1 | | | | 4 | - 1 | | ı | |
| 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 | 1 | 1 | 2 | 2 | | 1 | | 11 |
| Mishandling of Passenger Property - Dam | | ng ItemsC | 1 | 1 | 1 | 1 | | 1 | | | 1 | | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | 1 | 2 | | | | 5 |
| Patdown | | | | | 1 | | | 1 | | 2 | | | 4 |
| Patdown - Flyer | | | | | 1 | | | 1 | | 2 | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 2 | | 1 | 2 | | | 2 | 9 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - At | ached to th | e Body | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | 2 | | | 1 | | | | | 4 |
| Property - Special Handling - Missing Iten | | | | | 2 | | | | | | | | 3 |
| Property - Special Handling - Missing Iten | | 4 | | | | | | 1 | | | | | 1 |
| Screening Screening | 5 | 9 | 3 | | 2 | 3 | 3 | 6 | 2 | 3 | 1 | 2 | 39 |
| Screening - Crew Member or Airline Empl | | 9 | 3 | | | J | <u> </u> | 0 | | J | 1 | | 1 |
| Screening - Grew Member of Allithe Emp | ' | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | 2 | | | | 1 | - 1 | | 1 | | 1 | | 1 | 6 |
| | 1 | 4 | | | 1 | | 2 | | | | | ı | |
| Screening - Lengthy Lines | - | 4 | 2 | | - 1 | 0 | 2 | 2 | 1 | 1 | 4 | | 14 |
| Screening - Procedures/Process | 1 | 5 | 1 | | | 2 | 1 | 3 | 1 | 1 | 1 | 1 | 17 |
| 2025 | 20 | | | | | | | | | | | | 20 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | 6 | | | | | | | | | | | | 6 |
| Customer Service - TSO | 6 | | | | | | | | | | | | 6 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| p y - ope of a realisting | · · | | | | | | | | | | | | <u> </u> |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 7 | | | | | | | | | | | | 7 |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 4 | | | | | | | | | | | | 4 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BIH | | | 1 | | | | | | | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |

| Categories | 40 Oot | 11-Nov | 12-Dec | 01-Jan | 02-Feb | olaints Rep 03-Mar | | 05-May | 06-Jun | 07-Jul | 00 4 | 00 Con | Total |
|--|-------------|-----------|------------|--------|--------|-----------------------|--------|--------|--------|--------|--------|--------|-------|
| | 10-Oct | | | | | | 04-Apr | | | | 08-Aug | 09-Sep | Total |
| BIL | 6 | 6 | _ | | | 2 | - | 1 | 2 | 3 | 5 | 2 | 3 |
| 2023 | 1 | 1 | 3 | 1 | | 1 | 1 | | 1 | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | 1 | | | 1 | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | 1 | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | d | | 1 | | | 1 | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | |
| 2024 | 3 | 5 | | | | 1 | 3 | 1 | 1 | 3 | 5 | 2 | 2 |
| Civil Rights | | | | | | | 2 | | | | | | |
| Civil Rights - Not Specified | | | | | | | 2 | | | | | | |
| Customer Service | | | | | | | 1 | | | | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lu | ggage | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter | Segway | | | | | | 1 | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 1 | 5 | | | | 1 | | | | 2 | 4 | 1 | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | | | | | | 2 | 1 | |
| Screening - Procedures/Process | | 4 | | | | 1 | | | | 1 | 2 | | |
| 2025 | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |

| Data wa wia a | 10.0.1 | | | Center Trav | | | | | | A= 1 : | | | |
|--|----------------|----------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BIS | 3 | 3 | | 2 | | 2 | 6 | 7 | 3 | 3 | | 4 | 4 |
| 2023 | 1 | 2 | 1 | | | 1 | 2 | 3 | | 2 | 2 | 4 | 18 |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | | | | | | 1 | | | | | | | |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | |
| Customer Service | 1 | 1 | | | | | 1 | | | | 1 | 2 | |
| Customer Service - TSO | 1 | 1 | | | | | 1 | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on Lug | gage | | | | | | | 1 | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Property - Special Handling | | | 1 | | | | 1 | 1 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | 1 | 1 | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | | | | | | | |
| Screening | | | | | | | | 1 | | 2 | | 2 | |
| Screening - Inconsistency | | | | | | | | 1 | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | 2 | |
| 2024 | 1 | 1 | 1 | 2 | | 1 | 4 | 4 | 3 | 1 | 3 | | 2 |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | 1 | | | | | | | | | |
| Customer Service | | | | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | | |
| Customer Service - TSO | | | | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | | 1 | | | | | 1 | | | | | |
| Patdown - Flyer | | | 1 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | 1 | | | | |
| Screening | , | | | | | | 2 | 1 | | | 2 | | |
| Screening - Inconsistency | | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | 2 | | | | 1 | | |
| 2025 | 1 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BJI | 1 | | | 1 | | | | | | | | | 2 |
| 2023 | 1 | | | 1 | | | | | | | | | 2 |
| Screening | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BKW | | | | | | | | | | | 1 | | 1 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | 1 | | 1 |

| | | TS | A Contact (| Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|--------------|------------|----------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BLI | 2 | | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 4 | 1 | 1 | 19 |
| 2023 | 1 | | 1 | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | 1 | 12 |
| Customer Service | | | 1 | | | | 1 | | | | 1 | | |
| Customer Service - TSO | | | 1 | | | | 1 | | | | 1 | | 3 |
| Hazardous Materials Safety | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-or | or Checked | d | | | | | | | | 1 | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | 1 | | | 1 | | | | | 3 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | 1 | | | 1 | | | 1 | | 1 | 3 | | | 7 |
| Customer Service | | | | 1 | | | 1 | | | 1 | | | 3 |
| Customer Service - TSO | | | | 1 | | | 1 | | | 1 | | | 3 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | ental /Men | tal Disability | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | 1 | | | 2 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| | | | | | | | | | | | | | |

| | | 15 | 4 Contact | Senter ira | veler Comp | iaints Rep | ort | | | | | | |
|--|-------------|------------|-----------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BLV | 2 | 2 | 1 | | 2 | | 2 | 2 | 2 | 3 | 3 | | 19 |
| 2023 | | | 1 | | 1 | | 1 | | | 1 | 1 | | 5 |
| Customer Service | | | | | | | 1 | | | 1 | 1 | | 3 |
| Customer Service - TSO | | | | | | | 1 | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | 1 | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2024 | 1 | 2 | | | 1 | | 1 | 2 | 2 | 2 | 2 | | 13 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | 2 | | | | | | | 2 | 2 | 2 | | 9 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 1 | 2 | | | | | | | 2 | 2 | 1 | | 8 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | red | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | 1 | | | | | | | | | | | | 1 |

| | | | | | | laints Repo | | | | | | | |
|---|--------------|-----------|-----------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BMI | 6 | 1 | 1 | | | 1 | 2 | 3 | 2 | 2 | | 2 | 2 |
| 2023 | 1 | | | | | | 1 | 1 | 2 | 1 | | | |
| Customer Service | 1 | | | | | | | 1 | 2 | | | | |
| Customer Service - TSO | 1 | | | | | | | 1 | 2 | | | | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 3 | 1 | 1 | | | 1 | 1 | 2 | | 1 | | 2 | 1 |
| Customer Service | | 1 | 1 | | | | | 1 | | | | | |
| Customer Service - TSO | | 1 | 1 | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | 1 | | 1 | | | | | |
| Patdown | 1 | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | | | 1 | | | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged It | ems - Check | ked | | | | | | | | | | 1 | |
| Screening | 2 | | | | | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------------|---------------------|-----------------|--------|--------|--------|----------|--------|--------|--------|--------|--------|-----------|
| BNA | 75 | 53 | 41 | 40 | 38 | 42 | 47 | 54 | 52 | 54 | 60 | 62 | 618 |
| 2023 | 20 | 31 | 20 | 19 | 22 | 27 | 21 | 23 | 25 | 22 | 28 | 25 | 283 |
| Additional Information Required/Insufficient In | 1 | | | | | | | 1 | | | 1 | 1 | 4 |
| Additional Information Required/Insufficient | 1 1 | | | | | | | 1 | | | 1 | 1 | 4 |
| Airline | | 1 | | | | | | | 1 | | | 1 | 3 |
| Airline - Policy/Regulations/Service Civil Rights | 1 | 1 | | 1 | | 4 | 2 | 4 | 1 2 | 2 | 0 | 1 | 3 |
| Civil Rights - Civil Rights Violation (TSA E | | | | 1 | | 1 | | 1 | | 3 1 | 2 | 3 | <u>16</u> |
| Civil Rights - Constitutional Rights | | | | | | | | | | ' | | 1 | 1 |
| Civil Rights - Headwear | | | | | | 1 | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Race | 1 | | | 1 | | | 1 | | 1 | 1 | | 1 | 6 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | 1 | | | 1 | 1 | 1 | 4 |
| Civil Rights - Transgender Screening | 7 | 4 | 7 | | 0 | 44 | 40 | 1 | 7 | 0 | 40 | 0 | 1 |
| Customer Service - Others | 7 | 4 | 7 | 6 | 9 | 11 | 10 | 9 | 7 | 6 | 10 | 8 | 94 |
| Customer Service - TSO | 7 | 4 | 6 | 6 | 9 | 11 | 10 | 9 | 7 | 6 | 10 | 8 | 93 |
| Locks | 1 | - | 2 | | | | 10 | | , | | 10 | | 3 |
| Locks - Missing or Damaged Lock | 1 | | 2 | | | | | | | | | | 3 |
| Lost and Found | | | | | | | | 1 | | 1 | 1 | 2 | 5 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | 1 | 1 | 2 | 5 |
| Mishandling of Passenger Property | 2 | 7 | 1 | 4 | 1 | 1 | 2 | 3 | 4 | | 3 | 2 | 30 |
| Mishandling of Passenger Property - Dam | | 3 4 | 4 | 2 | 1 | 4 | <u> </u> | 4 | 3 | | 2 | 2 | 15 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | | | Checker | 1 | | 1 | 1 | 1 2 | ı | | 1 | | 12 |
| No Jurisdiction | linayed items | 1 | Officories | | | | | 2 | | | | | 3 |
| No Jurisdiction - No Referral | | 1 | | | | | | 2 | | | | | 3 |
| Ombudsman | | | | | | 1 | | | | | | | 1 |
| Ombudsman - General | | | | | | 1 | | | | | | | 1 |
| Patdown | | 3 | | 1 | 2 | 1 | 1 | 1 | | 5 | 3 | | 17 |
| Patdown - Children | | 1 | | | | | | | | _ | | | 1 |
| Patdown - Flyer | 2 | 2 | 4 | 1 | 2 | 1 | 1 | 1 | 0 | 5 | 3 | | 16 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive | 2 /Developme | 5 ntal /Mental I | 1 Disability | | 1 | | | 1 | 2 | 1 | 1 | 1 | 15 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | Disability | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (N⊢ | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | rauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | | 1 | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 5 | 4 | 6 | 5 | 1 | 2 | 4 | 1 | 4 | 1 | 2 | 1 | 36 |
| Property - Special Handling - Damaged It | | 2 | 4 | 2 | 1 | | 3 | | 1 | 1 | | 1 | 16 |
| Property - Special Handling - Damaged It | | | 1 | 1 | | 2 | | | | | | | 5 |
| Property - Special Handling - Missing Iten | | 2 | 1 | 2 | | | | 1 | 1 | | 1 | | 9 |
| Property - Special Handling - Missing Iten | | | | | | | 1 | | 2 | | 1 | | 6 |
| Screening | 1 | 6 | 3 | 2 | 8 | 10 | 2 | 3 | 5 | 5 | 5 | 6 | 56 |
| Screening - Crew Member or Airline Empl | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Gate Pass | | | 1 | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 2 | 1 |
| Screening - Inconsistency Screening - Lengthy Lines | | | - 1 | - 1 | 1 | 1 | | 1 | 1 | 1 | ı | | 11 3 |
| Screening - Procedures/Process | 1 | 5 | 2 | 1 | 6 | 8 | 2 | 2 | 2 | 4 | 3 | 4 | 40 |
| 2024 | 20 | 22 | 21 | 21 | 16 | 15 | 26 | 31 | 27 | 32 | 32 | 37 | 300 |
| Additional Information Required/Insufficient In | formation | | | | | | | 1 | | | | | 1 |
| Additional Information Required/Insufficient | nt Informatior | - EMAIL ON | ILY | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | 4 | | | | | | 4 | | | | 1 |
| Airline Airline - Policy/Regulations/Service | | | 1 1 | | | | | | 1 | | | | 2 2 |
| Cargo | | | 1 | | | | | | ı | | | | 1 |
| Cargo - Known Shipper | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | | 1 | | | 2 | | 1 | 1 | 1 | 4 | 4 | 15 |
| Civil Rights - Age | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 1 | | 1 | | | | | 1 | | | 1 | 2 | 6 |
| Civil Rights - Screening of Religious Cultu | | | | | | 4 | | | | | 1 | | 1 |
| Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | 1 | | 1 | 1 | 3 |
| Civil Rights - Sexual Orientation - Not Tra | | riuei | | | | | | | ı | | 1 | | 1 |
| Customer Service | 6 | 2 | 8 | 7 | 4 | 6 | 9 | 8 | 4 | 7 | 11 | 13 | 85 |
| Customer Service - CSM | | | | | | | | | 1 | | | 1 | 2 |
| Customer Service - Others | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service - TSO | 6 | 2 | 8 | 7 | 4 | 6 | 9 | 8 | 3 | 6 | 10 | 12 | 81 |
| DHS TRIP | | | | | 1 | | | | | | | | 1 |
| DHS TRIP - General | | 4 | | | 1 | | | | | | | | 1 |
| Locks Missing or Demograd Lock | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock Lost and Found | | 1 | 2 | 1 | | | | | | 1 | | | 1 5 |
| Lost and Found - Airport/TSA | | 1 | 2 | 1 | | | | | | 1 | | | 5 |
| Mishandling of Passenger Property | 2 | 5 | 1 | 3 | 4 | 1 | 5 | 6 | 2 | 2 | 3 | 5 | 39 |
| Mishandling of Passenger Property - Dam | | 4 | 1 | 2 | 1 | 1 | 3 | 2 | 2 | 1 | 2 | | 20 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | 1 | 3 | | 1 | 3 | | 1 | 1 | 3 | 16 |
| Mishandling of Passenger Property - Dam | naged/Missin | | | ggage | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | | 1 | | | | 1 | 2 |
| No Jurisdiction | | | | | | | 1 | 1 | 2 | 3 | 1 | | 8 |
| | | | | | | | | | | | | | |

| ories | 10-Oct | 11-Nov | A Contact | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|---|---------------|-------------|--------------|---------|---------|--------|---------|--------|--------|--------|--------|--------|------|
| No Jurisdiction - No Referral | 10 000 | 111101 | 12 500 | o i oun | 02 1 05 | oo ma | оч лирі | oo may | 1 | 3 | | оо оор | |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | ļ. | 3 | | | |
| | ata | | | | | | | | | | | | |
| No Jurisdiction - Refer to Department of St | ale | | | | | | | 1 | | | 4 | | |
| No Jurisdiction - Refer to Other | - | | 4 | - | | 4 | | | 1 | - | 1 | | |
| Patdown | 1 | 1 | 1 | 1 | | 1 | 1 | 5 | 2 | 1 | 4 | | |
| Patdown - Children | | | | | | | | | 1 | | | | |
| Patdown - Flyer | 1 | 1 | 1 | 1 | | 1 | | 5 | 1 | 1 | 4 | | |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 1 | | | 3 | 5 | 6 | 6 | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | 1 | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 1 | | 1 | | | |
| Persons w/ Disabilities (PWD) - Hearing In | npairment | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | edical Devi | ces | 1 | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical D | evices - Att | ached to th | ne Body | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelch | air or Scoot | er) | | | | 2 | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Ostomy/O | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | and Casts | 8 | | | | | 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Respirator | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | Segway | | | | | 1 | | 2 | 1 | 1 | 1 | |
| Property - Special Handling | 4 | 3 | 2 | 2 | 2 | 1 | 2 | 1 | 4 | 4 | | 4 | |
| Property - Special Handling - Damaged Ite | 1 | 2 | | | 1 | | | | 2 | 2 | | 3 | |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | ' | | | | | 1 | - ' | 1 | |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | 1 | | | | 2 | 1 | 1 | - ' | |
| Property - Special Handling - Missing Item | | 1 | | - 1 | | | | 4 | | ' | - 1 | | |
| Screening | 2 | 0 | | | | | | 1 | | | | 40 | |
| ŭ . | 3 | 8 | | 6 | 5 | 4 | 5 | 3 | 5 | 7 | | 10 | |
| Screening - Children | | 1 | | | | | | | | 1 | | | |
| Screening - Crew Member or Airline Emplo | oyee | | | 1 | | | | | | | 1 | | |
| Screening - Gate Pass | | | 1 | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | 1 | | | 1 | 1 | | 1 | |
| Screening - Lengthy Lines | | 2 | 1 | | 2 | | 1 | 1 | | | | 4 | |
| Screening - Military | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 2 | 5 | 1 | 5 | 3 | 3 | 3 | 1 | 3 | 4 | 4 | 5 | |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | | | | | 1 | | | | |
| Screening - Security Breach | | | | | | | | 1 | | | | | |
| 2025 | 35 | | | | | | | | | | | | |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Profiling | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | |
| Customer Service | 9 | | | | | | | | | | | | |
| Customer Service - TSO | 9 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 3 | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| - | | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 13 | | | | | | | | | | | | |
| | 0 | | | | | | | | | | | | |
| Screening - Inconsistency | 6 | | | | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| | 40.0 | Manage 1 a | D | 4 1 | | | 4 4 | | | | O A | | T - 1 1 |
|--|--|---|---|--|---|----------------|----------------|-------------------------|---------------------------|---------------|---------|---------------------------------|----------------|
| ories | 10-Oct 11 | -Nov 12 | ?-Dec 0° | 1-Jan 02 21 | 2-Feb 03 13 | 3-Mar 0- 11 | 1-Apr 05 10 | -May 06 11 | i-Jun 0 12 | 7-Jul 0 12 | | 9-Sep 16 | Total |
| 2023 | 9 | 13 8 | 19 12 | 21 14 | 13 2 | 11 7 | 10 4 | 11 5 | 12 5 | 12 6 | 9 5 | 16 7 | 16 |
| Additional Information Required/Insufficient Inf | | | 12 | 1 | _ | • | - | 1 | • | • | | | • |
| Additional Information Required/Insufficier | | EMAIL ONL | .Y | 1 | | | | 1 | | | | | |
| Civil Rights | | | 1 | | | | 1 | 1 | | | | | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgend | er | | | | | | 1 | | | | | |
| Customer Service | 1 | | 3 | 2 | | | | | 2 | | 1 | 1 | |
| Customer Service - TSO | 1 | | 3 | 2 | | | | | 2 | | 1 | 1 | |
| Locks | | 1 | | 1 | | | | | | 1 | | | |
| Locks - General | | 1 | | 4 | | | | | | 4 | | | |
| Locks - Missing or Damaged Lock Mishandling of Passenger Property | | 2 | 1 | 3 | | | | | 1 | 1 1 | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missing It | 2 ame_C | 1 | 3 | | 2 | | | ı | ı | 1 | | |
| Mishandling of Passenger Property - Dam | | 1 | ı | 3 | | 1 | | | 1 | 1 | | | |
| Mishandling of Passenger Property - Disa | | 1 | | | | 1 | | | ' | ' | | | |
| No Jurisdiction | , | • | 1 | | | • | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | 1 | 1 | 1 | | 1 | | 1 | 2 | | 1 | | 2 | |
| Patdown - Flyer | 1 | 1 | 1 | | 1 | | 1 | 2 | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 1 | 1 | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not W | heelchair o | r Scooter) | | | 1 | | | | | | | |
| Property - Special Handling | 2 | 1 | 1 | 2 | | 2 | 1 | | | | | 1 | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | 1 | | 1 | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | | | 1 | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | 1 | | 1 | | | | | | 1 | |
| Screening | 4 | 3 | 4 | 4 | 1 | 2 | | 1 | 1 | 3 | 3 | 2 | |
| Screening - Inconsistency | | 1 | 2 | 2 | | | | | | | | | |
| Screening - International Screening | | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | 2 | 2 | 2 | 1 | 1 | | 1 | 1 | 3 | 3 | 2 | |
| 024 | 6 | 5 | 7 | 7 | 11 | 4 | 6 | 6 | 7 | 6 | 4 | 9 | |
| | | | | | | | | | | | | | |
| Civil Rights | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 | |
| Civil Rights - Race | _ | | | 1 | | | | 1 | 1 | 1 | 1 | | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- | - Not Transgend | er | | 1 | | | | | | | | 1 | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening | | | | 1 | | | | | 1 | 1 | 1 | 1 | |
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| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TSO | | | 4 4 | 1 | 2 | 1 1 | 3 | 1 | 2 2 | 1 | 1 | 1 1 1 | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TSO Mishandling of Passenger Property | 1 | 1 | 4 | 1 2 2 | 2 | | 3 1 | | 1 2 2 1 | 1 3 | 1 | 1 | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 1 aged/Missing It | 1 1 emsCarry | 4 -on Luggag | 1 2 2 | 2 2 1 | | 3 | 1 | 2 2 | 1 3 | 1 | 1 1 1 1 | |
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| Categories | 1001 | | | | eler Comp | | | | | | ••• | | |
|--|-----------------|---------------|------------|--------|-----------|--------|----------|--------|--------|--------|--------|--------|-------|
| <u> </u> | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BOS | 296 | 122 | 157 | 141 | 102 | 145 | 155 | 175 | 215 | 228 | 223 | | 2,176 |
| 2023 | 60 | 48 | 52 | 55 | 47 | 60 | 52 | 56 | 77 | 76 | 85 | 102 | 770 |
| Airline | | | | 1 | | | | | | 3 | 1 | | 5 |
| Airline - Baggage Requirements | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 3 | 1 | | 4 |
| Civil Rights | 2 | 6 | 5 | 3 | 2 | 11 | 9 | 4 | 3 | 8 | 2 | 10 | 65 |
| Civil Rights - Age | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | 1 | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | 1 | | 1 | 3 |
| Civil Rights - Not Specified | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | 3 | 1 | | 1 | | | | 6 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 2 | 2 | 3 | 2 | | 3 | 2 | 3 | 1 | 3 | | 5 | 26 |
| Civil Rights - Sex/Gender/Gender Identi | | 1 | 2 | | 1 | 3 | 5 | | | | 2 | | 16 |
| Civil Rights - Sexual Orientation - Not T | | ' | | | | - 0 | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | ransgender | 1 | | | | 2 | <u>'</u> | 1 | | 2 | | 1 | 7 |
| Claims | | ı ı | 1 | | | | | 1 | 1 | | | | 2 |
| | | | | | | | | | ı | | | | |
| Claims - General | | | 1 | | | | | | 4 | | | | 1 |
| Claims - Status | | 4.5 | 40 | 4.5 | 40 | | - 10 | | 1 | | 0.4 | | 1 |
| Customer Service | 9 | 15 | 16 | 15 | 16 | 22 | 13 | 8 | 27 | 26 | 24 | 32 | 223 |
| Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TCC | | | | | 1 | | | | | | | 1 | 2 |
| Customer Service - TSO | 9 | 15 | 16 | 15 | 14 | 21 | 13 | 8 | 27 | 26 | 24 | 31 | 219 |
| DHS TRIP | | | | 1 | | | | | | 1 | | | 2 |
| DHS TRIP - General | | | | 1 | | | | | | 1 | | | 2 |
| Hazardous Materials Safety | | | | | 1 | | | | | | 1 | | 2 |
| Hazardous Materials Safety - General | | | | | 1 | | | | | | 1 | | 2 |
| Locks | | 1 | 1 | 1 | ' | | | | 1 | 2 | 1 | | 7 |
| Locks - General | | ' | | ' | | | | | 1 | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | | | | | 1 | 2 | 1 | | 6 |
| | | 1 | ı | ı | | | | | 4 | 1 | 1 | | |
| Lost and Found | | | | | | | | | 1 | | | 3 | 7 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | 1 | 1 | 3 | 7 |
| Mishandling of Passenger Property | 4 | 5 | 7 | 7 | 3 | 4 | 8 | 6 | 6 | 4 | 10 | 7 | 71 |
| Mishandling of Passenger Property - Da | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Da | am 2 | 2 | 3 | 5 | 2 | 2 | 4 | 5 | 6 | 2 | 4 | 4 | 41 |
| Mishandling of Passenger Property - Da | am 2 | 2 | 4 | 1 | 1 | 2 | 3 | 1 | | 2 | 6 | 3 | 27 |
| Mishandling of Passenger Property - Di | sarrayed Items | Carry-on or | Checked | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction | 1 | | | 2 | | 1 | | | | | 5 | | 9 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | 1 | | | 2 | | 1 | | | | | 1 | | 5 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 3 | | 3 |
| Patdown | 8 | 2 | 2 | 3 | 3 | 3 | 1 | 3 | 14 | 3 | 9 | | 59 |
| Patdown - Children | 0 | | | 3 | 3 | 3 | | 3 | 14 | 1 | 9 | 1 | |
| | | | 0 | 0 | 0 | 0 | | 0 | | | 7 | | 3 |
| Patdown - Flyer | 8 | 2 | 2 | 3 | 3 | 3 | 1 | 2 | 13 | 2 | 7 | | 53 |
| Patdown - Flyer as Observer | | | | | | | | | | | 2 | | 2 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 3 | 4 | 5 | 2 | 5 | 7 | 6 | 5 | 5 | 7 | 55 |
| Persons w/ Disabilities (PWD) - Autism | Spectrum | | | | 1 | 2 | | | | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Breast | Cancer | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer | (general) Not | Breast Cance | er | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cogniti | ve /Developme | ental /Mental | Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabete | es | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Genera | | | | | 1 | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing | | | | | ' | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal | | res | | | | | 1 | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Internal | | | Rody | 1 | 1 | | 1 | | | | | 1 | 3 |
| | | | - | ı | - 1 | | | - | 4 | 4 | 0 | | |
| Persons w/ Disabilities (PWD) - Medica | | 1 | 1 | | | | | 3 | 1 | 1 | 3 | 2 | 12 |
| Persons w/ Disabilities (PWD) - Metal II | - | | _ | _ | | | 1 | | - | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | | 2 | 2 | 2 | 1 | | 1 | | 2 | | 1 | | 13 |
| Persons w/ Disabilities (PWD) - Ostomy | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthe | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Respira | | er 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) - Wheeld | chair/ Scooter/ | Segway | | | | | 1 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Wound | | - , | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 8 | 6 | 8 | 6 | 6 | 2 | 2 | 11 | 5 | 6 | 4 | 8 | 72 |
| Property - Special Handling - Damaged | | 4 | 4 | 2 | 2 | 1 | 2 | 3 | 5 | 2 | 2 | | 37 |
| Property - Special Handling - Damaged | | 7 | 7 | 1 | 1 | ı | | 1 | J | | 1 | 1 | 7 |
| Property - Special Handling - Damaged Property - Special Handling - Missing It | | 2 | 1 | 3 | 2 | | | 3 | | 1 | 1 | 3 | 16 |
| | | | | 3 | 1 | 4 | | | | 3 | 1 | | |
| Property - Special Handling - Missing It | erns - Checked | ı | 3 | 4 | 1 | 1 | | 4 | | | | | 12 |
| Request for Assistance | | | | 1 | | | | | | 1 | | | 2 |
| Request for Assistance - Other | | | | 1 | | | | | | 1 | | | 2 |
| Screening | 25 | 9 | 9 | 11 | 11 | 15 | 14 | 17 | 13 | 16 | 22 | 27 | 189 |
| Screening - Crew Member or Airline Em | ployee | | 1 | | 1 | | | | | | | | 2 |
| Screening - Inconsistency | 8 | 2 | 2 | 3 | 3 | 1 | 1 | 3 | 1 | 6 | 3 | 1 | 34 |
| Screening - Lengthy Lines | 4 | 1 | | 1 | 1 | | | 1 | 1 | | 1 | 1 | 11 |
| Screening - Procedures/Process | 13 | 6 | 6 | 6 | 6 | 13 | 12 | 13 | 10 | 9 | 18 | 25 | 137 |
| Screening - Retrieving Abandoned/Cont | _ | - | | 1 | | 1 | 1 | | 1 | 1 | | | 5 |
| 2024 | 99 | 74 | 105 | 86 | 55 | 85 | 103 | 119 | 138 | 152 | 138 | 115 | 1,269 |
| Additional Information Required/Insufficient | | /4 | 100 | 1 | 99 | 1 | 103 | 113 | 130 | 192 | 2 | | 5 |
| Auditional information Required/insufficient | | | | 1 | | 1 | | | | | 2 | | 5 |
| Additional Information Described Income | | | | | | 1 | | | | | | | 5 |
| Additional Information Required/Insuffic | ier 1 | | | - ' | | | | | | | | | |
| Additional Information Required/Insuffic Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F | | | | ' | | | | | 1 | | | | 1 |

| | | TSA Co | ntact (| Center Trave | eler Comp | aints Repo | rt | | | | | | |
|--|--|---|------------------------------|-------------------|-----------|------------------------|--------------------|----------------------------------|---------------------------------------|--|---------------------------------|--|--|
| Categories | 10-Oct | 11-Nov 12- | -Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | | | 1 | | | 1 | 1 | 3 | 2 | 1 | | 2 | 11 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | 1 | 1 | 2 | 2 | | | 2 | 9 |
| | | | - 1 | | | | | | | | | | |
| Airline - Wheelchair Assistance | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 2 | 7 | 9 | 7 | 2 | 2 | 7 | 10 | 4 | 5 | 7 | 4 | 66 |
| Civil Rights - Age | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mplovee) | | | | | | | | | 1 | | | 1 |
| Civil Rights - Constitutional Rights | l | 2 | | 1 | | | | | | | | | 3 |
| | | | - | ı | | | | | | | | | |
| Civil Rights - Headwear | | | 1 | | | | | 1 | | | | | 2 |
| Civil Rights - Not Specified | | 1 | | | | | 1 | | | 1 | | | 3 |
| Civil Rights - Perceived Religion | | | | | | | | 2 | | | 1 | | 3 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | 1 | 2 |
| | - 1 | 4 | 4 | 4 | | | | 0 | | 0 | - | | |
| Civil Rights - Race | 1 | 4 | 4 | 4 | 1 | | 5 | 6 | 2 | 2 | | 2 | 32 |
| Civil Rights - Screening of Religious or Ci | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | 1 | 1 | | 1 | | 1 | 1 | 1 | 4 | | 10 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | 3 | 1 | | 1 | 1 | | | | | | 7 |
| | · ' | | J | | | <u>'</u> | | 4 | | | | | |
| Claims | | | | | | | | 1 | | | | | 1 |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| CLEAR | | | | | | | | 2 | | | | | 2 |
| CLEAR - Registered Traveler | | | | | | | | 2 | | | | | 2 |
| | 20 | 27 | 4.4 | 20 | 24 | 22 | 20 | | F0 | | 27 | 2.4 | |
| Customer Service | 32 | 37 | 44 | 28 | 21 | 33 | 36 | 41 | 50 | 50 | 37 | 34 | 443 |
| Customer Service - CSM | | | | | 1 | | | | 2 | | | | 3 |
| Customer Service - Others | | | 1 | | | 1 | | 1 | | | 1 | | 4 |
| Customer Service - TCC | | 2 | 1 | | | | 2 | 1 | | 2 | | | 8 |
| Customer Service - TSO | 32 | 35 | 42 | 28 | 20 | 32 | 34 | 39 | 48 | 48 | | 34 | 428 |
| | | 33 | 42 | 20 | | 32 | | 39 | 40 | 48 | 30 | 34 | |
| DHS TRIP | 1 | | | | 1 | | 1 | | | | | | 3 |
| DHS TRIP - General | 1 | | | | 1 | | 1 | | | | | | 3 |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | 1 |
| | | 4 | | | | | - 1 | | | | | | |
| Locks | | 1 | 1 | 2 | | 2 | | 1 | 2 | | 3 | | 12 |
| Locks - General | | | | 1 | | | | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | | 2 | | 1 | 2 | | 2 | | 10 |
| Lost and Found | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 4 | . 3 | 1 | 18 |
| | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 4 | | 1 | 18 |
| Mishandling of Passenger Property | 8 | 5 | 7 | 7 | 9 | 10 | 8 | 13 | 19 | 13 | 13 | 9 | 121 |
| Mishandling of Passenger Property - Dam | 6 | 5 | 4 | 5 | 3 | 8 | 4 | 10 | 14 | 7 | 8 | 8 | 82 |
| Mishandling of Passenger Property - Dam | 2 | | 2 | 2 | 5 | 2 | 4 | 2 | 1 | 5 | 2 | | 27 |
| Mishandling of Passenger Property - Dam | | a Itoma II | 1 | | 1 | | | | 2 | 1 | | | 5 |
| | | | | | 1 | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or C | hecked | 1 | | | | 1 | 2 | | 3 | 1 | 7 |
| No Jurisdiction | 3 | | 1 | 1 | 1 | | 3 | 2 | 4 | 2 | . 2 | 1 | 20 |
| No Jurisdiction - No Referral | | | | | 1 | | 1 | | | 1 | 2 | | 5 |
| No Jurisdiction - Refer to CBP | 2 | | 1 | | | | 1 | 2 | 3 | 1 | | | 10 |
| | | | ' | 4 | | | | | | <u>'</u> | | | |
| No Jurisdiction - Refer to Other | 1 | | | 1 | | | 1 | | 1 | | | 1 | 5 |
| Notice of Violation/Civil Penalties | | | | | | | | | | 1 | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | 1 | | | 1 |
| Patdown | 9 | 4 | 3 | 4 | 3 | 5 | 7 | 5 | 3 | 12 | . 8 | 6 | 69 |
| Patdown - Children | | - | - | 7 | | 1 | | 1 | - | 2 | | | 6 |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 9 | 4 | 3 | 4 | 3 | 4 | 7 | 4 | 3 | 9 | 6 | 5 | 61 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 5 | 2 | 1 | 6 | 4 | 9 | 9 | 12 | 9 | 15 | 27 | 19 | 118 |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | | | 1 | | 1 | 12 | - | 1 | | 1 | 8 |
| | | ı | | | - 1 | | - 1 | | | | 3 | | |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | 2 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not | Breast Cancer | | | | | | | 1 | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | 2 | 13 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | seeinge/Maeke | | | | 1 | 1 | | | 1 | | | 3 |
| . , , | | Journal Marinagers | | | | l l | | | | - 1 | | | |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | 1 | | | | 3 | 2 | 7 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | 1 | | | 1 | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medical I | | ached to the Bo | dv | | | 1 | | | | | 3 | | 4 |
| | | | -, | 2 | A | | ^ | | | ^ | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 2 | 1 | 2 | 3 | 4 | 1 | 3 | | 3 | 25 |
| Persons w/ Disabilities (PWD) - Metal Im | piants (ioint) | | | | | | | | | 2 | | 1 | 3 |
| | | | | 2 | | 1 | 2 | 1 | 2 | 1 | 2 | 3 | 16 |
| Persons w/ Disabilities (PWD) - Metal IIII | | 1 | | | | | - 4 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | 1 | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 | 1 Ostomates | | | | | | 1 | | | - 4 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes | 1 Ostomates is/Amputees | and Casts | | | | | 1 | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirato | 1 Ostomates is/Amputees ory and Inhalo | and Casts | | | | | 1 | | | 1 | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes | 1 Ostomates is/Amputees ory and Inhalo | and Casts | | | | | 1 | 1 | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A | 1 Ostomates is/Amputees ory and Inhalo Animals | and Casts er Equipment | | | | | 1 | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av | 1 Ostomates is/Amputees ory and Inhalo Animals version (pain/ | and Casts er Equipment | | | | 4 | 1 | | | 1 | | | 1 1 3 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im | 1 Ostomates is/Amputees ory and Inhald Animals version (pain/ apairment | and Casts er Equipment trauma) | | | | 1 | 1 | 1 | | 1 | 2 | 1 | 1 1 3 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | 1 Ostomates is/Amputees ory and Inhald Animals version (pain/ apairment | and Casts er Equipment trauma) | 1 | | 1 | | | 1 2 | 1 | 1 | 2 | 1 | 1 1 3 2 15 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im | 1 Ostomates is/Amputees ory and Inhald Animals version (pain/ apairment | and Casts er Equipment trauma) | 1 14 | 10 | 1 2 | 1 | 8 | 1 | | 1 | 2 | 1 | 1 1 3 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | 1 Distomates is/Amputees ory and Inhale Animals version (pain/ apairment air/ Scooter/ | and Casts er Equipment trauma) | | 10 | | | | 1 2 | 1 | 1 | 2 5 5 | 1 | 1 1 3 2 15 91 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ apairment air/ Scooter/ 5 5 | and Casts er Equipment trauma) Segway 6 2 | 14 7 | | 2 | 6 | 8 4 | 1 2 4 | 1 8 3 | 1 3 12 3 | 2 5 5 2 | 2 11 | 1 1 3 2 15 91 39 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ spair/Ment air/ Scooter/ 5 ems - Checl | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 | 4 | | 6 2 | 8 4 1 | 1 2 4 1 | 1 8 3 | 1 3 12 3 1 | 2 5 5 2 1 | 2 11 6 | 1 1 3 2 15 91 39 8 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 1 Destomates is/Amputees pary and Inhald Animals version (pain/pair/Scooter/ 5 5 ems - Checl ns - Carry-Or | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 2 | 4 | 1 | 6 2 | 8 4 | 1 2 4 | 1 8 3 | 1 3 12 3 1 6 | 2 5 5 2 1 | 2 11 6 | 1 1 3 2 15 91 39 8 29 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 1 Destomates is/Amputees pary and Inhald Animals version (pain/pair/Scooter/ 5 5 ems - Checl ns - Carry-Or | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 | 4 | 2 | 6 2 | 8 4 1 | 1 2 4 1 | 1 8 3 | 1 3 12 3 1 | 2 5 5 2 1 | 2 11 6 | 1 1 3 2 15 91 39 8 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter | 1 Destomates is/Amputees pary and Inhald Animals version (pain/pair/Scooter/ 5 5 ems - Checl ns - Carry-Or | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 2 | 4 | 1 | 6 2 | 8 4 1 | 1 2 4 1 | 1 8 3 | 1 3 12 3 1 6 | 2 5 5 2 1 | 2 11 6 | 1 1 3 2 15 91 39 8 29 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch At Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance | 1 Destomates is/Amputees pary and Inhald Animals version (pain/pair/Scooter/ 5 5 ems - Checl ns - Carry-Or | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 2 | 4 | 1 | 6 2 | 8 4 1 | 1 2 4 1 | 1 8 3 1 4 | 1 3 12 3 1 6 | 2 5 5 2 1 | 2 11 6 | 1 1 3 2 15 91 39 8 29 15 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respiratt Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ apairment air/ Scooter/ 5 ems - Checl s - Checke | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 4 2 | 1 | 3 | 8 4 1 3 | 1 2 4 1 1 3 | 1 8 3 1 4 | 1 3 12 3 1 6 2 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 | 1 1 3 2 15 91 39 8 29 15 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch At Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance | 1 Destomates is/Amputees pary and Inhald Animals version (pain/pair/Scooter/ 5 5 ems - Checl ns - Carry-Or | and Casts er Equipment trauma) Segway 6 2 1 | 14 7 2 2 | 4 | 1 | 6 2 | 8 4 1 | 1 2 4 1 | 1 8 3 1 4 | 1 3 12 3 1 6 | 2 5 5 2 1 1 2 | 2 11 6 | 1 1 3 2 15 91 39 8 29 15 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respiratt Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ apairment air/ Scooter/ 5 ems - Checl s - Checke | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 4 2 | 1 | 3 | 8 4 1 3 | 1 2 4 1 1 3 | 1 8 3 1 4 | 1 3 12 3 1 6 2 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 | 1 1 3 2 15 91 39 8 29 15 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Children | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ pairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 4 2 19 | 1 | 3 | 8 4 1 3 | 1 2 4 1 1 3 | 1 8 3 1 4 | 1 3 12 3 1 6 2 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 284 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ pairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 4 2 19 | 1 | 3 | 8 4 1 3 | 1 2 4 1 1 3 | 1 8 3 1 4 | 1 3 12 3 1 6 2 | 2 5 5 2 1 1 2 2 3 1 | 2 11 6 2 3 1 | 1 1 3 2 15 91 39 8 29 15 2 2 2 2 284 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Gate Pass | 1 Ostomates is/Amputees ory and Inhala Animals version (pain/ apairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke 33 | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 19 | 1 | 6 2 3 1 | 8 4 4 1 3 3 21 | 1 2 4 1 1 3 | 1 8 3 1 4 1 1 34 | 1 3 12 3 3 1 6 2 3 37 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 284 2 1 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ pairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 4 2 19 | 1 | 3 | 8 4 1 3 | 1 2 4 1 1 3 | 1 8 3 1 4 | 1 3 12 3 1 6 2 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 2 2 284 2 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Gate Pass | 1 Ostomates is/Amputees ory and Inhala Animals version (pain/ apairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke 33 | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 | 19 | 1 | 6 2 3 1 | 8 4 4 1 3 3 21 | 1 2 4 1 1 3 | 1 8 3 1 4 1 1 34 | 1 3 12 3 3 1 6 2 3 37 | 2 5 5 2 1 1 2 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 284 2 1 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respiratt Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A\ Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Inconsistency Screening - International Screening | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ apairment air/ Scooter/ 5 ems - Checl as - Carry-Or as - Checke 33 loyee | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 23 | 19 | 1 1 11 | 6 2 3 1 | 8 4 1 1 3 21 1 | 1 2 4 1 3 | 1 8 3 1 4 1 1 34 | 1 3 12 3 1 6 2 2 37 | 2 5 5 5 2 1 1 2 2 3 3 3 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 2 284 2 1 1 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Gate Pass Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ pairment air/ Scooter/ 5 ems - Checl as - Checke 33 loyee | and Casts er Equipment trauma) Segway 6 2 1 1 1 1 2 | 14 7 2 2 3 23 | 4 2 19 1 | 1 11 | 6 2 3 1 15 | 8 4 1 3 3 21 1 1 1 | 1 2 4 1 3 22 5 | 1 8 3 1 4 1 1 34 | 11 33 122 33 11 66 22 37 | 2 5 5 5 2 1 1 2 2 1 3 3 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 2 284 2 1 1 32 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respiratt Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A\ Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Gate Pass Screening - Inconsistency Screening - International Screening | 1 Ostomates is/Amputees ory and Inhale Animals version (pain/ pairment air/ Scooter/ 5 ems - Checl ns - Carry-Or ns - Checke 33 loyee 1 4 28 | and Casts er Equipment trauma) Segway 6 2 1 1 3 | 14 7 2 2 3 23 | 19 | 1 1 11 | 6 2 3 1 | 8 4 1 1 3 21 1 | 1 2 4 1 3 | 1 8 3 1 4 1 1 34 | 1 3 12 3 1 6 2 2 37 | 2 5 5 5 2 1 1 2 2 : 31 3 3 8 18 | 2 11 6 2 3 1 1 27 | 1 1 3 2 15 91 39 8 29 15 2 2 2 284 2 1 1 |

| | | TS. | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|--------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | | | 1 | | | | | | 3 |
| 2025 | 137 | | | | | | | | | | | | 137 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | 1 |
| Customer Service | 39 | | | | | | | | | | | | 39 |
| Customer Service - TSO | 39 | | | | | | | | | | | | 39 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Lost and Found | 2 | | | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 15 | | | | | | | | | | | | 15 |
| Mishandling of Passenger Property - Dam | 10 | | | | | | | | | | | | 10 |
| Mishandling of Passenger Property - Dam | 4 | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 6 | | | | | | | | | | | | 6 |
| Patdown - Flyer | 5 | | | | | | | | | | | | 5 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 19 | | | | | | | | | | | | 19 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 3 | | | | | | | | | | | | |
| Property - Special Handling | 13 | | | | | | | | | | | | 13 |
| Property - Special Handling - Damaged Ite | 6 | | | | | | | | | | | | (|
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Screening | 38 | | | | | | | | | | | | 38 |
| Screening - Inconsistency | 4 | | | | | | | | | | | | 4 |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | |
| Screening - Procedures/Process | 28 | | | | | | | | | | | | 28 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | 2 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |

| | | 13 | A Contact v | seniler ma | veiei comp | nanns nep | OIL | | | | | | |
|---------------------------------------|-----------------|------------|-------------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BPT | | 1 | 2 | 1 | 1 | | 1 | 1 | | 2 | 1 | 1 | 11 |
| 2023 | | | 2 | | | | 1 | | | 1 | 1 | 1 | 6 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Ider | tity- Not Trans | gender | | | | | | | | | 1 | | 1 |
| Customer Service | | | 2 | | | | | | | 1 | | | 3 |
| Customer Service - TSO | | | 2 | | | | | | | 1 | | | 3 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | | 1 | | 1 | 1 | | | 1 | | 1 | | | 5 |
| Civil Rights | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - D | amaged/Missi | ing ItemsC | hecked Bac | gage | 1 | | | | | | | | 1 |

| 05-May 3 2 1 1 1 | 06-Jun | 07-Jul 1 1 | 08-Aug 1 1 | 09-Sep | Total |
|---------------------------------|--------|------------------|------------------|--------|-------|
| 3 2 1 1 1 | | 1 | 1 | | |
| 1 1 1 1 | | 1 | 1 | | 1 |
| 1 1 1 | | | | | 1 1 |
| 1 1 1 | | | | | 1 |
| 1 | | | | | |
| 1 | | | | | |
| | | | | | |
| | | 1 | 1 | | |
| | | 1 | 1 | | |
| 1 | | | | | - 2 |
| 1 | | | | | - |
| 1 | | | | | 1 |
| | | | | | |
| | | | | | 1 |
| | 1 | 1 1 | 1 1 | 1 1 | 1 1 |

| | | | | | veler Comp | | | | | | | | |
|--|--------------|-----------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BQN | 3 | 1 | | 1 | 1 | 3 | 4 | | 3 | 3 | 4 | 6 | 29 |
| 2023 | | | | 1 | | 1 | 1 | | 1 | 3 | 2 | 5 | 14 |
| Customer Service | | | | 1 | | | | | | 2 | 1 | 4 | 8 |
| Customer Service - TSO | | | | 1 | | | | | | 2 | 1 | 4 | 8 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Ba | ggage | | 1 | | | | | 1 | | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | | 1 | 1 | | | 3 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | | 2 |
| 2024 | 1 | 1 | | | 1 | 2 | 3 | | 2 | | 2 | 1 | 13 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Age | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | 1 | | 2 |
| Customer Service - TSO | | | | | 1 | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 1 | 1 | | | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Patdown - General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Damaged It | ie 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | | | | 1 | | 1 |
| Screening | | 1 | | | | | 1 | | 2 | | | 1 | 5 |
| Screening - Procedures/Process | | 1 | | | | | 1 | | 2 | | | 1 | 5 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | | | | p | • • • | | | | | | |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BRD | | 1 | | | | | | | | | 1 | | 2 |
| 2023 | | 1 | | | | | | | | | 1 | | 2 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BRO | 1 | | 2 | | 3 | | | | | | 3 | 5 | 1- |
| 2023 | | | | | 3 | | | | | | 3 | 3 | , |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| Customer Service | | | | | 1 | | | | | | | 1 | |
| Customer Service - TSO | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | 1 | | | | | | | | |
| Screening | | | | | | | | | | | 2 | 2 | |
| Screening - Procedures/Process | | | | | | | | | | | 2 | 2 | |
| 2024 | | | 2 | | | | | | | | | 2 | |
| DHS TRIP | | | | | | | | | | | | 1 | |
| DHS TRIP - General | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsC | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ced | 1 | | | | | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BRW | | | | | | | | | | 1 | 3 | | 4 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Respirate | ory and Inha | ler Equipm | ent | | | | | | | | 1 | | 1 |
| 2024 | | | | | | | | | | 1 | 2 | | 3 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checked | d | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | Medication | and Medic | al Supplies | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged It | ems - Chec | ked | | | | | | | | | 1 | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BTM | | | 1 | | 1 | | | 1 | 1 | | | | 4 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| SIDA (Security Identification Display Area) | | | | | | | | | 1 | | | | 1 |
| SIDA (Security Identification Display Area |) - General | | | | | | | | 1 | | | | 1 |
| 2024 | | | 1 | | 1 | | | 1 | | | | | 3 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Screening of Religious Cultu | ral and Cer | emonial Iter | ms | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service - TSO | | | 1 | | 1 | | | | | | | | 2 |

| | | 18 | A Contact | Center Tra | veier Com | piaints Rep | ort | | | | | | |
|--|-----------------|------------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BTR | 1 | 2 | | 1 | | 1 | 4 | 1 | 2 | 3 | 1 | 1 | 17 |
| 2023 | | 1 | | 1 | | 1 | 2 | 1 | 1 | 2 | | | ! |
| Civil Rights | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | 1 | | | | | | | |
| Customer Service | | | | 1 | | | | | 1 | 1 | | | |
| Customer Service - TSO | | | | 1 | | | | | 1 | 1 | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Da | amaged/Missi | ng ItemsC | hecked Ba | aggage | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | |
| Persons w/ Disabilities (PWD) - Metal I | mplants (joint) |) | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | / Disability (N | ot Wheelch | air or Scoo | oter) | | | 1 | | | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Crew Member or Airline En | ployee | | | | | | | | | 1 | | | |
| 2024 | 1 | 1 | | | | | 2 | | 1 | 1 | 1 | 1 | |
| Customer Service | | 1 | | | | | 2 | | | | | 1 | |
| Customer Service - CSM | | | | | | | 1 | | | | | | |
| Customer Service - TSO | | 1 | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Da | amaged/Missi | ng ItemsC | arry-on Lu | ggage | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing It | ems - Carry-O |)n | | | | | | | 1 | | | | |
| Screening | 1 | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | | | - : |

| ategories | 10 Oct 4 | | ntact Center | | | | | OF Marr | 06 lue | 07 111 | 00 1110 | 00 Sor | Total |
|---|------------------|--------------|--------------|-------|--------|--------|--------|---------|--------|--------|---------|--------|-------|
| - | | | -Dec 01-J | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BTV | 18 | 9 | 9 | 5 | 8 | 8 | 6 | | | 10 | 13 | 10 | 1 |
| 2023 | 4 | 5 | 5 | 4 | 6 | 6 | 4 | 2 | 2 | 3 | 7 | 6 | |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | |
| Additional Information Required/Insufficie | nt Information - | EMAIL ONL | Y | | | | | | | | | 1 | |
| Civil Rights | | | | | | | 3 | | | 1 | | | |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 2 | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | |
| Customer Service | | 3 | | 2 | 1 | | | 2 | | | 1 | 1 | |
| Customer Service - Others | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | 3 | | 1 | 1 | | | 2 | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | | | | 2 | | | | | 1 | | | |
| Mishandling of Passenger Property - Dan | 1 | | | | 2 | | | | | 1 | | | |
| Patdown | | | | 1 | | 1 | | | | | 2 | | |
| Patdown - Flyer | | | | 1 | | 1 | | | | | 1 | | |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Autism S | nectrum | | | | | | | | 1 | | | ' | |
| ` ' | | disation and | Madical Cup | olioo | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | / Necessary Me | ulcation and | wedical Supp | Jiles | | | | | | | | ı | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | 1 | | | _ | | | | | | | |
| Screening | 3 | 2 | 4 | 1 | 3 | 5 | 1 | | 1 | 1 | | 3 | |
| Screening - Inconsistency | | | | 1 | 1 | 1 | | | | | 1 | 2 | |
| Screening - Lengthy Lines | 1 | 2 | 4 | | | | | | | | 1 | | |
| Screening - Procedures/Process | 2 | | | | 2 | 3 | | | 1 | 1 | 2 | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | 1 | | | | | | |
| 2024 | 7 | 4 | 4 | 1 | 2 | 2 | 2 | 6 | 3 | 7 | 6 | 4 | |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | | | 1 | | | | 1 | | | | 2 | | |
| Civil Rights - Race | | | | | | | 1 | | | | 2 | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgend | der | 1 | | | | | | | | | | |
| Customer Service | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | |
| Customer Service - TSO | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | 2 | |
| Mishandling of Passenger Property | | - ' | - ' | | | 1 | 1 | 1 | 1 | ' | 1 | | |
| Mishandling of Passenger Property - Dam | | eme Carry | on Luggage | | | | | | - ' | | 1 | | |
| Mishandling of Passenger Property - Dan | | | | | | | | | 4 | | 1 | | |
| | laged/Missing II | | | е | | | | | 1 | | | | |
| Patdown | 1 | 1 | 1 | | | | | | | | | 1 | |
| Patdown - Flyer | 1 | 1 | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | | | | | | 1 | | |
| Screening | 3 | 1 | 1 | | | 1 | | 5 | 1 | 5 | 1 | 1 | |
| Screening - Inconsistency | | | | | | 1 | | 1 | | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | | | | 2 | 1 | 1 | | | |
| Screening - Procedures/Process | 3 | 1 | 1 | | | | | 2 | | 2 | | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | |
| 2025 | 7 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | |

| | | | | t Center Trav | | | | | | | | | |
|--|-------------------|----------------|-----------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Categories | 10-Oct | 11-Nov | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BUF | 9 | | | 7 6 | | | 9 | 18 | 7 | 14 | 13 | 12 | 113 |
| 2023 | 5 | | | 2 2 | 2 | 5 | 2 | 7 | 3 | 4 | 2 | 4 | 43 |
| Civil Rights Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | 2 | | | | | 2 | 1 | 2 | | | 8 |
| Customer Service - Others | ' | | 1 | | | | | | ' | | | | 1 |
| Customer Service - TSO | 1 | | 1 | | | | | 2 | 1 | 2 | | | 7 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 2 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | 2 | | | | | 4 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 1 | 1 | 2 | | 1 | | | | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | N A - ali Ai - | | 1 | 1 | | | 4 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling | Jisability (NC | or wrieerc | 1 | oter) | 1 | 1 | 1 | 1 | | | 1 | | 1 5 |
| Property - Special Handling - Damaged It | ems - Carry | | 1 | | 1 | | - 1 | ı | | | 1 | | 3 |
| Property - Special Handling - Damaged It | | | 1 | | ! | | 1 | | | | ' | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | ' | 1 | | | | | 1 |
| Screening | 2 | | 1 | 1 | | 3 | 1 | 1 | 2 | 2 | 1 | 3 | 17 |
| Screening - Crew Member or Airline Empl | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | 2 | 1 | | 2 | 2 | 1 | 3 | 14 |
| 2024 | 1 | • | 1 | 5 4 | 1 | 4 | 7 | 11 | 4 | 10 | 11 | 8 | 67 |
| Additional Information Required/Insufficient In | | | | | | | | | 1 | | | | 1 |
| Additional Information Required/Insufficie | nt Informatio | n - EMAIL | ONLY | | | | | | 1 | | | | 1 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | | 1 1 | | | | | 1 | | 1 | | 4 |
| Civil Rights - Age | | | | 1 | | | | | 1 | | | | 1 |
| Civil Rights - Headwear Civil Rights - National Origin | | | | 1 | | | | | | | - 1 | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | 1 | | 1 |
| Customer Service | | | | - 1 | | 2 | 1 | 2 | 1 | | 3 | 3 | 12 |
| Customer Service - TSO | | | | | | 2 | 1 | 2 | 1 | | 3 | 3 | 12 |
| Locks | | | | | | | 1 | 2 | | 1 | | 1 | 5 |
| Locks - General | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | 2 | | | | 1 | 4 |
| Lost and Found | | | | | | | 1 | 1 | | | 1 | | 3 |
| Lost and Found - Airport/TSA | | | | | | | 1 | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | 10 |
| Mishandling of Passenger Property - Dam | | - | | 00 0 | | | 1 | | | | 1 | 1 | 3 |
| Mishandling of Passenger Property - Dam | aged/Missin | g Items | Checked B | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 7 |
| No Jurisdiction | | | | 1 | | | | 1 | | | | | 2 |
| No Jurisdiction - No Referral | | | | 1 | | | | 1 | | | | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer Persons w/ Disabilities (PWD) | | | | | | | | | | 1 2 | 2 | | I |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | l Necessary | Medicatio | n and Med | lical Supplies | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | 0.0.7 | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 2 2 | | | 1 | 1 | | 2 | | | . 8 |
| Property - Special Handling - Damaged It | ı ems - Carry- | On | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | | | | | | 1 | 1 | | 1 | | | 3 |
| Property - Special Handling - Missing Iten | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | d | | 1 1 | | | | | | 1 | | | 3 |
| Request for Assistance | | | | | | | | 1 | | 1 | | | 2 |
| Request for Assistance - Other | | | | | | | | 1 | | 1 | | | 2 |
| Screening | 1 | | 1 | 2 | | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 14 |
| Screening - Inconsistency | | | | 1 | | 1 | | | | 1 | | | 3 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | | 1 | 1 | 1 | 1 | 2 | 1 | 10 |
| 2025 | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------------|-------------|--------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| BUR | 39 | 16 | 22 | 22 | 13 | 24 | 27 | 29 | 26 | 27 | 33 | 28 | 306 |
| 2023 | 7 | 7 | 10 | 13 | 4 | 13 | 11 | 10 | 6 | 5 | 19 | 15 | 120 |
| Additional Information Required/Insufficient In | formation | | | | 1 | | | | | 1 | | 1 | 3 |
| Additional Information Required/Insufficie | | - EMAIL ON | NLY | | 1 | | | | | 1 | | 1 | 3 |
| Airline | | | 2 | 1 | | | | 1 | | | | | 4 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 2 | | | | | 1 | | | | | 3 |
| Civil Rights | | 1 | | 1 | | 1 | 1 | | | | 2 | | 6 |
| Civil Rights - National Origin | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transga | ndor | | 1 | | | 4 | | | | 1 | | 2 |
| Civil Rights - Transgender Screening | - Not Transger | 1 | | | | | 1 | | | | | | |
| Claims | | | | | | | | | | | | 1 | 1 |
| Claims - Status | | | | | | | | | | | | 1 | 1 |
| Customer Service | 5 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 9 | 2 | 30 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 5 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 8 | 2 | 29 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | 4 | 0 | | 1 | 0 | 0 | 0 | | 4 | 0 | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 | | 1 | 1 | | ı | 2 | 2 | 1 | | 1 | 1 | 14 |
| Mishandling of Passenger Property - Dan | | ItemsC | 1 | 1 | | | 2 | | 1 | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Disa | | | | ' | | 1 | | 2 | 1 | | ' | ' | 4 |
| Patdown | | carry on a | 2 | 2 | 1 | 2 | 2 | | | | | 2 | 11 |
| Patdown - Children | | | - | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | 2 | 2 | 1 | 2 | 2 | | | | | 1 | 10 |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | 2 | 1 | | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | or Scoot | 1 | | | | 4 | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | air/ Scooler/ S | egway 3 | 1 | | 1 | 1 | 2 | 1 1 | 1 | 1 | | 1 | 11 |
| Property - Special Handling - Damaged It | tems - Carry | 2 | 1 | | 1 | 1 | | 1 | 1 | | | | 7 |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Iter | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iter | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | 1 | 1 | 4 | | 6 | 2 | 2 | 1 | 1 | 7 | 5 | 31 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | 1 | | 1 | | | | 1 | | | 2 | | 5 |
| Screening - Procedures/Process | 1 | | 1 | 3 | | 6 | 2 | 1 | 1 | 1 | 3 | 5 | 24 |
| Screening - Retrieving Abandoned/Confis 2024 | | 9 | 12 | 9 | 9 | 11 | 40 | 19 | 20 | 22 | 14 | 40 | 1 |
| Airline | 12 | 3 | 12 | 3 | | - '' | 16 | 19 | 20 | 1 | 14 | 13 | 166 3 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | 2 | 3 |
| Civil Rights | | 1 | | | 2 | | | 1 | 2 | | | 1 | 7 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Not Specified | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | 1 | | | | | | | 1 | 3 |
| Civil Rights - Screening of Religious or Ci | ultural Garmer | its | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | | | 40 | - | 0 | | 0 | 1 | | | 4 | | 1 |
| Customer Service - Others | 2 | 5 | 10 | 5 | 3 1 | 8 1 | 9 | 6 | 5 | 6 | 4 | | 63 |
| Customer Service - TSO | 2 | 5 | 10 | 5 | 2 | 7 | 9 | 6 | 5 | 6 | 4 | | 61 |
| DHS TRIP | | J | 10 | 3 | 1 | ı | 3 | 0 | J | 0 | 7 | | 1 |
| DHS TRIP - General | | | | | 1 | | | | | | | | 1 |
| Locks | | | | 1 | 1 | 1 | 1 | | | | | | 4 |
| Locks - General | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | 1 | | | | | | | 3 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | 3 | 1 | 3 | 2 | | 2 | 13 |
| Mishandling of Passenger Property - Dam | | ItemsCari | ry-on Luggag | je | | | 3 | 1 | 2 | 1 | | 2 | 9 |
| Mishandling of Passenger Property - Dam No Jurisdiction | 1 2 | | | | | | | | 1 | 1 | 1 | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | 2 | | | | | 3 | 4 | 1 | 10 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | 2 | | | | | 2 | 4 | 1 | 9 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | 1 | 4 | 7 | 2 | 1 | 1 | 18 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 2 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | edication a | nu medical S | upplies | | 1 | 1 | | 4 | 4 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I | | | | | | | | 1 | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | ı | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | egway | | | | | | 1 | 1 | | | 1 | 3 |
| Property - Special Handling | 4 | 1 | 1 | 3 | | 1 | 1 | 1 | | 1 | | 1 | 14 |
| Property - Special Handling - Damaged It | | | | 1 | | 1 | 1 | | | | | 1 | 7 |
| Property - Special Handling - Damaged It | | d | | | | | | 1 | | 1 | | | 2 |
| | | | | | | | | | | | | | |

| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | 1 | | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | | 1 | | | | | | | | | 2 |
| Screening | 3 | 2 | 1 | | | | 1 | 6 | 3 | 6 | 4 | 4 | 3 |
| Screening - Classified Materials | | | | | | | | 1 | | | | | |
| Screening - Crew Member or Airline Emplo | oyee | | | | | | | | | | 1 | | |
| Screening - Inconsistency | 1 | | | | | | | 1 | 2 | 1 | | | |
| Screening - International Screening | | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | 2 | 2 | 1 | | | | | 2 | 1 | 3 | 3 | 4 | 1 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | | 1 | | 2 | | | |
| 2025 | 20 | | | | | | | | | | | | 2 |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 7 | | | | | | | | | | | | |
| Customer Service - TSO | 7 | | | | | | | | | | | | |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Flyer | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BWI | 133 | 69 | 64 | 58 | 62 | 92 | 84 | 115 | 108 | 107 | 135 | 115 | 1,142 |
| 2023 | 31 | 26 | 29 | 30 | 27 | 34 | 29 | 39 | 47 | 57 | 59 | 46 | 454 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | | n - EMAIL ON | NLY | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | 3 | 1 | 1 | 2 | 2 | | 3 | 3 | 7 | 2 | | 25 |
| Civil Rights - Age | | 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | 2 | | | 1 | 1 | | 2 | | 5 | 2 | | 14 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | 1 | | | | | 1 | | | | 2 |
| Civil Rights - Transgender Screening | | | 1 | | 1 | | | | 1 | 2 | | | 5 |
| Claims | | | | | 1 | 1 | | | | | | | 2 |
| Claims - General | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service | 11 | 9 | 16 | 10 | 10 | 13 | 9 | 16 | 13 | 15 | 22 | 21 | 165 |
| Customer Service - TCC | 44 | 0 | 10 | 10 | 40 | 40 | | 10 | 40 | 4.5 | 20 | 1 | 1 101 |
| Customer Service - TSO Hazardous Materials Safety | 11 | 9 | 16 | 10 | 10 | 13 | 9 | 16 | 13 | 15 | 22 | 20 | 164 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | 1 |
| Intranet/Internet Inquiries | | 1 | | - 1 | | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | | 1 | | | | | | | | | | | 1 |
| Locks | 1 | 1 | | | | 2 | 2 | 1 | 2 | | | 2 | 10 |
| Locks - Missing or Damaged Lock | 1 | | | | | 2 | 2 | 1 | 2 | | | 2 | 10 |
| Lost and Found | | | | | | | | 1 | 1 | 1 | | | 3 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | 1 | 1 | | | 3 |
| Mishandling of Passenger Property | 5 | 3 | 2 | 2 | 3 | 2 | 1 | 5 | 3 | 4 | 4 | 10 | 44 |
| Mishandling of Passenger Property - Dan | | 2 | | | 1 | | | 2 | 2 | 2 | 1 | 4 | 14 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | 2 | 2 | | 1 | 3 | 1 | 1 | 3 | 6 | 26 |
| Mishandling of Passenger Property - Disa | | • | | | | 2 | • | | • | 1 | | | 4 |
| No Jurisdiction | | | | | | | 1 | 1 | | ' | 1 | | 3 |
| No Jurisdiction - No Referral | | | | | | | • | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | 1 | | | | | 2 |
| Patdown | 2 | | 3 | 1 | 1 | 2 | 2 | 1 | 1 | 8 | 2 | 1 | 24 |
| Patdown - Flyer | 2 | | 3 | 1 | 1 | 2 | 2 | 1 | 1 | 8 | 2 | | 23 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 5 | 3 | 1 | 20 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | 1 | | | | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| | | |) | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | | i | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | trauma) 1 | | | | | | | | 4 | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | 5 | ı | | 4 | 5 | 1 | 4 | 3 | 3 | 1 4 | 6 | 3 | 38 |
| Property - Special Handling - Damaged It | | | | 1 | 3 | 1 | 1 | 3 | 2 | 1 | 3 | 2 | 11 |
| Property - Special Handling - Damaged It | | | | 1 | | | 2 | 1 | 1 | | J | | 6 |
| Property - Special Handling - Missing Iter | | 1 | | 1 | 1 | | 1 | 2 | ' | 1 | 2 | 1 | 9 |
| Property - Special Handling - Missing Iter | | | | 1 | 4 | 1 | | | | 2 | 1 | | 12 |
| Screening | 5 | 8 | 6 | 10 | 4 | 10 | 9 | 7 | 19 | 13 | 19 | 7 | 117 |
| Screening - Children | | | | | | 1 | | | | 1 | | | 2 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 5 | | 1 | 1 | 2 | 3 | 2 | 4 | 1 | 19 |
| Screening - Lengthy Lines | 1 | | | | | | 1 | | 3 | 2 | 2 | 2 | 11 |
| Screening - Procedures/Process | 4 | 6 | 6 | 4 | 3 | 8 | 6 | 5 | 13 | 8 | 13 | 4 | 80 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| 2024 | 46 | 43 | 35 | 28 | 35 | 58 | 55 | 76 | 61 | 50 | 76 | 69 | 632 |
| Additional Information Required/Insufficient In | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Information | n - EMAIL O | NLY | 1 | | | | | | | | | 1 |
| Airline | 1 | | | | 1 | | 1 | 1 | 1 | | | | 5 |
| Airline - Lost Baggage | 1 | | | | | | | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | 1 | | | | | 2 |
| Airline - Wheelchair Assistance | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | 1 | 1 | | 2 | 4 | 1 | 2 | | 2 | 4 | 17 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | 2 | 3 |
| Civil Rights - Not Specified | | | | 1 | | 1 | | | 1 | | | | 3 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | L = | | 1 | | | 1 | 3 | | 1 | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | 1 | | | | 1 | 2 |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | 1 |
| CLEAR | | | | | | 1 | | | | | | | 1 |
| CLEAR - Registered Traveler | | | | | | 1 | | | | | | | 1 |
| Customer Service | 23 | 12 | 16 | 12 | 12 | 18 | 18 | 27 | 24 | 16 | 29 | 20 | 227 |
| Customer Service - CSM | | | | | | | | | | | | 1 | 1 |
| Customer Service - TCC | 1 | | | | 1 | | | | _ | | | | 2 |
| Customer Service - TSO | 22 | 12 | 16 | 12 | 11 | 18 | 18 | 27 | 24 | 16 | 29 | 19 | 224 |
| Hazardous Materials Safety | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| Locks Missing or Demograd Lock | 1 | 2 | | | | 4 | | 2 | 1 | 1 | 2 | | 13 |
| Locks - Missing or Damaged Lock | 1 | 2 | | | | 4 | | 2 | 1 | 1 | 2 | | 13 |
| Lost and Found Airport/TSA | | 1 | 2 | | | | 1 | 2 | 1 | | 3 | | 10 |
| Lost and Found - Airport/TSA Mishandling of Passenger Property | 4 | 1 | 2 | - | A | - | 1 7 | 10 | 4 | ^ | 3 | - | 10 |
| Mishandling of Passenger Property | 1 | 4 | 3 | 5 | 4 | 5 | 1 | 10 | 4 | 3 | 2 | 5 | 53 |

| ategories | · | 10-Oct 1 | 1-Nov | | | 01-Jan | 02-Feb | olaints Rep 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------|--|---|---------|---------------|------|-------------|---------|-----------------------|--------|--------|--------|--------|--------|--------|-------|
| | Mishandling of Passenger Property - Dan | | | 1 2-De | 1 | 01-Jan 1 | 02-1 CD | 03-War | | | | or-out | 00-Aug | | 10tai |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | | 2 | 2 | 3 | 4 | | 0 | 3 | | 2 | | | 2 |
| | Mishandling of Passenger Property - Dam | | | | | 1 | | | 1 | 3 | 3 | | - 1 | | |
| | Mishandling of Passenger Property - Disa | | itomo | 1 | Juli | ' | | | ' | | | 1 | | | |
| N | No Jurisdiction | 2 | | 1 | 1 | | | 2 | | 3 | 3 | 2 | | 2 | 19 |
| | No Jurisdiction - No Referral | 1 | | | 1 | | | 2 | | 3 | | 1 | | 2 | |
| | No Jurisdiction - Refer to CBP | ' | | | - | | | | | | 1 | ' | 1 | | |
| | No Jurisdiction - Refer to Other | 1 | | | | | | | | 3 | | 1 | | | |
| D | Patdown | 4 | | 2 | 2 | | | 4 | 3 | 3 | | | | | |
| Г | Patdown - Children | 4 | | 2 | 2 | | | 2 | 3 | 3 | 1 | 2 | 4 | 4 | 3: |
| | Patdown - Flyer | 4 | | 0 | 0 | | | | 2 | 2 | | 0 | 4 | 4 | |
| | • | 4 | | 2 | 2 | | | 1 | 3 | 3 | 3 | 2 | 4 | 4 | 28 |
| | Patdown - Flyer as Observer | | | • | _ | | | 1 | | | | | | | _ |
| Р | Persons w/ Disabilities (PWD) | 2 | | 6 | 3 | 1 | 4 | | 5 | 6 | 5 | 4 | 6 | 4 | 5 |
| | Persons w/ Disabilities (PWD) - Autism S | | | | | | 1 | | | 1 | | | | | |
| | Persons w/ Disabilities (PWD) - Cognitive | | | | | | | 1 | | | | 1 | | | |
| | Persons w/ Disabilities (PWD) - Diabetes | | | 1 | 1 | | | 1 | 1 | 1 | 1 | | | | |
| | Persons w/ Disabilities (PWD) - General | 1 | | 1 | | | | 1 | | | 1 | 2 | | 1 | |
| | Persons w/ Disabilities (PWD) - Hearing I | | | 1 | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Internal N | | | | | | 2 | | | 1 | | | | 1 | |
| | Persons w/ Disabilities (PWD) - Medical I | | | 1 | | | | | 1 | | | | 2 | | |
| | Persons w/ Disabilities (PWD) - Medically | | | 2 | 1 | 1 | | 3 | 1 | | 1 | | 1 | 1 | 1 |
| | Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | | | 1 | | |
| | Persons w/ Disabilities (PWD) - Mobility I | | Wheeld | h | 1 | | 1 | 1 | | 1 | | | 1 | 1 | |
| | Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Prosthes | is/Amputees a | nd Cast | ts | | | | | | 1 | | | | | |
| | Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | | | | 1 | | | | |
| | Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tr | auma) | | | | | | 1 | | 1 | | | | |
| | Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | | | 1 | | |
| | Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | egway | | | | | 1 | 1 | 1 | | 1 | | | |
| Р | Property - Special Handling | 3 | | 3 | 1 | 2 | 4 | 2 | 4 | 4 | 6 | 7 | 2 | 5 | 4 |
| | Property - Special Handling - Damaged It | 2 | | 1 | 1 | 1 | | | 1 | 2 | 2 | | | 2 | 1 |
| | Property - Special Handling - Damaged It | | | | | | 1 | 1 | | 1 | | 2 | | 1 | |
| | Property - Special Handling - Missing Iter | | | 1 | | | 2 | 1 | 2 | 1 | 2 | 4 | | 1 | 1 |
| | Property - Special Handling - Missing Iter | | | 1 | | 1 | 1 | | 1 | | 2 | 1 | | 1 | |
| R | Request for Assistance | | | | | | | 1 | | | | | | | |
| | Request for Assistance - Other | | | | | | | 1 | | | | | | | |
| S | Screening | 9 | 1 | 3 | 6 | 6 | 10 | | 12 | 16 | 10 | 15 | 22 | 25 | 15 |
| | Screening - Crew Member or Airline Emp | | | | | | | 1 | | | | | | | |
| | Screening - Inconsistency | 1 | | 2 | 2 | | 1 | | 2 | 1 | 2 | 2 | 2 | 2 | 1 |
| | Screening - Lengthy Lines | 1 | | 3 | _ | 1 | 1 | | 3 | | 1 | 4 | | | 3 |
| | Screening - Military | | | • | | | | - | | 1 | | | - | 10 | |
| | Screening - Procedures/Process | 8 | | 8 | 3 | 5 | 5 | 5 | 5 | 8 | 7 | 9 | 14 | 11 | 8 |
| | Screening - Retrieving Abandoned/Confis | | | 0 | 0 | | 3 | | 1 | 1 | · · | | 1 | | 0. |
| | Screening - Security Breach | | | | | | J | | - 1 | 1 | | | 1 | | |
| | Screening - Shoe Screening | | | | 1 | | | | 1 | - 1 | | | 1 | | |
| 2025 | | 50 | | | - 1 | | | | Į. | | | | | | |
| | | 56 | | | | | | | | | | | | | 5 |
| C | Civil Rights | 1 | | | | | | | | | | | | | |
| | Civil Rights - Not Specified | 1 | | | | | | | | | | | | | 4 |
| C | Customer Service | 14 | | | | | | | | | | | | | 1 |
| | Customer Service - TSO | 14 | | | | | | | | | | | | | 1 |
| L | ost and Found | 1 | | | | | | | | | | | | | |
| | Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | | |
| N | Mishandling of Passenger Property | 6 | | | | | | | | | | | | | |
| | Mishandling of Passenger Property - Dan | | | | | | | | | | | | | | |
| | Mishandling of Passenger Property - Dan | | | | | | | | | | | | | | |
| | Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | | |
| P | Patdown | 1 | | | | | | | | | | | | | |
| | Patdown - Flyer | 1 | | | | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) | 5 | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I | | | | | | | | | | | | | | |
| | . , | 1 | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Mobility I | 1 | | | | | | | | | | | | | |
| P | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av | 1 1 1 | | | | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling | 1 1 1 1 6 | | | | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It | 1 1 1 1 6 2 | | | | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 1 1 1 6 2 1 | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | 1 1 1 1 6 2 4 1 3 | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening | 1 1 1 6 2 4 1 3 22 | | | | | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency | 1 1 1 6 2 4 1 3 22 1 | | | | | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening | 1 1 1 6 2 4 1 3 22 | | | | | | | | | | | | | 2 |

| gories | 10-Oct 1 | 1-Nov | 12-Dec 01 | -Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--|---------------------|-----------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| N | 22 | 7 | 10 | 5 | 12 | 12 | 5 | | 11 | 13 | | | 100 |
| 2023 | 4 | 5 | 4 | 2 | 5 | 5 | | 7 | 4 | 6 | | | |
| Airline | | | | | | | | | | 1 | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | |
| Civil Rights | | | | | 2 | | | | | 1 | | | |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| <u> </u> | Net Termene | 4 | | | ı | | | | | 4 | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | | | | | | | | | 1 | | | |
| Customer Service | | 4 | | 2 | | 1 | | 4 | 2 | 2 | | | |
| Customer Service - TSO | | 4 | | 2 | | 1 | | 4 | 2 | 2 | 4 | 1 | |
| Locks | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | 1 | | 1 | | |
| Mishandling of Passenger Property - Dam | naged/Missing | temsCarr | v-on Luggage | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | y on Lugguge | | | | | | 1 | | | | |
| | | Cormi on or | Chaalrad | | | | | | - 1 | | 1 | | |
| Mishandling of Passenger Property - Disa | irrayed itemst | Jarry-on or | | | | | | | | | - 1 | | |
| Patdown | | | 3 | | 1 | 1 | | | | | | | |
| Patdown - Children | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 2 | | 1 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | 1 | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | edication a | nd Medical Su | pplies | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelch | | , and a troit a | ia moaioai oo | pp00 | | | | | | | | | |
| Screening | 2 | | 1 | | 1 | 2 | | 1 | 1 | 2 | 5 | | |
| | | | | | - 1 | | | | - 1 | | | | |
| Screening - Inconsistency | | | 1 | | | | | 1 | | | 2 | | |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | 2 | | | | 1 | 1 | | | 1 | 2 | 3 | | |
| 2024 | 6 | 2 | 6 | 3 | 7 | 7 | 5 | 1 | 7 | 7 | 11 | 7 | |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | |
| Customer Service | 3 | | 3 | 1 | 4 | 3 | 2 | 1 | 3 | 3 | 7 | 1 | |
| Customer Service - CSM | | | 1 | ' | | - 0 | | | | 0 | | ' | |
| Customer Service - CSM Customer Service - TSO | | | 2 | 4 | 4 | | - | 4 | | 3 | 7 | 4 | |
| | 3 | | | 1 | 4 | 3 | 2 | 1 | 3 | 3 | | 1 | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | 1 | 2 | 1 | | | 1 | 1 | 2 | |
| Mishandling of Passenger Property - Dam | naged/Missing | temsCarr | y-on Luggage | • | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | | | | 1 | | |
| Mishandling of Passenger Property - Disa | | Carry-on or | Checked | | | 1 | 1 | | | 1 | | | |
| No Jurisdiction | r í | - , | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | |
| Patdown | | | 0 | 4 | | | | | 4 | 4 | | 1 | |
| | | | 2 | 1 | | | | | 1 | 1 | | | |
| Patdown - Flyer | | | 2 | 1 | | | | | 1 | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees ar | nd Casts | | | | | | | 1 | | | | |
| Property - Special Handling | · · | | | | | | 1 | | 1 | 1 | | 1 | |
| Property - Special Handling - Damaged It | ı ems - Carry-Or | 1 | | | | | | | 1 | 1 | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | ' | | 1 | |
| | | | | | | | 4 | | | | | ' | |
| Property - Special Handling - Missing Iten | | | | | | | 1 | | | | | | |
| Screening | 1 | 2 | | 1 | 1 | 2 | 1 | | 1 | 1 | 2 | 1 | |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | 1 | 2 | | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | |
| 2025 | 12 | | | | | | | | | | | | |
| Customer Service | 5 | | | | | | | | | | | | |
| Customer Service - TSO | 5 | | | | | | | | | | | | |
| Patdown | 3 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | | | | |
| . , , | | | | | | | | | | | | | |
| Property - Special Handling Missing Itan | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| CACE 8 3 11 9 7 13 14 11 9 12 7 9 | | | | | Center Trav | | | | | | | | | |
|--|--|------------------|---------------|--------------|-------------|--------|----|----|---|-----|-----|-----|-----|-------|
| 2023 3 | | | | | | 02-Feb | | | | | | | | Total |
| Core Rights Rights Core Rights | | | | | 9 | | | | | | | | | 113 |
| Civil Rights - Civil Rights Violation (TSA Erroleyse) | | 3 | 3 | | | | 1 | | 4 | 1 | 3 | 1 | 1 | 29 |
| Colf Rights - Race | | [mple::=:\ | | | | 2 | | 1 | | | | | | 5 |
| Customer Service | | ⊏mpioyee) I | | | | 4 | | 4 | | | | | | 1 |
| Customer Service 1 | | Not Tranca | ondor | 1 | | | | 1 | | | | | | 3 |
| Clustomer Service - TSO | | /- NOL Transg | ender | | | 1 | | 2 | 2 | | | | | 6 |
| Mishanding of Passenger Property Mishanding of Passenger Property - Damaged Missing Items-Carry-on Luggage Mishanding of Passenger Property - Damaged Missing Items-Carry-on Luggage Mishanding of Passenger Property - Damaged Missing Items-Carry-on Luggage Mishanding of Passenger Property - Damaged Missing Items-Carry-on Luggage No. Jurisdiction - Refer to Other No. Jurisdiction - Refer to Other No. Jurisdiction - Refer to Other Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Meality Disability (Not Wheelchair or Scooter) Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Persons with Disabilities (PWD) - Damaged Missing Items-Carry-on Luggage Pe | | 1 | | | | | | | | | | | | 6 |
| Mishandring of Passenger Property - Damaged/Missing Items—Canty-on Lugagage No. Jurisdiction New York | | ' | | | | | 1 | 3 | | | 1 | 1 | | 3 |
| Mishandning of Passenger Property - Damaged Misang Items—Checked Baggings— No Jurtisciction - Fefer to Other | | naged/Missin | a ItemsC | arry-on Lug | nane | | | | | | | 1 | | 2 |
| No Jurisdiction - Refer to Other | | | - | | | | 1 | | | | | 1 | | 1 |
| No. Jurisdiction - Refer to Other | | laged/Wilssii | g itemso | 1 | gage | | | | | | | 1 | | 1 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Persons w Disabilities (PWD) | | 1 | 1 | ' | | 1 | | | | | | | | 3 |
| Persons w Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | | | | 3 |
| Persons w/Disabilities (PWD) - Midal Implants (pint) 1 2 2 2 1 1 1 1 1 1 | | | | | | | | | | | 1 | | 1 | 2 |
| Persons w Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scorler) 1 | | plants (ioint) | | | | | | | | | | | | 1 |
| Screening 1 | , , | , | t Wheelch | air or Scoot | er) | | | | | | | | 1 | 1 |
| Screening - Noordischery | | | | | , | | | | 2 | 1 | 1 | | | 9 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | | 3 |
| Martine | | 1 | 1 | 1 | | | | | 1 | 1 | | | | 5 |
| Airline - Polity/Regulations/Service | Screening - Retrieving Abandoned/Confis | scated Items | | 1 | | | | | | | | | | 1 |
| Airline - Polity/Regulations/Service 1 | 2024 | | | 6 | 9 | 4 | 12 | 10 | 7 | 8 | 9 | 6 | 8 | 79 |
| Civil Rights Race | Airline | | | | 1 | | | | | | | | | 1 |
| Customer Service | Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - CSM | Civil Rights | | | | | | | | | | 1 | | | 1 |
| Customer Service - CSM | Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | Customer Service | | | 4 | 7 | 3 | 5 | 6 | 3 | 3 | 2 | 3 | 1 | 37 |
| Human Capital | Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Human Capital - Prospective Employment with TSA | | | | 4 | 7 | 2 | 5 | 6 | 3 | 3 | 2 | 3 | 1 | 36 |
| Locks Mishandling of Passenger Property 1 2 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock 1 1 1 1 1 1 1 1 1 | | t with TSA | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property 1 | | | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items—Carry-on 1 1 No Jurisdiction 1 No Jurisdiction - No Referral 1 Patdown 1 Patdown - Flyer 1 Persons w Disabilities (PWD) 1 2 1 2 Persons w Disabilities (PWD) 1 2 1 3 1 4 1 2 1 3 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 < | | | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items—Carry-on 1 | | | | | | | | | | | | | 1 | 4 |
| No Jurisdiction | | | | | gage | | 2 | | | | | | | 2 |
| No Jurisdiction - No Referral Patdown 1 | | arrayed Items | sCarry-on | 1 | | | | | | | | | 1 | 2 |
| Patdown | | | | | | | | | | | | | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes 1 1 2 1 2 1 2 1 2 1 2 2 | | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Idearing Impairment 1 | | | | | | | | 1 | 4 | 4 | | 4 | 0 | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | . , | | | | | | | | | 1 | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | I | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | Modication | and Madia | al Cupplios | | | | | | ı | - 1 | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | it writeelcri | all Of Scool | ei <i>)</i> | | | | | 1 | - 1 | | - 1 | |
| Property - Special Handling - Missing Items - Carry-On | | | Segway | | | | | | | - 1 | | | 1 | 1 |
| Property - Special Handling - Missing Items - Carry-On 2 | | l Scooleir | Segway | | | | | | 2 | | | 1 | | 4 |
| Property - Special Handling - Missing Items - Checked 2 1 | | ns - Carry-O | n | | | | | | | | | ' | 1 | 1 |
| Screening | | | | | | | | | 2 | | | 1 | ' | 3 |
| Screening - Inconsistency | | | | 1 | 1 | 1 | 5 | 3 | | 4 | 1 | | 2 | 20 |
| Screening - Lengthy Lines 1 1 1 1 1 1 1 2 Screening - Procedures/Process 1 1 3 2 2 1 2 2 5 2 5 6 6 6 6 7 7 8 9 8 9 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td>'</td> <td></td> <td></td> <td></td> <td></td> <td>3</td> | | | | | | 1 | | | ' | | | | | 3 |
| Screening - Procedures/Process 1 1 3 2 2 1 2 2025 Customer Service 2 Customer Service - TSO 2 Locks 1 Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | | | | | 1 | 1 | | 1 | | | 5 |
| 2025 5 Customer Service 2 Customer Service - TSO 2 Locks 1 Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | 1 | 1 | | | | | | | | 2 | 12 |
| Customer Service 2 Customer Service - TSO 2 Locks 1 Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | • | 5 | | | | | | | | | | | | 5 |
| Customer Service - TSO 2 Locks 1 Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | | | | 2 |
| Locks 1 Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock 1 Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) 2 Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General 1 | | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imd 1 | , , | | | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Metal Im | 1 | | | | | | | | | | | | 1 |

| | | | | | | olaints Rep | | | | | | | |
|---|---------------|------------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CAK | 1 | 1 | 4 | 1 | | 2 | 2 | 2 | | 4 | 2 | | 1: |
| 2023 | 1 | | 2 | | | 1 | 2 | 1 | | 3 | 2 | | 1: |
| Additional Information Required/Insufficient In | formation | | 1 | | | | | | | | | | |
| Additional Information Required/Insufficie | nt Informatio | on - EMAIL | 1 | | | | | | | | | | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | gage | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Children | | | | | | | 1 | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Chec | ked | 1 | | | | | | | | | | |
| Screening | | | | | | 1 | 1 | | | 1 | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | 1 | 1 | | |
| 2024 | | 1 | 2 | 1 | | 1 | | 1 | | 1 | | | |
| Civil Rights | | 1 | | | | | | | | 1 | | | |
| Civil Rights - Age | | | | | | | | | | 1 | | | |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | |
| Customer Service | | | | 1 | | | | 1 | | | | | |
| Customer Service - TSO | | | | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | | 1 | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CDC | 1 | | | | | 1 | | | | | 1 | | 3 |
| 2023 | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsC | hecked Bag | ggage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CDR | | | 1 | | | | | | | | | | 1 |
| 2023 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CDV | | 1 | 1 | | | | | | | | | | 2 |
| 2023 | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CEC | | | | | | 1 | | | | | | | 1 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CGI | | | 1 | | | | | | | | 1 | | 2 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |

| | | TS | A Conta | ct Ce | nter Trav | eler Comp | laints Rep | ort | | | | | | |
|---|-------------|------------|------------|-------|-----------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-De | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CHA | 1 | 4 | | 8 | 2 | 6 | 1 | 2 | 1 | 4 | 2 | 2 | 6 | 39 |
| 2023 | | 2 | | 4 | 1 | 4 | | 1 | 1 | | 2 | | 3 | 18 |
| Civil Rights | | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | | 1 | | 2 | | 1 | | | | | 1 | 6 |
| Customer Service - TSO | | 1 | | 1 | | 2 | | 1 | | | | | 1 | 6 |
| DHS TRIP | | | | | | | | | | | 1 | | | |
| DHS TRIP - General | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | ng ItemsC | ; | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Me | dic | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | 1 | | | 1 | | | | 2 | 5 |
| Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | | | | 2 | 4 |
| 2024 | | 2 | | 4 | 1 | 2 | 1 | 1 | | 4 | | 2 | 3 | 20 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 2 | 1 | | | | | 1 | | 1 | | Į |
| Customer Service - TSO | | | | 2 | 1 | | | | | 1 | | 1 | | Į |
| Locks | | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | 1 | | | 2 | 4 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missin | ng ItemsC | hecked | Bagga | age | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | | ng ItemsU | Inspecific | ed Lu | ggage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | | |
| Patdown | | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Me | dical | Supplies | 1 | | | | | | | | |
| Screening | | | | 1 | | | 1 | | | 2 | | 1 | 1 | (|
| Screening - Inconsistency | | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 2 | | 1 | 1 | 4 |
| Screening - Security Breach | | | | | | | 1 | | | | | | | - |
| 2025 | 1 | | | | | | | | | | | | | • |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | | |

| ata manina | 10.0 | | A Contact | | | | | | | A= 1 : | | | |
|--|--------------------------------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| СНО | 1 | 2 | _ | 1 | - | 2 | 4 | 3 | 3 | 6 | 1 | 2 | 3 |
| 2023 | | 1 | 1 | | 3 | | 4 | 2 | 2 | 2 | 1 | 1 | 1 |
| Civil Rights | | | | | 1 | | 4 | | | | | | |
| Civil Rights - Constitutional Rights | | | | | 1 | | | | | | | | |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | | | | 1 | | | | | | |
| Customer Service | | | | | 1 | | | | 1 | | 1 | | |
| Customer Service - TSO | | | | | 1 | | | | 1 | | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked Bag | ggage | | | | | 1 | | | | |
| Patdown | | 1 | | | 1 | | | | | | | 1 | |
| Patdown - Flyer | | 1 | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | | | | 1 | | | | | |
| Screening | | | 1 | | | | | 1 | | 2 | | | |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | 2 | | | |
| 2024 | 1 | 1 | 2 | 1 | | 2 | | 1 | 1 | 4 | | 1 | 1 |
| Civil Rights | | | | | | 1 | | | | 1 | | | |
| Civil Rights - Age | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | | 1 | 1 | | | 1 | | | | 1 | | | |
| Customer Service - Others | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | 1 | 1 | | | 1 | | | | | | | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | ı naged/Missin | a ItemsC | hecked Bad | ngage | | | | | | 1 | | | |
| No Jurisdiction | | | 1 | 55 5 | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | 1 | | | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ı | On | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | |
| Screening | | | | | | | | 1 | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------------|------------|---------------|----------|--------|--------|--------|--------|--------|----------|--------|--------|----------|
| CHS | 46 | 19 | 13 | 17 | 21 | 21 | 16 | 30 | 30 | 33 | 29 | 30 | 305 |
| 2023 | 14 | 14 | 4 | 7 | 10 | 10 | 7 | 15 | 9 | 12 | 11 | 13 | 126 |
| Additional Information Required/Insufficient In | | | | | | | | | | | 1 | 1 | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL C | ONLY | | | | | | | | 1 | 1 | 2 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 | 3 | | 1 | 1 | 1 | 1 | 1 | | | 1 | 1 | 1 |
| Civil Rights - Race | | 2 | | 1 | ı | ı | ı | ı | | | 1 | 1 | 10 5 |
| Civil Rights - Sex/Gender/Gender Identity | I - Not Transge | | | ' | 1 | 1 | 1 | 1 | | | | - ' | 4 |
| Civil Rights - Sexual Orientation - Not Tra | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 6 | 1 | | 3 | 3 | | 5 | 2 | 4 | 4 | 4 | 34 |
| Customer Service - TSO | 2 | 6 | 1 | | 3 | 3 | | 5 | 2 | 4 | 4 | 4 | 34 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 1 | 1 | 1 | 1 1 | 1 | | 1 1 | 1 | 1 | 1 | | 1 1 | 12 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 2 | | 1 | |
| Patdown | 2 | ' | 1 | | 3 | | | ' | | 2 | | 2 | 10 |
| Patdown - Children | | | | | 2 | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | 1 | | | | | 2 | | 2 | 7 |
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | 1 | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | 1 | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | vvneeicna | iir or Scoote | er) | | | | 1 | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch | | eaman | | | | | | 1 | 1 | | | | <u> </u> |
| Property - Special Handling | 1 | 3 | | 1 | | 2 | 2 | 2 | 2 | | 1 | | 14 |
| Property - Special Handling - Damaged It | ems - Carry | 3 | | 1 | | | 1 | | 2 | | 1 | | 8 |
| Property - Special Handling - Damaged It | | | | | | 2 | | 1 | | | | | 3 |
| Property - Special Handling - Missing Iten | | | | | | | 1 | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | 7 | | 1 | 4 | 2 | 4 | 3 | 5 | 3 | 2 | 2 | 3 | 36 |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | 1 | 1 | | | | 3 |
| Screening - Procedures/Process | 6 | | | 4 | 2 | 3 | 3 | 4 | 2 | 1 | 2 | 2 | 29 |
| Screening - Retrieving Abandoned/Confis | 1 | _ | | 40 | 44 | 1 | • | 4.5 | | 0.4 | 40 | 4- | 1 |
| Additional Information Required/Insufficient In | formation | 5 1 | 9 | 10 | 11 | 11 | 9 | 15 | 21 | 21 | 18 | 17 | 159 |
| Additional Information Required/Insufficie | | 1 | | | | | | | | | | | |
| Airline | Intimornation | ' | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | | | | 1 | | | 1 | | 3 | 3 | 1 | 9 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | L | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | | | 4 | 1 | | 4 | 1 | 4.4 | 1 | | 0 | 3 |
| Customer Service - TCC | 6 | 1 | 5 | 4 | 2 | 5 | 4 | 4 | 11 | 7 | 5 | 8 | 62 |
| Customer Service - TCC Customer Service - TSO | 6 | 1 | 5 | 4 | 2 | 4 | 4 | 4 | 11 | 7 | 5 | 8 | 1 61 |
| HAZMAT Endorsement | 0 | I . | 5 | 4 | 1 | 4 | 4 | 4 | - 11 | - 1 | 5 | 0 | 1 |
| HAZMAT Endorsement - Status | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | 2 | 1 | 2 | 2 | | 4 | 1 | 2 | 2 | 2 | 21 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | | 2 | 2 | | 2 | 1 | 2 | 2 | 2 | 18 |
| Mishandling of Passenger Property - Dam | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checker | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | | | 1 | | | 2 | | | | | 3 |
| No Jurisdiction - No Referral | | | | | 4 | | | 2 | | | | | 2 |
| No Jurisdiction - Refer to Other Patdown | 1 | | | 1 | 1 | 1 | | | 2 | 1 | | | 6 |
| Patdown - Flyer | 1 | | | 1 | | 1 | | | 2 | 1 | | | 6 |
| Persons w/ Disabilities (PWD) | | 1 | | ' | | ! | 3 | 3 | 1 | 3 | 3 | 2 | 16 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| | reast Can | cer | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dres | ssings/Mas | sks | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | edication | and Medica | Supplies | | | | | | | 3 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 4 | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | egway | | | | | 4 | 1 | | | | | 10 |
| Property - Special Handling Property - Special Handling - Damaged It | 2 | | 2 | 1 | 3 | 2 | 1 | 1 1 | | <u>3</u> | 2 | 1 1 | 19 8 |
| Property - Special Handling - Damaged It | 1 Checker | d | 1 | 1 | 1 | | | 1 | | 1 | | 1 | 2 |
| Property - Special Handling - Missing Iten | | - | | 1 | 2 | | 1 | | | 1 | | | 6 |
| Property - Special Handling - Missing Iten | | | 1 | | | | | | | - ' | 2 | | 3 |
| Screening | 1 | 1 | | 2 | 1 | 1 | 1 | | 5 | 2 | 2 | 3 | 19 |
| Screening - Crew Member or Airline Emp | | 1 | | 1 | | | | | | | | | 2 |
| | - | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|-------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-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 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | 1 | 1 | 1 | | | 5 | 1 | 2 | 2 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | |
| 2025 | 20 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | |
| Property - Special Handling | 5 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 3 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 7 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | |

| Catagorias | 40.0-1 | | | t Center 1 | | | | | OF Mari | 00 1 | 07 1 | 00 4 | 00 0 | Tatal |
|---|---------------|------------|------------|------------|---|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CID | 4 | 3 | | 1 | 1 | 5 | 1 | 2 | | 5 | 2 | | 2 | 35 |
| 2023 | | 2 | | | | 1 | | | 1 | 3 | 1 | 2 | 2 | 12 |
| Civil Rights | | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dan | | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked B | aggage | | | | | | 1 | 1 | | 1 | 3 |
| Screening | | 2 | | | | | | | 1 | 1 | | 2 | 1 | 7 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | 2 | 1 | 4 |
| 2024 | 3 | 1 | | 1 | 1 | 4 | 1 | 2 | 4 | 2 | 1 | 2 | | 22 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | y 1 | | | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | | | | | 2 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans | gender | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | ansgender | | | | | | | | | | | 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 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked B | aggage | | | | | | 1 | | | | 1 |
| Patdown | | | | 00 0 | | 1 | | | 1 | 1 | | | | 3 |
| Patdown - Flyer | | | | | | 1 | | | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (N | ot Wheelch | air or Sco | oter) | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | , | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 3 , | | | | 1 | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iter | ms - Checke | d | | | | 1 | | | 1 | | | | | 2 |
| Screening | 1 | 1 | | 1 | 1 | 1 | | 1 | | | | | | 6 |
| Screening - Lengthy Lines | · . | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | 1 | | 1 | | 1 | | | | | | |
| 2025 | 1 | | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | | 1 |

| | | 13 | A Contact | Center Tra | veier Com | namis Kep | ort | | | | | | |
|--|---------------|--------|-----------|------------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CIU | 2 | | | | 1 | | | | | | 1 | | 4 |
| 2024 | 1 | | | | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------|-------------|----------------|----------------|--------|----------------|----------------|----------------|----------------|----------------|--------------------------------------|---|---|
| | | | | | | | | | 2 | | | 2 |
| | | | | | | | | | 1 | | | 1 |
| | | | | | | | | | 1 | | | 1 |
| ems - Carry | -On | | | | | | | | 1 | | | 1 |
| | | | | | | | | | 1 | | | 1 |
| | | | | | | | | | 1 | | | 1 |
| aged/Missir | ng ItemsC | hecked Bag | gage | | | | | | 1 | | | 1 |
| | ems - Carry | ems - Carry-On | ems - Carry-On | | ems - Carry-On | 2 1 1 ems - Carry-On 1 1 | 2 1 1 ems - Carry-On 1 1 1 | 2 1 1 ems - Carry-On 1 1 1 |

| categories | 10-Oct | | ontact Cen 2-Dec 0 | | | - | 4-Apr 0 | 5-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---|-------------------|----------------------------|-----|------------------|--|---------------|-------------|-------------|-------------------|----------|--------------------------------------|---|
| CLE | 62 | 34 | 2-Dec 0 | 26 | 29 U | 41 | 4-Apr 0 47 | | 54 | 38 | | | |
| 2023 | 20 | 23 | 7 | 14 | 16 | 15 | 24 | 34 15 | 22 | 17 | 34 24 | 46 9 | 469 206 |
| Additional Information Required/Insufficient Inf | | 23 | , | 14 | 2 | 15 | 24 | 10 | 22 | 17 | 24 | 9 | 200 |
| Additional Information Required/Insufficier | | - EMAIL ONI | V | | 2 | | | | | | | | 2 |
| Additional information required/insumeter | it imormation | 1 | - ' | | | | | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights | | 1 | 2 | 1 | | 2 | 1 | 1 | | | 2 | 1 | 11 |
| Civil Rights - Headwear | | | | | | 1 | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | 1 | 1 | 1 | | | | 1 | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Trai | | iladi | 1 | | | ' | | | | | | | 1 |
| Civil Rights - Transgender Screening | logoridor | | ' | | | | 1 | | | | | | 1 |
| Customer Service | 8 | 6 | | 5 | 3 | 5 | 5 | 3 | 6 | 5 | 8 | 4 | 58 |
| Customer Service - Others | 0 | 0 | | J | | J | J | 3 | 0 | 3 | 1 | | 1 |
| Customer Service - TSO | 8 | 6 | | 5 | 3 | 5 | 5 | 3 | 6 | 5 | 7 | 4 | 57 |
| Locks | 0 | 0 | 1 | J | 2 | J | 1 | 1 | 1 | 3 | | | 6 |
| | | | 1 | | 2 | | 1 | 1 | 1 | | | | 6 |
| Locks - Missing or Damaged Lock | | | 1 | | | | 1 | 1 | 1 | | | | |
| Lost and Found | | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 4 | 0 | 0 | 0 | 4 | | 0 | 0 | 1 | 0 | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 2 | 1 | | 2 | 2 | 2 | 3 | 1 | 1 | 19 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | | 2 | 2 | | 2 | | 1 | 9 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 2 | 1 | | | | 1 | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on or (| Checked | | | | | | 1 | | | | 1 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| Patdown | 4 | 1 | | 1 | | 2 | 2 | 1 | 1 | | | | 12 |
| Patdown - Flyer | 4 | 1 | | 1 | | 2 | 2 | 1 | 1 | | | | 12 |
| Persons w/ Disabilities (PWD) | 4 | 3 | | | | | 1 | 1 | 2 | 1 | 2 | | 14 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/G | Garments/D | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | - ' | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | 1 | | ' | | | 2 |
| Property - Special Handling | 1 | | | 1 | 3 | 2 | 2 | · · | 2 | 1 | 3 | 2 | 17 |
| Property - Special Handling - Damaged Ite | | in. | | - 1 | 3 | 1 | 1 | | 1 | - 1 | 1 | 1 | 5 |
| Property - Special Handling - Damaged Ite | | | | | 1 | 1 | | | | 1 | | 1 | 4 |
| | | u | | | 1 | 1 | | | | 1 | - 4 | | 2 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 1 | | 6 |
| Property - Special Handling - Missing Item | | | 0 | 1 | 1 | 4 | 1 | 0 | 1 | 7 | | | |
| Screening | 2 | 9 | 2 | 4 | 5 | 4 | 10 | 6 | 5 | 7 | 8 | 1 | 63 |
| Screening - Inconsistency | | 3 | 1 | 1 | 2 | 1 | 1 | | 1 | 2 | 2 | | 14 |
| Screening - Lengthy Lines | 1 | 2 | | 1 | | | 4 | 2 | 1 | 1 | 2 | | 14 |
| Screening - Procedures/Process | 1 | 4 | 1 | 2 | 3 | 2 | 5 | 4 | 2 | 3 | 4 | 1 | 32 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | 1 | | | 1 | | | | 2 |
| Screening - Traveling with Cash | | | | | | | | | | 1 | | | 1 |
| 2024 | 22 | 11 | 17 | 12 | 13 | 26 | 23 | 19 | 32 | 21 | 10 | 37 | 243 |
| Additional Information Required/Insufficient Inf | 1 | 1 | | | | | | | | | | | 2 |
| Additional Information Required/Insufficier | 1 | 1 | | | | | | | | | | | 2 |
| Airline | | | | | | 1 | | | | 1 | 1 | | 3 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | 1 | 1 | | 3 |
| Civil Rights | | _ | | | 4 | | | | | 4 | | | |
| Civil Rights - Age | | 2 | | | 1 | 1 | | 1 | 1 | | | 3 | 13 |
| | | 2 | | | 1 | 1 | | 1 1 | 1 | | | 3 | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | 1 | 1 | | | 1 | | | 3 | 1 |
| | mployee) | | | | 1 | 1 | | | 1 | | | 1 | 1 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | 1 | 1 | | | 1 | | | | 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin | mployee) | | | | 1 | 1 | | | 1 | 3 | | 1 | 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified | | 1 | | | 1 | 1 | | | | 3 | | 1 | 1 1 1 1 4 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race | ıltural Garmer | 1 nts | | | 1 | | | | | 3 | | 1 | 1 1 1 1 4 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu | ıltural Garmer | 1 nts | | | | | | | | | | 1 | 1 1 1 1 4 1 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- | ıltural Garmer | 1 nts nder | | | | | | | | | | 1 | 1 1 1 1 4 1 2 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims | ıltural Garmer | 1 nts nder | | | | | | | 1 | | | 1 | 1 1 1 1 4 1 2 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status | ıltural Garmer | 1 nts nder | | | | 1 | | | 1 | | | 1 1 | 1 1 1 1 4 1 2 2 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR | ıltural Garmer | 1 nts nder | | | | 1 | | | 1 | | | 1 1 | 1 1 1 1 4 1 2 2 2 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler | iltural Garmer Not Transge | 1 nts nder | 6 | A | 1 | 1 1 1 | Δ | 1 | 1 1 1 | 1 | 1 | 1 1 1 1 1 | 1 1 1 1 4 1 2 2 2 1 1 1 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service | ıltural Garmer | 1 nts nder | 6 | 6 | | 1 | 4 | | 1 | | 1 | 1 1 | 1 1 1 1 1 4 4 1 1 2 2 2 1 1 1 1 2 2 2 6 6 6 6 6 6 6 6 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM | iltural Garmer Not Transge | 1 nts nder | 6 | 6 1 | 1 | 1 1 1 | 4 | 1 | 1 1 1 | 1 | 1 | 1 1 1 1 1 | 1 1 1 1 1 4 4 1 1 2 2 2 1 1 1 1 2 2 2 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC | iltural Garmer Not Transge | 1 nnts nder 1 | | 1 | 1 8 | 1 1 1 5 | | 2 | 1 1 1 9 | 3 | | 1 1 1 1 8 | 1 1 1 1 1 4 1 1 2 2 2 2 1 1 1 1 2 2 2 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO | iltural Garmer Not Transge | 1 nts nder | 6 | | 1 8 1 7 | 1 1 1 5 5 | 4 | 1 | 1 1 1 | 1 | 1 | 1 1 1 1 1 | 1 1 1 1 1 1 2 2 2 1 1 1 1 2 2 6 0 1 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks | Iltural Garmer Not Transge | 1 nnts nder 1 | | 1 | 1 8 | 1 1 1 5 | | 2 | 1 1 1 9 | 3 | | 1 1 1 1 8 | 1 1 1 1 1 1 2 2 2 2 1 1 1 1 2 2 2 6 0 1 1 1 1 5 8 8 8 8 8 8 8 9 8 9 8 9 8 1 1 1 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General | oltural Garmer Not Transge | 1 nnts nder 1 | | 1 | 8 1 7 1 | 1 1 1 5 5 5 1 | 4 2 | 2 | 1 1 1 9 | 3 | | 1 1 1 1 8 | 1 1 1 1 4 4 1 1 2 2 2 1 1 1 1 2 2 2 6 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock | Iltural Garmer Not Transge | 1 nnts nder 1 | | 1 | 1 8 1 7 | 1 1 1 5 5 | 4 | 2 | 1 1 1 9 9 | 3 | | 1 1 1 1 8 | 1 1 1 1 4 1 1 2 2 2 2 2 2 1 1 1 1 2 2 2 2 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found | oltural Garmer Not Transge | 1 nnts nder 1 | | 1 | 8 1 7 1 | 1 1 1 5 5 5 1 | 4 2 | 2 2 | 1 1 1 9 9 9 | 3 3 | | 1 1 1 1 8 | 1 1 1 1 4 1 1 2 2 2 2 6 6 6 6 6 1 1 1 5 5 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | Iltural Garmer Not Transge | 1 ants nder 1 2 2 | 6 | 1 | 8 1 7 1 | 1 1 1 5 5 | 4 2 2 | 2 2 1 1 | 1 1 1 9 9 | 3 3 | 1 | 1 1 1 1 8 8 | 1 1 1 1 1 1 2 2 2 2 3 1 1 1 1 2 2 2 6 6 6 6 6 1 1 1 1 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | Iltural Garmer Not Transge | 1 1 2 2 2 | 6 | 1 | 8 1 7 1 | 1 1 1 5 5 1 | 2 | 2 2 | 1 1 1 9 9 9 | 3 3 | 1 | 1 1 1 1 1 8 8 | 11 11 11 14 4 11 12 22 22 23 11 11 11 15 66 66 66 61 11 15 15 15 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property | Iltural Garmer Not Transge | 1 ants nder 1 2 2 | 6 3 1 | 1 | 8 1 7 1 | 1 1 1 1 5 5 1 1 | 4 2 2 | 2 2 1 1 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 | 2 | 1 1 1 1 1 8 8 | 1 1 1 1 1 1 2 2 2 1 1 1 1 2 2 2 6 0 0 1 1 5 5 6 6 6 7 7 8 7 8 7 8 8 7 8 8 7 8 8 7 8 8 8 8 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | oltural Garmer Not Transge 6 6 1 1 2 aged/Missin 2 | 1 1 2 2 2 | 6 3 1 2 | 1 | 8 1 7 1 | 1 1 1 5 5 1 | 2 | 2 2 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 3 3 3 | 1 | 1 1 1 1 1 1 8 8 | 1 1 1 1 4 1 1 2 2 2 1 1 1 2 2 2 6 0 0 1 1 1 5 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Screening of Religious or Cu Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction | Iltural Garmer Not Transge | 1 1 2 2 2 | 6 3 1 | 1 | 8 1 7 1 | 1 1 1 1 5 5 1 1 | 2 | 2 2 1 1 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 | 2 | 1 1 1 1 1 8 8 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | oltural Garmer Not Transge 6 6 1 1 2 aged/Missin 2 | 1 1 2 2 2 | 6 3 1 2 | 1 | 8 1 7 1 | 1 1 1 1 5 5 1 1 1 4 2 2 | 2 2 2 | 2 2 1 1 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 3 3 3 | 2 | 1 1 1 1 1 1 8 8 | 1 1 1 4 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Screening of Religious or Cu Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction | oltural Garmer Not Transge 6 6 1 1 2 aged/Missin 2 | 1 1 2 2 2 | 3 1 2 2 | 1 | 8 1 7 1 | 1 1 1 5 5 5 1 1 1 4 2 2 2 1 1 | 2 2 2 | 2 2 1 1 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 3 3 3 | 2 | 1 1 1 1 1 1 8 8 | 1 1 1 1 4 1 1 2 2 2 1 1 1 1 2 2 2 6 0 6 0 1 1 1 5 5 8 6 6 6 7 7 8 7 8 8 8 8 8 8 8 8 8 8 8 8 |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Screening of Religious or Cu Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | oltural Garmer Not Transge 6 6 1 1 2 aged/Missin 2 | 1 1 2 2 2 | 6 3 1 2 2 1 | 1 | 8 1 7 1 | 1 1 1 5 5 5 1 1 1 4 2 2 2 1 1 | 2 2 2 | 2 2 1 1 1 1 | 1 1 1 9 9 9 | 3 3 1 1 1 3 3 3 3 | 2 | 1 1 1 1 1 1 8 8 | 1 1 1 1 4 1 1 2 2 2 1 1 1 2 2 2 60 60 1 1 5 5 6 6 1 1 5 5 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 |

| ries | 10-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 | | | | | р | |
| Patdown - Flyer | | | | 2 | | 2 | | 3 | 2 | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 3 | 1 | | 2 | 1 |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | | 1 | | | 3 | 1 | 3 | | 1 | | - ' |
| Persons w/ Disabilities (PWD) - Addish Op | | | | | | 1 | | | | | - ' | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | Breast Car | ncer | | | - 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | | | hv | | | | | ' | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | /Developine | ritai / Wichi | ai Disabilii | Ly | | 1 | | | | | | <u> </u> | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Internal M | edical Devic | 200 | | | 1 | - 1 | | | - 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | and Medi | cal Supplies | | 1 | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D | | | | cai Supplies 1 | | ı | 1 | | 1 | - 1 | | ı | |
| Persons w/ Disabilities (PWD) - Mobility D | | | | I | | | 2 | | 1 | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling | 4 | 2 | | 3 | | 1 | 2 | 1 | | 2 | 1 | 2 | 2 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | 1 | | 1 | 1 | |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | | | | 1 | | | 1 | 1 | | 1 | | | |
| Property - Special Handling - Missing Item | 2 | 1 | | 1 | | | | | 1 | 1 | | 1 | |
| Request for Assistance | | | | | | | | | | 1 | | | |
| Request for Assistance - Other | | | | | | | | | | 1 | | | |
| Screening | 6 | 3 | | 5 1 | 2 | | | 9 | 13 | 3 | 4 | 15 | 7. |
| Screening - Inconsistency | 1 | 2 | | 1 | | 1 | | | | | | | |
| Screening - International Screening | | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | 2 | | | 1 | 2 | 2 | | | | | 1 | 8 | 3 |
| Screening - Procedures/Process | 3 | 1 | | 2 1 | | | 1 | 2 | 6 | 3 | 3 | 7 | 2 |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | 1 | | 1 | | | | | | | |
| Screening - Shoe Screening | | | | | | | | 1 | | | | | |
| 25 | 20 | | | | | | | | | | | | 2 |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 3 | | | | | | | | | | | | |
| Screening | 9 | | | | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 7 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |
| SIDA (Security Identification Display Area) | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | 15 | A Contact | Center Tra | veier Comp | iaints kep | ort | | | | | | |
|---|--------------|-----------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CLL | 3 | 2 | | 1 | 2 | 1 | 3 | 1 | | | 1 | | 14 |
| 2023 | | | | 1 | 2 | 1 | 2 | | | | 1 | | 7 |
| Customer Service | | | | 1 | 2 | | | | | | | | 3 |
| Customer Service - TSO | | | | 1 | 2 | | | | | | | | 3 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checke | d | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | 1 | | 2 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | 1 | 2 | | | | | 1 | 1 | | | | | 5 |
| Customer Service | | 2 | | | | | | | | | | | 2 |
| Customer Service - TSO | | 2 | | | | | | | | | | | 2 |
| Screening | 1 | | | | | | 1 | 1 | | | | | 3 |
| Screening - Procedures/Process | 1 | | | | | | 1 | 1 | | | | | 3 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Cat 14-Nov 12-Doc 11-Nov 12-Doc 12- |
|--|
| Main |
| Airline - Lost Baggage |
| Airline - Lost Baggage |
| Afriline - Policy/Regulations/Service |
| Airline - Wheelchair Assistance |
| Civil Rights - Age |
| Civil Rights - Age |
| Civil Rights - Constitutional Rights 1 |
| Civil Rights - Not Specified |
| Civil Rights - Sex/Gender/Gender Identity - Not Transgender |
| Civil Rights - Sex/Gender/ Cender Identity - Not Transgender |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender |
| Civil Rights - Sexual Orientation - Not Transgender 1 |
| Customer Service |
| Customer Service - Others |
| Customer Service - Others Customer Service - TSOO 17 10 16 7 11 13 12 11 15 16 DHS TRIP DHS TRIP DHS TRIP- General Freedom of Information Act (FOIA) Freedom of Information Act |
| Customer Service - TSO |
| DHS TRIP |
| DHS TRIP - General 1 |
| Freedom of Information Act (FOIA) |
| Freedom of Information Act (FOIA) - General Hazardous Materials Safety General Hazardous Materials Safety - General |
| Hazardous Materials Safety Hazardous Materials Safety - General Locks 2 1 |
| Hazardous Materials Safety - General |
| Locks |
| Locks - Missing or Damaged Lock 2 1 |
| Lost and Found 1 |
| Lost and Found - Airport/TSA |
| Mishandling of Passenger Property 4 2 3 3 4 6 3 5 Mishandling of Passenger Property - Damaged/Missii 1 2 1 1 3 4 2 3 Mishandling of Passenger Property - Dam decount of the property - Damaged/Missii 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 1 1 2 2 1 1 1 2 2 1 2 2 3 2 2 1 3 3 4 5 9 4 5 5 5 |
| Mishandling of Passenger Property 4 2 3 3 4 6 3 5 Mishandling of Passenger Property - Damaged/Missii 1 2 1 1 3 4 2 3 Mishandling of Passenger Property - Dam delical Devices 4 1 1 1 3 4 2 3 Mishandling of Passenger Property - Damaged/Missii 1 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 2 3 2 2 1 3 3 4 5 9 4 5 5 |
| Mishandling of Passenger Property - Damaged/Missii 1 2 1 1 3 4 2 3 Mishandling of Passenger Property - Dam 4 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 1 2 2 1 2 1 1 1 2 2 1 |
| Mishandling of Passenger Property - Dam |
| No Jurisdiction |
| No Jurisdiction - No Referral 1 |
| No Jurisdiction - Refer to CBP |
| No Jurisdiction - Refer to Other |
| Patdown - Flyer |
| Patdown - Flyer 1 1 1 2 4 5 Patdown - Flyer as Observer 1 1 2 4 5 Patdown - Non-Flyer 1 2 2 3 2 2 1 3 Persons W/ Disabilities (PWD) 1 2 2 3 2 2 1 3 Persons W/ Disabilities (PWD) - General 1 1 1 2 2 1 3 Persons W/ Disabilities (PWD) - Internal Medical Devices Persons W/ Disabilities (PWD) - Medical I 1 1 1 1 1 1 Persons W/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 </td |
| Patdown - Flyer as Observer 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 1 2 2 3 2 2 1 3 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 2 2 1 3 2 2 1 3 3 3 2 2 1 3 3 4 2 2 1 3 3 2 2 1 3 3 2 2 1 3 3 2 2 1 3 3 3 2 2 1 3 3 2 2 1 3 3 3 2 2 1 3 3 3 2 2 1 3 3 3 3 4 2 2 4 6 3 3 4 2 2 4 6 3 3 4 2 2 4 6 3 3 4 2 2 4 6 3 3 3 4 <t< td=""></t<> |
| Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 1 2 2 3 2 2 1 3 Persons w/ Disabilities (PWD) - Diabetes 1 <td< td=""></td<> |
| Persons w/ Disabilities (PWD) |
| Persons w/ Disabilities (PWD) - Diabetes 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal Medical Devices Persons w/ Disabilities (PWD) - Medical 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices |
| Persons w/ Disabilities (PWD) - Medical 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Visual Impairment 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 5 1 Persons w/ Disabilities (PWD) - Visual Impairment 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Visual Impairment 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 1 Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| Property - Special Handling 2 4 6 3 4 2 2 4 6 3 |
| 1 7 1 0 |
| |
| Property - Special Handling - Damaged Items - Checked 1 1 |
| Property - Special Handling - Missing Items - Carry-C 2 2 1 1 4 4 2 |
| Property - Special Handling - Missing Items - Checke 2 4 1 1 1 |
| |
| Request for Assistance 1 |
| Request for Assistance - Wounded Warrior (MSIJSOC) 1 |
| Screening 13 10 20 12 5 11 9 11 11 17 |
| Screening - Children 1 |
| Screening - Crew Member or Airline Employee 9 1 2 1 1 |
| Screening - Inconsistency 2 2 6 3 1 1 1 1 |
| Screening - Lengthy Lines 1 1 2 1 2 1 |
| Screening - Procedures/Process 8 6 5 5 4 7 7 11 8 13 |
| Screening - Retrieving Abandoned/Confis 1 1 1 1 1 1 |
| 2024 36 40 27 43 35 64 67 91 78 78 |
| Additional Information Required/Insufficient Information 1 1 |
| Additional Information Required/Insufficient Information - EMAIL 1 1 |
| Airline 1 1 1 2 1 2 3 |
| Airline - Lost Baggage 1 |
| Airline - Policy/Regulations/Service 1 2 1 2 3 |
| Airline - Volidy/Negdiations/de/wide 1 2 3 3 4 Airline - Wheelchair Assistance 1 |
| Civil Rights 2 2 2 3 4 3 3 1 2 |
| Civil Rights - Age 1 1 1 1 |
| |
| Civil Rights - Headwear 1 |
| Civil Rights - National Origin |
| Civil Rights - Not Specified 1 2 |
| Civil Rights - Race 1 1 1 1 2 1 2 2 2 |
| · · · |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 |
| Civil Rights - Sex/Gender/Gender Identity - Not Transgender 1 1 1 1 1 Claims 1 1 1 1 1 Claims - General 1 1 1 2 3 3 3 3 Customer Service 14 16 15 19 19 32 22 38 35 31 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 1 1 1 1 Claims - General 1 1 1 2 3 3 3 3 Customer Service 14 16 15 19 19 32 22 38 35 31 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 1 1 1 1 Claims - General 1 1 1 2 3 3 3 3 Customer Service 14 16 15 19 19 32 22 38 35 31 Customer Service - CSM 1 1 1 1 1 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 1 1 1 1 Claims - General 1 1 1 2 3 3 3 Customer Service 14 16 15 19 19 32 22 38 35 31 Customer Service - CSM 1 Customer Service - Others 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 Claims 1 1 1 1 1 Claims - General 1 1 1 2 38 35 31 Customer Service - CSM 1 1 1 2 22 38 35 31 Customer Service - Others 1 1 19 19 32 22 38 35 31 Customer Service - TSO 14 15 14 19 19 32 22 38 35 31 |

| | | | | er Traveler | | - | | | | | | | |
|--|--|----------------|--------|-------------|---------|---------|---------|---------|-------|--------|--------|----------|-------|
| gories | 10-Oct | 11-Nov 12- | Dec 01 | -Jan 02 | -Feb 03 | -Mar 04 | l-Apr 0 | 5-May 0 | 6-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Locks - Missing or Damaged Lock | | | | | | 2 | 1 | 2 | | 2 | | | |
| Lost and Found | 2 | | | 1 | | 2 | 3 | 2 | 1 | 3 | 2 | | 10 |
| Lost and Found - Airport/TSA | 2 | | | 1 | | 2 | 3 | 2 | 1 | 3 | | | 10 |
| Mishandling of Passenger Property | 3 | 2 | 2 | 4 | 1 | 6 | 7 | 9 | 7 | 10 | | | 6 |
| Mishandling of Passenger Property - Dama | | 2 | 1 | 2 | 1 | 4 | 5 | 6 | 6 | 7 | | | 4 |
| 0 0 1 7 | 0 | | - 1 | | ı | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | | | 2 | | 1 | 1 | 1 | 1 | 3 | 1 | 2 | 1 |
| Mishandling of Passenger Property - Dama | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disar | rayed Items | Carry-on or Cl | hecked | | | 1 | 1 | 2 | | | | | 4 |
| No Jurisdiction | 2 | 1 | 1 | 2 | 1 | 3 | 1 | 1 | 2 | 5 | 4 | | 2 |
| No Jurisdiction - No Referral | | 1 | 1 | | | 3 | | | 1 | 3 | 1 | | 10 |
| No Jurisdiction - Refer to CBP | | | | 2 | 1 | | 1 | | 1 | 1 | 1 | | |
| No Jurisdiction - Refer to FAA | | | | | | | | 1 | | | | | |
| | 0 | | | | | | | - 1 | | 4 | | | |
| No Jurisdiction - Refer to Other | 2 | | | | | | | | | 1 | 2 | | |
| Patdown | | 1 | | | 6 | 2 | 2 | 2 | | | | | 1 |
| Patdown - Children | | | | | 3 | | | | | | | | |
| Patdown - Flyer | | 1 | | | 3 | 2 | 2 | 1 | | | | | |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 2 | | 4 | | 2 | 9 | 8 | 8 | 9 | 7 | 12 | 6 |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | | | | 1 | | 2 | | |
| | ectium | | | 4 | | | | 2 | 1 | | | <u>'</u> | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | 3 | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/G | | ssings/Masks | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | 1 | | 1 | 1 | | 2 | |
| Persons w/ Disabilities (PWD) - Internal M | edical Devic | es | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Medical D | | | dv | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | 1 | 4 | | | 6 | | 6 | 2 |
| Persons w/ Disabilities (PWD) - Metal Impl | | 1 | | | | | - | 1 | | 1 | | | |
| | , | 1 | C : 1 | 4 | | 4 | _ | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility Di | | | 20001 | 1 | | 1 | 2 | 1 | | | 2 | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Respirator | ry and Inhale | er Equipment | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Service Ar | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | | rauma) | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | aamaj | | 1 | | | | 3 | 2 | | | 2 | |
| ` ' | 2 | | 0 | | | 0 | 4 | | | | | | |
| Property - Special Handling | | 5 | 2 | 5 | | 2 | 4 | 5 | 4 | 3 | | | 4 |
| Property - Special Handling - Damaged Ite | | 2 | | | | | 3 | 2 | 2 | 1 | 4 | | 1 |
| Property - Special Handling - Damaged Ite | ms - Checl | 3 | | 1 | | | | | | 1 | | | |
| Property - Special Handling - Missing Item | 1 | | | 3 | | 1 | 1 | 3 | 1 | | 4 | 1 | 1 |
| Property - Special Handling - Missing Item | 1 | | 2 | 1 | | 1 | | | 1 | 1 | 1 | | |
| Screening | 10 | 10 | 2 | 6 | 5 | 7 | 14 | 20 | 18 | 9 | 18 | 18 | 13 |
| Screening - Crew Member or Airline Empl | 1 | 10 | | - 0 | | , | 17 | 20 | 10 | | 10 | 10 | |
| | - 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | 2 | 1 | 1 | | 2 | 3 | 3 | | | 1 |
| Screening - Lengthy Lines | 2 | 1 | | 1 | 1 | | 3 | 6 | 6 | 1 | 4 | 5 | 3 |
| Screening - Opposite Gender | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | 7 | 8 | | 2 | 3 | 6 | 11 | 12 | 9 | 5 | 11 | 11 | 8 |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | 1 | | | | | | | 1 | | |
| Screening - Security Breach | atou itoinio | | 1 | • | | | | | | | | 1 | |
| | | | - '- | | | | | | | | | 1 | |
| Screening - Traveling with Cash | ••• | | | | | | | | | | | | |
| 2025 | 68 | | | | | | | | | | | | 6 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficien | 1 | | | | | | | | | | | | |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| Civil Rights | 3 | | | | | | | | | | | | |
| - | | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | 20 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 20 | | | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| ŭ ŭ | | | | | | | | | | | | | |
| Lost and Found | 3 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | |
| ' | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 5 | | | | | | | | | | | | |
| ' | | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 5 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 5 3 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 5 3 1 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 5 3 1 1 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 5 3 1 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 5 3 1 1 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 5 3 1 1 3 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 5 3 1 1 3 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | 5 3 1 1 3 2 1 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 5 3 1 1 3 2 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S | 5 3 1 1 3 2 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive | 5 3 1 1 3 2 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive | 5 3 1 1 3 2 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 2 4 3 3 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Ite | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 2 4 3 3 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 2 4 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 1 2 4 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 2 4 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 2 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | 5 3 1 1 3 2 1 1 1 1 1 1 1 1 1 2 4 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 11 |

| Categori | es | 10-Oct | | ontact Cen 2-Dec 0 | iter i rave 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------|---|----------------|-----------------|-----------------------|----------------------|---------|----------|--------|--------|---------|---------|--------|--------|----------|
| outogoni | Screening - Retrieving Abandoned/Confis | 10-001 | 11-1404 1 | Z-Dec 0 | 1-Jaii | 02-1 GD | UJ-IVIAI | 04-Арі | UJ-Way | 00-5411 | 07-3ui | 00-Aug | оз-оер | 10141 |
| СМН | Colorating Francisco Transcring Francisco | 52 | 39 | 29 | 41 | 44 | 38 | 44 | 47 | 38 | 52 | 32 | 39 | 495 |
| 202 | 23 | 16 | 11 | 17 | 24 | 23 | 17 | 21 | 20 | 17 | 36 | 17 | 20 | 239 |
| | Additional Information Required/Insufficient In | | | | | | | 1 | | | | | | 1 |
| | Additional Information Required/Insufficient | nt Information | n - EMAIL ON | LY | | | | 1 | | | | | | 1 |
| | Airline Paliau/Parulatiana/Camina | | | | | | 1 | | | | | | | 1 |
| | Airline - Policy/Regulations/Service Civil Rights | 1 | 1 | | 3 | 2 | 1 | 2 | 1 | | 3 | | | 14 |
| | Civil Rights - Constitutional Rights | I | - ' | | 1 | | ı | | 1 | | 3 | | | 2 |
| | Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| | Civil Rights - National Origin | | 1 | | 1 | | | 1 | | | | | | 3 |
| | Civil Rights - Race | 1 | | | | 2 | 1 | 1 | | | 2 | | | 7 |
| | Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | 1 | | | | | | | | | 1 |
| | Customer Service | 4 | 3 | 6 | 9 | 9 | 2 | 7 | 2 | 9 | 10 | 4 | 10 | 75 |
| | Customer Service - TSO | 4 | 3 | 6 | 9 | 9 | 2 | 7 | 2 | 9 | 10 | 4 | 10 | 75 |
| | Locks | | | | | | | | | 1 | | | | 1 |
| | Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| | Mishandling of Passenger Property | 1 | 1 | 1 | 2 | 2 | 2 | | 1 | 1 | 3 | | 4 | 18 |
| | Mishandling of Passenger Property - Dam | | • | 1 | 1 | | 2 | | 4 | 1 | 1 | | 3 | 9 |
| | Mishandling of Passenger Property - Dam No Jurisdiction | 1 | 1 | | 1 | 2 | | | 1 | | 1 | | 1 1 | 9 |
| | No Jurisdiction - No Referral | | | | | | | | | | l l | | 1 | 1 |
| | No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | - 1 | 1 |
| | Patdown | 1 | 2 | 3 | 3 | 5 | 2 | 2 | 5 | 1 | 3 | 2 | 2 | 31 |
| | Patdown - Children | | | | | | | | | | 1 | | | 1 |
| | Patdown - Flyer | 1 | 2 | 3 | 3 | 5 | 2 | 2 | 5 | 1 | 2 | 2 | 2 | 30 |
| | Persons w/ Disabilities (PWD) | 4 | | 1 | | 1 | 1 | 1 | 3 | 2 | 2 | | | 19 |
| | Persons w/ Disabilities (PWD) - Autism S | | | | | | 1 | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | 1 | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | 1 | | | | 2 |
| | Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | 1 | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medical [| | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | | Medication an | d Medical S | Supplies | | | | | 1 | | 2 | | 3 |
| | Persons w/ Disabilities (PWD) - Metal Imp | | | 0 () | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Mobility [| | | or Scooter) | | | | | | | | 2 | | 2 |
| | Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | 1 | | 1 | | | 1 3 |
| | Property - Special Handling | 1 | 2 | | | 2 | | 1 | | 1 | 2 | 2 | | 11 |
| | Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | 1 | | | | | | 1 |
| | Property - Special Handling - Damaged It | | | | | 1 | | | | 1 | | | | 2 |
| | Property - Special Handling - Missing Iten | | | | | • | | | | | | 1 | | <u>-</u> |
| | Property - Special Handling - Missing Iten | | 1 | | | 1 | | 1 | | | 2 | 1 | | 7 |
| | Request for Assistance | | | | | | | | | | 1 | | | 1 |
| | Request for Assistance - Other | | | | | | | | | | 1 | | | 1 |
| | Screening | 4 | 2 | 6 | 7 | 2 | 8 | 7 | 8 | 2 | 11 | 5 | 3 | 65 |
| | Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | | 1 | 2 |
| | Screening - Inconsistency | | 1 | 2 | 2 | 1 | 2 | 1 | | | 1 | 1 | | 11 |
| | Screening - Lengthy Lines | 1 | | | 1 | | | 1 | 1 | | | 1 | | 5 |
| | Screening - Procedures/Process | 2 | 1 | 4 | 3 | 1 | 6 | 5 | 7 | 2 | 10 | 3 | 2 | 46 |
| 202 | Screening - Shoe Screening | 1 | 20 | 40 | 47 | 04 | 04 | 22 | 07 | 04 | 40 | 4.5 | 40 | 1 |
| 202 | Additional Information Required/Insufficient Inf | 25 | 28 | 12 | 17 | 21 | 21 | 23 | 27 | 21 | 16 1 | 15 | 19 | 245 |
| | Additional Information Required/Insufficient | | n - EMAIL ON | ΙΥ | | | | | | | 1 | | | 1 |
| | Airline | it iniornation | I - LIVIAIL OIV | | 1 | | | | | | 1 | | | 2 |
| | Airline - Policy/Regulations/Service | | | | 1 | | | | | | 1 | | | 2 |
| | Civil Rights | 2 | 2 | | 2 | | | 1 | 2 | 1 | 1 | | | 11 |
| | Civil Rights - Not Specified | | | | | | | | 1 | | | | | 1 |
| | Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| | Civil Rights - Race | 1 | 1 | | 1 | | | | 1 | 1 | | | | 5 |
| | Civil Rights - Sex/Gender/Gender Identity | | | | | | | 1 | | | | | | 2 |
| | Civil Rights - Sexual Orientation - Not Tra | nsgender | 1 | | | | | | | | | | | 1 |
| | Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| | Claims | | | | | 1 | | 1 | | | | | | 2 |
| | Claims - General | 10 | 40 | - | 40 | 1 | ** | 1 | | | | | _ | 2 |
| | Customer Service - CSM | 12 | 19 | 5 | 10 | 2 | 11 | 9 | 5 | 6 | 4 | 4 | 7 | 94 |
| | Customer Service - CSM Customer Service - Others | | | | 1 | 1 | | | | | | | | <u>1</u> |
| | Customer Service - Others Customer Service - TSO | 12 | 19 | 5 | 9 | 1 | 11 | 9 | 5 | 6 | 4 | 4 | 7 | 92 |
| | Hazardous Materials Safety | 12 | 10 | | <u> </u> | ' | | | | 0 | 1 | | ' | 1 |
| | Hazardous Materials Safety - General | | | | | | | | | | 1 | | | 1 |
| | Locks | | | | | | 1 | | | | 1 | | | 2 |
| | Locks - Missing or Damaged Lock | | | | | | 1 | | | | 1 | | | 2 |
| | Lost and Found | 1 | | | | 1 | | | 1 | | | | | 3 |
| | Lost and Found - Airport/TSA | 1 | | | | 1 | | | 1 | | | | | 3 |
| | Mishandling of Passenger Property | | | 1 | | | 2 | 1 | 3 | 3 | 2 | 1 | | 13 |
| | Mishandling of Passenger Property - Dam | | | /-on Luggag | ge | | 2 | | 1 | 1 | | | | 4 |
| | Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 1 | | | | 1 | 2 | 2 | 2 | 1 | | 9 |
| | No Jurisdiction | | | | | | 2 | | | | 1 | | | 3 |
| | No Jurisdiction - No Referral | | | | | | 2 | | | | 1 | | | 3 |
| | Patdown | 4 | 1 | 1 | | 3 | | 3 | | 2 | 1 | 1 | 1 | 17 |
| | Patdown - Flyer | 4 | 1 | 1 | | 2 | | 2 | | 1 | 1 | 1 | 1 | 14 |
| | Patdown - Flyer as Observer | | | | | 1 | | 1 | | | | | | 2 |
| | Patdown - Non-Flyer Persons w/ Disabilities (PWD) | 1 | | 2 | 2 | 7 | 3 | 3 | 3 | 3 | A | 2 | A | 1 |
| | L CLOUTS MI DISABILITIES (EMD) | ļ <u>1</u> | | | | / | 3 | 3 | 3 | 3 | 1 | 2 | 4 | 31 |

| | | | | | veler Comp | | | | | | | | |
|--|----------------|-------------|----------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-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 | | ental /Ment | tal Disability | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | 1 | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | ledical Dev | ices | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | n and Medic | 1 | 2 | 1 | | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | ot Wheelch | air or Scoote | er) | 1 | 1 | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | ; | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pair | n/trauma) | 1 | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter | Segway | 1 | | 1 | | | | | | | | |
| Property - Special Handling | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 2 | 1 | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | 1 | 1 | 1 | | | 1 | | | 2 | | |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-C | 1 | 1 | | | 1 | | 1 | 1 | | | | |
| Property - Special Handling - Missing Iten | 1 | 1 | | | | | 1 | 2 | | 1 | | 1 | |
| Screening | 4 | 4 | 1 | 1 | 6 | 1 | 4 | 8 | 5 | 1 | 5 | 6 | |
| Screening - Children | | | | | | | | | 1 | | | | |
| Screening - Crew Member or Airline Empl | oyee | | | | 1 | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | 1 | | | 1 | 2 | 1 | | 1 | |
| Screening - Lengthy Lines | | | 1 | | | | | 2 | | | | 1 | |
| Screening - Procedures/Process | 3 | 2 | | 1 | 4 | 1 | 4 | 5 | 2 | | 4 | 4 | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | 1 | | |
| 2025 | 11 | | | | | | | | | | | | |
| Customer Service | 3 | | | | | | | | | | | | |
| Customer Service - TSO | 3 | | | | | | | | | | | | |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | |

| | | 13 | 4 Contact | center ira | veler Comp | iaints Rep | ort | | | | | | |
|--|---------------|------------|-----------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CMI | 1 | 2 | 3 | | 1 | | | 2 | 3 | | 2 | 1 | 1: |
| 2023 | | 1 | | | | | | 1 | 1 | | 1 | 1 | |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | | | | | | | | 1 | 1 | | | | |
| Customer Service - TSO | | | | | | | | 1 | 1 | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | 1 | 1 | 3 | | 1 | | | 1 | 2 | | 1 | | 1 |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Civil Rights | | | 2 | | | | | | | | | | |
| Civil Rights - Race | | | 2 | | | | | | | | | | |
| Customer Service | 1 | | | | 1 | | | | | | | | |
| Customer Service - TSO | 1 | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary | Medication | and Medic | al Supplies | 3 | | | | | | 1 | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged | Items - Carry | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 1 | 2 | | | | |
| Screening - Inconsistency | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| Screening - Security Breach | | | | | | | | | 1 | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CMX | | | | | | | | | | 1 | 1 | | 2 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | | | | 1 | | 1 |
| 2024 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| | | 13 | - Contact | Center ma | veiei coiiik | παιτιίο ίνεμ | OIL | | | | | | |
|---|-------------|--------|-----------|-----------|--------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CNY | 1 | 2 | | | | | | 1 | 1 | | | | 5 |
| 2023 | | 2 | | | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | ms - Checke | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | 1 | | | | | 2 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| COD | | 3 | | | | | | | | 1 | | 4 | 8 |
| 2023 | | 1 | | | | | | | | | | 3 | 4 |
| Customer Service | | | | | | | | | | | | 3 | 3 |
| Customer Service - TSO | | | | | | | | | | | | 3 | 3 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| 2024 | | 2 | | | | | | | | 1 | | 1 | 4 |
| Customer Service | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | | 1 | | | | | | | | | | 1 | 2 |
| Screening | | 1 | | | | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| Catagoria | 100: :: | | Contact Cent | | | - | 4.4 | - 14 | 0 1 | - I.J | 0.4 | 20.0 | T-4 * |
|---|--------------------|-------------|--------------|---------|--------|--------|---------|--------|---------|----------|--------|---------|-----------|
| Categories | | | | | | | | | | | | 09-Sep | Total |
| COS 2023 | 17 4 | 2 | 16 6 | 10 3 | 3 2 | 5 2 | 10 5 | 7 2 | 11 6 | 17 11 | 9 4 | 10 7 | 117 52 |
| Civil Rights | 4 | | 1 | 3 | 2 | 2 | 1 | | • | 11 | 4 | , | 3 |
| Civil Rights - Age | | | I | | | | 1 | | | 1 | | | |
| Civil Rights - Transgender Screening | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service | 1 | | 1 | | | 1 | 1 | 1 | | 4 | 1 | 2 | 12 |
| Customer Service - TSO | 1 | | 1 | | | 1 | 1 | 1 | | 4 | 1 | 2 | 12 |
| HAZMAT Endorsement | | | 1 | | | | | | | - | | | 1 |
| HAZMAT Endorsement - Status | | | 1 | | | | | | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | 2 | | 1 | 4 |
| Mishandling of Passenger Property - Dan | naged/Missing Ite | emsCarr | y-on Luggag | е | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dan | naged/Missing Ite | emsChed | cked Baggag | je | | | | 1 | | 2 | | | 3 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | | 1 | 1 | | | 1 | | 3 | | 1 | 1 | 9 |
| Patdown - Children | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | 1 | | 1 | 1 | | | | | 2 | | | 1 | 6 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Patdown - General | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | y Necessary Med | dication ar | nd Medical S | upplies | | | 1 | | | 1 | | | 2 |
| Property - Special Handling | | | | 2 | | | | | | 1 | | | 3 |
| Property - Special Handling - Damaged II | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Iter | 1 | | | 2 | | | | | | | | | 2 |
| Screening | 2 | | 2 | | 2 | 1 | 1 | | 2 | 1 | 2 | 3 | 16 |
| Screening - Inconsistency | | | 2 | | | 1 | | | | | 1 | | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | 1 | | 4 | | 2 | 1 | 1 | 3 | 10 |
| Screening - Retrieving Abandoned/Confis 2024 | | • | 40 | - | | • | 1 | | | _ | | | 1 |
| Civil Rights | 3 | 2 | 10 | 7 | 1 | 3 | 5 | 5 | 5 | 6 | 5 | 3 | 55 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | | 1 |
| Customer Service | | - 1 | 6 | 4 | | 2 | | 2 | 1 | 3 | 1 | 2 | 21 |
| Customer Service - CSM | | | 0 | 4 | | 1 | | | - 1 | 3 | 1 | | 1 |
| Customer Service - TSO | | | 6 | 4 | | 1 | | 2 | 1 | 3 | 1 | 2 | 20 |
| Hazardous Materials Safety | | | 0 | - | | 1 | | | 1 | 3 | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - General | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | 1 | | 2 | | | | 5 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missing Ite | emsChed | cked Baggag | je | | 1 | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Disa | arrayed ItemsC | arry-on or | Checked | | | | 1 | | | | | | 1 |
| Patdown | 1 | | 3 | | | | | | | 2 | 1 | 1 | 8 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | | | 3 | | | | | | | 2 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | 2 | | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Mobility | | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | nair/ Scooter/ Seg | gway | | | | | 1 | | | | 1 | | 2 |
| Property - Special Handling | 1 | | | 1 | | | | 1 | | | | | 3 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ms - Carry-On | | | 1 | | | | 1 | | | | | 2 |
| Screening | | | | 1 | 1 | | 2 | 2 | 1 | 1 | 2 | | 10 |
| Screening - Lengthy Lines Screening - Military | | | | | | | 1 1 | | | | | | 1 |
| Screening - Military Screening - Procedures/Process | | | | 1 | 1 | | 1 | 2 | | 1 | 1 | | 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | | | | ı | | | | | | 1 | | 1 |
| Screening - Nethering Abandoned/Corns | l learns | | | | | | | | 1 | | 1 | | 1 |
| 2025 | 10 | | | | | | | | - 1 | | | | 10 |
| Advanced Imaging Technology (AIT) | 10 | | | | | | | | | | | | 10 |
| Advanced Imaging Technology (AIT) - Fly | | | | | | | | | | | | | 1 |
| Cargo | 1 | | | | | | | | | | | | 1 |
| Cargo - Indirect Air Carrier (IAC) | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | / 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | n 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | te 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | TS | A Contact (| Center Trav | veier Comp | laints Rep | ort | | | | | | |
|--|-------------|----------|-------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| COU | | | 1 | 3 | 3 | | | 2 | 1 | 2 | 1 | 2 | 15 |
| 2023 | | | | 3 | 1 | | | 2 | 1 | 2 | 1 | | 10 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | 1 |
| Ombudsman | | | | | 1 | | | | | | | | 1 |
| Ombudsman - General | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | 1 | 1 | | 3 |
| Patdown - Flyer | | | | | | | | 1 | | 1 | 1 | | 3 |
| Property - Special Handling | | | | 1 | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Iter | ms - Check | ed | | 1 | | | | | 1 | | | | 2 |
| Screening | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | | | 1 | | 2 | | | | | | | 2 | 5 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | 1 | 2 |
| Customer Service - TSO | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave | rsion (pain | /trauma) | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| | | | | | | | | | | | | | |

| | | 18 | A Contact | Center Tra | veler Com | plaints Rep | ort | | | | | | |
|--|--------------|-----------|------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CPR | 1 | | | 2 | | | 1 | 1 | 1 2 | | | 2 | , |
| 2023 | 1 | | | 1 | | | | | 1 | | | 1 | 4 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | Checked Ba | ggage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-or | or Checke | (1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | | | | 1 | | | 1 | 1 | 1 1 | | | 1 | |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Age | | | | | | | | | | | | 1 | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | 1 | | | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | - | | | | | |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CRP | 6 | 5 | 1 | 2 | 2 | 2 | 3 | 1 | 6 | 1 | 1 | 1 | 3 |
| 2023 | 1 | 3 | 1 | 1 | 2 | 2 | | 1 | 2 | | 1 | | 1- |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | | 3 | | | | | | 1 | 2 | | | | |
| Customer Service - TSO | | 3 | | | | | | 1 | 2 | | | | |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (N | ot Wheelch | air or Scoot | ter) | | 1 | | | | | | | |
| Screening | | | | 1 | | 1 | | | | | 1 | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | 1 | | | | | | | |
| 2024 | 2 | 2 | | 1 | | | 3 | | 4 | 1 | | 1 | 1 |
| Customer Service | | | | | | | 2 | | | | | | |
| Customer Service - TSO | | | | | | | 2 | | | | | | |
| Lost and Found | | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | 1 | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | | - '' | | | | | 1 | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 1 | 2 | | | | | | | 1 | | | 1 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | 2 | | | | | | | 1 | | | | |
| 2025 | 3 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | 18 | A Contact | Center Tra | veler Comp | plaints Rep | ort | | | | | | |
|--|---------------|-----------|------------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CRW | 1 | 3 | 2 | | | 4 | 1 | 4 | 2 | 2 | 6 | | 2 |
| 2023 | | 1 | 2 | | | 3 | | 4 | | 2 | 4 | | 10 |
| Customer Service | | | 2 | | | 1 | | 1 | | | | | - |
| Customer Service - TSO | | | 2 | | | 1 | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | | | 2 | | 1 | | | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Bag | gage | | | | 1 | | | | | |
| Mishandling of Passenger Property - Disa | arrayed Items | sCarry-on | or Checked | 1 | | | | 1 | | 1 | | | |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | |
| Property - Special Handling - Damaged II | tems - Carry | -On | | | | | | 1 | | | 1 | | |
| Screening | | 1 | | | | 2 | | | | 1 | 3 | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | | | | 1 | 2 | | |
| 2024 | 1 | 2 | | | | 1 | 1 | | 2 | | 2 | | |
| Customer Service | 1 | | | | | | 1 | | | | 1 | | |
| Customer Service - TSO | 1 | | | | | | 1 | | | | 1 | | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | 2 | | | | 1 | | | 1 | | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | 1 | | | 1 | | | | |
| | | | | | | | | | | | | | |

| | | | A Contact | ociitei iia | veiei coiiip | mannes ixep | | | | | | | |
|--|-------------|-----------|-------------|-------------|--------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CSG | | | | 3 | | | 1 | 2 | 1 | | 1 | 1 | , |
| 2023 | | | | 2 | | | 1 | | 1 | | 1 | | |
| Airline | | | | | | | 1 | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | | 1 | | |
| Screening | | | | 2 | | | | | 1 | | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | | | | 2 |
| 2024 | | | | 1 | | | | 2 | | | | 1 | 4 |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsU | Inspecified | 1 1 | | | | | | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |

| Colored Information Registrock Agent 1 | Categories | 40.0-4 | | | ter Trave | | | | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | Tatal |
|--|--|--|---------------------|----------------------|-----------|---------------------|---|------------------|-------------|--------------------------------------|---------|---|---|--|
| 1 | | | | | | 02-Feb | 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Addisonal information Required Minders | | | | | | | | | | | | | | |
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| Addison | | | | | | | | | | | | | | 1 |
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| Anthres: Policy/infequilibrations/over 1 | | | | | | 1 | | | | | 1 | 1 | | 3 |
| Sear-rest, Supposellors, and levee | Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| Science Supprison Science Supprison Science Supprison | Airline - Policy/Regulations/Service | | | | | 1 | | | | | | 1 | | 2 |
| Claims - Connaid | Business, Suggestions, and Ideas | | | | | | | | 1 | | | | | 1 |
| Claims - Connaid | Business, Suggestions, and Ideas - Gene | ral | | | | | | | 1 | | | | | 1 |
| Carl legges. Robe Claster Claste | | | | | | | | 1 | | | | | | 1 |
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| Custome Service : TOC | | | | | | | 1 | | 4 | | | | | |
| Coctoner Bervior : TSO | | | | | · · | 4 | | | | | | | | |
| Looks - Misring or Damaged Look | | | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 2 | 4 | | | | | | 4 | 2 | 6 | 3 | | |
| Michanding of Peaserge Property - Daming-Officers 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | |
| Michaerding of Passerger Property - Charager Wilsonia Bernes-Checked Big 1 1 1 1 1 2 4 4 No Jameshiders | | | | | 1 | 2 | 1 | | | | | | 1 | |
| Methandrighor Passarger Proporty - Demagasiblesing International 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Mishandling of Passenger Property | 1 | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | | | 1 | 10 |
| No. Jurisdiction - Ne Referral | Mishandling of Passenger Property - Dam | 1 | 1 | 2 | | | | 1 | | | | | 1 | 6 |
| No. Jurisdiction - Ne Referral | Mishandling of Passenger Property - Dam | aged/Missing | ItemsChed | cked Bag | 1 | | 1 | | 1 | 1 | | | | 4 |
| No Justralisation - No Referral 1 | | | | | 1 | | | | | | 1 | | | 2 |
| No Junticidium - Refer to Other | | | | | 1 | | | | | | | | | |
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| Persons w Disabilities (PWD) - Media Importants (pint) 1 | . , | | | | | | | | | 1 | | | | 1 |
| Persons w Disabilities (PWD) - Mobility 2 | Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to the E | Body | | | | | | | 1 | | | 1 |
| Persons w Disabilities (PWD) | Persons w/ Disabilities (PWD) - Medically | Necessary N | edication ar | nd Medical S | upplies | | | | 1 | | 1 | | 2 | 4 |
| Persons w Disabilities (PWD) - Visual Impairment 1 | Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | 1 | | | | 1 |
| Persons w Disabilities (PWD) - Visual Impairment 1 | | | | | | | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | · · · · · · · · · · · · · · · · · · · | | 1 | | | | 1 | | 1 | 1 | | | | |
| Property - Special Hamiling - Missing Items - Cenzy-On | | l ame - Carry-C | | | | | | | ' | | | | | |
| Property - Special Handling - Missing Items - Checke | | | 11 | | | | ı | | 4 | 4 | | | | |
| Screening | | | | | | | | | I | - 1 | | | | |
| Screening - Incomstance 1 | | | | | | | | | | | | | | |
| Screening - Inconsistency | | | 4 | 8 | | 7 | 5 | 3 | | 3 | 5 | 6 | 4 | |
| Screening - Lengthy Lines | | oyee | | | 1 | | | | | | | | | |
| Screening - ProceduresProcess 2 3 6 1 6 3 2 1 1 4 5 2 36 | | | 1 | 1 | | 1 | 1 | 1 | 1 | | 1 | | | |
| Screening - Retrieving Abandoned/Confiscated Items | Screening - Lengthy Lines | | | | | | 1 | | 1 | 2 | | | 2 | 8 |
| Mirine | Screening - Procedures/Process | 2 | 3 | 6 | 1 | 6 | 3 | 2 | 1 | 1 | 4 | 5 | 2 | 36 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex Specified | Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | 1 | | 1 |
| Airline - Lotal Baggage Airline - Lotal Baggage Airline - Policy/Regulations/Service Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights | 2024 | 11 | 13 | 5 | 7 | 12 | 14 | 15 | 13 | 15 | 11 | 21 | 22 | 159 |
| Airline - Policy/Regulations/Service Civil Rights | Airline | | | | | | | | | | | | 3 | 3 |
| Airline - Policy/Regulations/Service Civil Rights | Airline - Lost Baggage | | | | | | | | | | | | 1 | 1 |
| Civil Rights Not Spacified | | | | | | | | | | | | | 2 | 2 |
| Civil Rights - Not Specified 1 | | | | | 1 | | | 2 | | | 1 | | | |
| Civil Rights - SewGender/Gender Identity-Not Transgender | - | | | | | | | 1 | | | | | | 1 |
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| Customer Service - Others | | | | | | | 1 | | | | | 2 | | 3 |
| Customer Service - TSO | | | 3 | | | 2 | 1 | 3 | 2 | 7 | 4 | 2 | | 3 |
| Locks | Customer Service - CSM | | 3 | | | 2 | 1 | 3 | 2 | 7 | 4 | 2 | | 3 1 41 |
| Locks - Missing or Damaged Lock | Customer Service - CSM | | 3 | | | 2 | 1 | 3 | 2 | | 4 | 2 | | 3 1 41 1 |
| Mishandling of Passenger Property | Customer Service - CSM Customer Service - Others | 5 | | | | | 2 | | | 1 | | 2 1 7 | 5 | 3 1 41 1 |
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| Patdown - Children | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 5 5 1 1 aged/Missii | 3 1 | | 2 1 | 1 1 1 | 1 2 2 5 3 2 | 3 | 2 | 1 6 1 1 2 | | 2 1 7 7 1 1 | 5 5 1 1 1 3 3 1 | 3 1 41 1 1 39 2 2 18 12 6 10 |
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| Patdown - Flyer | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 5 5 1 1 1 saged/Missii | 3 1 | 1 | 2 1 1 | 1 1 1 | 1 2 2 5 3 2 1 1 | 2 2 | 1 1 | 1 6 1 1 2 1 | 4 | 2 1 7 7 1 1 1 3 2 | 5 | 3 1 41 1 39 2 2 18 12 6 10 6 |
| Persons w/ Disabilities (PWD) Autism Spectrum | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown | 5 5 1 1 1 saged/Missii | 3 1 | 1 | 2 1 1 | 1 1 1 | 1 2 2 5 3 2 1 1 | 2 2 | 1 1 | 1 6 1 1 2 1 | 3 | 2 1 7 7 1 1 1 3 2 | 5 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 |
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| Persons w/ Disabilities (PWD) - Diabetes | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 5 5 1 1 1 aged/Missil | 3 1 | 1 | 2 1 1 | 2 1 1 1 | 1 2 2 5 3 2 1 1 | 3 2 2 2 | 1 1 1 | 1 6 1 1 2 2 1 1 | 3 1 2 | 2 1 7 7 1 1 3 2 | 5 5 1 1 1 1 1 1 1 | 3 1 41 1 1 39 2 2 2 18 12 6 10 6 2 2 2 12 |
| Persons w/ Disabilities (PWD) - General | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | 5 5 1 1 1 saged/Missil | 3 1 | 1 | 2 1 1 | 2 1 1 1 | 1 2 2 5 3 2 1 1 | 3 2 2 2 | 1 1 1 | 1 6 1 1 2 2 1 1 | 3 1 2 | 2 1 7 7 1 1 3 2 | 5 5 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 2 11 11 |
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| Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 1 3 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 1 Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 2 Property - Special Handling 2 1 1 4 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I | 5 5 1 1 1 aged/Missin aged/Missin 1 1 pectrum general) Not B | 3 1 2 2 | 1 1 | 2 1 1 | 2 1 1 1 4 1 | 1 2 2 5 3 2 1 1 | 3 2 2 2 | 1 1 1 4 | 1 6 1 1 2 1 1 1 | 3 1 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 4 | 3 1 41 1 1 39 2 2 18 12 6 10 6 2 2 12 1 11 11 19 11 11 11 12 12 13 14 15 16 17 17 18 18 18 18 18 18 18 18 18 18 |
| 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 2 1 1 4 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (G Persons w/ Disabilities (PWD) - Jabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I | 5 5 1 1 1 aged/Missin aged/Missin 1 1 pectrum general) Not B | 3 3 1 2 reast Cance | 1 1 1 Sody | 1 1 1 1 | 2 1 1 1 1 4 1 1 | 5 3 2 1 1 1 | 3 2 2 2 | 1 1 4 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 4 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 12 11 11 19 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 2 Property - Special Handling 2 1 1 4 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I | 5 1 1 1 aged/Missin aged/Missin 1 1 pectrum general) Not E | 3 3 1 2 reast Cance | 1 1 1 Sody | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 5 3 2 1 1 1 | 3 2 2 2 | 1 1 4 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 12 1 11 19 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 2 Property - Special Handling 2 1 1 4 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | 5 5 1 1 1 laged/Missin laged/Missin 1 1 pectrum general) Not B mpairment Devices - Attai Necessary Notants (joint) | 3 1 2 reast Cance | 1 1 1 Sody Medical S | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 5 3 2 1 1 1 | 3 2 2 2 | 1 1 4 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 12 1 11 11 19 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Property - Special Handling 2 1 1 1 4 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Modurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically | 5 1 1 1 aged/Missii aged/Missii 1 1 1 pectrum peneral) Not B mpairment Devices - Attar Necessary M plants (joint) Disability (Not | 3 1 2 reast Cance | 1 1 1 Sody Medical S | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 5 3 2 1 1 1 | 3 2 2 2 | 1 1 4 1 1 1 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 12 1 11 11 11 12 1 11 11 1 |
| | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I | 5 5 1 1 1 aged/Missin aged/Missin aged/Missin 1 1 1 pectrum general) Not B mpairment Devices - Attar v Necessary M v Necessary M polants (joint) Disability (Not Dstomates | 3 1 2 reast Cance | 1 1 1 Sody Medical S | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 5 3 2 1 1 1 | 1 1 1 | 1 1 4 1 1 1 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 1 1 1 | 5 5 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 12 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Property - Special Handling - Damaged Items - Carry 1 1 2 | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medial Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C | 5 5 1 1 1 aged/Missin aged/Missin aged/Missin 1 1 1 pectrum general) Not B mpairment Devices - Attar v Necessary M v Necessary M polants (joint) Disability (Not Dstomates | 3 3 1 2 reast Cance | 1 1 1 Sody Medical S | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 1 2 2 5 3 2 1 1 1 | 1 1 1 | 1 1 4 1 1 1 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 3 2 1 1 1 | 5 5 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 11 11 11 19 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C | 5 1 1 1 aged/Missin aged/Missin aged/Missin 1 1 1 1 pectrum peneral) Not E mpairment Devices - Attar Necessary Molants (joint) Disability (Not Distomates pair/ Scooter/ S | 3 3 1 2 reast Cance | 1 1 1 Sody Medical S | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 | 1 2 2 5 3 2 1 1 1 | 1 1 1 | 1 1 4 1 1 1 | 1 6 1 1 2 1 1 1 | 3 1 2 2 | 2 1 7 7 1 1 3 2 1 1 1 | 5 5 1 1 1 1 1 1 1 1 | 3 1 41 1 39 2 2 18 12 6 10 6 2 2 12 11 11 19 1 1 1 2 1 5 3 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-C | 1 | | | | | | | | | | | |
| Request for Assistance | | | | | | | | | | | 1 | | |
| Request for Assistance - Other | | | | | | | | | | | 1 | | |
| Screening | 4 | 5 | 3 | 1 | 3 | 1 | 6 | 4 | 2 | 1 | 3 | 6 | |
| Screening - Crew Member or Airline Empl | oyee | | | | | | 1 | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | | 1 | | | 1 | | | |
| Screening - Lengthy Lines | 2 | 2 | | | 1 | | 2 | | 1 | | | | |
| Screening - Procedures/Process | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 4 | 1 | | 3 | 5 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | 1 | |
| SIDA (Security Identification Display Area) | | | | 1 | | | | 1 | | | | | |
| SIDA (Security Identification Display Area |) - General | | | 1 | | | | 1 | | | | | |
| 2025 | 11 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Freedom of Information Act (FOIA) | 1 | | | | | | | | | | | | |
| Freedom of Information Act (FOIA) - Gene | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | |
| Screening | 4 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | |

| | | 13 | - Contact | Center ma | veiei coiii | ланиз кер | OIL | | | | | | |
|---|---------------|-----------|------------|-----------|-------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CVN | 1 | 1 | 1 | 1 | | | 2 | | 2 | | 2 | | 10 |
| 2023 | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| 2024 | | | 1 | 1 | | | 2 | | 2 | | 2 | | 8 |
| Customer Service | | | | | | | 1 | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsU | nspecified | Luggage | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged | Items - Checl | ked | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | ems - Checke | d | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | | | | 1 | | 2 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| 06-Jun 2 | 06-Jun 2 | 07-Jul 1 | 08-Aug 1 | 09-Sep 1 1 | Total 1 |
|-------------|-------------|-------------|------------------|------------------|------------------|
| 2 | 2 | 1 | 1 | 1 | 1 |
| | | | | 1 | |
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| 2 | 2 | 1 | 1 | | |
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| 1 | 1 | | | | |
| 1 | 1 | | | | |
| 1 | 1 | | | | |
| 1 | 1 | | | | |
| | | 1 | | | |
| | | 1 | | | |
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| | | 1 | 1 1 1 1 | 1 1 1 1 | 1 1 1 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| CYS | 2 | 1 | | | | | | | | | 1 | 1 | 5 |
| 2023 | 2 | 1 | | | | | | | | | | 1 | 4 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | 1 | 3 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | 1 | | 1 |

| Categories | 10-Oct 1 | 1-Nov | Contact Ce | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---------------------|----------|---------------|-------------|-------------|--------|--------|---------|--------|-------------|--------|--------|----------|
| | | 1-NOV | 12-Dec | 01-Jan 3 | 02-Feb 3 | | | | | 07-Jul 3 | | | |
| DAB 2023 | 5 2 | 1 | | 3 1 | 3 | 4 | | 10 3 | 6 | 1 | | | 41 20 |
| Civil Rights | 2 | ' | | 1 | 3 | | | 1 | 3 | 1 | 1 | 1 | 3 |
| Civil Rights - Headwear | | | | | | 1 | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | - 1 | 1 | 1 | | | | | 2 |
| Customer Service | 1 | | | | | | 1 | 1 | | | | | |
| Customer Service - TSO | 1 | | | | | | | 1 | 1 | | | | 3 |
| | I | | | | | | | 1 | 1 | | | 4 | 3 |
| Mishandling of Passenger Property | | `· | Charles | | | | | | | | | 1 1 | 1 |
| Mishandling of Passenger Property - Disa | irrayed itemst I | arry-on | or Checked | | | 1 | | | | 1 | | 1 | |
| Patdown | | | | | | | | | | | 1 | | 3 |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | | 2 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| | | ir or Scooter |) | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | gway | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | 2 | | | 1 | 1 | | | | 7 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | 2 | | | 1 | 1 | | | | 5 |
| 2024 | 1 | | | 2 | | 1 | 1 | 7 | 3 | 2 | | | 19 |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | 2 | 1 | 2 | | | 6 |
| Customer Service - TSO | | | | | | | | 2 | 1 | 2 | 1 | | 6 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing I | temsCh | ecked Bagga | age | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items0 | Carry-on | or Checked | | | | | 1 | | | | | 1 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | 1 | | 1 | 1 | | | | 4 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | | | | 2 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | |)1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--|--|------------|--|----------------------------|---------------------------------------|---|----------------------------------|---------------------------------------|--|--|--|---|
| DAL | 62 | 35 | 22 | 29 | 34 | 31 | 44 | 61 | 52 | 45 | 60 | 51 | 526 |
| 2023 | 20 | 19 | 16 | 11 | 14 | 14 | 14 | 23 | 26 | 23 | 22 | 21 | 223 |
| Additional Information Required/Insufficient In | nformation | | | | 1 | | | | 1 | | | | 2 |
| Additional Information Required/Insufficient | ent Information | n - EMAIL ON | | | 1 | | | | 1 | | | | 2 |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service Civil Rights | | 1 | 1 1 | 1 | | 1 | 1 | 1 | 1 | 4 | 1 | 2 | 14 |
| Civil Rights - Race | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 1 | | 8 |
| Civil Rights - Screening of Religious Cult | I tural and Cerei | | | ' | | | | 1 | ' | | 1 | - ' | 1 |
| Civil Rights - Sex/Gender/Gender Identit | | | 1 | | | | 1 | | | 2 | | 1 | 5 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - General | 1 | | | | | | | | | | | | 1 |
| Customer Service | 4 | 10 | 4 | 2 | | 4 | 4 | 1 | 4 | 2 | 2 | 4 | 41 |
| Customer Service - TSO | 4 | 10 | 4 | 2 | | 4 | 4 | 1 | 4 | 2 | 2 | 4 | 41 |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | 4 | | | | 1 |
| Lost and Found Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 2 | 4 | 2 | 3 | 1 | 3 | 6 | 3 | 2 | 3 | | 29 |
| Mishandling of Passenger Property - Dar | l maged/Missir | 1 | 1 | 2 | 2 | 1 | 0 | 3 | | 2 | 2 | | 14 |
| Mishandling of Passenger Property - Dar | | | 3 | | 1 | | 3 | 2 | 3 | | | | 12 |
| Mishandling of Passenger Property - Dar | | | | gage | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dis | | 1 | | | | | | 1 | | | | | 2 |
| No Jurisdiction | | | | | | 1 | 1 | | | 1 | | | 3 |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Notice of Violation/Civil Penalties | 1 | | 1 | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gene | | | 1 | | | | | | | | | | 1 |
| Patdown Children | 4 | 2 | 1 | 1 | | 1 | 3 | 6 | 6 | 1 | 1 | 2 | 28 |
| Patdown - Children Patdown - Flyer | 1 3 | 2 | 1 | 1 | | | 3 | 6 | 6 | 1 | 1 | 2 | 1 |
| Patdown - Flyer as Observer | 3 | | ı | 1 | | 1 | 3 | О | Ö | I | 1 | | <u>26</u> |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 2 | 3 | 2 | 1 | | 2 | 1 | 4 | 2 | 21 |
| Persons w/ Disabilities (PWD) - Autism S | | ' | - ' | 1 | - 0 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | | 1 | | 1 | 2 | | | | 1 | | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Metal Im | 1 1 | | | | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | nair/ Scooter/ S | Segway | 1 | | | 1 | 1 | | 1 | | 1 | | 5 |
| Property - Special Handling | 2 | 1 | | 1 | 2 | 1 | | 5 | 3 | | 1 | 2 | 18 |
| Property - Special Handling - Damaged I | | | | | | | | 2 | 1 | | 1 | | 5 |
| Property - Special Handling - Damaged I | | | | | 1 | | | 1 | 1 | | | | 3 |
| Property - Special Handling - Missing Ite | | | | 1 | 1 | | | 1 | | | | 2 | 5 |
| Property - Special Handling - Missing Ite | | 1 | 2 | 0 | | 1 | 4 | 1 | 1 | 40 | 10 | 0 | 5 |
| Screening | 6 | 2 | 3 | 1 | 5 | 3 | 1 | <u>4</u> 1 | 5 | 12 | 10 | 9 | 13 |
| | | | | | | | | I I | - 1 | 3 | | | |
| Screening - Inconsistency | 1 | | 2 | ' | | | | | | 1 | | | |
| Screening - Lengthy Lines | 1 | | 2 | ' | 2 | | | | | 1 | 2 | | 4 |
| Screening - Lengthy Lines Screening - Military | | 2 | 1 | 1 | | 3 | 1 | 3 | 4 | 7 | 2 | 1 | 4 |
| Screening - Lengthy Lines | 5 | 2 | | 1 | 3 | 3 | 1 | 3 | 4 | | | | 4 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process | 5 | 2 | | 1 18 | | 3 | 30 | 3 | 4 26 | | 2 | 1 | 4 1 42 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi | 5 scated Items 23 | | 1 | 1 | 3 | | | | | 7 | 7 | 1 | 4 1 42 2 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI | 5 scated Items 23 | | 1 | 1 | 3 | | 30 | | 26 | 7 | 7 | 1 | 4 1 42 2 284 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline | 5 scated Items 23 | | 1 | 1 | 3 | | 30 | | 26 | 7 | 7 | 1 | 4 1 42 2 284 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service | 5 scated Items 23 yer | | 1 | 1 18 | 3 20 | 17 | 30 1 1 | | 26 1 1 | 7 1 22 | 7 | 1 | 4 1 42 2 284 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights | 5 scated Items 23 | | 1 | 1 | 3 | | 30 | | 26 1 1 | 7 | 7 | 1 | 4 1 42 2 284 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age | 5 scated Items 23 yer | | 1 | 1 18 | 3 20 | 17 | 30 1 1 | | 26 1 1 | 7 1 22 | 7 | 1 | 4 1 42 2 284 1 1 1 1 1 10 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin | 5 scated Items 23 yer | | 1 | 1 18 | 3 20 2 | 2 | 30 1 1 | | 26 1 1 | 7 1 22 | 7 | 1 | 4 1 42 2 284 1 1 1 1 10 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race | 5 scated Items 23 yer | 16 | 1 | 1 18 | 3 20 | 17 | 1 1 1 | | 26 1 1 | 7 1 22 | 2 7 38 | 1 | 4 1 42 2 284 1 1 1 1 10 1 1 15 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit | 5 scated Items 23 yer 1 | 16 | 1 | 1 18 | 3 20 2 | 2 | 30 1 1 | | 26 1 1 | 7 1 22 | 7 | 1 | 4 1 42 2 284 1 1 1 1 1 0 1 1 5 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr | 5 scated Items 23 yer 1 | 16 | 1 | 1 18 | 3 20 2 | 2 | 1 1 1 | | 26 1 1 | 7 1 22 | 2 7 38 | 1 | 4 1 42 2 284 1 1 1 1 1 0 1 1 5 2 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tracel | 5 scated Items 23 yer 1 | 16 | 1 | 1 18 | 3 20 2 | 2 | 1 1 1 | | 26 1 1 | 7 1 22 | 2 7 38 | 1 | 4 1 42 2 284 1 1 1 1 1 1 0 1 1 5 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr | 5 scated Items 23 yer 1 | 16 | 1 | 1 18 | 3 20 2 | 2 | 1 1 1 | | 26 1 1 | 7 1 22 | 2 7 38 | 1 | 4 1 42 2 284 1 1 1 1 1 1 1 1 5 2 2 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tracellaims Claims Claims - General | 5 scated Items 23 yyer 1 | 16 | 1 6 | 1 18 | 2 | 2 1 1 | 1 1 1 1 1 | 38 | 26 1 1 | 7 1 22 | 2 7 38 1 1 1 | 30 | 4 1 42 2 284 1 1 1 1 1 1 0 1 1 5 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tro Claims Claims - General Customer Service | 5 scated Items 23 yyer 1 | 16 | 1 6 | 1 18 | 2 | 2 1 1 | 1 1 1 1 1 | 10 | 26 1 1 | 7 1 22 | 2 7 38 1 1 1 | 30 | 4 1 42 2 284 1 1 1 1 1 1 1 5 2 1 1 1 1 7 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Trace Claims Claims - General Customer Service Customer Service - TCC | 5 scated Items 23 yer 1 1 y- Not Transge a 1 | 16 ender | 1 6 | 1 18 1 1 1 7 | 2 2 | 17 2 1 1 | 1 1 1 1 1 1 9 | 10 | 26 1 1 1 1 7 | 7 1 22 1 | 2 7 38 1 | 1 6 30 | 4 1 42 2 284 1 1 1 1 1 0 5 2 1 1 1 7 7 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Trace Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO | 5 scated Items 23 yer 1 1 y- Not Transge a 1 | 16 ender | 1 6 | 1 18 1 1 1 7 | 2 2 | 17 2 1 1 | 1 1 1 1 1 1 9 | 10 | 26 1 1 1 1 7 | 7 1 22 1 | 2 7 38 1 | 1 6 30 5 | 4 1 42 2 284 1 1 1 1 1 0 5 2 1 1 1 1 7 7 7 |
| Screening - Lengthy Lines Screening - Military Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Oxivil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks | 5 scated Items 23 yer 1 1 y- Not Transge a 1 | 16 ender | 1 6 | 1 18 1 1 1 7 | 2 2 | 17 2 1 1 | 1 1 1 1 1 9 9 9 2 2 | 10 | 26 1 1 1 1 7 | 7 1 22 1 | 2 7 38 1 | 1 6 30 5 5 | 4 1 42 2 284 1 1 1 1 1 1 1 5 2 1 1 1 1 7 7 7 7 6 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock | 5 scated Items 23 yer 1 1 y- Not Transge a 1 6 6 | 16 ender 5 | 1 6 | 1 18 1 1 1 7 | 2 2 | 17 2 1 1 | 1 1 1 1 1 1 9 | 10 | 26 1 1 1 1 7 | 7 1 22 1 | 2 7 38 1 | 5 5 1 | 4 1 42 2 284 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexal Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found | 5 scated Items 23 yyer 1 1 y- Not Transge a 1 6 6 | 16 ender 5 5 | 1 6 | 1 18 1 1 1 7 | 2 2 | 17 2 1 1 | 1 1 1 1 1 9 9 9 2 2 | 10 | 26 1 1 1 1 7 | 7 1 22 1 | 2 7 38 1 1 1 8 8 | 5 5 1 | 4 1 42 2 284 1 1 1 1 1 1 5 2 1 1 1 7 7 7 6 1 1 1 4 4 4 4 4 4 4 4 4 7 1 7 1 7 1 7 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Trace Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 5 scated Items 23 yer 1 y- Not Transge a 1 6 6 1 1 | 16 ender 5 | 1 6 | 1 18 1 1 7 7 7 | 2 2 3 3 3 | 17 2 1 1 1 8 8 | 1 1 1 1 1 1 1 9 9 | 10 1 9 | 26 1 1 1 1 7 | 7 1 22 1 1 | 2 7 38 1 1 8 8 8 1 1 1 | 5 5 1 1 | 4 1 42 2 284 1 1 1 1 1 0 1 1 5 2 1 1 1 7 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 5 scated Items 23 yer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 18 1 1 7 7 7 1 | 2 2 2 3 3 4 | 17 2 1 1 1 8 8 | 1 1 1 1 1 9 9 9 2 2 | 10 1 9 | 26 1 1 1 1 1 7 | 7 1 22 1 1 7 | 2 7 38 1 1 1 8 8 8 1 1 1 | 5 5 1 1 1 4 | 4 1 42 2 284 1 1 1 1 1 1 5 2 2 1 1 1 1 1 7 7 7 7 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar | 5 scated Items 23 yer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 18 1 1 7 7 7 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 1 1 1 1 1 9 9 9 2 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 | 4 1 42 2 284 1 1 1 1 1 1 5 2 2 1 1 1 1 1 7 7 7 1 1 4 4 4 2 2 4 4 4 4 4 4 4 4 4 4 4 4 4 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Claims Claims - General Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar | 5 scated Items 23 yer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 18 1 1 7 7 7 1 1 1 1 | 2 2 2 3 3 4 | 17 2 1 1 1 8 8 | 1 1 1 1 1 1 1 9 9 | 10 1 9 | 26 1 1 1 1 1 7 | 7 1 22 1 1 7 | 2 7 38 1 1 1 8 8 8 1 1 1 | 5 5 1 1 1 4 | 4 1 42 2 284 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dat | 5 scated Items 23 yyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 18 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 1 1 1 1 1 1 9 9 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 | 4 1 1 2 2 2 8 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dat | 5 scated Items 23 yyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 1 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 1 1 1 1 1 9 9 9 2 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 | 4 1 1 42 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dat | 5 scated Items 23 yyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 18 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 1 1 1 1 1 1 1 9 9 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 | 4 1 1 4 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights - Ose Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Trace Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar | 5 scated Items 23 yyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 1 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 30 1 1 1 1 1 1 9 9 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 | 4 1 1 42 2 2 84 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA | 5 scated Items 23 yyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 16 ender 5 5 | 1 6 | 1 1 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 30 1 1 1 1 1 1 9 9 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 1 | 4 1 42 2 284 1 1 1 1 1 1 1 5 2 1 1 1 1 7 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mo Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other | 5 scated Items 23 yer 1 1 y- Not Transge a 1 6 6 1 1 1 4 1 1 3 maged/Missing | 16 ender 5 5 | 1 6 | 1 1 1 1 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 | 30 1 1 1 1 1 1 9 9 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 1 | 4 1 42 2 284 1 1 1 1 1 1 5 5 2 1 1 1 1 7 7 7 1 1 4 4 2 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dar Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties - Gener Patdown | 5 scated Items 23 yer 1 1 y- Not Transge a 1 6 6 1 1 1 4 1 1 3 maged/Missing | 16 ender 5 5 | 1 6 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 4 4 1 | 17 2 1 1 1 8 8 8 | 30 1 1 1 1 1 1 9 9 2 2 1 1 | 10 1 9 | 26 1 1 1 1 1 7 7 | 7 1 22 1 1 7 7 | 2 7 38 1 1 1 8 8 8 1 1 1 5 3 | 5 5 1 1 1 4 2 1 1 1 | 4 1 1 42 2 2 1 1 1 1 2 4 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - FI Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr. Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dar Mo Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General | 5 scated Items 23 yyer 1 1 1 y- Not Transge a 1 6 6 1 1 1 1 4 1 1 3 maged/Missing | 16 ender 5 5 line of the second of the secon | 1 6 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 2 3 3 3 | 17 2 1 1 1 8 8 | 30 1 1 1 1 1 1 9 9 2 2 2 1 1 | 10 1 9 8 4 3 1 | 26 1 1 1 1 7 7 7 | 7 1 22 1 1 7 7 6 1 | 2 7 38 1 1 1 5 3 3 2 2 | 5 5 1 1 1 4 2 1 1 | 4 1 1 4 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|------------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Patdown - Flyer as Observer | 1 | 1 | | | 1 | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 2 | 1 | 4 | 4 | 3 | | 4 | 5 | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - At | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary I | Medication | and Medic | cal Supplies | | | 1 | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | 2 | | | | | 2 | 4 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | air or Scoo | ter) | | | | 2 | 2 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | er Equipme | ent | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | - " | | | | 1 | | | | 1 | | 1 | 1 | |
| Property - Special Handling | 2 | 1 | 1 | 1 | 2 | | 2 | 3 | 2 | | 2 | 2 | 18 |
| Property - Special Handling - Damaged It | | 1 | 1 | | 1 | | _ | 2 | | | 1 | 1 | 8 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | 1 | | 3 |
| Property - Special Handling - Missing Iten | | 1 | | 1 | 1 | | 1 | | | | | 1 | 5 |
| Property - Special Handling - Missing Iten | | | | | • | | | • | 2 | | | • | 2 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Request for Assistance - Other | | | | | | 1 | | | | | | | 1 |
| Screening | 5 | 5 | 3 | 3 | 4 | 2 | 5 | 8 | 3 | 3 | 14 | 8 | 63 |
| Screening - Crew Member or Airline Empl | | | | 0 | | | | | - | | 1 | 0 | 1 |
| Screening - Inconsistency | 1 | 1 | 1 | 1 | 2 | | 1 | 1 | | 1 | | 1 | 12 |
| Screening - Lengthy Lines | | | | | | | | 2 | | | 2 | 3 | 7 |
| Screening - Procedures/Process | 4 | 4 | 2 | 2 | 2 | 2 | 3 | | | 2 | | 4 | 41 |
| Screening - Retrieving Abandoned/Confis | | | | | | | 1 | | | | 1 | | 2 |
| 025 | 19 | | | | | | ' | | | | ' | | 19 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 4 | | | | | | | | | | | | 4 |
| Customer Service - TSO | 4 | | | | | | | | | | | | 4 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | - 1 |
| Mishandling of Passenger Property | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | | | | | 3 |
| . , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | 4 | | | | | | | | | | | | 4 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |

| | | TSA C | Contact Cen | ter Trav | eler Comp | aints Rep | ort | | | | | | |
|---|-------------------|-------------|-------------|----------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 1-Nov 1 | | I-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DAY | 11 | 4 | 3 | 2 | 4 | 7 | 2 | 6 | | 8 | 4 | 11 | 62 |
| 2023 | 3 | 2 | | 1 | 2 | 1 | | 1 | | 6 | 2 | 6 | 24 |
| Civil Rights | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | ıder | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | | | 1 | 1 | | | | | 2 | | 4 | 9 |
| Customer Service - TSO | 1 | | | 1 | 1 | | | | | 2 | | 4 | 9 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsChe | cked Baggag | je | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | arrayed Items0 | Carry-on or | Checked | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged II | tems - Checked | | | | 1 | | | | | 1 | | | 2 |
| Screening | 1 | 1 | | | | | | 1 | | 1 | 2 | | 6 |
| Screening - Inconsistency | | 1 | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | 2 | | 4 |
| 2024 | 4 | 2 | 3 | 1 | 2 | 6 | 2 | 5 | | 2 | 2 | 5 | 34 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 1 | | 1 | | | | | | | | | 1 | 3 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | 1 | 2 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | 2 | 2 | 1 | 2 | | | | | 9 |
| Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | 1 | 1 | 2 | 2 | 1 | 1 | | | | | 8 |
| Locks | | | 1 | | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCarr | y-on Luggag | е | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dan | | 1 | , , , | | | 1 | | | | | | | 2 |
| Ombudsman | | | | | | 1 | | | | | | | 1 |
| Ombudsman - General | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | | | | | | | 1 | | | | 1 | 3 |
| Patdown - Flyer | 1 | | | | | | | 1 | | | | 1 | 3 |
| 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 II | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged II | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | | | | 2 | | 1 | | | 1 | 3 | 8 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | | | | 1 | | 1 | | | 1 | 2 | 5 |
| 2025 | 4 | | | | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| DBQ | | | | | | 3 | | 1 | | | 1 | | 5 |
| 2023 | | | | | | 2 | | 1 | | | | | 3 |
| Customer Service | | | | | | 2 | | | | | | | 2 |
| Customer Service - Others | | | | | | 2 | | | | | | | 2 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |

| Catamania | 100 | | | | | laints Repo | | | | A- 1 1 | | | |
|---|--------------------|--------------|-------------|-------------|--------|-------------|--------|---------|--------|---------------|--------|--------|----------|
| Categories | | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DCA | 113 | 76 | 67 | 48 | 44 | 77 | 71 | 98 | 69 | 104 | 99 | | 957 |
| 2023 | 28 | 28 | 29 | 20 | 24 | 42 | 42 | 42 | 27 | 43 | 43 | 47 | 415 |
| Additional Information Required/Insufficient Ir | formation | | 1 | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Information | ı - EMAIL | 1 | | | | | | | | | | 1 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 3 | 1 | 1 | 1 | | 3 | 4 | 5 | 1 | 5 | 1 | | 25 |
| | 3 | | | | | | | | | | | | |
| Civil Rights - Age | | | | | | 1 | 1 | 1 | | 1 | | | 4 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Profiling | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | 3 | 1 | | | | | 2 | 1 | 1 | 3 | 1 | | 12 |
| Civil Rights - Screening of Religious or C | ultural Garme | ents | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | 1 | | 1 | | 1 | | | | | 3 |
| | | sildei | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | insgender | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 7 | 10 | 12 | 7 | 8 | 8 | 13 | 16 | 13 | 19 | 11 | 15 | 139 |
| Customer Service - Others | | | | | | | 1 | 2 | | | | | 3 |
| Customer Service - TSO | 7 | 10 | 12 | 7 | 8 | 8 | 12 | 14 | 13 | 19 | 11 | 15 | 136 |
| Hazardous Materials Safety | | | 1 | | | | | | 1 | | | | 2 |
| Hazardous Materials Safety - General | | | 1 | | | | | | 1 | | | | 2 |
| | | | | | | | | | | | | | |
| Human Capital | | | | | | | | 1 | | | | | 1 |
| Human Capital - Prospective Employmer | | | | | | | | 1 | | | | | 1 |
| Locks | 1 | | | | | | 1 | 1 | | | 1 | | 4 |
| Locks - Missing or Damaged Lock | 1 | | | | | | 1 | 1 | | | 1 | | 4 |
| Lost and Found | | 2 | | | | | | | | | | 1 | 3 |
| Lost and Found - Airport/TSA | | 2 | | | | | | | | | | 1 | 3 |
| · · · · · · · · · · · · · · · · · · · | 4 | 3 | | | | | | | | 4 | | | |
| Mishandling of Passenger Property | 4 | 3 | 1 | | | 2 | 2 | 3 | 1 | 4 | | | |
| Mishandling of Passenger Property - Dar | | | 1 | | | 1 | 2 | 2 | | 3 | | | |
| Mishandling of Passenger Property - Dar | | 1 | | | | 1 | | 1 | 1 | 1 | 2 | | 8 |
| Mishandling of Passenger Property - Disa | 2 | 2 | | | | | | | | | | | 4 |
| No Jurisdiction | 1 | | | | | | 2 | | | | | | 3 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | 1 |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - Gene | ral | | | | | | | | | | | 1 | 1 |
| Patdown | 2 | 3 | 2 | 3 | 1 | 7 | 4 | 1 | 2 | 2 | 3 | 2 | 32 |
| Patdown - Flyer | 2 | 3 | 2 | 3 | 1 | 7 | 3 | 1 | 2 | 2 | 3 | 2 | 31 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 4 | | 2 | 2 | 5 | 2 | 2 | 1 | 2 | 4 | 26 |
| | | | 4 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | 1 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cancer (| 1 | Breast Cai | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diapers/ | Garments/Dre | essings/Mas | ks | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medicall | ı v Necessarv I | Medication a | and Medica | al Sunnlies | | | | | | | | 1 | 1 |
| | | viodiodilori | ina incaica | поприно | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | | 1 | 1 | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch A | version (pain/ | trauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | 2 | | 1 | 1 | 2 | | 1 | | 2 | | 10 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - Medicatio | n/Prescription | /Medically N | lecessary ! | Items | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | 3 | 2 | 4 | 6 | 3 | | | 4 | 1 | 5 | 29 |
| Property - Special Handling - Damaged I | loma Carni | On. | 1 | 1 | | 1 | | | | | | | |
| | | | | | | | 1 | | | 2 | | 3 | |
| Property - Special Handling - Damaged I | | ∌d | | | | 1 | 2 | | | | | | 3 |
| Property - Special Handling - Missing Itel | 1 | | 2 | | 2 | 1 | | | | 1 | 1 | 1 | 9 |
| Property - Special Handling - Missing Iter | ns - Checked | | | 1 | 2 | 3 | | | | 1 | | 1 | 8 |
| Request for Assistance | | | | | 1 | | | | | | 1 | | 2 |
| Request for Assistance - Other | | | | | 1 | | | | | | 1 | | 2 |
| Screening | 7 | 8 | 4 | 7 | 8 | 13 | 8 | 13 | 7 | 8 | | 17 | 117 |
| • | | ŏ | 4 | | | 13 | ŏ | 13 | | 8 | 1/ | 1/ | |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | 1 | | 1 | | | | | | 1 | 4 |
| Screening - Inconsistency | | | 1 | | 2 | 1 | 1 | 3 | 2 | 1 | 3 | 1 | 15 |
| Screening - Lengthy Lines | 1 | | | 1 | | 2 | 2 | 1 | | | 3 | 3 | 13 |
| Screening - Procedures/Process | 5 | 6 | 3 | 5 | 5 | 9 | 4 | 9 | 5 | 7 | | | 81 |
| Screening - Retrieving Abandoned/Confis | | 1 | | | 1 | | 1 | | | | | | 3 |
| 2024 | | | 20 | 00 | | 25 | | | | 64 | | | |
| | 31 | 48 | 38 | 28 | 20 | 35 | 29 | 56 | 42 | 61 | 56 | 44 | 488 |
| Additional Information Required/Insufficient Ir | | | 1 | | | | | 1 | | | | | 2 |
| Additional Information Required/Insufficient | nt Information | | 1 | | | | | 1 | | | | | 2 |
| Airline | | 2 | | | | | | 1 | 1 | 2 | 1 | | 7 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | 1 | 2 | | | | | | 1 | 1 | 2 | | | 6 |
| Civil Rights | 1 | 4 | 2 | 2 | | 3 | 2 | 2 | 2 | 1 | 3 | 3 | |
| | <u>'</u> | | | | | <u>J</u> | 1 | | | - 1 | | | |
| Civil Rights - Age | - | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | 1 | 1 | |
| Civil Rights - National Origin | | | | 1 | | | | | | 1 | | | 2 |
| Civil Rights - Not Specified | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Race | | 1 | | | | 1 | | 2 | 1 | | 1 | 1 | |
| Civil Rights - Sex/Gender/Gender Identity | 4 1 | 3 | 1 | | | | | | 1 | | | | 6 |
| Civil Rights - Transgender Screening | <u> </u> | | 1 | | | | | | | | 1 | 1 | 3 |
| | - | | | | | | | | | | 1 | 1 | |
| CLEAR | | | | | | | | | | 1 | | | 1 |
| CLEAR - Registered Traveler | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 44 | 25 | 25 | 13 | 7 | 19 | 9 | 25 | 17 | 15 | 16 | 17 | 199 |
| | 11 | | | | | | | | | | | | |
| Customer Service - Others | 11 | 20 | | 2 | 1 | | | 1 | | | | 1 | 5 |
| | 11 | 25 | 25 | | 1 | 19 | 9 | 1 24 | 17 | 15 | 16 | 1 | 5 194 |

| tegories | | | | | | ts Report | | | | | | | |
|---|---|-------------|--------------|---------|----------|-----------|----------|----------|------|----------|--------|--------|-------|
| | 10-Oct 11-I | Nov 12 | -Dec 01 | -Jan 02 | 2-Feb 03 | -Mar 04 | 1-Apr 05 | 5-May 06 | -Jun | 07-Jul (| 08-Aug | 09-Sep | Total |
| DHS TRIP | | | | | | 1 | | | 1 | | | | |
| DHS TRIP - General | | | | | | 1 | | | 1 | | | | |
| Hazardous Materials Safety | | | | 1 | | 1 | | | 1 | 1 | | | |
| • | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | | | 1 | | | | | 1 | 1 | | | |
| Locks | | | 1 | | 1 | | | | | 1 | 1 | | |
| Locks - General | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | 1 | 1 | | |
| Lost and Found | | | | | 2 | | 1 | | 1 | 2 | 1 | | |
| Lost and Found - Airport/TSA | | | | | 2 | | 1 | | 1 | 2 | 1 | | |
| Mishandling of Passenger Property | 3 | 1 | 1 | | 3 | 3 | | 7 | 3 | 6 | 3 | 8 | 3 |
| | | ı | | | 3 | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | | | 1 | | 4 | 3 | 3 | 1 | 6 | 2 |
| Mishandling of Passenger Property - Dam | | 1 | | | 1 | 2 | | 2 | | 2 | 2 | 2 | |
| Mishandling of Passenger Property - Dam | aged/Missing Iter | msUnspe | cified Lugga | age | 1 | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed ItemsCa | rry-on or C | hecked | | 1 | | | 1 | | 1 | | | |
| No Jurisdiction | 1 | 1 | | | 1 | | | 2 | 1 | 1 | 1 | 1 | |
| No Jurisdiction - No Referral | 1 | | | | | | | 1 | | 1 | | 1 | |
| | ' | 4 | | | | | | ı | 4 | ı | | | |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | 1 | | | 1 | | | 1 | | |
| Patdown | | 1 | 2 | | 1 | 1 | 4 | 2 | 3 | 6 | 6 | | 2 |
| Patdown - Children | | | | | | 1 | | | 1 | | | | |
| Patdown - Flyer | | 1 | 2 | | 1 | | 4 | 2 | 2 | 5 | 6 | | |
| Patdown - Flyer as Observer | | • | | | • | | - | | | 1 | | | |
| • | | | | | | | | | _ | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | 2 | 2 | 2 | 1 | 5 | 3 | 3 | 4 | 4 | |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | :/Developmental | /Mental Dis | sability | 1 | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | • | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| ` ' | | | | | | 4 | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Hearing II | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devices | | | | | | | 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical E | Devices - Attached | d to the Bo | dy | | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary Medi | cation and | Medical Su | upplies | 1 | | | | | 1 | 2 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | 1 | | | | |
| | | | | | | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Mobility D | | eelchair of | Scooter) | | | | | 1 | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | 1 | | 1 | | 1 | 1 | 1 | | 1 | |
| Property - Special Handling | 3 | 2 | 2 | 3 | 1 | 3 | 2 | 5 | | 2 | 5 | 2 | 3 |
| Property - Special Handling - Damaged Ite | 2 | | | 1 | 1 | 1 | | 4 | | 1 | 2 | 2 | |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | | 1 | | 1 | | | 1 | | |
| | | | 1 | 1 | | - ' | 4 | - ' | | 4 | 1 | | |
| Property - Special Handling - Missing Item | | | 1 | 1 | | | 1 | | | 1 | | | |
| Property - Special Handling - Missing Item | | 2 | | | | 1 | 1 | | | | 1 | | |
| Screening | 11 | 11 | 4 | 7 | 2 | 3 | 10 | 6 | 9 | 20 | 15 | 9 | 10 |
| Screening - Children | | | | | | | | | | 1 | | | |
| Screening - Inconsistency | 1 | 1 | | 1 | | | 1 | | 1 | 2 | | 1 | |
| Screening - Lengthy Lines | 1 | 3 | | | 1 | | 3 | | 3 | 5 | 2 | | |
| | ' | | | | - ' | | 0 | | - 0 | 0 | | 4 | |
| Screening - Opposite Gender | | | | | | | | | | | | 1 | |
| | | 6 | 4 | 6 | 1 | 3 | 6 | 5 | 4 | 11 | 13 | 7 | 7 |
| Screening - Procedures/Process | 9 | | | | | | | 1 | | | | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | - | 1 | | | | | | 1 | | | | | |
| Screening - Retrieving Abandoned/Confis | - | 1 | | | | | | ' | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach | cated Items | 1 | | | | | | ı | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 | cated Items | 1 | | | | | | ı | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights | cated Items 54 2 | 1 | | | | | | 1 | 1 | 1 | | | ļ |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion | cated Items 54 2 1 | 1 | | | | | | 1 | 1 | 1 | | | ţ |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights | cated Items 54 2 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu | cated Items 54 2 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR | 54 2 1 1 1 1 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler | 54 2 1 1 1 1 1 1 1 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | 1 | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock | Cated Items 54 2 1 1 1 1 13 13 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 54 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | Cated Items 54 2 1 1 1 1 1 13 13 13 1 1 2 2 4 3 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | Cated Items 54 2 1 1 1 1 1 13 13 13 1 1 2 2 4 3 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | Cated Items 54 2 1 1 1 1 1 13 13 13 1 1 2 2 4 3 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction | Cated Items 54 2 1 1 1 1 13 13 13 1 1 2 2 4 1 3 1 1 2 2 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | Cated Items 54 2 1 1 1 1 1 1 2 2 4 3 1 1 2 2 2 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 2 5 3 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 2 5 3 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 7 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Ron-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | Cated Items 54 2 1 1 1 1 1 13 13 13 1 2 2 4 3 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown - Flyer Patdown - General Patdown - Mon-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 5 3 1 1 7 1 1 1 1 3 6 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | Cated Items 54 2 1 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 4 3 6 1 1 4 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Cu CLEAR CLEAR - Registered Traveler Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling | Cated Items 54 2 1 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 7 1 1 1 1 1 1 4 3 6 1 1 4 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | Cated Items 54 2 1 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | Cated Items 54 2 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 1 7 1 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |
| Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Civil Rights Civil Rights - Perceived Religion Civil Rights - Screening of Religious or Ct CLEAR CLEAR - Registered Traveler Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | Cated Items 54 2 1 1 1 1 1 1 1 1 2 2 4 3 1 1 2 2 5 3 1 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | | | | | 1 | 1 | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| DDC | | | | | | | | | | | | 1 | 1 |
| 2024 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |

| | | | | | | p | | | | | | | |
|--|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DEC | | 1 | | | | | | 1 | | | 1 | 2 | 5 |
| 2023 | | 1 | | | | | | | | | 1 | 2 | 4 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | 2 | 3 |
| Property - Special Handling - Damaged Ite | ms - Checl | ked | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | s - Carry-C |)n | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Item | s - Checke | d | | | | | | | | | | 1 | 1 |
| 2024 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dama | aged/Missi | ng ItemsC | hecked Bag | ggage | | | | 1 | | | | | 1 |

| Cotomonico | 10.0.1 | | | | | laints Repo | | | ••• | | ••• | | |
|---|----------------|------------------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DEN | 364 | 165 | 159 | 151 | 204 | 200 | 203 | 263 | 257 | 317 | 273 | 251 | 2,807 |
| 2023 | 126 | 76 | 82 | 87 | 104 | 117 | 113 | 147 | 136 | 195 | 140 | 127 | 1,450 |
| Additional Information Required/Insufficient In | | 1 | | 2 | 3 | | | | 1 | | | | 7 |
| Additional Information Required/Insufficient | nt Informatic | 1 | | 2 | 3 | | | | 1 | | | | 7 |
| Airline | 1 | | 2 | | | 1 | | 2 | | 1 | | 1 | 8 |
| Airline - Lost Baggage | | | 1 | | | 1 | | | | | | | 2 |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | | | 2 | | 1 | | 1 | 6 |
| Civil Rights | 2 | 2 | 2 | 4 | 6 | 6 | 9 | 7 | 4 | 8 | 2 | 4 | 56 |
| Civil Rights - Age | 1 | | | | | 1 | | | 2 | 1 | | 2 | 7 |
| Civil Rights - Civil Rights Violation (TSA E | mplovee) | | | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | | 1 | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | 1 | | 1 | | | 1 | 1 | | 5 |
| Civil Rights - Not Specified | | | | | 1 | | 1 | | | 1 | ' | | 3 |
| Civil Rights - Profiling | | | | | | | 2 | 1 | | | | | 3 |
| Civil Rights - Race | | 1 | 1 | 1 | 3 | 2 | 4 | 3 | | 3 | 1 | 2 | |
| Civil Rights - Screening of Religious or Cu | Iltural Carma | | 1 | 1 | 1 | 2 | 4 | 3 | | 3 | 1 | | 21 |
| | | | | | - 1 | 4 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | | 1 | | 2 | 2 | | | | 7 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | 1 | | | 1 | | | 3 |
| Civil Rights - Transgender Screening | | | | 2 | | 1 | | 1 | | | | | 4 |
| Claims | 1 | | 1 | | | | | 2 | | | | | 4 |
| Claims - Status | 1 | | 1 | | | | | 2 | | | | | 4 |
| Customer Service | 38 | 22 | 25 | 20 | 19 | 27 | 30 | 41 | 33 | 43 | 35 | 30 | 363 |
| Customer Service - CSM | | | | | | | 1 | | | | | | 1 |
| Customer Service - Others | | | | | | 1 | 2 | | | 1 | 2 | | 6 |
| Customer Service - TCC | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | 38 | 22 | 25 | 20 | 19 | 26 | 27 | 41 | 33 | 41 | 33 | 30 | 355 |
| DHS TRIP | | | | | | | | 2 | | | | | 2 |
| DHS TRIP - General | | | | | | | | 2 | | | | | 2 |
| Hazardous Materials Safety | | | 1 | | | 1 | | | | | | | 2 |
| Hazardous Materials Safety - General | | | 1 | | | 1 | | | | | | | 2 |
| Intranet/Internet Inquiries | | | | | | 1 | | | | | | 1 | 2 |
| Intranet/Internet Inquiries - General | | | | | | 1 | | | | | | 1 | 2 |
| Locks | | - 1 | | 1 | 2 | 1 | 2 | | 4 | 2 | 1 | 1 | |
| | | 1 | | 1 | 2 | | 2 | | 1 | 3 | | | 13 |
| Locks - Missing or Damaged Lock | 4 | 1 | | 1 | 2 | 1 | 2 | - | 1 | 3 | 1 | 1 | 13 |
| Lost and Found | 1 | | | 1 | | | | 1 | | | 1 | | 4 |
| Lost and Found - Airport/TSA | 1 | | | 1 | | | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | 7 | 2 | 3 | 2 | 11 | 4 | 10 | 4 | 12 | 8 | 19 | 9 | 91 |
| Mishandling of Passenger Property - Dam | 4 | | 2 | | 5 | | 6 | 2 | 7 | 6 | 10 | 6 | 48 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | 2 | 5 | 4 | 4 | 2 | 5 | 2 | 8 | 3 | 39 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | 1 | | | | | | 1 | | 4 |
| No Jurisdiction | 1 | 1 | 1 | 4 | | 3 | 1 | 2 | 2 | 1 | | 3 | 19 |
| No Jurisdiction - No Referral | 1 | | 1 | 1 | | 1 | | | | | | 2 | 6 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | 1 | 1 | | | | 3 |
| | | 1 | | 2 | | 2 | 4 | | 1 | - 1 | | 1 | 10 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | 1 | ı | 1 | | ı | |
| Ombudsman | | | | | | | | | | | | | 1 |
| Ombudsman - General | | | | | | | | | | 1 | | | 1 |
| Patdown | 11 | 7 | 3 | 9 | 5 | 1 | 4 | 7 | 3 | 13 | 8 | 3 | 74 |
| Patdown - Children | 1 | 1 | 1 | | | | 2 | 1 | | 1 | 1 | | 8 |
| Patdown - Flyer | 9 | 5 | 2 | 8 | 4 | 1 | 2 | 5 | 2 | 9 | 6 | 3 | 56 |
| Patdown - Flyer as Observer | 1 | 1 | | | 1 | | | 1 | 1 | 3 | 1 | | 9 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 4 | 6 | 8 | 5 | 6 | 10 | 17 | 13 | 10 | 6 | 88 |
| Persons w/ Disabilities (PWD) - Assistive | Technology | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | - ' | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | - 1 | | | | 1 | | | ' | | | |
| | | | Diselettia. | | | | | 4 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntai /ivientai L | Disability | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | | | 1 | | 3 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dre | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | L., | 1 | 1 | 1 | | | | | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | 1 | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to the E | Body | | 1 | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | 1 | | | 1 | 2 | 4 | 3 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | 2 | 1 | | 3 | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Mobility [| 0 / | Wheelch | 2 | | | 1 | 2 | 2 | | 1 | 1 | 1 | 10 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Service A | | ina Gaoto | | 1 | 1 | | | 1 | 1 | | ' | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | | rauma) | | - 1 | 1 | | | 1 | 1 | 1 | 1 | 2 | 6 |
| | | iauiiia) | | 1 | - 1 | | | | 1 | 1 | - 1 | | |
| Persons w/ Disabilities (PWD) - Visual Im | | `aau | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | _ | 1 | 2 | | 1 | 4 | 3 | 2 | | | 13 |
| Property - Special Handling | 11 | 7 | 8 | 8 | 12 | 11 | 8 | 6 | 3 | 7 | 11 | 5 | 97 |
| Property - Special Handling - Damaged It | 4 | 4 | 1 | 2 | 4 | 2 | 3 | | 1 | 4 | 3 | 1 | 29 |
| Property - Special Handling - Damaged Ite | | | | | 1 | 2 | 1 | 1 | | | 1 | | 8 |
| Property - Special Handling - Missing Iten | 4 | 2 | 6 | 5 | 2 | 4 | 3 | 3 | 1 | 2 | 5 | 2 | 39 |
| Property - Special Handling - Missing Iten | | 1 | 1 | 1 | 5 | 3 | 1 | 2 | 1 | 1 | 2 | 2 | 21 |
| Request for Assistance | | | | | | | | | 1 | 1 | | | 2 |
| Request for Assistance - Other | | | | | | | | | 1 | 1 | | | 2 |
| Screening | 52 | 31 | 32 | 30 | 38 | 56 | 43 | 63 | 59 | 96 | 53 | 64 | 617 |
| Screening Screening - Crew Member or Airline Empl | 1 | 1 | 4 | | 36 | 2 | | 03 | 1 | 90 | | 04 | |
| | 1 | 1 | 4 | 1 | | | 1 | | 1 | | 1 | | 12 |
| Screening - Gate Pass | | 4.0 | | _ | | | | 1 | | | - | _ | 1 |
| Screening - Inconsistency | 12 | 10 | 4 | 6 | 1 | 2 | 3 | 10 | 13 | 12 | 7 | 3 | 83 |
| Screening - Lengthy Lines | 12 | 5 | 3 | 3 | 12 | 11 | 12 | 20 | 20 | 24 | 7 | 20 | 149 |
| Screening - Opposite Gender | | | | | | | | | | | | 2 | 2 |
| Screening - Procedures/Process | 27 | 15 | 20 | 17 | 24 | 38 | 26 | 30 | 22 | 58 | 38 | 39 | 354 |
| Screening - Rail | | | | | | | | | | 1 | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 3 | 1 | 3 | 1 | 1 | 3 | 1 | | | 14 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | | | | 02-Feb | laints Repor 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------------|-----------------|-------------|----------|--------|------------------------|--------|--------|--------|--------|---------|----------|----------|
| Screening - Security Breach | 10 001 | | | | | •• | · | 1 | | 0. 00. | oo mag | 00 000 | 1 |
| 2024 | 112 | 89 | 77 | 64 | 100 | 83 | 90 | 116 | 121 | 122 | 133 | 124 | 1,231 |
| Additional Information Required/Insufficient I | | 3 | | | | | | | | | | | 6 |
| Additional Information Required/Insuffici | er 3 | 3 | | | | | | | | | | | 6 |
| Airline Paggaga Paguiramenta | | | 1 | | 1 | | 2 | 2 | | 3 | 2 | 1 | 12 |
| Airline - Baggage Requirements Airline - Lost Baggage | | | | | | | 1 | | | 2 | | | 1 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | | | 1 | | 1 | | I | 2 | | 1 | 2 | 1 | 8 |
| Civil Rights | 1 | 3 | 2 | 3 | 2 | 3 | 4 | 5 | 6 | 5 | 8 | 8 | 50 |
| Civil Rights - Age | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | 2 | | 3 |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion Civil Rights - Race | 1 | 2 | 2 | 1 | 1 | 2 | 1 2 | 1 | 2 | 1 | 4 | 2 | 23 |
| Civil Rights - Sex/Gender/Gender Identit | | 1 | | 1 | | 1 | 1 | 4 | 2 | 2 | 1 | 4 | 13 |
| Civil Rights - Transgender Screening | , mor mano; | | | | | | ' | - | 1 | 1 | | 1 | 3 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - Status | | | | | | 1 | | | | | | | 1 |
| CLEAR | | | | | | | | | | | | 1 | 1 |
| CLEAR - Registered Traveler | | | | | | | | | | | | 1 | 1 |
| Customer Service | 42 | 29 | 36 | 30 | 36 | 27 | 30 | 36 | 30 | 29 | 35 | 34 | 394 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TCC | 1 | 20 | 20 | 20 | 1 | 07 | 20 | 1 | 20 | 20 | ٥٢ | 24 | 3 |
| Customer Service - TSO DHS TRIP | 41 | 29 | 36 | 29 | 35 | 27 | 30 | 35 | 30 | 29 | 35 | 34 | 390 |
| DHS TRIP - Status | | | | | | | | | 1 | | | | <u>'</u> |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks | 2 | 1 | | | 1 | | | | | | 4 | 2 | 10 |
| Locks - Missing or Damaged Lock | 2 | 1 | | | 1 | | | | | | 4 | 2 | 10 |
| Lost and Found | 2 | | 2 | 1 | | | | 1 | 1 | 1 | | | 8 |
| Lost and Found - Airport/TSA | 2 | | 2 | 1 | | | | 1 | 1 | 1 | | | 8 |
| Mishandling of Passenger Property | 6 | 6 | 8 | 3 | 8 | 8 | 13 | 11 | 14 | 16 | 13 | 15 | 121 |
| Mishandling of Passenger Property - Da | | 4 | 3 | 1 | 6 | 3 | 10 | 9 | 9 | 12 | 10 | 11 | 80 |
| Mishandling of Passenger Property - Da | | 1 | 3 | 1 | 2 | 4 | 3 | 1 | 3 | 3 | 3 | 4 | 32 |
| Mishandling of Passenger Property - Da | | • | | 1 | | | | 1 | 2 | 1 | | | 5 |
| Mishandling of Passenger Property - Dis | | 1 | 2 | | | 1 | | | | | | | 4 |
| No Jurisdiction | 1 | | 3 | 2 | 8 | 2 | 4 | 4 | | 3 | 5 | 3 | 35 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 | | | 2 | 4 | 1 1 | 4 | 2 | | 2 | 1 | 2 | 16 |
| No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of | State 1 | | 3 | | | 1 | | | | 3 | 1 | 1 | 10 |
| No Jurisdiction - Refer to Other | State | | | | 4 | | | 2 | | | 2 | | 8 |
| No Subject | | | 1 | 1 | | | | | | | | | 2 |
| No Subject - General | | | 1 | 1 | | | | | | | | | 2 |
| Notice of Violation/Civil Penalties | | | | | | | | 1 | | | 1 | | 2 |
| Notice of Violation/Civil Penalties - Gene | eral | | | | | | | 1 | | | 1 | | 2 |
| Patdown | 3 | 3 | 6 | 3 | 3 | 4 | | 4 | 3 | 5 | 3 | 4 | 41 |
| Patdown - Children | 1 | 1 | | 1 | | 2 | | | 1 | | 1 | | 7 |
| Patdown - Flyer | 2 | 2 | 6 | 2 | 2 | 2 | | 4 | 2 | 5 | 2 | 4 | 33 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 3 | 2 | 2 | 5 | 12 | 10 | 14 | 17 | 12 | 12 | 12 | 105 |
| Persons w/ Disabilities (PWD) - Autism 3 | | matel /Manatel | Disability. | 2 | 4 | 1 | | 4 | 2 | | | | 5 |
| Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Diabete | | entai /ivientai | Disability | | 1 1 | 1 2 | | 1 | | 1 | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Diapers | | accinne/Macl | (e | | - 1 | | | ı | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | 13 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | 1 | | | 1 | | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Internal | | 1 | | | | 1 | 2 | 1 | 1 | 3 | 1 | 1 | 11 |
| Persons w/ Disabilities (PWD) - Medical | | ached to the | Body | | | 2 | 1 | 1 | 2 | | | | 6 |
| Persons w/ Disabilities (PWD) - Medical | ly Necessary | Medication a | nd Medical | Supplies | 1 | 2 | 2 | 3 | 4 | 1 | 2 | 1 | 16 |
| Persons w/ Disabilities (PWD) - Metal In | nplants (joint) | | | | | 1 | 1 | | 2 | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Mobility | | t Wheelch | 2 | | 1 | 1 | 1 | 4 | 1 | 2 | 2 | | 16 |
| Persons w/ Disabilities (PWD) - Prosthe | | | | | | | 1 | 1 | 1 | | 2 | 2 | 9 |
| Persons w/ Disabilities (PWD) - Service | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | | | | 1 | | 2 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Wheeld | าส 1 7 | 1 | 0 | 2 | 2 | 0 | 0 | 1 | 7 | 5 | 2 | 3 | 12 |
| Property - Special Handling Property - Special Handling - Damaged | | 5 | 2 | 2 | 2 | 2 | 9 | 8 5 | 4 | 1 | 13 7 | 12 10 | 76 39 |
| Property - Special Handling - Damaged | | 1 | - 1 | | 1 | 1 | 1 | 3 | 1 | 1 | 3 | 10 | 9 |
| Property - Special Handling - Missing Ite | | 2 | 1 | | | 1 | 4 | 3 | 1 | 2 | 2 | 1 | 18 |
| Property - Special Handling - Missing Ite | | 2 | | 1 | | | 1 | | 1 | 1 | 1 | 1 | 10 |
| Request for Assistance | _ | | | • | | 1 | 1 | | • | | 1 | • | 3 |
| Request for Assistance - Other | | | | | | 1 | 1 | | | | | | 2 |
| Request for Assistance - Wounded Warr | ior (MSIJSOC | () | | | | | | | | | 1 | | 1 |
| Screening | 41 | 36 | 13 | 16 | 33 | 23 | 17 | 30 | 42 | 43 | 36 | 31 | 361 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| Screening - Crew Member or Airline Em | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | 5 | 2 | 2 | 2 | 1 | 4 | | 1 | 4 | 5 | 4 | | 30 |
| Screening - International Screening | | 1 | | | | _ | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | 10 | 1 | 6 | 21 | 7 | 7 | 11 | 17 | 16 | 9 | 8 | 115 |
| Screening - Opposite Gender | | | _ | | _ | 4.4 | 10 | 10 | | | 1 | | 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confi | 33 | 23 | 8 | 8 | 9 | 11 | 10 | 16 | 20 | 22 | 21 | 22 | 203 |
| Screening - Retrieving Abandoned/Confi | s 1 | | 1 | | Т | 1 | | 2 | 1 | | | 1 | 9 |
| Cibit (Coounty Identification Display Alea) | - | | l l | | | | | | | | | | |

| | | | | | veler Com | - | | | | | | | |
|---|--------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SIDA (Security Identification Display Area | | | 1 | | | | | | | | | | 1 |
| 2025 | 126 | | | | | | | | | | | | 126 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficient | 1 | | | | | | | | | | | | 1 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 5 | | | | | | | | | | | | 5 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 2 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | |
| Customer Service | 33 | | | | | | | | | | | | 3 |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 31 | | | | | | | | | | | | 3 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 3 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 11 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 3 | | | | | | | | | | | | |
| Patdown - Flyer | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 16 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | ' |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal IIII | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prostries | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling | 10 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 6 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| Request for Assistance | 1 | | | | | | | | | | | | |
| Request for Assistance - Other | 1 | | | | | | | | | | | | |
| Screening | 38 | | | | | | | | | | | | 3 |
| Screening - Inconsistency | 3 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 9 | | | | | | | | | | | | |
| Screening - Procedures/Process | 25 | | | | | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| Carbon C | Cotomonico | 10.0.1 | | | enter Trave | | | | | | | | | |
|--|--|---------------|-------------|------------|-------------|--------|----------|--------|--------|--------|--------|--------|--------|-------|
| Section and Information Took associational front for the section and information Took association for the section of the sec | Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Additional formation Requirement of the content of | | | | | | | | | | | | | | |
| Accessed information focus and information f | | 88 | 77 | 67 | 95 | 86 | 120 | 105 | 118 | 109 | 95 | 99 | 86 | 1,145 |
| Afficies 2 1 1 1 1 2 1 1 1 1 | Additional Information Required/Insufficient Inf | 3 | | | 1 | 3 | | | | | 1 | 3 | | 11 |
| Addisses - Local Diagnages | Additional Information Required/Insufficier | 3 | | | 1 | 3 | | | | | 1 | 3 | | 11 |
| Airine - Policyfingschlaimschewicke Airine - Policyfingschlaimschewicke Airine - Policyfingschlaimschewicke Airine - Policyfingschlaimschewicke Airine - | Airline | 2 | 1 | | 1 | | 1 | 1 | | 1 | 2 | 1 | 1 | 11 |
| Ailtre - Weeder Anabelence | Airline - Lost Baggage | 1 | | | 1 | | | | | | | | 1 | 3 |
| Ailtre - Weeder Anabelence | | 1 | | | | | 1 | | | 1 | 1 | 1 | | |
| Cold Rights | Airline - Wheelchair Assistance | | 1 | | | | | 1 | | | 1 | | | |
| California Cal | | 4 | | 3 | 3 | 1 | 4 | | 2 | 1 | 4 | Q | 4 | |
| Col-lights - Execution Stagles Chail lights - Execution Stagles Chail lights - Record Chail lights Chail lights - Record Chail lights Chail lights - Record Chail lights - Chail lights - Search of Stagles - Search of Stagle | | | | - 0 | | | | 0 | | | | | | |
| Coli Rights - Network Origin Coli Rights - Preserved Relighins 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 | | | | | - 1 | | | | | - 1 | | |
| Chil Rightz - Perceived Religion 1 1 2 1 2 3 3 3 6 1 793 Chil Rightz - Security of the Security 1 1 2 2 1 4 2 3 3 3 6 1 793 Chil Rightz - Security of the Security 1 1 1 2 2 1 4 2 3 3 3 6 1 793 Chil Rightz - Recordered Centering 1 1 1 2 2 2 1 2 3 3 3 6 1 793 Chil Rightz - Transpaper's Severity 1 1 1 2 2 2 1 2 3 3 3 6 1 793 Chil Rightz - Transpaper's Severity 1 1 1 2 2 2 1 2 3 3 3 6 1 793 Chil Rightz - Transpaper's Severity 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 2 2 3 3 3 6 1 793 Chil Rightz - Transpaper's Severity 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | ı | | | | | | | | | | | | |
| Colf Rights - Fooling | o o | | 1 | | | | | | | 1 | | | | |
| CHI Rights - Sozewing of Ballghour or Cultural Centrells CHI Rights - Sozewing of Ballghour or Cultural Centrells CHI Rights - Transpagneon Sozewing 1 | Ü | | | 1 | | | | | | | | | | |
| Colf Rights - Sourceland Enterland In Carlo (Septime - Institute of the Colf (Septime - Institute o | | | | | | | | | | | | | | |
| CHI Egglis - Sectorard Greening 1 1 2 2 1 1 2 2 0 9 1 1 2 2 1 9 1 1 2 2 1 9 1 1 2 1 9 1 1 1 1 | Civil Rights - Race | 1 | | 2 | 3 | 2 | 1 | 4 | 2 | 3 | 3 | 6 | 1 | 28 |
| CHI Egglis - Sectorard Greening 1 1 2 2 1 1 2 2 0 9 1 1 2 2 1 9 1 1 2 2 1 9 1 1 2 1 9 1 1 1 1 | Civil Rights - Screening of Religious or Cu | ıltural Garme | nts | | | | | | | | | | 1 | 1 |
| Color Colo | Civil Rights - Sex/Gender/Gender Identity | 1 | 1 | | | | | 2 | | | 1 | 2 | 2 | 9 |
| Clares 1 | | | 1 | | | | 2 | | | | | | | |
| Caimer - General 1 | | | | | | | | | | | 1 | | | |
| Clarers - Similar | | | | | | | ' | | | | ' | | | 1 |
| Customer Service - Offices | | | 1 | | | | | | | | | | | |
| Customer Service - Choices | | | | | | | | | | | | | | |
| Customer Service - TOC | | 40 | | | | 36 | 57 | 38 | 46 | 41 | 34 | 29 | 33 | |
| Customer Sention - ISO | Customer Service - Others | | 2 | 1 | 1 | | | | | | | | | 4 |
| Description | Customer Service - TCC | 1 | | 1 | 1 | | | | 1 | | 1 | | | 5 |
| DISTRIP | Customer Service - TSO | 39 | 31 | 25 | 36 | 36 | 57 | 38 | 45 | 41 | 33 | 29 | 33 | 443 |
| DHS TREP - General | | | | | | | | | | | | | | |
| Hazordous Materials Safety - General 1 1 3 3 1 1 3 3 1 1 1 3 3 1 1 1 3 3 1 1 1 3 3 1 1 1 3 3 1 1 1 1 3 3 1 1 1 1 3 3 1 | | | | | | | | | | | | | | |
| Hazardous Melanidas Safety - General | | 4 | | - ' | | | | | | 4 | | | 4 | |
| Intrancelletement Inquiries - General 1 | | | | | | | | | | | | | | |
| Inframentinternel loquines - Centreal 1 | • | 1 | | | | | | | | 1 | | | 1 | |
| Looks - General | | | | | | | | | | | | | | |
| Lods - General | Intranet/Internet Inquiries - General | | | | | | | | | | | 1 | | 1 |
| Lost and Found | Locks | 1 | | 1 | 4 | 1 | | | 1 | 2 | | 1 | | 11 |
| Locis - Missing ro Damaged Lock | Locks - General | 1 | | | 1 | | | | | | | | | 2 |
| Lost and Found | Locks - Missing or Damaged Lock | | | 1 | 3 | 1 | | | 1 | 2 | | 1 | | |
| Lost and Found - Airpoort TSA | | | 1 | | | | | 2 | | | 1 | | | |
| Methandling of Passenger Property S | | | | | | | | | | | | | | |
| Micharbarding of Passenger Property - DamagedMissing Items Private Screening Contractor | | _ | | | 4.0 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | 8 | 8 | | 8 | 7 | 8 | 8 | |
| Mishandling of Passenger Property - Dair | | | | te Screeni | ng Contract | | | | | | | | | |
| Mishandling of Passenger Property - Disarrayed Item 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Mishandling of Passenger Property - Dam | 4 | 3 | 1 | 4 | 1 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 40 |
| No Jurisdiction - No Referral | Mishandling of Passenger Property - Dam | 1 | 1 | 2 | 5 | 1 | 4 | 3 | 6 | 3 | 4 | 3 | 2 | 35 |
| No Jurisdiction - No Referral | Mishandling of Passenger Property - Disa | rrayed Item | 1 | 1 | 1 | | 1 | | 1 | | | | 3 | 8 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to CBP No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other 1 2 4 5 4 7 3 9 9 3 7 7 3 3 55 Pattorn - Children Patdown 1 2 4 5 4 7 3 9 9 3 7 7 7 3 3 55 Pattown - Flyer en College Pattown - Flyer e | | Ĺ | | | | 3 | 1 | | 3 | 4 | 3 | 2 | | |
| No Jurisdiction - Refer to CIBP No Jurisdiction - Refer to CIBP Patdown Patdown 1 | | | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other 1 | | | | | | | | | 4 | | 4 | | - 1 | |
| Patdown - Children | | | | | | | 4 | | | | | | | |
| Patdown - Children | | | | | | | | | | | | | | |
| Patdown - Flyer as Observer | | 1 | 2 | 4 | 5 | 4 | 7 | 3 | 9 | 3 | 7 | | | |
| Patdown - Niper as Observer | Patdown - Children | | | | | | | | | | | | 1 | |
| Persons w Disabilities (PWD) - Autism Spectrum | Patdown - Flyer | 1 | 2 | 4 | 5 | 4 | 6 | 2 | 9 | 3 | 5 | 6 | 2 | 49 |
| Persons w Disabilities (PWD) - Autism Spectrum | Patdown - Flyer as Observer | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | Patdown - Non-Flver | | | | | | | | | | 2 | | | |
| Persons w Disabilities (PWD) - Autism Spectrum | • | 8 | 4 | 3 | 4 | 4 | 4 | 2 | 10 | 4 | | 8 | 4 | |
| Persons w Disabilities (PWD) - Breast Cancer | | | • | | | - | 1 | | | | | | | |
| Persons w Disabilities (PWD) - Cognitive Developmental /Ment | | | | | | 4 | <u>'</u> | | | 4 | | | | |
| Persons w Disabilities (PWD) - Diabetes 1 | | | | | | 1 | | | | 1 | | | | 2 |
| Persons w Disabilities (PWD) - General | . , , | | ntal /Ment | | | | | | | | | | | 1 |
| Persons W Disabilities (PWD) - Medical I | . , | 1 | | 1 | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (pint) | | | | | | | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medicially Necessary 1 1 1 2 1 1 1 1 2 5 5 5 5 5 6 5 6 5 6 5 6 5 6 5 6 5 6 5 | Persons w/ Disabilities (PWD) - Medical [| 2 | | | | | | | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Mobility 1 | . , | | 1 | | 1 | | 2 | | 1 | 1 | 1 | | 2 | |
| Persons w/ Disabilities (PWD) - Mobility I | | | | | | 1 | | | | | | | _ | |
| Persons w Disabilities (PWD) - Prosthes 2 | . , | | | | 1 | | | 1 | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 1 1 1 1 1 | | | 4 | | - 1 | 4 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service Animals | . , | | | | | 1 | | I | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair 1 1 2 1 1 1 2 1 3 | | | ı ⊑quipment | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Image Persons w/ Disabilities (PWD) - Wheelchs 1 | . , | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelchs | . , | | 1 | | | | | | | | | | | |
| Property - Special Handling | . , | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged It | Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | 2 | 1 | 1 | | 1 | 2 | | | | 9 |
| Property - Special Handling - Damaged It | Property - Special Handling | 4 | 5 | 3 | 8 | 4 | 5 | 11 | 9 | 4 | 6 | 3 | 5 | 67 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item 1 | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | 2 | 0 | | | | | 4 | 4 | 0 | | |
| Request for Assistance | | | | 3 | | | | | | | | | | |
| Request for Assistance - Other 1 2 2 2 2 2 2 2 2 2 | | 1 | 1 | | 3 | | 2 | 3 | 2 | | 3 | | | |
| Screening | · | | | | | | | | | | | | | |
| Screening - Crew Member or Airline Empl 1 | Request for Assistance - Other | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Crew Member or Airline Empl 1 | Screening | 19 | 22 | 21 | 21 | 25 | 32 | 34 | 27 | 35 | 26 | 27 | 24 | 313 |
| Screening - Inconsistency 3 2 4 8 4 2 5 3 3 4 2 5 45 | Screening - Crew Member or Airline Empl | 1 | 4 | 8 | 2 | 1 | 2 | | 1 | 1 | 1 | 4 | 1 | 26 |
| Screening - International Screening | - | | | | | | | 5 | | | | | 5 | |
| Screening - Lengthy Lines 3 8 3 4 7 5 4 7 9 4 2 2 58 | | Ĭ | | • | | | | | | | | | | |
| Screening - Procedures/Process 10 7 6 7 11 22 24 13 19 16 18 16 169 | | 2 | 0 | 2 | A | 7 | | A | | 0 | | ^ | 2 | |
| Screening - Retrieving Abandoned/Confis 2 1 2 1 1 2 3 1 13 Screening - Shoe Screening Total Confidence of Screening 1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 3 1 1 1 1 1 1 1 1 1 1 2 2 1 1 2 2 3 1 1 1 2 3 1 1 1 2 3 4 2 1 1 1 2 3 4 2 1 1 1 2 3 4 2 | | | | | | | | | | | | | | |
| Screening - Shoe Screening 1 2 Additional Information Required/Insufficient Information - EMAIL ONLY 1 1 1 1 1 2 3 4 2 1 15 Airline 1 1 1 1 1 2 3 4 2 1 15 | | | | б | / | | | | | | | 18 | 16 | |
| 2024 73 103 98 99 111 117 157 126 116 137 169 160 1,466 Additional Information Required/Insufficient Information - EMAIL ONLY 1 17 1 | | 2 | 1 | | | 2 | 1 | 1 | 2 | 3 | 1 | | | |
| Additional Information Required/Insufficient Information 1 1 1 2 Additional Information Required/Insufficient Information - EMAIL ONLY 1 1 1 1 2 Airline 1 1 1 1 2 3 4 2 1 15 | | | | | | | | | | | | | | |
| Additional Information Required/Insufficient Information 1 1 2 Additional Information Required/Insufficient Information - EMAIL ONLY 1 1 1 1 2 Airline 1 1 1 1 2 3 4 2 1 15 | 2024 | 73 | 103 | 98 | 99 | 111 | 117 | 157 | 126 | 116 | 137 | 169 | 160 | 1,466 |
| Additional Information Required/Insufficient Information - EMAIL ONLY 1 1 1 2 Airline 1 1 1 1 2 3 4 2 1 15 | Additional Information Required/Insufficient Inf | | | | | | | | | | | | | |
| Airline 1 1 1 2 3 4 2 1 15 | · · · · · · · · · · · · · · · · · · · | | - EMAIL ON | ILY | | | | | | 1 | | | | |
| | | 2 | | | 1 | 1 | 1 | | 2 | | Δ | | 1 | |
| Filmine - Lust bayyaye I I I Z | | | | | - 1 | - 1 | 1 | | | 3 | | | 1 | |
| | Annie - Lost baggage | L | | | | | | | | | 1 | 1 | | 2 |

| | | TSA Co | ntact Ce | nter Trave | ler Compla | ints Report | | | | | | | |
|---|---------------------------------------|--------------------|-----------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 12 | -Dec (| 01-Jan | 02-Feb | 03-Mar (| 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline - Policy/Regulations/Service | | | | 1 | | 1 | | 2 | 3 | 2 | | 1 | 10 |
| Airline - Positive Bag Match Program | | | | | 1 | | | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | | 1 | 1 | | 2 |
| Cargo | | | | | | | 1 | | | | | | 1 |
| Cargo - Known Shipper | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 2 | 1 | 3 | 9 | 4 | 1 | 9 | 4 | 3 | 8 | 11 | 8 | 63 |
| Civil Rights - Age | | ı | 3 | 9 | 4 | - ' | 9 | 4 | 3 | 0 | 1 | | 1 |
| Civil Rights - Rights Violation (TSA | [mpleyee) | | | | | | | | | | | | 1 |
| | I Employee) | | | | | | | - | | | | 1 | |
| Civil Rights - National Origin | | | | 1 | | | 2 | 1 | | 2 | 2 | 2 | 10 |
| Civil Rights - Not Specified | | | 11 | | | | 2 | | 2 | | | | 5 |
| Civil Rights - Perceived Religion | 1 | | | 3 | | | | | | | | | 4 |
| Civil Rights - Race | | 1 | 2 | 3 | 3 | | 2 | 2 | | 5 | 6 | 2 | 26 |
| Civil Rights - Screening of Religious Cu | tural and Cer | emonial Items | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identi | ty 1 | | | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 2 | 2 | 14 |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Claims | 1 | | 1 | | | 1 | | | 2 | | | | 5 |
| Claims - General | | | 1 | | | 1 | | | 2 | | | | 4 |
| Claims - Status | 1 | | | | | • | | | | | | | 1 |
| Customer Service | 28 | 43 | 59 | 50 | 56 | 69 | 85 | 55 | 50 | 63 | 71 | 45 | 674 |
| Customer Service - CSM | 20 | 40 | 1 | 30 | 30 | 09 | 1 | 33 | 30 | 00 | - / 1 | 45 | 2 |
| | | | | | | | | | | | | | |
| Customer Service - Others | | | 2 | | 2 | | 1 | 1 | | | | | 6 |
| Customer Service - TCC | | 1 | 1 | | 1 | | 2 | | 1 | 1 | | | 7 |
| Customer Service - TSO | 28 | 42 | 55 | 50 | 53 | 69 | 81 | 54 | 49 | 62 | 71 | 45 | 659 |
| DHS TRIP | | | | | | | | 1 | | 2 | | | 3 |
| DHS TRIP - General | | | | | | | | 1 | | 2 | | | 3 |
| Human Capital | | | | | | | | 1 | | | | | 1 |
| Human Capital - Current Employee | | | | | | | | 1 | | | | | 1 |
| Locks | 1 | | 2 | 2 | 1 | | | 2 | | | | 2 | 10 |
| Locks - Missing or Damaged Lock | 1 | | 2 | 2 | 1 | | | 2 | | | | 2 | 10 |
| Lost and Found | 1 | 0 | | | ı | 4 | 4 | | | | | | |
| | | 2 | 2 | | | 1 | 1 | 3 | | | 2 | 1 | 13 |
| Lost and Found - Airport/TSA | 1 | 2 | 2 | | | 1 | 1 | 3 | | | 2 | 1 | 13 |
| Mishandling of Passenger Property | 4 | 8 | 7 | 7 | 13 | 8 | 9 | 6 | 3 | 9 | 11 | 3 | 88 |
| Mishandling of Passenger Property - Da | | 1 | 3 | 4 | 5 | 5 | 5 | 2 | 1 | 5 | 4 | 1 | 36 |
| Mishandling of Passenger Property - Da | m 3 | 7 | 2 | 2 | 5 | 2 | 4 | 4 | 1 | 3 | 7 | 2 | 42 |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsUnspe | ecified I | 1 | 1 | | | | 1 | | | | 3 |
| Mishandling of Passenger Property - Di | sa 1 | | 2 | | 2 | 1 | | | | 1 | | | 7 |
| No Jurisdiction | | 1 | 1 | | 1 | 4 | 2 | 5 | 3 | 6 | 1 | 4 | 28 |
| No Jurisdiction - No Referral | | | | | | 2 | | 1 | 1 | 2 | 1 | 2 | 9 |
| No Jurisdiction - Refer to CBP | | 1 | | | 1 | 2 | 2 | 4 | 1 | 3 | | 2 | 16 |
| No Jurisdiction - Refer to Other | | ı | 1 | | - 1 | | | 4 | 1 | 1 | | | 3 |
| | | | 1 | | | | | | 1 | 1 | | | |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | 1 | | 2 |
| Notice of Violation/Civil Penalties - Gen | | | | | | | 1 | | | | 1 | | 2 |
| Patdown | 5 | 4 | 2 | 2 | 3 | 3 | 8 | 5 | 5 | 5 | 7 | 5 | 54 |
| Patdown - Children | 1 | | | | 1 | 1 | | | | 1 | | | 4 |
| Patdown - Flyer | 4 | 4 | 2 | 2 | 2 | 2 | 8 | 4 | 5 | 4 | 6 | 5 | 48 |
| Patdown - General | | | | | | | | 1 | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 8 | 3 | 7 | 4 | 7 | 11 | 8 | 11 | 13 | 14 | 33 | 120 |
| Persons w/ Disabilities (PWD) - Autism | Spectrum | 2 | 1 | 1 | | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Breast | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer | | Breast Cancer | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cogniti | | | eability | | | | | | | 1 | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diabete | | entai /ivientai Di | Sability | | | | 1 | | 1 | ' | | | |
| | | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Genera | | 1 | | | | 2 | | 1 | 1 | | 3 | | 8 |
| Persons w/ Disabilities (PWD) - Hearing | | | | 1 | | | | | | 1 | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Interna | | | | | | | 1 | | | 3 | | 2 | 6 |
| Persons w/ Disabilities (PWD) - Medica | | tached to the Bo | ody | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medica | lly 1 | 1 | | | | | 2 | 2 | 1 | 2 | 1 | 3 | 13 |
| Persons w/ Disabilities (PWD) - Metal II | nplants (joint) | | 1 | | | | | | 2 | 1 | 1 | 16 | 21 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (No | 1 | | 3 | 1 | 1 | 2 | 2 | 1 | 3 | 4 | 3 | 21 |
| Persons w/ Disabilities (PWD) - Prosthe | sis/Amputees | and Casts | 1 | 1 | | 1 | | 1 | | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Respira | tory and Inha | ler Equipment | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service | | 1 | | | 1 | | | | 1 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Touch | | | | | | | 2 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Visual | | 1 | | | 1 | | | 1 | 1 | | 1 | | 5 |
| | | | | 4 | ı | 2 | 0 | - 1 | | 4 | 1 | | |
| Persons w/ Disabilities (PWD) - Wheeld | _ | | | 1 | | 3 | 2 | | 2 | 1 | | 2 | 13 |
| Property - Special Handling | 4 | 13 | 8 | 6 | 11 | 4 | 7 | 6 | 9 | 5 | 8 | 10 | 91 |
| Property - Special Handling - Damaged | | 3 | 3 | 3 | 8 | 1 | 1 | 3 | 1 | 1 | 3 | 2 | 31 |
| Property - Special Handling - Damaged | | | 1 | | 1 | 2 | 1 | 1 | 3 | 1 | | | 14 |
| Property - Special Handling - Missing It | ems - Carry-O | 5 | 2 | 1 | 2 | | 2 | | 4 | 3 | 2 | 1 | 22 |
| Property - Special Handling - Missing It | en 2 | 1 | 2 | 2 | | 1 | 3 | 2 | 1 | | 3 | 7 | 24 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Request for Assistance - Other | | | | | | | 1 | | | | | | 1 |
| Screening | 26 | 23 | 10 | 15 | 17 | 18 | 22 | 28 | 26 | 22 | 39 | 48 | 294 |
| Screening - Children | 20 | | | .0 | | .0 | | 20 | 20 | | 1 | -10 | 1 |
| Screening - Crew Member or Airline Em | pl 2 | 1 | | | | | 1 | | | | 1 | | 5 |
| Screening - Grew Member of Affiline Eff | 3 | 2 | 1 | 1 | | 4 | - 1 | 2 | 5 | 2 | | 4 | 29 |
| | | | | | _ | | _ | | | | | | |
| Screening - Lengthy Lines | 6 | 4 | 4 | 6 | 2 | 9 | 7 | 11 | 10 | 6 | 12 | 16 | 93 |
| Screening - Procedures/Process | 15 | 15 | 4 | 8 | 14 | 4 | 12 | 13 | 10 | 14 | | 27 | 155 |
| Screening - Retrieving Abandoned/Cont | scated Items | 1 | | | 1 | 1 | 2 | 2 | | | 1 | 1 | 9 |
| Screening - Security Breach | | | | | | | | | 1 | | | | 1 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area) | | | | | | | | | | | 1 | | 1 |
| SIDA (Security Identification Display Are | ea) - General | | | | | | | | | | 1 | | 1 |
| 2025 | 167 | | | | | | | | | | | | 167 |
| Civil Rights | 7 | | | | | | | | | | | | 7 |
| - J | , , , , , , , , , , , , , , , , , , , | | | | | | | | | | | | |

| | | | | | veler Com | | | | | | | | |
|--|--------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 2 | | | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | | | | | | | | | | | | |
| Customer Service | 66 | | | | | | | | | | | | 6 |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 65 | | | | | | | | | | | | 6 |
| Locks | 3 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 3 | | | | | | | | | | | | |
| Lost and Found | 2 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 6 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 4 | | | | | | | | | | | | |
| No Jurisdiction | 7 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 5 | | | | | | | | | | | | |
| Patdown - Flyer | 5 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 26 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 13 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 4 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 6 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 3 | | | | | | | | | | | | |
| Screening | 39 | | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | 12 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 26 | | | | | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| DHN | 2 | 3 | 2 | 4 | | 1 | . 3 | 1 | 1 | | | | 17 |
| 2023 | 1 | 1 | 1 | 2 | | | | 1 | 1 | | | | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Locks | | 1 | | 1 | | | | | | | | | |
| Locks - General | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | 1 | 2 | 1 | 2 | | 1 | 3 | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rayed Item | sCarry-on | 1 | | | | | | | | | | |
| No Subject | | | | 1 | | | | | | | | | |
| No Subject - General | | | | 1 | | | | | | | | | |
| Patdown | 1 | | | 1 | | | | | | | | | |
| Patdown - Flyer | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Checl | 1 | | | | | | | | | | | |
| Screening | | | | | | | 3 | | | | | | |
| Screening - Crew Member or Airline Emplo | oyee | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 2 | | | | | | |

| | 1 | | | Center Ira | | | | | | | | | |
|--|-----------------|-----------|------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DIK | 1 | 2 | | | | 3 | 1 | 5 | 3 | 1 | 3 | 2 | 21 |
| 2023 | | | | | | 1 | | | | | 2 | | 3 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | | 1 | | 2 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| 2024 | | 2 | | | | 2 | 1 | 5 | 3 | 1 | 1 | 2 | 17 |
| Customer Service | | 2 | | | | | | 1 | | | | | 3 |
| Customer Service - TSO | | 2 | | | | | | 1 | | | | | 3 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | | | 1 | | | 1 | 4 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | arry-on Lu | ggage | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dis | sarrayed Item | sCarry-or | or Checke | ed | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Ir | nplants (joint) | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | 3 | 2 | | 1 | 1 | 8 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | 3 | 1 | | 1 | 1 | 7 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| DLG | | | | | | | | | | 1 | | 1 | 2 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | | | | 1 | | | 1 |
| 2024 | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | | | | | | | 1 | 1 |

| | | | | Center Trav | | | | | | | | | |
|---|-------------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DLH | | 2 | 3 | 3 | | | 2 | | 1 | 3 | 1 | 1 | 10 |
| 2023 | | 2 | 2 | 3 | | | | | | | | 1 | 8 |
| Customer Service | | | 1 | | | | | | | | | 1 | 2 |
| Customer Service - TSO | | | 1 | | | | | | | | | 1 | 2 |
| Patdown | | 1 | 1 | | | | | | | | | | |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | |
| Screening | | 1 | | 2 | | | | | | | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | |
| 2024 | | | 1 | | | | 2 | | 1 | 3 | 1 | | |
| Customer Service | | | | | | | | | | 2 | | | |
| Customer Service - TCC | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | gage | | | | | 1 | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Children | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | 1 | | | |
| Screening | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | |
| TWIC | | | | | | | 1 | | | | | | |
| TWIC - Status | | | | | | | 1 | | | | | | |

| | | | | | veler Comp | | | | | | | | |
|---|-----------------|-----------|-------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DRO | 5 | 1 | 2 | 1 | 2 | 2 | | 7 | 2 | 8 | 3 | 3 | 3 |
| 2023 | 1 | 1 | 1 | 1 | 1 | | | 2 | 1 | 2 | 1 | | 1 |
| Civil Rights | | | | | | | | 2 | | | | | |
| Civil Rights - Age | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | 1 | | | 1 | 1 | | | | | | | | |
| Customer Service - TSO | 1 | | | 1 | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Da | maged/Missir | g ItemsC | arry-on Lug | gage | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Breast | Cancer | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer | (general) Not | Breast Ca | ncer | | | | | | | | 1 | | |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | |
| Property - Special Handling - Damaged | Items - Check | ed | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Ite | ems - Carry-O | n | 1 | | | | | | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | 3 | | 1 | | 1 | 2 | | 5 | 1 | 6 | 2 | 3 | 2 |
| Customer Service | | | | | | 1 | | 1 | | 3 | 1 | | |
| Customer Service - TSO | | | | | | 1 | | 1 | | 3 | 1 | | |
| Locks | | | | | | | | | | 1 | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property - Da | maged/Missir | a ItemsC | arrv-on Luc | gage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Da | | | | | | 1 | | | | | | | |
| Patdown | 1 | | , | 55 5 | 1 | | | 2 | | | | | |
| Patdown - Flyer | | | | | 1 | | | 2 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Ir | nplants (ioint) | | | | | | | 1 | 1 | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged | Items - Check | ed | | | | | | | | 1 | | | |
| Screening | 3 | | 1 | | | | | 1 | | 1 | 1 | 2 | |
| Screening - Inconsistency | 1 | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 2 | | 1 | | | | | 1 | | 1 | 1 | 1 | |
| 2025 | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------|-----------|-----------------------------------|--------|---|---|---|--|---|--|---|--|---|
| | 1 | 1 | 1 | | 2 | | | | | | | 5 |
| | 1 | 1 | 1 | | 2 | | | | | | | 5 |
| | 1 | | | | 1 | | | | | | | 2 |
| | 1 | | | | 1 | | | | | | | 2 |
| | | 1 | | | 1 | | | | | | | 2 |
| aged/Missi | ng ItemsC | 1 | | | 1 | | | | | | | 2 |
| | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | | 10-Oct 11-Nov 1 1 1 1 | | 10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 2 | 1 1 1 2 1 1 1 2 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 1 1 2 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep |

| Catagorias | 40.0-4 | | ontact Cent | | | | | 05 14 | 00 1 | 07 1:-1 | 00 4 | 00 0 | T. 4-1 |
|---|------------------|-------------|-------------|---------|--------|--------|--------|--------|--------|---------|--------|--------|--------|
| Categories | | | | -Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DSM | 9 | 7 | 4 | 4 | 6 | 8 | 4 | 11 | 8 | 6 | | 10 | 92 |
| 2023 | 3 | 4 | 1 | 1 | 4 | 2 | 1 | 6 | 2 | 2 | 4 | 4 | 34 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Customer Service - TSO | | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Locks | 1 | | | | | | | 1 | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | naged/Missing It | temsCarry | /-on Luggag | Э | 1 | | 1 | | | | 1 | | 3 |
| Patdown | 2 | | | 1 | 1 | | | | | | 1 | 1 | 6 |
| Patdown - Children | | | | 1 | | | | | | | | | |
| Patdown - Flyer | 1 | | | | 1 | | | | | | 1 | | 3 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | | | 1 | | ; |
| Persons w/ Disabilities (PWD) - Breast C | ancer | | | | | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | dication an | d Medical S | upplies | | | | 1 | | | | | |
| Property - Special Handling | | 1 | | | | | | 1 | 1 | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | 1 | 1 | | | | |
| Screening | l Ciris - Carry | 3 | | | 1 | 1 | | 2 | ļ. | 1 | | 1 | |
| · · · · · · · · · · · · · · · · · · · | | 2 | | | 1 | - ' | | | | - 1 | | - 1 | , |
| Screening - Lengthy Lines | | | | | ı | 4 | | | | | | 4 | |
| Screening - Procedures/Process | | 1 | _ | | • | 1 | | 2 | | 1 | 44 | 1 | |
| 2024 | 1 | 3 | 3 | 3 | 2 | 6 | | 5 | 6 | 4 | 11 | 6 | 5 |
| Additional Information Required/Insufficient In | | | | | | | 1 | | | | | | |
| Additional Information Required/Insufficie | nt Information - | | LY | | | | 1 | | | | | | |
| Airline | | 1 | | | | | | | | | 1 | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | 1 | | |
| Civil Rights | | | 1 | | | | | | 1 | | | | |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | | |
| Customer Service | | | | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 3 | | 1: |
| Customer Service - TSO | | | | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 3 | | 1: |
| Locks | | | | | | | | | | 1 | | | |
| Locks - General | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | 1 | | 2 | | 2 | | | | 1 | 3 | | |
| Mishandling of Passenger Property - Dam | naged/Missing It | temsCarry | /-on Lua | 2 | | 1 | | | | 1 | 3 | | |
| Mishandling of Passenger Property - Dam | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Disa | | 1 | | _ | | | | | | | | | |
| Patdown | | ' | 1 | | | | | 1 | 1 | 1 | | | |
| Patdown - Flyer | | | 1 | | | | | 1 | 1 | - 1 | | | |
| Patdown - Flyer as Observer | | | ı | | | | | | ı | 1 | | | |
| | | | | | | | 4 | 4 | | 1 | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | 10 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ Se | gway | | | | | | 1 | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | 1 | 1 | |
| Property - Special Handling - Damaged It | | | | | | | | | 1 | | 1 | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | | | | | 1 | |
| Screening | 1 | 1 | 1 | | 1 | 2 | | 1 | 2 | | 3 | 4 | 1 |
| Screening - Lengthy Lines | | | 1 | | | 2 | | | 1 | | | | |
| Screening - Procedures/Process | 1 | 1 | | | 1 | | | 1 | 1 | | 3 | 4 | 1: |
| 2025 | 5 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| STORY | 10-th-marks | | | Contact Ce | | | | | | | | | | |
|--|---|---------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 25 26 26 27 28 28 28 28 28 28 28 | Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Anthree Lest Segapors Anthree Lest Segapors Arterials Anthree Lest Segapors Arterials Anthree Lest Segapors Arterials Anthree Lest Segapors Anthree Lest | | 132 | 100 | 86 | 77 | 89 | 97 | 96 | 142 | 149 | 145 | 107 | 114 | 1,334 |
| Address Least Baggage Alexander Correy Charles Adamate Correy Charles Annual Correy Charles Correct Char | 2023 | 25 | 26 | 24 | 35 | 33 | 35 | 32 | 71 | 52 | 63 | 42 | 50 | 488 |
| Avirre - Protophognoro-Bernier 7 1 1 2 1 1 2 1 1 1 1 | Airline | | | 1 | | | 2 | | | 1 | 1 | 2 | 1 | 8 |
| Annals Carry On | Airline - Lost Baggage | | | 1 | | | | | | | | | | 1 |
| Annals Carry On | Airline - Policy/Regulations/Service | | | | | | 2 | | | 1 | 1 | 2 | 1 | 7 |
| Annexes Carry On Civil Fight - Alpha | | | | | 1 | | | | | | | | | 1 |
| Chair Rights - Age Figure - Age | | | | | 1 | | | | | | | | | 1 |
| Cui-Rights - National Origins Cui-Rights - National Origins | • | 2 | 1 | 1 | | | | 1 | 3 | 2 | 1 | | | 15 |
| Care Regists - Nature Original 1 | | | - ' | - '- | - 1 | | | - ' | - 3 | | - 4 | | | 13 |
| Claim Rights - Race | | | 4 | | | | | | | - 1 | | | | |
| Corl Rights - Resort Anterior Services 1 1 1 1 1 1 1 1 1 | | | 1 | | | | | | | | | | | 1 |
| Current Egypta - Transpagent Soverning Current Egypta - Current Topo Current Egypta - Current Egypta - Current Current Egypta - Current Current Egypta - Current Curre | | | | 1 | 1 | | | | | | | | | 8 |
| Carrier Topic - Current Topic | , | 1 | | | | | | 1 | 1 | | 1 | | | 4 |
| Cations Tropo - Cream Tropo | | | | | | | | | | 1 | | | | 1 |
| Cubrishmet Revise | | | | | | | | | | | | | 1 | 1 |
| Custome Service - TCC | Current Topic - Current Topic | | | | | | | | | | | | 1 | 1 |
| Customic Services - TSCS | Customer Service | 10 | 8 | 6 | 12 | 16 | 14 | 11 | 43 | 16 | 19 | 10 | 17 | 182 |
| Customer Service - 150 | Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Heazerous Materials Safely - Clarieri | Customer Service - TCC | | 1 | | | | | | 1 | | | | | 2 |
| Hazardour Materials Safely - Central 1 | Customer Service - TSO | 10 | 7 | 6 | 11 | 16 | 14 | 11 | 42 | 16 | 19 | 10 | 17 | 179 |
| Hazardosa Melandra Salety - General | | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | | 1 |
| Locks - Missing or Damagnet Lock Lock and Found - Append FSM Lock and Found - Append FSM Missing of Face property - Damagnet Lock Lock and Found - Append FSM Missing of Face property - Damagnet Lock No Jurisdiction - No British Lock | | | 1 | 2 | | 3 | | | 1 | 1 | | | | 9 |
| Leat and Found Leat and Found | | | | | | | | | | | | | | 9 |
| Last and Found - Airport ISA | | | ' | | | 3 | | | | ' | | | | |
| Mishandring of Plassanger Property - Dar | | | | | | | | | | | | | | 2 |
| Methandring of Peasenger Procestry - Ozar 2 2 2 2 4 3 2 3 2 2 2 1 | | _ | | | | | _ | _ | | | _ | _ | | 2 |
| Mishanding of Peasenger Property - Disagnsyed Items—Carry-on or Checkee | | | | | | | | | | | | | | 43 |
| Mahanding of Passenger Property - Damage-Milesis 1 | | | 1 | | 2 | | 2 | | | 2 | | | | 27 |
| Mishandring of Passenger Property - Disarrayed Items-Carry-on or Checkee | | | | 2 | | 2 | | 2 | 1 | | 2 | | 1 | 11 |
| No Jurisdiction No Referred | Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Federinal No Jurisdiction - Refer to CSPP 1 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 | Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | 1 | | 1 | 1 | | 1 | | | | 4 |
| No Judiridicition - Refer to Other | No Jurisdiction | 1 | | | 3 | 2 | | 1 | 2 | | | | 1 | 10 |
| No Jurisdiction - Refer to CBP | No Jurisdiction - No Referral | | | | | | | 1 | 2 | | | | | 3 |
| No Subject | No Jurisdiction - Refer to CBP | 1 | | | 1 | | | | | | | | 1 | 3 |
| No Subject | No Jurisdiction - Refer to Other | | | | 2 | 2 | | | | | | | | 4 |
| Patdown - Children | | | | | | _ | | | | | | | 1 | 1 |
| Patdown - Children | | | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | 2 | | 1 | - 1 | 1 | 2 | 2 | 2 | 2 | 6 | 2 | | 29 |
| Patdown - Fiper as Observer | | | | - ' | - 1 | - 1 | 3 | 3 | 3 | | 0 | | | |
| Persons w Disabilities (PWD) | | | | - | - | 4 | | | | | | | | 2 |
| Persons w Disabilities (PWD) - Diabetes | · · · · · · · · · · · · · · · · · · · | 2 | | 1 | 1 | 1 | 3 | 3 | 3 | 2 | | 2 | | 25 |
| Persons w Disabilities (PWD) - Diabetes 1 | · · · · · · · · · · · · · · · · · · · | | | | | | | | | | 1 | | | 2 |
| Persons w/ Diabelities (PWD) - General | | 1 | 4 | 1 | | | 2 | | 2 | 1 | | 1 | 2 | 15 |
| Persons W Diabilities (PWD) - Medically Necessary 1 | ` ' | | | | | | | 1 | | | | | | 1 |
| Persons w Disabilities (PWD) - Medically Necessary 1 | Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w Disabilities (PWD) - Prosthesis/Amputes 2 | Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | 1 | | | | | | | 2 |
| Persons w Disabilities (PWD) - Visual Impartment 1 | Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | 1 | 2 |
| Persons w Disabilities (PWD) - Wheelchair / Scooten | Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | 2 | | | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged Items - Carry | Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Cerry 3 | Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | 1 | | | | | 1 | 1 | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Centy 3 | Property - Special Handling | 1 | 2 | 3 | 4 | 3 | 3 | 4 | 6 | 6 | 1 | 4 | 4 | 41 |
| Property - Special Handling - Damaged Items - Checked 1 2 1 1 1 2 1 1 1 1 | | ems - Carry | | 3 | 1 | 1 | | | 2 | 6 | 1 | 1 | | 17 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 | 2 |
| Property - Special Handling - Missing Items - Checked 2 1 2 2 3 3 2 5 5 5 5 5 5 5 5 5 | | | | | 3 | | 1 | 1 | 2 | | | | 1 | 10 |
| Screening | | | | | | 2 | | | | | | 3 | | 12 |
| Screening - Crew Member or Airline Employee | | | | 5 | 10 | | | | | 10 | 27 | | | 130 |
| Screening - Inconsistency 2 | | | | <u> </u> | 10 | | | | - 3 | 13 | 21 | | | 4 |
| Screening - Lengthy Lines 1 | | | - ' | 4 | 0 | 4 | | 0 | | | 4 | | | 12 |
| Screening - Military Screening - Procedures/Process 3 7 3 7 3 5 2 3 8 19 10 13 6 | | | | | | - 1 | - 1 | | 4 | 40 | | | | |
| Screening - Procedures/Process 3 7 3 7 3 5 2 3 8 19 10 13 18 | | | | 1 | 1 | | | | 1 | | / | 5 | 3 | 28 |
| Screening - Retrieving Abandoned/Confiscated Items 1 | | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information Informa | | | 7 | 3 | 7 | 3 | | 2 | | 8 | 19 | 10 | 13 | 83 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | | 2 |
| Additional Information Required/Insufficie | | | 74 | 62 | 42 | 56 | 62 | 64 | 71 | 97 | 82 | 65 | 64 | 786 |
| Advanced Imaging Technology (AIT) - Flyer | Additional Information Required/Insufficient In | 1 | | | | | 1 | | | 1 | 1 | | | 4 |
| Advanced Imaging Technology (AIT) - Flyer | Additional Information Required/Insufficie | 1 | | | | | 1 | | | 1 | 1 | | | 4 |
| Airline | Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service 1 Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sexuel Orientation - Not Transgender Civil Rights - Sexual Orientation - Not Transgender Claims - Status Claims - Status CLEAR Customer Service 17 23 37 18 25 26 23 30 41 31 31 41 41 41 41 42 42 42 42 42 42 42 41 41 41 41 41 41 41 41 41 41 41 41 41 | Advanced Imaging Technology (AIT) - Fly | er | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Airline | | 1 | | | 1 | | | | 1 | | 3 | 1 | 7 |
| Airline - Policy/Regulations/Service 1 2 2 3 3 4 1 3 3 4 1 | Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race 2 1 1 1 1 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 | | | 1 | | | 1 | | | | 1 | | 1 | 1 | 5 |
| Civil Rights 3 3 1 3 2 2 5 7 2 3 4 1 3 Civil Rights - Age 1 1 1 2 Civil Rights - Headwear 1 1 1 1 Civil Rights - National Origin 1 1 1 1 Civil Rights - National Origin 1 1 1 1 Civil Rights - Perceived Religion 1 1 1 1 1 Civil Rights - Race 2 1 1 1 2 4 2 1 1 1 Civil Rights - Screening of Religious Cultu 1 1 2 4 2 1 1 1 2 Civil Rights - Sex/Gender/Gender Identity 1 1 1 2 1 1 1 2 Civil Rights - Sexual Orientation - Not Transgender 1 <td< td=""><td></td><td></td><td></td><td></td><td></td><td>'</td><td></td><td></td><td></td><td>'</td><td></td><td></td><td>- '</td><td>1</td></td<> | | | | | | ' | | | | ' | | | - ' | 1 |
| Civil Rights - Age 1 1 2 Civil Rights - Headwear 1 1 3 Civil Rights - National Origin 1 1 1 Civil Rights - Not Specified 1 1 1 Civil Rights - Perceived Religion 1 1 1 Civil Rights - Race 2 1 1 2 4 2 1 1 1 Civil Rights - Sex/Gender/Gender Identity 1 1 1 2 2 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1 1 2 2 2 1 1 1 1 <td< td=""><td></td><td>3</td><td>3</td><td>1</td><td>3</td><td>2</td><td>2</td><td>5</td><td>7</td><td>2</td><td>2</td><td></td><td>1</td><td>36</td></td<> | | 3 | 3 | 1 | 3 | 2 | 2 | 5 | 7 | 2 | 2 | | 1 | 36 |
| Civil Rights - Headwear | | J | | | | | | | | | | | | 4 |
| Civil Rights - National Origin | | | | | - 1 | 1 | | | 1 | | | | | 1 |
| Civil Rights - Not Specified 1 Civil Rights - Perceived Religion 1 Civil Rights - Race 2 1 1 2 4 2 1 1 1 Civil Rights - Screening of Religious Cultu 1 1 2 4 2 1 1 1 1 1 1 1 1 1 2 4 2 1 1 1 1 1 1 1 1 1 2 4 2 1 1 1 1 1 1 1 2 4 2 1 1 1 1 1 2 4 2 1 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 2 2 2 2 1 1 1 1 2 2 2 2 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td>- 1</td> <td>4</td> <td></td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> | | | | | | - 1 | 4 | | 4 | | | | | |
| Civil Rights - Perceived Religion 1 1 Civil Rights - Race 2 1 1 2 4 2 1 1 1 Civil Rights - Sex/Gender/Gender Identity 1 1 2 2 1 2 2 2 1 1 2 3 3 4 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | | | 1 | | | | 1 | | 1 | | | | | 3 |
| Civil Rights - Race 2 1 1 2 4 2 1 | | | | | | | | | | | | | | 1 |
| Civil Rights - Screening of Religious Cultu 1 Civil Rights - Sex/Gender/Gender Identity 1 Civil Rights - Sexual Orientation - Not Transgender 1 Civil Rights - Transgender Screening 1 Claims 1 Claims - Status 1 CLEAR 1 CLEAR - Registered Traveler 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 30 41 32 19 15 30 | | | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity 1 1 2 Civil Rights - Sexual Orientation - Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 1 Claims 1 Claims - Status 1 CLEAR 1 1 CLEAR - Registered Traveler 1 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | 2 | 1 | 1 | | 1 | 2 | 4 | 2 | 1 | | 1 | 15 |
| Civil Rights - Sexual Orientation - Not Transgender 1 Civil Rights - Transgender Screening 1 1 1 Claims 1 1 1 Claims - Status 1 1 1 CLEAR 1 1 1 CLEAR - Registered Traveler 1 1 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | | | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Transgender 1 Civil Rights - Transgender Screening 1 1 1 Claims 1 5 1 Claims - Status 1 5 1 CLEAR 1 1 1 CLEAR - Registered Traveler 1 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | Civil Rights - Sex/Gender/Gender Identity | 1 | | | | 1 | | | | | 1 | 2 | | 5 |
| Civil Rights - Transgender Screening 1 1 1 Claims 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 3 3 4 3 2 1 3 3 3 3 4 3 2 9 1 3 3 3 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | | | | | | 1 | | | | | | 1 |
| Claims 1 Claims - Status 1 CLEAR 1 CLEAR - Registered Traveler 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | _ | | | | | | | 1 | | 1 | | | 3 |
| Claims - Status 1 CLEAR 1 CLEAR - Registered Traveler 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | 1 | | | | | | | | | | | | 1 |
| CLEAR 1 CLEAR - Registered Traveler 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | | | | | | | | | | | | 1 |
| CLEAR - Registered Traveler 1 Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | | | | | | | | | | 4 | | 1 |
| Customer Service 17 23 37 18 25 26 23 30 41 32 19 15 30 | | | | | | | | | | | | | | 1 |
| | OLD II - Registered Havelet | | 22 | 27 | 10 | 25 | 26 | ာ | 20 | 11 | 20 | | | 306 |
| A DESCRIPTION OF SERVICE A SMILE AND A SMI | Customer Service | 17 | | | | 23 | ∠0 | 23 | 30 | 41 | | | | 300 |
| Customer Service - CSM 1 1 | Customer Service Customer Service - CSM | 17 | 20 | 01 | | | | | | | | 1 | | 2 |

| | | | ontact Cent | | | nts Report | | | | | | | |
|---|---|--------------------|--------------|----------|---------|------------|---------|----------|-------|--------|--------|----------|-------|
| ories | 10-Oct | 11-Nov 1: | 2-Dec 01 | l-Jan 02 | 2-Feb 0 | 3-Mar 0 | 4-Apr 0 | 5-May 00 | 6-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - Others | | | 1 | | 1 | 1 | 1 | 1 | 1 | | 1 | | |
| Customer Service - TCC | | | | | | | | | 1 | | | | |
| Customer Service - TSO | 17 | 23 | 36 | 18 | 23 | 25 | 22 | 29 | 39 | 32 | 17 | 15 | 2 |
| DHS TRIP | 17 | 23 | 30 | 10 | 23 | 20 | 22 | 29 | 39 | 32 | 17 | 15 | |
| | | | | | | | | | | | | | |
| DHS TRIP - Status | | | | | | | | | | | 1 | | |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | |
| Locks | | 2 | | | | | 1 | 2 | | | | | |
| Locks - Missing or Damaged Lock | | 2 | | | | | 1 | 2 | | | | | |
| | | | | | | | ı | | 4 | | | 4 | |
| Lost and Found | | 1 | | | | | | | 1 | | | 1 | |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 3 | 3 | 6 | 2 | 10 | 7 | 3 | 6 | 5 | 5 | 4 | 6 | (|
| Mishandling of Passenger Property - Dam | 3 | 3 | 4 | 2 | 7 | 5 | 2 | 2 | 2 | 3 | 2 | 4 | |
| | | | 2 | | 3 | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | | | | | 3 | 2 | 1 | 2 | 2 | 2 | | 2 | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsUnsp | ecified Lugg | jage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Disa | rayed Items | Carry-on or | Checked | | | | | 2 | 1 | | | | |
| No Jurisdiction | | 3 | 3 | | | 2 | | 5 | 1 | 3 | 3 | 1 | |
| No Jurisdiction - No Referral | | 1 | 2 | | | | | | 1 | 2 | | 1 | |
| | | | | | | 4 | | 4 | - 1 | | - | <u> </u> | |
| No Jurisdiction - Refer to CBP | | 1 | 1 | | | 1 | | 4 | | 1 | 1 | | |
| No Jurisdiction - Refer to Department of S | tate | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | 1 | | 1 | | | 2 | | |
| Notice of Violation/Civil Penalties | | | | | | • | | • | | 1 | | | |
| | | | | | | | | | | - ! | | | |
| Notice of Violation/Civil Penalties - General | al | | | | | | | | | 1 | | | |
| Patdown | 1 | 1 | 2 | 1 | 3 | | 5 | | 4 | 6 | 4 | 4 | |
| Patdown - Children | | | | 1 | | | | | | | | | |
| | A | 4 | 0 | 1 | 2 | | E | | A | A | A | 2 | |
| Patdown - Flyer | 1 | 1 | 2 | | 2 | | 5 | | 4 | 4 | 4 | 3 | - 2 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | 1 | |
| Patdown - Non-Flyer | | | | | 1 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | 2 | 4 | 6 | 5 | 6 | 4 | 9 | |
| ` / | | ' | ' | | | | | 0 | | 0 | - 4 | 3 | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | 1 | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | incer | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 2 | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | 1 | | | 1 | | 2 | |
| ` , | | | | | | 1 | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing In | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Dev | 1 | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | edication an | d Medical Si | upplies | | | | | 1 | | 2 | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | o a roa a roa a ro | | арриос | | | 1 | | | 1 | | | |
| | , | | | | | | ı | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (Not | Wheelch | 1 | | | | | | 1 | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Ostomy/C | stomates | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | auma) | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Visual Im | | aama) | | | | | | 1 | | | | 1 | |
| | | | | | | | | | | | | - 1 | |
| Persons w/ Disabilities (PWD) - Wheelcha | iir/ Scooter/ S | egway | | | | | 1 | 2 | 1 | 2 | 1 | | |
| Property - Special Handling | 9 | 8 | 3 | 7 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 6 |
| Property - Special Handling - Damaged Ite | 6 | 4 | 3 | 4 | 1 | 2 | | 2 | 1 | | 3 | 2 | 2 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 1 | | 2 | 1 | | | | | 1 | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | 3 | | 1 | 2 | | 2 | 1 | | 1 | | 2 | 1 |
| Property - Special Handling - Missing Item | 2 | | | 1 | 1 | 1 | 1 | | 4 | 3 | 1 | | 1 |
| Request for Assistance | | | | | | | 1 | | | | | | |
| Request for Assistance - Other | | | | | | | 1 | | | | | | |
| | | | | | | | | | | | | | |
| Screening | 12 | 27 | 9 | 9 | 11 | 17 | 18 | 11 | 31 | 21 | 18 | 21 | 20 |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | | | | | | | 1 | |
| Screening - Gate Pass | | | | | 1 | | | | | | | | |
| <u> </u> | 3 | 3 | 4 | | 1 | 2 | 0 | 2 | 4 | 2 | | 3 | |
| Screening - Inconsistency | 3 | 3 | 1 | | 1 | 3 | 2 | 2 | 4 | 2 | | 3 | 2 |
| Screening - International Screening | | | 1 | | | | | | | 1 | | | |
| Screening - Lengthy Lines | 2 | 8 | 2 | 3 | 1 | 9 | 5 | 3 | 9 | 8 | 6 | 1 | 5 |
| Screening - Opposite Gender | | | 1 | - | | - | - | - | | - | - | | |
| U 11 | - | 4.5 | | - | 0 | A | 4.4 | ^ | 47 | 40 | ^ | 4.5 | |
| Screening - Procedures/Process | 7 | 15 | 4 | 5 | 8 | 4 | 11 | 6 | 17 | 10 | 9 | 15 | 11 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | 1 | | 1 | | | 1 | | 3 | | |
| Screening - Shoe Screening | | | | | | | | | | | | 1 | |
| Transfer to Security Specialist | | 1 | | | | | | | | | | | |
| Transfer to Security Specialist - Reportabl | o Commun | 1 | | | | | | | | | | | |
| | | 1 | | | | | | | | | | | |
| 025 | 60 | | | | | | | | | | | | |
| Airline | 2 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 4 | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | - 1 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| ŭ . | 1 2 | | | | | | | | | | | | |
| Civil Rights - National Origin | 2 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service | 2 13 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others | 2 13 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO | 2 13 1 12 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others | 2 13 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found | 2 13 1 12 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA | 2 13 1 12 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 13 1 12 1 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 13 1 12 1 1 1 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 13 1 12 1 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction | 2 13 1 12 1 1 1 1 1 3 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 2 13 1 12 1 1 1 1 1 3 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 2 13 1 12 1 1 1 1 1 3 2 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 2 13 1 12 1 1 1 1 1 3 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown | 2 13 1 12 1 1 1 1 1 3 2 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | 2 13 1 12 1 1 1 1 1 3 2 1 2 2 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 2 13 1 12 1 1 1 1 3 2 1 2 2 8 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | 2 13 1 12 1 1 1 1 1 3 2 1 2 2 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (s | 2 13 1 12 1 1 1 1 1 3 2 1 2 2 8 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g | 2 13 1 12 1 1 1 1 1 3 2 1 2 2 8 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin Civil Rights - Screening of Religious Cultu Customer Service Customer Service - Others Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (s | 2 13 1 12 1 1 1 1 1 3 2 1 2 2 8 1 3 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 22 | | | | | | | | | | | | 22 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 8 | | | | | | | | | | | | 8 |
| Screening - Procedures/Process | 13 | | | | | | | | | | | | 13 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| DUJ | | | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| EAT | | 1 | | 1 | 1 | | | | 1 | | 1 | | 5 |
| 2023 | | 1 | | | 1 | | | | | | 1 | | 3 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | ggage | 1 | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | ggage | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | (1 | | | | | | | | | 1 |

| | | | | | | | | | | | | | - |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EAU | | | | | | 1 | | 1 | | | | | 2 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |

| | 40.0-4 | | | | | eler Comp | | | 05.14- | 00 1 | 07 1 | 00 4 | 00.0 | T |
|--|----------------|----------|----------|------------|------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-Oct | 11-Nov | | | -Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CP | 6 | | 6 | 3 | 3 | 4 | 5 | | 5 | | 4 | 4 | 5 | |
| 2023 | | | 1 | | 2 | 3 | | 2 | 1 | | | 3 | 2 | |
| Civil Rights | | | | | | | | 1 | | 1 | | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | | | | | 1 | | | | | | |
| Customer Service | | | | | 1 | 1 | | | | | | | | |
| Customer Service - Others | | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | | g Items- | -Carry-o | n Luggage | • | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | | 1 | | | | | | | | | | | |
| Patdown | | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | i | | | | 1 | | | | | | | | |
| Screening | | | | | 1 | 1 | | | 1 | | | 2 | 1 | |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | | | 1 | 1 | |
| 2024 | 3 | | 5 | 3 | 1 | 1 | 5 | 1 | 4 | 11 | 4 | 1 | 3 | |
| Airline | | | | | | | | | | 2 | | 1 | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | 2 | | 1 | | |
| Civil Rights | | | | 1 | | | 1 | | 1 | | | | | |
| Civil Rights - Race | | | | 1 | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | | | | 1 | | | | | | | |
| Customer Service | | | | 1 | | | 3 | | 1 | 4 | 1 | | | |
| Customer Service - TSO | | | | 1 | | | 3 | | 1 | 4 | 1 | | | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 1 | | 2 | | 1 | | 1 | | 1 | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | | 2 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | 1 | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | | a Items- | -Unspec | ified Luaa | age | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | 3 | | | 3- | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | | | 1 | | | | | | | | | | | |
| Screening | 2 | | 2 | 1 | | 1 | | 1 | 1 | 1 | 3 | | 2 | |
| Screening - Crew Member or Airline Empl | | | | | | ' | | ' | ' | | 0 | | 1 | |
| Screening - Inconsistency | 0,00 | | | | | 1 | | | | | | | 1 | |
| Screening - Lengthy Lines | 1 | | 1 | 1 | | ' | | | | 1 | 1 | | | |
| Screening - Procedures/Process | 1 | | 1 | 1 | | | | | 1 | | 2 | | | |
| Screening - Retrieving Abandoned/Confise | | | 1 | | | | | 1 | - ' | | | | | |
| 2025 | 3 | | | | | | | ' | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite Screening | 1 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

| | | | | | veler Comp | | | | | | | | |
|--|-----------------|------------|--------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EGE | 2 | 2 | 1 | 6 | 7 | 8 | 3 | 1 | | 2 | 1 | 1 | 3 |
| 2023 | 1 | 1 | 1 | 2 | 2 | 4 | | 1 | | | 1 | 1 | 1- |
| Customer Service | | | | 1 | | 3 | | | | | | | |
| Customer Service - TSO | | | | 1 | | 3 | | | | | | | |
| Patdown | 1 | | | | 1 | | | | | | | | |
| Patdown - Flyer | 1 | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Medica | ally Necessary | Medication | and Medic | al Supplies | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility | y Disability (N | ot Wheelch | air or Scoot | er) | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosth | esis/Amputees | and Casts | | | 1 | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged | l Items - Carry | -On | 1 | | | | | | | | | | |
| Screening | | 1 | | 1 | | 1 | | 1 | | | | | |
| Screening - Inconsistency | | | | | | 1 | | 1 | | | | | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Cor | fiscated Items | 1 | | | | | | | | | | | |
| 2024 | | 1 | | 4 | 5 | 4 | 3 | | | 2 | | | 1 |
| Civil Rights | | | | | 1 | 1 | | | | | | | |
| Civil Rights - Race | | | | | 1 | 1 | | | | | | | |
| Customer Service | | 1 | | 2 | 4 | 1 | 1 | | | 1 | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | 1 | | 1 | 4 | 1 | 1 | | | 1 | | | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Screening | | | | 2 | | 2 | 2 | | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | 2 | | 1 | 1 | | | | | | |
| Screening - Retrieving Abandoned/Cor | fiscated Items | | | | | 1 | | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medica | ally 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| EKO | 1 | | | | | | | | 1 | 1 | 1 | | 4 |
| 2023 | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lug | gage | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | | | 1 | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | 18 | A Contact | Center Tra | veler Comp | ilaints Rep | ort | | | | | | |
|---|-------------|------------|-----------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ELM | | 1 | 1 | | | 3 | | | 1 | 1 | 1 | 1 | 9 |
| 2023 | | 1 | 1 | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | 1 | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2024 | | | | | | 2 | | | 1 | 1 | 1 | 1 | (|
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Not Specified | | | | | | | | | | | | 1 | |
| Locks | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | 3 | | | | | 1 | | | |
| Screening | | | | | | 2 | | | | | | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |

| Categories | 10-Oct | TS/ 11-Nov | A Contact 12-Dec | Center Trav 01-Jan | eler Comp 02-Feb | laints Repo | | OE Marr | 06 1 | 07 11 | 00 A | 00 86 | Total |
|--|-------------------|---------------|---------------------|-----------------------|---------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| ELP | 24 | 11-NOV 10 | 12-Dec | | 10 | 03-IVIAF | 04-Apr 14 | 05-May 16 | 06-Jun 12 | 07-Jul 13 | 08-Aug 15 | 09-Sep 23 | Total 173 |
| 2023 | 3 | 2 | | | 2 | 6 | 2 | 5 | 12 | 4 | 7 | 10 | 50 |
| Airline | 3 | 1 | | | | | | 3 | | - | , | 10 | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 2 | | | | | 1 | | | | | 1 | | 4 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | 1 | 1 | 3 | | | 1 | | 2 | 2 | 12 |
| Customer Service - TSO | 1 | | 1 | 1 | 1 | 3 | | | 1 | | 2 | 2 | 12 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | 4 | | | 1 | 3 | 10 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | arry-on Lu | ggage | 1 | | | 1 | | | 1 | 2 | 5 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | 1 | | | | | 3 | | | | 1 | 5 |
| Patdown | | | 1 | | | | | | | 1 | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (No | t Wheelch | air or Scoo | ter) | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | 1 | 2 |
| Property - Special Handling - Damaged II | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iter | ns - Checked | i | | | | | 1 | | | | | | 1 |
| Screening | | | 2 | | | 2 | 1 | 1 | | 2 | 3 | 4 | 17 |
| Screening - Inconsistency | | | 1 | 1 | | 1 | | | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | 1 | | | 1 | 1 | 1 | 44 | 1 | 2 | 4 | 12 |
| 2024 | 8 | 8 | 5 | 7 | 8 | 10 | 12 | 11 | 11 | 9 | 8 | 13 | 110 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie Civil Rights | 1 1 | | | | | | 2 | | 1 | 1 | | | 1 4 |
| | | | | | | | 2 | | 1 | I | | | 1 |
| Civil Rights - Age Civil Rights - Race | | | | | | | 2 | | - 1 | 1 | | | 3 |
| Customer Service | | 4 | | 3 | 2 | 3 | 3 | 2 | 5 | 3 | 4 | 1 | 30 |
| Customer Service - TSO | | 4 | | 3 | 2 | 3 | 3 | 2 | 5 | 3 | 4 | 1 | 30 |
| Human Capital | | - 4 | | 3 | | 1 | 3 | | 3 | 3 | 4 | | 1 |
| Human Capital - Current Employee | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 2 | | | 1 | | 2 | 7 |
| Mishandling of Passenger Property - Dan | า naged/Missin | a ItemsC | arry-on Luc | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dan | | | | | | 1 | 2 | | | | | 2 | 5 |
| No Jurisdiction | | 3 | | 33-3- | 1 | 1 | | 1 | | | | | 3 |
| No Jurisdiction - No Referral | | | | | 1 | 1 | | 1 | | | | | 3 |
| Patdown | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Patdown - Flyer | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | 13 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing | lmpairment | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | Devices - Att | ached to th | e Body | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | 1 | | | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | 1 | | | | | | | 1 | | | | | 1 |
| Screening | 5 | 3 | 4 | . 2 | 4 | 2 | 4 | 5 | 5 | 2 | 2 | 7 | 45 |
| Screening - Inconsistency | 1 | | | | | 1 | | | | 1 | | 1 | 4 |
| Screening - Lengthy Lines | 1 | 1 | | | 2 | 1 | 1 | 1 | 1 | | 1 | 1 | 12 |
| Screening - Procedures/Process | 3 | 2 | 2 | 2 | 2 | | 3 | 4 | 4 | 1 | 1 | 5 | 29 |
| 2025 | 13 | | | | | | | | | | | | 13 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling Property - Special Handling - Damaged It | 2 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Screening Screening - Inconsistency | 8 | | | | | | | | | | | | 8 |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| | 6 | | | | | | | | | | | | 6 |
| Screening - Procedures/Process | 1 0 | | | | | | | | | | | | Ü |

| | | 15 | A Contact | Center 1ra | veier Com | naints Rep | ort | | | | | | |
|---|-----------------|---------------|-----------|------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ERI | | 1 | 2 | | | | | 3 | 2 | | 1 | 1 | 10 |
| 2023 | | 1 | 2 | | | | | 1 | | | 1 | | 5 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - D | amaged/Missi | 1 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medic | al Devices - At | ttached to th | ne Body | | | | | 1 | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 2 | | | | | | | | | | 2 |
| 2024 | | | | | | | | 2 | 2 | | | 1 | 5 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | 2 | | | | 2 |
| Customer Service - TSO | | | | | | | | | 2 | | | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing I | tems - Checke | ed | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |

| | | TS | | | veler Comp | | ort | | | | | | |
|---|--------------------|------------|-------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EUG | 8 | 2 | 4 | 2 | | | | _ | 3 | 4 | 5 | | 38 |
| 2023 | 3 | 1 | 3 | 2 | | 2 | 1 | 1 | 2 | 2 | 4 | 1 | 22 |
| Civil Rights | | 1 | | | | 1 | | | 1 | | | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Lost and Found | | | 2 | | | | | | | | 1 | | 3 |
| Lost and Found - Airport/TSA | | | 2 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | 2 | | | 2 | | | 1 | | | 1 | 1 | 1 | 8 |
| Mishandling of Passenger Property - Dam | naged/Missin | ItemsC | arry-on Lug | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | 1 | | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Ment | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Damaged It | ems - Checke | ed | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | 1 | | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | 1 | | 3 |
| 2024 | 2 | 1 | 1 | | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | 13 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | ı naged/Missind | ItemsC | arrv-on Lug | gage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | | , - | 1 | 5 5 | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | 1 | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | | | - |
| Property - Special Handling - Missing Iten | ı ns - Carry-On | | | | | | | 1 | | | | | |
| Screening | I | 1 | | | | | 1 | 1 | | 2 | | 1 | 6 |
| Screening - Inconsistency | | ' | | | | | ' | 1 | | 1 | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | - |
| Screening - Procedures/Process | | 1 | | | | | | | | | | - | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | ' | | | | | 1 | | | | | | |
| Screening - Security Breach | | | | | | | - ' | | | 1 | | | |
| 2025 | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | - |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | 18 | A Contact | Center Tra | veler Comp | iaints Rep | ort | | | | | | |
|--|---------------|------------|----------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EVV | 2 | | 1 | 1 | 3 | 2 | 1 | | 1 | 4 | l . | 2 | 1 |
| 2023 | 2 | | | 1 | 1 | 1 | | | 1 | 3 | ; | 1 | 1 |
| Civil Rights | | | | | | 1 | | | | 1 | | | |
| Civil Rights - Race | | | | | | 1 | | | | 1 | | | |
| Customer Service | 1 | | | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | |
| Patdown | 1 | | | | | | | | 1 | | | | |
| Patdown - Flyer | 1 | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 2 |) | | |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary | Medication | n and Medic | al Supplies | | | | | | 2 |) | | |
| Property - Special Handling | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling - Missing It | ems - Carry-C |)n | | | | | | | | | | 1 | |
| Property - Special Handling - Missing It | ems - Checke | d | | | 1 | | | | | | | | |
| 2024 | | | 1 | | 2 | 1 | 1 | | | 1 | | 1 | |
| Civil Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | | | | | 1 | 1 | | | | | | | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cogniti | ve /Developm | ental /Men | tal Disability | , | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary | Medication | 1 | | | | | | | | | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |

| Categories 10-C | ct 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| EWN | | | 1 | | 1 | 1 | | | | 2 | 1 | 6 |
| 2023 | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | 1 |
| 2024 | | | 1 | | | 1 | | | | 1 | 1 | 4 |
| Customer Service | | | 1 | | | 1 | | | | 1 | | 3 |
| Customer Service - TSO | | | 1 | | | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion | (pain/trauma) | | | | | | | | | | 1 | 1 |

| ies | 10-Oct | | | | er Complai 02-Feb 0 | | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | To |
|---|----------------|---------------|-------------|------|------------------------|-----|-----|--------|--------|--------|--------|--------|----|
| | 344 | 249 | 260 | 256 | 201 | 259 | 237 | 299 | 219 | 239 | 260 | | |
| 023 | 112 | 114 | 115 | 115 | 82 | 96 | 87 | 110 | 95 | 112 | 149 | | |
| Additional Information Required/Insufficient Info | | 114 | 113 | 113 | 02 | 30 | 01 | 110 | 33 | 112 | 143 | 123 | |
| Additional Information Required/Insufficient | | - EMAIL ON | IV | | | | | | | | | 1 | |
| Airline | 1 | - EIVIAIL ON | 1 | 3 | 1 | | 1 | 1 | 2 | 1 | | 1 | |
| | 1 | | ı | | 1 | | | 1 | 3 | | | | |
| Airline - Lost Baggage | | | | 1 | | | 1 | | 1 | 1 | | | |
| Airline - Policy/Regulations/Service | 1 | | 1 | 1 | | | | 1 | 2 | | | 1 | |
| Airline - Wheelchair Assistance | | | | 1 | 1 | | | | | | | | |
| Animals | | 1 | | | | | | | | | | | |
| Animals - Carry-On | | 1 | | | | | | | | | | | |
| Civil Rights | 5 | 2 | 3 | 7 | 3 | 1 | 4 | 3 | 5 | 5 | 5 | 2 | |
| Civil Rights - Age | | 1 | 1 | | | | | | 1 | | | | |
| Civil Rights - Civil Rights Violation (TSA Er | mplovee) | 1 | | | | | | | 2 | | | | |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | |
| Civil Rights - National Origin | | | | | | | 1 | 1 | | | | | |
| | | | | | | | 1 | - 1 | | | | | |
| Civil Rights - Not Specified | | | | 1 | | | | | | | | | |
| Civil Rights - Perceived Religion | | | | | | | | 1 | | 1 | | | |
| Civil Rights - Race | 4 | | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | | |
| Civil Rights - Screening of Religious Cultur | al and Cerem | nonial Items | | | | | | | | 1 | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 1 | 1 | | 1 | | 1 | | 1 | 1 | |
| Civil Rights - Sexual Orientation - Not Tran | sgender | | 1 | | | | | | | | | 1 | |
| Civil Rights - Transgender Screening | ogo.i.ao. | | | 1 | | | 1 | | | 1 | 2 | | |
| 0 0 | | | | | | | 1 | 4 | - 1 | ' | | | |
| Claims | | | | | | | | 1 | 1 | | | 1 | |
| Claims - General | | | | | | | | 1 | | | | | |
| Claims - Status | | | | | | | | | 1 | | | 1 | |
| Customer Service | 29 | 39 | 35 | 29 | 22 | 33 | 33 | 27 | 24 | 34 | 52 | 38 | |
| Customer Service - CSM | | | | | 1 | | | | | | | | |
| Customer Service - Others | | | | | | | | | | | | 1 | |
| Customer Service - TCC | | | 1 | | | | | | | | | 1 | |
| | 00 | 20 | | | | | 20 | 07 | 0.4 | 0.4 | | | |
| Customer Service - TSO | 29 | 39 | 34 | 29 | 21 | 33 | 33 | 27 | 24 | 34 | 52 | 36 | |
| DHS TRIP | | | | | | | | 1 | | | | | |
| DHS TRIP - Status | | | | | | | | 1 | | | | | |
| Hazardous Materials Safety | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | | 1 | 2 | | |
| Hazardous Materials Safety - General | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | | 1 | 2 | | |
| Locks | | 3 | | 2 | 1 | 1 | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | 3 | | 2 | 1 | 1 | | 1 | | | | | |
| Lost and Found | 1 | 1 | | 1 | | | 2 | 2 | 2 | 2 | 1 | 3 | |
| | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | 1 | | 1 | | | 2 | 2 | 2 | 2 | 1 | 3 | |
| Mishandling of Passenger Property | 7 | 8 | 7 | 10 | 7 | 5 | 9 | 15 | 4 | 15 | 8 | 9 | |
| Mishandling of Passenger Property - Dam | 3 | 3 | 4 | 6 | 4 | 2 | 4 | 9 | 2 | 12 | 5 | 4 | |
| Mishandling of Passenger Property - Dam | 4 | 4 | 3 | 3 | 2 | 2 | 4 | 5 | 2 | 3 | 3 | 5 | |
| Mishandling of Passenger Property - Dama | ged/Missing | ItemsUnsp | ecified Lug | gage | 1 | | | | | | | | |
| Mishandling of Passenger Property - Disarr | | 1 | | 1 | | 1 | 1 | 1 | | | | | |
| No Jurisdiction | 3 | 3 | 1 | 6 | | 2 | 2 | 2 | 3 | 5 | 3 | 2 | |
| | 3 | 1 | ' | 1 | | | | 1 | 3 | | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 2 | | | |
| No Jurisdiction - Refer to CBP | 3 | 2 | 1 | 3 | | 1 | 1 | 1 | 2 | 2 | 3 | 2 | |
| No Jurisdiction - Refer to Other | | | | 2 | | 1 | 1 | | 1 | 1 | | | |
| Notice of Violation/Civil Penalties | | | | | | | | | 1 | | | | |
| Notice of Violation/Civil Penalties - Genera | l | | | | | | | | 1 | | | | |
| Patdown | 3 | 5 | 6 | 3 | 3 | 3 | 5 | 3 | 5 | 6 | 7 | 3 | |
| Patdown - Children | | | | | | | 1 | | | | | | |
| Patdown - Flyer | 3 | 5 | 5 | 3 | 2 | 2 | 3 | 3 | 3 | 6 | 6 | 3 | |
| • | 3 | 3 | | | | | | 3 | | 0 | | | |
| Patdown - Flyer as Observer | | | 1 | | 1 | 1 | 1 | | 1 | | 1 | | |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | 3 | 3 | 4 | 6 | 3 | 5 | 4 | 5 | 9 | 6 | 6 | 5 | |
| Persons w/ Disabilities (PWD) - Cognitive / | Developmen | tal /Mental D | Disability | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | , | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - General | | ' | 2 | | | 1 | 1 | 1 | 1 | - 1 | 1 | | |
| ` ' | nairmont | A | | | | | ı | ı | | | | | |
| Persons w/ Disabilities (PWD) - Hearing Im | | 1 | | | | | | | 2 | | 2 | | |
| Persons w/ Disabilities (PWD) - Internal Me | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical De | evices - Attac | ched to the E | ody | | | 3 | | | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 2 | 3 | 1 | 1 | 3 | 3 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | | 1 | | | 1 | 1 | 2 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesis | | nd Casts | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service Ar | | | | | | | | | | 2 | | 1 | |
| Persons w/ Disabilities (PWD) - Service Ar | | 1 | | | | | | | | | | | |
| · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelchai | | | 1 | 1 | | | | | | 1 | 1 | | |
| Property - Special Handling | 8 | 11 | 9 | 8 | 6 | 8 | 9 | 9 | 7 | 7 | 8 | | |
| Property - Special Handling - Damaged Ite | 2 | 5 | 2 | 3 | 1 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 2 | 2 | 1 | | 2 | | | 1 | | |
| Property - Special Handling - Missing Item | 2 | 3 | 5 | 1 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | | |
| Property - Special Handling - Missing Item | 3 | 2 | 2 | 2 | 1 | 1 | 3 | 2 | 1 | 2 | 1 | 1 | |
| | | | | | | | | | | | | | |
| Screening | 49 | 37 | 48 | 39 | 36 | 36 | 16 | 39 | 31 | 30 | 57 | 53 | |
| Screening - Crew Member or Airline Emplo | | | 2 | 1 | 3 | | | | | | 2 | | |
| Screening - Inconsistency | 10 | 8 | 7 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 7 | | |
| Screening - Lengthy Lines | 13 | 8 | 11 | 14 | 9 | 7 | 1 | 7 | 5 | 2 | 15 | 13 | |
| Screening - Opposite Gender | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 23 | 20 | 25 | 18 | 20 | 24 | 9 | 26 | 20 | 20 | 32 | 37 | |
| Screening - Retrieving Abandoned/Confis | 3 | 1 | 3 | 2 | 1 | 2 | 3 | 1 | 1 | 20 | - 02 | 1 | |
| | 3 | I | 3 | | 1 | | 3 | I | 1 | | | | |
| Screening - Traveling with Cash | | | | | | | | | | | 1 | | |
| Transportation Security Operations Center | 1 | | | | | | | | | | | | |
| Transportation Security Operations Cente | 1 | | | | | | | | | | | | |
| TWIC | | | | | | 1 | | | | | | | |
| TWIC | | | | | | 1 | | | | | | | |
| TWIC - General | | | | | | | | | | | | | |

| Catamaniaa | 100 | | | | eler Comp | | | | ••• | | | | |
|--|---------------|------------------|----------|--------|-----------|--------|----------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | | -Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Additional Information Required/Insufficie | nt Informatio | n - EMAIL ONL | Υ | | | 1 | | | | | 1 | | 2 |
| Airline | 1 | | | 4 | | 1 | | 1 | | 2 | 2 | 2 4 | 15 |
| Airline - Baggage Requirements | | | | | | | | | | 1 | | | 1 |
| Airline - Lost Baggage | | | | 2 | | | | | | 1 | 1 | | 4 |
| Airline - Policy/Regulations/Service | | | | 2 | | 1 | | 1 | | | 1 | 4 | 9 |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 5 | 3 | 5 | 6 | 4 | 4 | 8 | 7 | 6 | 7 | 7 | ' 11 | 73 |
| Civil Rights - Age | 1 | | | | | | | | 2 | | | | 3 |
| Civil Rights - Constitutional Rights | | 1 | | 2 | 1 | | | | | | | 1 | 5 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | 1 | 2 |
| Civil Rights - Not Specified | | | | | | | 1 | 2 | | | 1 | 1 | 5 |
| Civil Rights - Perceived Religion | | | 3 | 1 | 1 | | 4 | 1 | 1 | 2 | 1 | | 15 |
| Civil Rights - Profiling | | | | 1 | ' | | | ' | | | ' | | 1 |
| Civil Rights - Race | 4 | 2 | 2 | 1 | 2 | 4 | 2 | 2 | 1 | 4 | 3 | 3 | 30 |
| | | | | - 1 | | 4 | | | | 4 | | 3 | |
| Civil Rights - Screening of Religious Cult | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | jender | | | | | | 1 | 1 | 1 | 1 | | 6 |
| Civil Rights - Sexual Orientation - Not Tra | ansgender | | | | | | | 1 | | | | 1 | 2 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | 1 | | | 1 | 3 |
| Claims | | 1 | | | | | 1 | | 1 | | | | 3 |
| Claims - General | | | | | | | 1 | | | | | | 1 |
| Claims - Status | | 1 | | | | | | | 1 | | | | 2 |
| CLEAR | | | | | | 1 | 1 | | | 1 | | | 3 |
| CLEAR - Registered Traveler | | | | | | | | | | 1 | | | 1 |
| CLEAR - TSA PreCheck Application Prog | ram | | | | | 1 | 1 | | | | | | 2 |
| Customer Service | 39 | 48 | 61 | 54 | 55 | 47 | | 61 | 47 | 48 | 30 | 32 | 577 |
| Customer Service - CSM | 39 | 40 | 01 | 54 | 55 | | | 10 | | 48 | 30 | 32 | |
| | | | | | _ | 1 | | | 1 | | | | 3 |
| Customer Service - Others | | 1 | 1 | | 2 | 2 | | | | | | | 7 |
| Customer Service - TCC | 2 | | 1 | | 1 | 1 | | | | | 1 | | 7 |
| Customer Service - TSO | 37 | 47 | 59 | 54 | 52 | 43 | 52 | 61 | 46 | 48 | | | 560 |
| DHS TRIP | | | | 1 | | | | 2 | 1 | | 3 | 3 | 7 |
| DHS TRIP - General | | | | 1 | | | | 2 | 1 | | 3 | 3 | 7 |
| Duplicate E-mail | 1 | | | | | | | | | | | | 1 |
| Duplicate E-mail - General | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety | | 1 | | | 2 | | | | | 1 | | | 4 |
| Hazardous Materials Safety - General | | 1 | | | 2 | | | | | 1 | | | 4 |
| HAZMAT Endorsement | | ı | | | | | 4 | | | - 1 | | | 1 |
| | | | | | | | 1 | | | | | | |
| HAZMAT Endorsement - General | | | | | | | 1 | | | | | | 1 |
| Intranet/Internet Inquiries | 1 | | | | | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | 1 | | | | | | | | | | | | 1 |
| Locks | 4 | 3 | 1 | | | 2 | 2 | | | 1 | | 1 | 14 |
| Locks - Missing or Damaged Lock | 4 | 3 | 1 | | | 2 | 2 | | | 1 | | 1 | 14 |
| Lost and Found | 1 | 2 | 2 | 3 | 2 | 5 | 3 | 2 | 2 | 6 | 2 | 2 | 32 |
| Lost and Found - Airport/TSA | 1 | 2 | 2 | 3 | 2 | 5 | 3 | 2 | 2 | 6 | 2 | 2 2 | 32 |
| Mishandling of Passenger Property | 4 | 11 | 16 | 19 | 13 | 30 | | 22 | 18 | 11 | 9 | | 188 |
| Mishandling of Passenger Property - Dan | | 10 | 13 | 13 | 10 | 24 | | 10 | 14 | 7 | 4 | | 134 |
| Mishandling of Passenger Property - Dan | | 10 | 2 | 5 | 1 | 6 | | 9 | 4 | 2 | | | 39 |
| Mishandling of Passenger Property - Dan | | 1 | 1 | - 0 | 2 | - 0 | 1 | 2 | | 1 | 1 | | 10 |
| | | ı ı | - 1 | - 1 | | | <u>'</u> | | | | | 1 | |
| Mishandling of Passenger Property - Disa | | | | 1 | - | | | 1 | | 1 | | | 5 |
| No Jurisdiction | 3 | 2 | | | 1 | 5 | | 4 | 2 | 5 | | | 43 |
| No Jurisdiction - No Referral | 1 | | | | | 2 | | 2 | 1 | 4 | 2 | | 13 |
| No Jurisdiction - Refer to CBP | 2 | 1 | | | | 2 | 3 | 2 | 1 | 1 | 2 | 2 4 | 18 |
| No Jurisdiction - Refer to Department of S | State | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | 1 | 1 | 1 | | | | 5 | 5 2 | 11 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | 1 | | | | 2 |
| Notice of Violation/Civil Penalties - Gene | ral | | | | | 1 | | | 1 | | | | 2 |
| Ombudsman | | | | | | | | | 1 | | | | 1 |
| Ombudsman - General | | | | | | | | | 1 | | | | 1 |
| Patdown | 1 | 5 | 1 | 2 | 2 | 4 | 2 | 5 | 1 | 1 | 2 | 2 3 | 29 |
| Patdown - Children | | | | 1 | | 1 | | | | | | | 3 |
| Patdown - Flyer | 1 | 2 | - 1 | | 2 | | | 4 | - 1 | - 1 | | | |
| Patdown - Flyer Patdown - Flyer as Observer | 1 | 3 2 | 1 | 1 | 2 | 3 | 2 | 4 1 | 1 | 1 | 1 | 3 | 23 |
| | | | _ | | | _ | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 6 | 7 | 7 | 11 | 4 | 7 | | 15 | 7 | 13 | | | 116 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | 1 | | 1 | 1 | 4 | 2 | | 10 |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not | Breast Cai | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | e /Developme | ental /Mental Di | sability | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 3 | 1 | 1 | 1 | 1 | | 3 | 2 | 1 | | | | 10 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | 1 | | 1 | | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Internal I | Medical Devi | | | | | 1 | | 2 | 2 | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Medical | | | dv | | | ' | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medicall | | 2 | -1 | 2 | 1 | 2 | 3 | 2 | 2 | 3 | 5 | | 32 |
| | · | | 1 | | 1 | | 3 | 1 | | 1 | | , 0 | 32 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | - | | | | | | 1 | |) ^ | |
| Persons w/ Disabilities (PWD) - Mobility | | | 1 | 5 | 1 | 1 | | 1 | 1 | | 2 | | 17 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Respirat | | 1 | 1 | | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Service | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual In | npairment | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | 2 | 2 | 3 | 1 | | | 4 | | 1 | 2 | 2 1 | 17 |
| Property - Special Handling | 11 | 13 | 16 | 14 | 8 | 18 | 8 | 11 | 12 | 7 | | | 137 |
| Property - Special Handling - Damaged I | | 6 | 7 | 9 | 3 | 7 | | 6 | 4 | 3 | | | 54 |
| Property - Special Handling - Damaged II | | <u> </u> | 2 | 2 | | , | 1 | 1 | 1 | | 2 | | 11 |
| Property - Special Handling - Missing Iter | | 5 | 5 | 1 | 2 | 7 | | 3 | 5 | | 3 | | 43 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | 2 | 2 | 2 | 2 | 3 | 4 | 1 | 1 | 2 | 4 | 4 | 2 | 29 |
| Request for Assistance | | | | | | 1 | | | | 1 | | | 2 |
| Request for Assistance - Other | | | | | | 1 | | | | 1 | | | 2 |
| Screening | 25 | 39 | 36 | 27 | 28 | 36 | 30 | 59 | 25 | 23 | 22 | 2 34 | 384 |
| | | | | | | | | | | | | | |

| aorios | 40.0-4 | | | | eler Comp | | | 05.85 | 00 1 | 07 11 | 00 4 | 00.0 | T |
|--|------------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Children | | | | | | 1 | | | | | | | |
| Screening - Crew Member or Airline Emplo | - | | | 1 | | | | | 2 | | 1 | | |
| Screening - Inconsistency | 1 | 1 | 2 | 3 | 2 | 4 | 3 | | 1 | 2 | | | 2 |
| Screening - Lengthy Lines | 3 | 9 | 15 | 8 | 12 | 11 | 9 | | 8 | 3 | 1 | 7 | 10 |
| Screening - Procedures/Process | 21 | 25 | 18 | 14 | 11 | 16 | 15 | | 14 | 16 | 15 | | 21 |
| Screening - Retrieving Abandoned/Confisc | ated Items | 4 | 1 | 1 | 2 | 2 | 3 | 4 | | 2 | 4 | 4 | 2 |
| Screening - Shoe Screening | | | | | 1 | 2 | | | | | | | |
| 2025 | 130 | | | | | | | | | | | | 13 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | |
| Airline | 2 | | | | | | | | | | | | |
| Airline - Baggage Requirements | 1 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| Civil Rights | 6 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | |
| Claims | 1 | | | | | | | | | | | | |
| Claims - General | 1 | | | | | | | | | | | | |
| Customer Service | 31 | | | | | | | | | | | | : |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 30 | | | | | | | | | | | | |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | ` |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 3 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 15 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 11 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| No Jurisdiction | 6 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 2 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 4 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 11 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 3 | | | | | | | | | | | | |
| Property - Special Handling | 13 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 3 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | |
| Screening | 38 | | | | | | | | | | | | ; |
| Screening - Inconsistency | 2 | | | | | | | | | | | | • |
| Screening - Inconsistency Screening - Lengthy Lines | 7 | | | | | | | | | | | | |
| · · · · | | | | | | | | | | | | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 26 3 | | | | | | | | | | | | 2 |

| | | | A Contact C | | | | | | | | | | |
|---|-------------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| W | 6 | 2 | 8 | 4 | 4 | 5 | 3 | | | 11 | 5 | 4 | (|
| 2023 | 2 | 1 | 5 | 2 | 3 | 1 | | 4 | 1 | 6 | 2 | 2 | |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Customer Service | 2 | 1 | 2 | 1 | 1 | | | 1 | | 1 | | | |
| Customer Service - TSO | 2 | 1 | 2 | 1 | 1 | | | 1 | | 1 | | | |
| Patdown | | | 1 | | | 1 | | | | | | | |
| Patdown - Flyer | | | | | | 1 | | | | | | | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | 1 | 1 | 1 | | | | | | | 1 | |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Check | ed | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Iter | ns - Checked | i | | 1 | | | | | | | | | |
| Screening | | | | | 1 | | | 3 | 1 | 5 | 2 | 1 | |
| Screening - Inconsistency | | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | | | | | | | | | 1 | 4 | 1 | | |
| Screening - Procedures/Process | | | | | 1 | | | 2 | | 1 | 1 | 1 | |
| 2024 | 1 | 1 | 3 | 2 | 1 | 4 | 3 | 8 | 2 | 5 | 3 | 2 | |
| Additional Information Required/Insufficient In | I formation | • | | | • | • | • | 1 | | • | | _ | |
| Additional Information Required/Insufficie | | n - FMAII | ONI Y | | | | | 1 | | | | | |
| Customer Service | | 1 | 3 | 1 | | 3 | 3 | 4 | | 3 | 1 | 1 | |
| Customer Service - TSO | | 1 | 3 | 1 | | 3 | 3 | 4 | | 3 | 1 | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | l naded/Missin | a ItemsC | arry-on Lug | 1 | | | | ' | | | | | |
| Mishandling of Passenger Property - Dan | | | | | | | | 1 | | | | | |
| Patdown | laged/iviissii | g itemsc | lecked bag | yaye | | | | ' | | | 2 | 1 | |
| Patdown - Flyer | | | | | | | | | | | 2 | 1 | |
| Property - Special Handling | | | | | | | | 2 | - 1 | | | 1 | |
| Property - Special Handling - Damaged It | ome Cerni | On | | | | | | 1 | 1 | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | 1 | ı | | | | |
| | | 1 | | | 4 | 4 | | 1 | 1 | | | | |
| Screening | 1 | | | | 1 | 1 | | | 1 | 2 | | | |
| Screening - Lengthy Lines | | | | | | 1 | | | 1 | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | 2 | | | |
| Screening - Retrieving Abandoned/Confis | | | | | 1 | | | | | | | | |
| 2025 | 3 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-E | | 01-Jan | eler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---------------|------------------|-----------|----------|------------|---------------------|------------|-------------|--------|--------|-------------|--------|--------|-------|
| FAI | 2 | 11-NOV | | лес 5 | 3 | 02-reb 1 | 03-IVIAI 7 | 04-Apr 3 | | 7 | 07-Jul 6 | | 09-Sep | |
| | 1 | | | | | | | | | | 2 | | | |
| 2023 | 1 | 3 |) | 3 | 3 | | 3 | 1 | 4 | 3 | | 7 | 3 | |
| Airline | | | | | | | 1 | | | | | | | 1 |
| Airline - Baggage Requirements | | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 | 2 |
| Civil Rights - Race | | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 1 | | 1 | 2 | | 1 | | 1 | | | 3 | 1 | 10 |
| Customer Service - TSO | | 1 | | 1 | 2 | | 1 | | 1 | | | 3 | 1 | 10 |
| Locks | | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | Checked | d Bag | 1 | | | | | 1 | | 1 | | 3 |
| Patdown | | 0 | | | | | | | 1 | 1 | 1 | | | 3 |
| Patdown - Flyer | | | | | | | | | 1 | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medical I | | | | - 1 | | | | | | ' | | | | 1 |
| | | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | 4 \A/b = = 1 - 1 | oir C | 200-4 | .m\ | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | iair or S | | r) | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | | | | | | | | | | 1 | | | 1 |
| Screening | | 2 | | 1 | | | | | 2 | | | 2 | 1 | 8 |
| Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | 2 | | | | | | | 2 | | | 2 | | 6 |
| 2024 | | 2 | | 2 | | 1 | 4 | 2 | 3 | 4 | 4 | 5 | 3 | 30 |
| Additional Information Required/Insufficient Information | ormation | | | | | | | | | | 1 | | | 1 |
| Additional Information Required/Insufficien | nt Informatio | n - EMAIL | ONLY | | | | | | | | 1 | | | 1 |
| Airline | | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | 1 | 2 | | | | 1 | 1 | | 5 |
| Customer Service - CSM | | | | | | | 2 1 | | | | 1 | 1 | | |
| | | | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | 1 | | | | 1 | 1 | | 4 |
| Human Capital | == . | | | | | | | 1 | | | | | | 1 |
| Human Capital - Prospective Employmen | with ISA | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | Carry-or | ո Lugg | age | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | Checked | d Bag | gage | | | | 1 | 1 | | 1 | 1 | 4 |
| No Jurisdiction | | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | 1 | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | /Develonme | ental /Ment | t | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | Iedica | I Sunnlies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | Medication | ii and iv | iculoa | Гоприноз | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | , | and Coats | | | | | | | ' | - 1 | | | | - 1 |
| | S/Ampulees | and Casis | • | | | | - 4 | | | 1 | | | | |
| Property - Special Handling | | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | 1 | 1 | | | 3 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | 2 | | 1 | | | | 1 | | 1 | | | 1 | |
| Screening - Inconsistency | | 1 | | 1 | | | | 1 | | | | | | 3 |
| Screening - Procedures/Process | | 1 | | | | | | | | 1 | | | 1 | 3 |
| 2025 | 1 | | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | | 1 |

| Catamaniaa | 100 | | | t Center Tra | | | | | | | ••• | | |
|--|-------------------|------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FAR | 5 | 2 | | 5 3 | | | | | 4 | 6 | | 7 | 50 |
| 2023 | | | | 1 2 | 1 | 3 | 2 | 2 | 1 | 4 | 2 | 4 | 22 |
| Civil Rights | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | ender | | | | | | | | 1 | | 1 | 2 |
| Customer Service | | | | 2 | | | 1 | | | 2 | | | 6 |
| Customer Service - TSO | | | | 2 | 2 | | 1 | 1 | | 2 | | | 6 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dan | naged/Missing | g ItemsC | arry-on L | uggage | | 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 |
| Persons w/ Disabilities (PWD) - Cognitive | Developme | ntal /Ment | al Disabil | ity | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged I | ems - Carry-C | On | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-On | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | 2 | 1 | | 1 | | 1 | 2 | 7 |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | ľ | | | | | | 1 | | 1 | | 1 | 1 | 4 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | 1 | 2 |
| 2024 | 1 | 2 | | 4 1 | 2 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | 24 |
| Civil Rights | - | | | 1 | | | | | | | 2 | | 4 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | 1 | | 2 |
| Civil Rights - Transgender Screening | | | | - | | | | | | | | | |
| Customer Service | | | | 2 | 1 | | | | 2 | 1 | 1 | 1 | . 8 |
| Customer Service - Others | | | | _ | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | 2 | 1 | | | | 2 | | 1 | 1 | 7 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dan | naged/Missing | ttome_C | hacked B | angage | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | Taged/Wilssing | j itellisC | TIECKEU L | ayyaye 1 | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Blabetes | | 200MON | | 1 | | | | | 1 | | | | |
| Property - Special Handling | 1 3000tei/ 0 | segway | | | | | 1 | 1 | ı | 1 | | 1 | - 1 |
| Property - Special Handling - Damaged I | l Corni C |)n | | | | | 1 | 1 | | 1 | | 1 | 5 |
| Property - Special Handling - Missing Iter | | | | | | | 1 | 1 | | 1 | | 1 | |
| | | | | | | | 1 | 1 | | | | ı | 3 |
| Property - Special Handling - Missing Iter | 1 1 | | | | | | | | | | | | 1 |
| Screening Providence (Dronner) | | 2 | | 1 | | 1 | | | | | | | 4 |
| Screening - Procedures/Process | _ | 2 | | 1 | | 1 | | | | | | | 4 |
| 2025 | 4 | | | | | | | | | | | | 4 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 3 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct 1 | | | 1-Jan | eler Comp 02-Feb | 03-Mar | | 05-May | NG_ lun | 07_ !!! | 08-4 | 00-500 | Total |
|--|----------------|--------------|-------------|-------|---------------------|--------|--------|--------|---------|---------|--------|--------|-------|
| | | | | | | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FAT | 14 | 9 | 3 | 1 | 3 | 9 | 11 | 14 | 6 | 6 | 10 | 5 | 91 |
| 2023 | 5 | 3 | 2 | | 1 | 2 | 8 | 8 | 4 | 3 | 8 | 3 | 47 |
| Civil Rights | | | | | | | | 2 | | 2 | 2 | | 6 |
| Civil Rights - Age | | | | | | | | 1 | | | | | |
| Civil Rights - National Origin | | | | | | | | | | 2 | | | 2 |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Civil Rights - Screening of Religious or C | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | | | | | | | | | 1 | | 1 |
| Claims | | | | | | | | | | | 1 | | 1 |
| Claims - General | | | | | | | | | | | 1 | | 1 |
| Customer Service | 2 | 1 | 2 | | 1 | 2 | 4 | 2 | 2 | | 2 | 1 | 19 |
| Customer Service - TSO | 2 | 1 | 2 | | 1 | 2 | 4 | 2 | 2 | | 2 | 1 | 19 |
| Mishandling of Passenger Property | | 2 | | | | | | | 1 | | | | ; |
| Mishandling of Passenger Property - Dan | naged/Missir | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | 1 | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | 1 | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | <u>'</u> | | | | | | | | | | | 1 | |
| Patdown | | | | | | | 1 | | 1 | | 1 | 1 | |
| Patdown - Flyer | | | | | | | I | | 1 | | 1 | | |
| | | | | | | | | | - | | 1 | | |
| Patdown - Flyer as Observer | | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Mobility I | | /heelchair o | or Scooter) | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | 1 | | | | | | |
| Screening | 2 | | | | | | 2 | 3 | | 1 | 1 | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | |
| Screening - Inconsistency | 1 | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | 2 | 2 | | | | | |
| 2024 | 5 | 6 | 1 | 1 | 2 | 7 | 3 | 6 | 2 | 3 | 2 | 2 | 4 |
| Customer Service | 2 | 3 | 1 | 1 | 2 | 4 | • | • | 2 | 1 | | | 1 |
| Customer Service - TSO | 2 | 3 | 1 | 1 | 2 | 4 | | | 2 | 1 | | | 10 |
| Patdown | | 3 | 1 | ' | | 4 | | 1 | | 1 | | | 11 |
| Patdown - Children | | | | | | | | ı | | 1 | | | |
| | | | | | | | | 4 | | 1 | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | | 3 | | | 2 | | |
| Persons w/ Disabilities (PWD) - Cancer (| | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | 1 | | 1 | | | 1 | | |
| Screening | 2 | 3 | | | | 2 | 3 | 2 | | 1 | | 2 | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 2 | 2 |
| Screening - Lengthy Lines | 1 | | | | | 1 | 2 | 1 | | 1 | | | (|
| Screening - Procedures/Process | 1 | 3 | | | | | 1 | 1 | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | |
| 2025 | 4 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | • |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | | | | olaints Rep | | | | | | | |
|--|---------------|----------|------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FAY | 3 | 2 | 2 | 1 | | 3 | 4 | | 2 | 6 | 5 | 1 | 29 |
| 2023 | 1 | 1 | 1 | 1 | | 2 | 2 | | 2 | 3 | 3 | | 16 |
| Customer Service | | 1 | 1 | | | | 1 | | | 1 | 1 | | 5 |
| Customer Service - TSO | | 1 | 1 | | | | 1 | | | 1 | 1 | | 5 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged I | tems - Check | ed | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | 1 | | 1 | 1 | | 1 | 1 | 1 | | 7 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Procedures/Process | 1 | | | 1 | | | | | 1 | 1 | | | 4 |
| 2024 | | 1 | 1 | | | 1 | 2 | | | 3 | 2 | 1 | 11 |
| Civil Rights | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | hecked Bag | gage | | | | | | 1 | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | 1 | | | 2 | 1 | 1 | 5 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | 1 | 1 | 4 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FLG | 1 | 4 | 1 | | 1 | 1 | | 2 | | 1 | | 2 | 13 |
| 2023 | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | 3 | 1 | | 1 | 1 | | 2 | | 1 | | 2 | 12 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | 1 | | | | 1 | | | 3 |
| Customer Service - TSO | | 1 | | | | 1 | | | | 1 | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 2 | | | | | |
| Property - Special Handling - Missing Item | s - Carry-O | n | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | s - Checked | ł | | | | | | 1 | | | | | |
| Screening | | 1 | | | 1 | | | | | | | 2 | 4 |
| Screening - Inconsistency | | 1 | | | 1 | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | | | | | | 1 | 1 |

| Determine | | | Contact Ce | | | | | | | | | | |
|--|-----------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FLL | 141 | 111 | 94 | 99 | 96 | 101 | 109 | 98 | 87 | 94 | 99 | 89 | 1,218 |
| 2023 | 41 | 64 | 51 | 61 | 43 | 50 | 62 | 37 | 30 | 40 | 44 | 32 | 555 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Airline | | | | 2 | | | 1 | 2 | | | 1 | | 6 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | 2 | | | 1 | 2 | | | | | 5 |
| Civil Rights | 4 | 1 | 4 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | | 20 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Constitutional Rights | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | 2 | | - ' | | 2 | | | 1 | | | 1 | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | | | 2 | | | 1 | 1 | - 1 | | | 1 | | 6 |
| | | | 2 | 1 | | ı | 1 | | 1 | | 1 | | 2 |
| Civil Rights - Sexual Orientation - Not Tra | | | | 1 | | 4 | | | - 1 | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Claims | | | | | | | 1 | | | | 1 | | 2 |
| Claims - Status | | | | | | | 1 | | | | 1 | | 2 |
| Customer Service | 9 | 18 | 10 | 14 | 11 | 14 | 18 | 11 | 10 | 10 | 13 | 13 | 151 |
| Customer Service - TSO | 9 | 18 | 10 | 14 | 11 | 14 | 18 | 11 | 10 | 10 | 13 | 13 | 151 |
| DHS TRIP | 1 | | | | | | | | | | | 1 | 2 |
| DHS TRIP - General | 1 | | | | | | | | | | | 1 | 2 |
| Locks | 1 | 1 | 2 | 1 | 1 | | | | | | | | 6 |
| Locks - Missing or Damaged Lock | 1 | 1 | 2 | 1 | 1 | | | | | | | | 6 |
| Lost and Found | 1 | 1 | | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 4 | 8 | 4 | 5 | 6 | 9 | 4 | 6 | 6 | 7 | 5 | 7 | 71 |
| Mishandling of Passenger Property - Dam | 1 | 5 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 2 | 4 | 3 | 34 |
| Mishandling of Passenger Property - Dam | | 3 | 2 | 1 | 2 | 5 | 1 | 3 | 2 | 5 | 1 | 4 | 32 |
| Mishandling of Passenger Property - Disa | | | | 1 | 2 | 1 | 1 | 0 | | - 0 | ' | | 5 |
| No Jurisdiction | rrayed itemst | 2 | 1 | 3 | 4 | 1 | 5 | 2 | | 2 | 5 | 2 | 27 |
| No Jurisdiction - No Referral | | | 1 | 3 | 4 | - ' | | 1 | | | 1 | | |
| No Jurisdiction - No Refer to CBP | | - | | | 4 | 4 | 1 | 1 | | 4 | | | 3 |
| | | 1 | 1 | 2 | 4 | 1 | 2 | I | | 1 | 2 | 2 | 17 |
| No Jurisdiction - Refer to Other | | 1 | | 1 | | | 2 | | | 1 | 2 | | 7 |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | | | | | | | 1 | | | | | | 1 |
| Patdown | 3 | 5 | 5 | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 1 | 31 |
| Patdown - Children | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | 4 | 5 | 1 | 1 | 1 | 1 | | 3 | 3 | 2 | 1 | 24 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | 2 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 1 | 4 | 3 | 2 | 4 | 1 | 2 | 3 | 1 | 2 | 27 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | 1 | | 2 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | jeneral) Not Br | east Canc | er | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | , | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devices | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | | | Body | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | 1 | | 1 | | 1 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Medically | | ulcation a | illa ivieala | - 1 | 1 | | 1 | 1 | - 1 | | | ļ. | 5 |
| | | 1 | | | 1 | | 1 | - 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | - 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | 4 | 9 | 9 | 8 | 6 | 5 | 5 | 3 | 2 | 3 | 2 | 1 | 57 |
| Property - Special Handling - Damaged Ite | | 3 | 4 | 4 | 3 | 4 | 1 | 1 | 1 | 2 | 1 | | 26 |
| Property - Special Handling - Damaged Ite | | 1 | 2 | 2 | 1 | | 1 | | | | | | 7 |
| Property - Special Handling - Missing Item | 2 | 4 | 3 | 2 | | 1 | 3 | 1 | 1 | 1 | | | 18 |
| Property - Special Handling - Missing Item | s - Checke | 1 | | | 2 | | | 1 | | | 1 | 1 | 6 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Request for Assistance - Other | | | 1 | | | | | | | | | | 1 |
| Screening | 11 | 17 | 14 | 21 | 9 | 15 | 21 | 9 | 6 | 11 | 11 | 5 | 150 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | 1 | | 2 | 2 | | 1 | | | 1 | | | 8 |
| Screening - Inconsistency | 1 | 2 | 1 | 2 | 1 | | 2 | | 1 | | 1 | | 11 |
| Screening - Lengthy Lines | | 2 | 1 | 2 | | 2 | | 1 | 2 | 2 | ' | 1 | 13 |
| Screening - Procedures/Process | 9 | 9 | 9 | 11 | 6 | 12 | 18 | 7 | 3 | 7 | 10 | 4 | 105 |
| | | | | | 0 | 12 | 10 | | 3 | | 10 | 4 | |
| Screening - Retrieving Abandoned/Confis | | 3 | 3 | 4 | | | | 1 | | 1 | | | 12 |
| 2024 | 43 | 47 | 43 | 38 | 53 | 51 | 47 | 61 | 57 | 54 | 55 | 57 | 606 |
| Additional Information Required/Insufficient Inf | 1 | 1 | | | | | | | | | | | 2 |
| Additional Information Required/Insufficier | 1 | 1 | | | | | | | | | | | 2 |
| Airline | 1 | | 3 | | 2 | | | 2 | 1 | 2 | 2 | 3 | 16 |
| Airline - Lost Baggage | 1 | | | | 2 | | | 1 | 1 | | 1 | 1 | 7 |
| Airline - Policy/Regulations/Service | | | 3 | | | | | 1 | | 2 | 1 | 2 | 9 |
| Civil Rights | | | 3 | 1 | 6 | 4 | 4 | 3 | 1 | 5 | 4 | 1 | 32 |
| Civil Rights - Age | | | | | | 1 | | 1 | | 1 | 1 | | 4 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - National Origin | | | | | | 1 | | | | 2 | | | 3 |
| Civil Rights - Not Specified | | | | | 1 | | 3 | | | 1 | | | 5 |
| Civil Rights - Profiling | | | | | 1 | | 3 | | | 1 | | | 1 |
| | | | | 4 | | | | | | | | 4 | |
| Civil Rights - Race | NI=4 To | d = u | 2 | 1 | 2 | | 1 | 2 | | 1 | 2 | 1 | 12 |
| Civil Rights - Sex/Gender/Gender Identity- | - Not Transgen | der | 1 | | 1 | | | | 1 | | | | 3 |
| Civil Rights - Transgender Screening | | | | | 1 | 1 | | | | | | | 2 |
| Claims | | | | | 1 | | | | | 1 | 1 | | 3 |
| Claims - General | | | | | 1 | | | | | 1 | | | 2 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| CLEAR | | | | | | | | | | 1 | 1 | | 2 |
| | | | | | | | | | | | | | |

| CLEAR - Registered Traveler | | | | | . • • · · · · p · u · · | ts Report | | | | | | | |
|--|--|--------------------------------------|-----------------------|----------|---------------------------------|---------------|----------------------------|--|----------------------------|-------------|----------------------------|----------------------------|---|
| ŭ . | 10-Oct | 11-Nov 12 | -Dec 01-J | Jan 02 | 2-Feb 0 | 3-Mar 0 | 4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| - | | | | | | | | | | 1 | | | 1 |
| CLEAR - TSA PreCheck Application Progr | ram | | | | | | | | | | 1 | | 1 |
| Customer Service | 7 | 17 | 16 | 11 | 20 | 18 | 13 | 10 | 13 | 18 | 13 | 16 | 172 |
| Customer Service - CSM | , | - 17 | 10 | 1 | 20 | 1 | 10 | 10 | 10 | 10 | 10 | 10 | 172 |
| Customer Service - Others | | | | - 1 | | 1 | | | | | | | |
| | | | | | | | | | | | | | |
| Customer Service - TSO | 7 | 17 | 16 | 10 | 20 | 16 | 13 | 10 | 13 | 18 | 13 | 16 | 169 |
| DHS TRIP | | | | | | | 1 | | | | | | |
| DHS TRIP - General | | | | | | | 1 | | | | | | |
| Hazardous Materials Safety | | | 1 | 1 | | | 1 | | 1 | | | 1 | |
| Hazardous Materials Safety - General | | | 1 | 1 | | | 1 | | 1 | | | 1 | |
| | 4 | | 1 | 1 | | | - ' | | ' | | | ' | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | 1 | 1 | | | | | | | | | |
| Lost and Found | | | 1 | | | | 2 | | 2 | 1 | 1 | | |
| Lost and Found - Airport/TSA | | | 1 | | | | 2 | | 2 | 1 | 1 | | |
| Mishandling of Passenger Property | 7 | 6 | 6 | 5 | 6 | 6 | 6 | 8 | 5 | 7 | 11 | 6 | 7 |
| | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | 1 | 3 | 3 | 3 | 1 | 4 | 6 | 1 | 4 | 2 | 3 | 3 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 2 | 1 | 3 | 5 | 1 | 2 | 4 | 3 | 8 | 3 | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing | g ItemsUnspe | cified Luggao | ge | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | 2 | 1 | 1 | | | | | | | 1 | | |
| No Jurisdiction | | | | 1 | | 4 | | 3 | 4 | 1 | 4 | 3 | 2 |
| | | | | - 1 | | | | | 4 | | 4 | | |
| No Jurisdiction - No Referral | | | | | | 2 | | 2 | | 1 | | 1 | |
| No Jurisdiction - Refer to CBP | | | | 1 | | 2 | | | 1 | | 4 | 1 | |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | 3 | | | 1 | |
| No Subject | | | 1 | 1 | | 1 | | | | | | | |
| | | | | | | | | | | | | | |
| No Subject - General | | | 1 | 1 | | 1 | | | | | | | |
| Notice of Violation/Civil Penalties | | 1 | | | | 1 | | | | | | | |
| Notice of Violation/Civil Penalties - Genera | al | 1 | | | | 1 | | | | | | | |
| Patdown | 3 | 3 | | 1 | 1 | 2 | 3 | 4 | 3 | 6 | 2 | 2 | 3 |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 3 | 3 | | 1 | 1 | 1 | 3 | 4 | 2 | 5 | 2 | 2 | 2 |
| Patdown - Flyer as Observer | | | | | | 1 | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) | 3 | 2 | 1 | 3 | 2 | 5 | 5 | 6 | 9 | 2 | 5 | 9 | 5 |
| Persons w/ Disabilities (PWD) - Autism Si | | | • | | | | | | 1 | | 1 | 2 | |
| ` ' | | | | | | | | | ı | | - 1 | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Mental Dis | sability | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | 2 | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dre | eeinge/Maeke | | | | | 1 | | | | | | |
| | Jannenia, Die | 23311Ig3/IVId3It3 | | | | | | | 4 | | 4 | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | ces | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical D | evices - Atta | ached to the Bo | dy | | | | | | 1 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | | 2 | | | | 1 | 1 | |
| | | viculoation and | Wicaic | - 1 | | | | | 4 | 4 | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelchair or | Scooter) | | | 3 | | 1 | 1 | | | 3 | |
| | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | s/Amputees | and Casts | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | ersion (pair | and Casts 1 | | | | | 2 | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im | ersion (pair pairment | 1 | | | | | 2 | 1 | 0 | | | | |
| Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | ersion (pair pairment | 1 | _ | | 1 | 1 | | 1 | 2 | 1 | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | ersion (pair pairment 1 6 | 1 1 9 | 7 | 3 | 7 | 1 4 | 2 | 1 | 9 | 4 | 4 | 7 | 1 |
| Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | ersion (pair pairment | 1 | 7 | 3 | | | | 1 | | | 4 2 | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite | ersion (pair pairment 1 6 2 | 1 1 9 | 1 | | 7 | | 3 | 3 9 | 9 | 4 | 2 | 7 | 1 7 1 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | ersion (pair pairment 1 6 2 1 | 1 1 9 3 | 1 | 1 | 7 | 4 | 3 | 3 9 1 1 | 9 1 2 | 4 | | 7 3 2 | 1 7 1 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | ersion (pair pairment 1 6 2 1 2 | 1 1 9 3 | 1 1 1 | | 7 2 1 | 2 | 3 1 | 3 9 1 1 5 | 9 1 2 2 | 1 | 1 | 7 3 2 1 | 1 7 1 1 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | ersion (pair pairment 1 6 2 1 2 | 1 1 9 3 | 1 1 1 4 | 2 | 7 2 1 | 2 2 | 3 1 1 | 3 9 1 1 5 2 | 9 1 2 2 4 | 1 1 2 | 1 | 7 3 2 1 | 1 7 1 1 2 2 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | ersion (pair pairment 1 6 2 1 2 | 1 1 9 3 | 1 1 1 | 1 | 7 2 1 | 2 | 3 1 | 3 9 1 1 5 | 9 1 2 2 | 1 | 1 | 7 3 2 1 | 1 7 1 1 2 2 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening | ersion (pair pairment 1 6 2 1 2 1 2 | 1 1 9 3 5 1 8 | 1 1 1 4 | 2 | 7 2 1 4 8 | 2 2 | 3 1 1 | 3 9 1 1 5 2 | 9 1 2 2 4 | 1 1 2 | 1 | 7 3 2 1 | 1 7 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl | ersion (pair pairment 1 6 2 1 2 1 1 4 1 1 | 1 1 9 3 5 1 8 | 1 1 1 4 | 1 2 10 | 7 2 1 4 8 1 | 2 2 6 | 3 1 1 1 9 | 3 9 1 1 5 2 16 3 | 9 1 2 2 4 9 | 1 1 2 | 1 7 1 | 7 3 2 1 | 1 7 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | ersion (pair pairment 1 6 2 1 2 1 2 | 1 1 9 3 5 1 8 | 1 1 1 4 | 2 | 7 2 1 4 8 | 2 2 | 3 1 1 | 3 9 1 1 5 2 | 9 1 2 2 4 | 1 1 2 | 1 7 1 1 | 7 3 2 1 | 1 7 1 1 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening | ersion (pair pairment 1 6 2 1 2 1 1 14 1 | 1 1 9 3 5 1 8 | 1 1 1 4 | 1 2 10 | 7 2 1 4 8 1 | 2 2 6 | 3 1 1 1 9 | 3 9 1 1 5 2 16 3 | 9 1 2 2 4 9 | 1 1 2 | 1 7 1 | 7 3 2 1 | 1 7 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | ersion (pair pairment 1 6 2 1 2 1 1 4 1 1 | 1 1 9 3 5 1 8 | 1 1 1 4 | 1 2 10 | 7 2 1 4 8 1 | 2 2 6 | 3 1 1 1 9 | 3 9 1 1 5 2 16 3 | 9 1 2 2 4 9 | 1 1 2 | 2 1 7 1 1 1 | 7 3 2 1 | 1 7 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Touch Avenersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroperty - Screening - Crew Member or Airline Emplescreening - Inconsistency Screening - International Screening Screening - Lengthy Lines | ersion (pair pairment 1 6 2 1 2 1 1 4 1 1 | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 | 3 1 1 1 9 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Avenersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroperty - Screening - Crew Member or Airline Emplorements - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process | ersion (pair pairment 1 6 2 1 2 1 14 1 1 | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 | 2 2 6 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 2 1 7 1 1 1 | 7 3 3 2 1 1 1 9 | 1 7 1 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | ersion (pair pairment 1 6 2 1 2 1 1 4 1 1 | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment 1 6 2 1 2 1 14 1 1 | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Avenersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchater Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Emplementary - Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 025 Airline Airline - Policy/Regulations/Service | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 22 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 22 22 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Shoe Screening - Shoe Screening - Streening - Screening - Streening - Stree | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 22 110 110 110 110 110 110 110 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Shoe Screening - Shoe Screening - Streening - Screening - Streening - Stree | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 255 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening - Shoe Screening - Civil Rights - Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 225 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchater Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 225 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchat Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 925 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchater Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 255 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 22 110 110 E |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening 025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 1 6 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 1025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Proceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 1025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 11 12 22 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Inconsistency - Creening - Crew Member or Airline Empl Screening - Inconsistency - Inconsistency - Inconsistency - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confis - Screening - Shoe Screening - Store - Screening - Shoe Screening - Screening - Shoe Screening - Screening - Store - Screening - Store - Screening - Screen | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 11 12 22 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Sereening - Crew Member or Airline Empl Screening - International Screening Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 100 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening Civil Rights - Screening Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 10 11 6 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - International Screening Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening 1025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 1 6 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening Civil Rights - Screening Civil Rights - Civil Rights - Age Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 2 2 2 10 1 6 |
| Persons w/ Disabilities (PWD) - Touch Aversens w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 1 2 2 2 10 6 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 1 7 1 1 1 2 2 2 10 6 |
| Persons w/ Disabilities (PWD) - Touch Aversens w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 10 10 5 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 10 10 |
| Persons w/ Disabilities (PWD) - Touch Aversens w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | 11 77 11 12 22 10 10 5 |
| Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - International Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2025 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I | ersion (pair pairment | 1 1 9 3 5 1 8 1 | 1 1 1 4 3 | 1 2 10 1 | 7 2 1 4 8 1 1 | 2 2 6 1 2 2 2 | 3 1 1 1 9 1 | 3 9 1 1 5 2 16 3 1 | 9 1 2 2 4 9 | 4 1 1 1 2 6 | 1 7 1 1 1 | 7 3 2 1 1 9 | |

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|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling | 10 | | | | | | | | | | | | 10 |
| Property - Special Handling - Damaged Ite | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Missing Iten | 6 | | | | | | | | | | | | 6 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 13 | | | | | | | | | | | | 13 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 10 | | | | | | | | | | | | 10 |

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|--------------------------------|--------|--------|----------|--------|--------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FLO | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| 2023 | 1 | 1 | 1 | | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FNL | 1 | | | | | | | | | | | | 1 |
| 2023 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact | Center Trav | eler Comp | plaints Repo | ort | | | | | | |
|---------------------------------------|-----------------|-----------|-----------|-------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FNT | 3 | 1 | 2 | 2 | | 2 | 2 | 2 | | 3 | 1 | 1 | 1: |
| 2023 | | | 1 | | | 1 | | 1 | | 1 | | | |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | |
| Property - Special Handling - Damage | d Items - Carry | -On | | | | | | | | 1 | | | |
| Property - Special Handling - Damage | d Items - Checl | ked | | | | | | 1 | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2024 | 1 | 1 | 1 | 2 | | 1 | 2 | 1 | | 2 | 1 | 1 | 13 |
| Customer Service | | | | 1 | | 1 | | | | | | | - : |
| Customer Service - TSO | | | | 1 | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | 1 | 1 | | |
| Mishandling of Passenger Property - D | amaged/Missi | ng ItemsC | 1 | | | | | | | 1 | 1 | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | |
| Patdown | 1 | | | 1 | | | 1 | 1 | | 1 | | 1 | - 1 |
| Patdown - Flyer | 1 | | | 1 | | | 1 | 1 | | | | 1 | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing | tems - Checke | d | | | | | 1 | | | | | | |
| 2025 | 2 | | | | | | | | | | | | : |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | | | | ato . top | | | | | | | |
|---|-------------|----------------------------------|-------------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FOD | | | | | | 1 | | | | 1 | | | 2 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | d/Missing Itams, Cheeked Regages | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | I/Missing ItemsChecked Baggage | | | | | | | | 1 | | | 1 |
| 2024 | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lug | gage | | 1 | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FPR | | | 1 | | | | | | | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missii | ng ItemsC | 1 | | | | | | | | | | 1 |

| | | TS | A Contact (| Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|----------------|-------------|--------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FSD | 3 | 3 | 4 | 1 | 1 | 2 | 3 | 3 | 7 | 7 | 5 | 2 | 4 |
| 2023 | 2 | 1 | | 1 | 1 | 1 | 2 | 2 | 1 | 3 | 3 | 2 | 19 |
| 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 | aged/Missir | g ItemsC | arry-on Lug | gage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missir | g ItemsC | hecked Bag | ggage | | | 1 | | 1 | 1 | | | |
| Property - Special Handling | | 1 | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | | | | | | 1 | | | |
| Screening | 2 | | | 1 | 1 | 1 | 1 | 1 | | 1 | 2 | 1 | 11 |
| Screening - Crew Member or Airline Empl | 1 | | | | 1 | | | | | | 1 | | : |
| Screening - Inconsistency | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | 1 | | 1 | 4 |
| 2024 | 1 | 2 | 4 | | | 1 | 1 | 1 | 6 | 4 | 2 | | 22 |
| Civil Rights | | | | | | | | | | 2 | | | 2 |
| Civil Rights - Age | | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | | | 3 | | | | | | 4 | 1 | 1 | | 9 |
| Customer Service - TSO | | | 3 | | | | | | 4 | 1 | 1 | | 9 |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | 1 | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | ot Wheelcha | air or Scoot | er) | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | | | | 1 | | | |
| Screening | 1 | 1 | 1 | | | 1 | | | 1 | | 1 | | (|
| Screening - Procedures/Process | 1 | 1 | 1 | | | 1 | | | 1 | | 1 | | (|

| | | 15 | A Contact | Center 112 | iveier Comp | iaints Rep | ort | | | | | | |
|---|--------------|-----------|-----------|------------|-------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FSM | 1 | 1 | 1 | | 2 | 1 | 5 | 1 | 1 | | 1 | 1 | 15 |
| 2023 | | | | | 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 - Dai | naged/Missir | ng ItemsC | hecked Ba | ggage | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged | tems - Check | ked | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2024 | 1 | 1 | 1 | | 1 | 1 | 4 | | 1 | | | | 10 |
| Civil Rights | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | 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 |
| Patdown | | | | | 1 | | 1 | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | | 1 | | | | | | 2 |
| Screening | | 1 | | | | 1 | | | | | | | 2 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | | Center Tra | | | | | | | | | |
|--|---------------|-------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FWA | 2 | 2 | 4 | 4 | 4 | 1 | 1 | 4 | 2 | 1 | 3 | 1 | 29 |
| 2023 | 1 | | 2 | 2 | 3 | 1 | | 4 | 1 | | | | 14 |
| Customer Service | | | | 1 | 2 | | | 3 | 1 | | | | 7 |
| Customer Service - TSO | | | | 1 | 2 | | | 3 | 1 | | | | 7 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | arry-on Lu | ggage | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | Devices - Att | ached to th | ne Body | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | 1 | | | | | | | | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry- | On | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2024 | | 2 | 2 | 2 | 1 | | 1 | | 1 | 1 | 3 | 1 | 1- |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Lost and Found | | | | | | | | | | | 1 | | |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 2 | | |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | hecked Ba | ggage | | | | | | | 2 | | |
| Patdown | | | | | | | 1 | | | 1 | | | |
| Patdown - Flyer | | | | | | | 1 | | | 1 | | | |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Check | ed | 1 | | | | | | | | | | |
| Screening | | | 1 | 1 | 1 | | | | | | | 1 | - |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GCC | | | 1 | | | | | 1 | | | | | 2 |
| 2024 | | | 1 | | | | | 1 | | | | | 2 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GCK | | 1 | | | | | | | | 1 | | 1 | 3 |
| 2023 | | 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 - Dam | aged/Missi | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------------|----------------|--------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GEG | 43 | 15 | 15 | 13 | 14 | 15 | 17 | 18 | 17 | 23 | 30 | 36 | 256 |
| 2023 | 12 | 6 | 8 | 4 | 7 | 6 | 10 | 8 | 5 | 11 | 8 | 13 | 98 |
| Civil Rights | | • | • | 1 | • | • | | | • | | | | 1 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 5 | 5 | 1 | 4 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 32 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 6 | 5 | 5 | 1 | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 31 |
| HAZMAT Endorsement | | | | | | | | | | | 1 | | 1 |
| HAZMAT Endorsement - General | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | 2 | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | 3 | | 1 | | | 3 | | | | | | | 7 |
| Mishandling of Passenger Property - Dan | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 2 | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | 1 | 1 | | | 1 | 1 | | 2 | 6 |
| Patdown - Flyer | | | | | 1 | 1 | | | 1 | 1 | | 2 | 6 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | 2 | | 2 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary I | Medication a | nd Medical S | Supplies | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | 1 | | | | 1 | 2 |
| Property - Special Handling | 2 | | | | 1 | | | | 1 | | 1 | 2 | 7 |
| Property - Special Handling - Damaged It | 1 | | | | 1 | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged It | | ed | | | | | | | 1 | | 1 | | 2 |
| Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | 1 | 2 |
| Screening | 1 | 1 | 2 | 2 | 1 | | 8 | 3 | 2 | 5 | 3 | 6 | 34 |
| Screening - Crew Member or Airline Emp | loyee | | | | 1 | | | | | | 1 | | 2 |
| Screening - Inconsistency | | | 1 | 1 | | | 1 | 2 | | 2 | 1 | 1 | 9 |
| Screening - International Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | 1 | 1 | 2 | 5 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | | | 6 | 1 | 2 | 2 | | 2 | 17 |
| 2024 | 8 | 9 | 7 | 9 | 7 | 9 | 7 | 10 | 12 | 12 | 22 | 23 | 135 |
| Civil Rights | 2 | | | 1 | | 3 | | | 1 | | | | 7 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 2 | | | 1 | | 2 | | | | | | | 5 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 3 | 5 | 4 | 4 | 2 | 1 | 2 | 6 | 3 | 10 | 6 | 48 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 2 | 3 | 5 | 4 | 4 | 1 | 1 | 2 | 6 | 3 | 10 | 6 | 47 |
| DHS TRIP | | | | | | | | | | | | 1 | 1 |
| DHS TRIP - General | | | | | | | | | | | | 1 | 1 |
| Locks | | 1 | | | | | | | | | | 1 | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | 2 | | 1 | 1 | | 1 | 3 | 11 |
| Mishandling of Passenger Property - Dan | | | ry-on Luggag | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | | 1 | | 1 | | 1 | | 1 | 1 | | | 1 | 7 |
| Mishandling of Passenger Property - Dam | | | | gage | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | irrayed Items | Carry-on o | Checked | | | 1 | | | | | | 1 | 2 |
| Patdown | 1 | | 1 | 2 | | | | | | 1 | | | 5 |
| Patdown - Flyer | 1 | | 1 | 2 | | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | | D: 1.00 | | 1 | 2 | | 1 | 1 | 1 | 3 | 4 | 13 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Mental | Disability | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | essings/iviasi | (S | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | 4 \ | (+) | | | 1 | | | | 4 | 2 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0 | | t wheelchair | or Scooler) | | | | | | | 1 | | | 1 |
| | | | | | | 4 | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | 1 | | | | | 1 | 4 | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooler/ - | Segway | | | | | 0 | - | - | 4 | | 1 | 1 |
| Property - Special Handling | | - | 1 | | | | 2 | 1 | 1 | 1 | 1 | 2 | 9 |
| Property - Special Handling - Damaged It | | | 1 | | | | 4 | | 4 | 1 | 4 | 1 | 2 |
| Property - Special Handling - Damaged It | | | ı | | | | 1 | 1 | 1 | | 1 | 1 | 5 |
| Property - Special Handling - Missing Iter | | | | 4 | 0 | | 1 | _ | 0 | | 7 | | 2 |
| Screening | 2 | 4 | | 1 | 2 | | 4 | 5 | 2 | 6 1 | 7 | 6 | 39 |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | 1 | | | | | 2 | 1 | | 1 | | | 6 |
| Screening - Lengthy Ellies Screening - Procedures/Process | 1 | 3 | | 1 | 2 | | 2 | 4 | 2 | 3 | 7 | 4 | 29 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 3 | | - 1 | | | | 4 | | 1 | - 1 | 4 | 1 |
| 2025 | 23 | | | | | | | | | 1 | | | 23 |
| Civil Rights | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | 6 | | | | | | | | | | | | 6 |
| Customer Service - TSO | 6 | | | | | | | | | | | | 6 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | |
| | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| гторену - эрески панишу | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Screening | 8 | | | | | | | | | | | | 8 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 5 | | | | | | | | | | | | 5 |

| Onto monitor | 40.0 | | | | veler Comp | | | | | | | | |
|--|---------------|------------|-------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GFK | 4 | 1 | 2 | - | ~ | 4 | | | 2 | 3 | 1 | 3 | 2 |
| 2023 | | 1 | 1 | 1 | 2 | 3 | | | 1 | 2 | | 3 | 1 |
| Civil Rights | | | 1 | | 1 | 2 | | | | | | | |
| Civil Rights - Race | | | | | 1 | 2 | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | gender | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | | | 1 | | 1 | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility I | isability (N | ot Wheelch | air or Scoo | ter) | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | 1 | | | | | | | | |
| Screening | | 1 | | 1 | | | | | 1 | 1 | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | 1 | 1 | | | |
| 2024 | 1 | | 1 | | 1 | 1 | | | 1 | 1 | 1 | | |
| Airline | | | | | | | | | | 1 | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | |
| Customer Service | | | | | 1 | 1 | | | | | | | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | 1 | | | | |
| Screening | 1 | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 1 | | |
| 2025 | 3 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | 13 | A Contact | Center ma | veier com | nanns nep | OIL | | | | | | |
|--------------------------------------|--------|--------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GGG | | 1 | 1 | | | | 1 | | | | | 1 | 4 |
| 2023 | | 1 | | | | | 1 | | | | | 1 | 3 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GGW | | | | | | | | | 1 | | | | 1 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checked | d | | | | | 1 | | | | 1 |

| Catamariaa | 40.0-1 | | | | veler Comp | | | 05.14- | 00 1 | 07 1 | 00.4 | 00.0 | T-4-* |
|---|-------------|------------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GJT | 7 | 3 | | 4 | 2 | 4 | 4 | 4 | 4 | 8 | | 3 | 4 |
| 2023 | 1 | | | | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 1 |
| Customer Service | | | | | 1 | 1 | | | | | | 1 | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | 1 | |
| Patdown | | | | | | | | | 1 | 1 | | | |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | | |
| Screening | 1 | | | | | | 1 | 1 | 1 | | 2 | 1 | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 1 | | 1 | 1 | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| 2024 | 5 | 3 | | 4 | 1 | 3 | 3 | 3 | 2 | 7 | 3 | 1 | 3 |
| Customer Service | 3 | | | 2 | | 2 | 2 | 1 | 1 | 5 | | | 1 |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | 2 | | 2 | 2 | 1 | 1 | 5 | | | 1 |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | | 1 | | | | | |
| Patdown | | 1 | | | 1 | 1 | | | | | | | |
| Patdown - Flyer | | | | | 1 | 1 | | | | | | | |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | | | | | | 1 | | | |
| Screening | 1 | 2 | | 1 | | | 1 | | 1 | 1 | 3 | 1 | 1 |
| Screening - Inconsistency | | | | 1 | | | 1 | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 1 | 2 | | | | | | | 1 | | 2 | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

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|--|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GLH | 2 | | | 2 | | | | | | 1 | | | 5 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | 1 | | | 1 |
| 2024 | 2 | | | 2 | | | | | | | | | 4 |
| Mishandling of Passenger Property | 2 2 | | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | d | | 1 | | | | | | | | | 1 |

| Catagorias | 40.0-4 | | | | eler Comp | | | 05.14 | 00 1 | 07 1 | 00 4 | 00 0 | Tata' |
|--|---------------|-----------|-------------|--------|-----------|--------|--------|-------|------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | | | 07-Jul | 08-Aug | 09-Sep | Total |
| GNV | 6 | 3 | 1 | _ | 2 | 2 | | | 4 1 | | | 5 | 40 |
| 2023 | 4 | 2 | 1 | 4 | | | | 1 | 1 | | 1 | 2 | 17 |
| Customer Service | | 1 | | | | | | 1 | | 1 | | | 3 |
| Customer Service - TSO | | 1 | | | | | | 1 | | 1 | | | 3 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on Lug | 1 | | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | 1 |
| Patdown | 1 | | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | 2 | | | | | 1 | | | 1 | 6 |
| Screening - Inconsistency | | | | 1 | | | | | 1 | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | 1 | | | | | | | | 1 | 4 |
| 2024 | | 1 | | 4 | 2 | 2 | | 1 | 4 | 1 | 3 | 3 | 21 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | 1 | 1 | | | 2 | | 2 | 1 | 7 |
| Customer Service - TSO | | | | | 1 | 1 | | | 2 | | 2 | 1 | 7 |
| Human Capital | | | | | | | | | | | | 1 | 1 |
| Human Capital - Prospective Employment | with TSA | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCa | arry-on Lug | gage | | | | | | | | 1 | 1 |
| Patdown | | | , , | 2 | | | | | 1 | | | | 3 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | 1 | | | | 2 |
| 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) - Metal Imp | lants (ioint) | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | U, | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ms - Carry | 1 | | | | | | | | | | | 1 |
| Screening | , | | | 1 | | | | 1 | | 1 | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | 1 | 1 | | |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |

| Categories | | | | | | | ort | | | | | | |
|--|----------------|------------|------------|-------------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GPI | 2 | | 1 | 1 | 1 | 2 | | 3 | 1 | 5 | 6 | 2 | 2 |
| 2023 | 1 | | | | | | | 2 | 1 | 1 | 6 | | 1 |
| Customer Service | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | |
| Mishandling of Passenger Property - Da | naged/Missir | g ItemsC | hecked Bag | ggage | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dis | arrayed Items | sCarry-on | or Checke | d | | | | | | | 1 | | |
| Patdown | | | | | | | | | 1 | | 2 | | |
| Patdown - Flyer | | | | | | | | | 1 | | 2 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal In | plants (joint) | | | | | | | | | | 1 | | |
| Screening | 1 | | | | | | | | | 1 | 1 | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 1 | | |
| 2024 | 1 | | 1 | 1 | 1 | 2 | | 1 | | 4 | | 2 | 1: |
| Customer Service | 1 | | 1 | 1 | 1 | | | | | 1 | | | |
| Customer Service - TSO | 1 | | 1 | 1 | 1 | | | | | 1 | | | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Da | naged/Missir | g ItemsC | hecked Bag | ggage | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | y Necessary | Medication | and Medic | al Supplies | S | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Touch A | version (pain | /trauma) | | | | 1 | | | | | | | |
| Screening | | | | | | | | | | 1 | | 1 | |
| Screening - Crew Member or Airline Em | oloyee | | | | | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |

| Onto an education | | | | act Center Ti | | | | | | | | | |
|---|--------------------|---------|-----------|---------------|-----|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-De | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GPT | 7 | 3 | | | 2 5 | | - | | _ | 2 | - | - | 5′ |
| 2023 | 1 | 1 | | 1 | 2 2 | 1 | | 5 | | | 1 | | 2 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | |
| Additional Information Required/Insufficie | | - EMAIL | ONLY | | | | | | | | | 1 | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | 1 | | | 1 | 1 | | 3 | | | 1 | 1 | |
| Customer Service - TSO | | 1 | | | 1 | 1 | | 3 | | | 1 | 1 | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | 1/0.4: | | | 5 | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing I | ItemsC | necked | Вас | 1 | | | | | | | | |
| Patdown | | | | | | | | | | | | 2 | |
| Patdown - Flyer | | | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | 1 | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged It | ems - Checke | d | | | | | | 1 | | | | 1 | |
| Screening | | | | 1 | 1 | | | | | | | 2 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | _ | | | 1 | 1 | | | | | | _ | 1 | |
| 2024 | 3 | 2 | | | 3 | | 3 | 6 | 2 | 2 | | 1 | 27 |
| Civil Rights | | | | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Customer Service | | 1 | | | 1 | | 1 | | | 1 | | | |
| Customer Service - TSO | | 1 | | | 1 | | 1 | 2 | | 1 | 3 | | ! |
| DHS TRIP | | | | | | | | | | | | 1 | |
| DHS TRIP - General | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 2 | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not | Wheelch | air or So | cooter) | | | 1 | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | | d | | | | | | 1 | | | | | |
| Screening | 1 | | | | 1 | | 1 | | 2 | 1 | 1 | | |
| Screening - Opposite Gender | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | 1 | | | | 1 | | 1 | 1 | 2 | 1 | 1 | | |
| 2025 | 3 | | | | | | | | | | | | : |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | • |

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|--|-------------|-----------|----------|-----------|--------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRB | 2 | | 3 | | | | | 2 | 1 | 1 | | 1 | 10 |
| 2023 | 1 | | 1 | | | | | 1 | 1 | | | | 4 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | 1 | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2024 | | | 2 | | | | | 1 | | 1 | | 1 | 5 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | 1 | 2 |
| Customer Service - TSO | | | 1 | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

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|---|---------------|-----------|-----------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRI | 3 | 2 | | 2 | | | 1 | | | 1 | 3 | | 12 |
| 2023 | | | | 2 | | | 1 | | | 1 | | | 4 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |
| 2024 | 3 | 2 | | | | | | | | | 3 | | 8 |
| Civil Rights | 2 | 1 | | | | | | | | | 1 | | 4 |
| Civil Rights - Age | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | . Not Trans | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | version (pair | n/trauma) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | | | | 1 | | 1 |

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|--|---------------|------------|-------------|-------------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRK | | | | 2 | 2 | | | 2 | | | 1 | 1 | 8 |
| 2023 | | | | 1 | 2 | | | 1 | | | 1 | 1 | 6 |
| Customer Service | | | | | 2 | | | 1 | | | 1 | | 4 |
| Customer Service - TSO | | | | | 2 | | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (N | ot Wheelch | air or Scoo | ter) | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | 1 | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | 1 | | | | | 1 |

| | | | | Center Trav | | | | | | | | | |
|--|----------------|-----------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRR | 12 | 8 | 7 | 9 | 6 | 5 | 9 | 6 | 11 | 10 | 10 | 5 | 98 |
| 2023 | 2 | 5 | 2 | 4 | 4 | 3 | 4 | 1 | 5 | 1 | 6 | 1 | 38 |
| Civil Rights | | 1 | | | | | 1 | | | | | | 2 |
| Civil Rights - Race | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | 1 | 2 | 1 | | 2 | | 1 | | 2 | | 1 | | 10 |
| Customer Service - TSO | 1 | 2 | 1 | | 2 | | 1 | | 2 | | 1 | | 10 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCl | hecked Bag | gage | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | or Checked | 1 | | | | | 1 | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| 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) - Internal N | | | | | | | - 1 | | | | | | - 4 |
| | | and Coata | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Ampulees | and Casis | | 0 | | - 4 | 1 | | | | | 4 | |
| Property - Special Handling | | | | 2 | | 1 | | 1 | | | | 1 | 6 |
| Property - Special Handling - Damaged It | | | | 1 | 1 | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Iter | ns - Carry-Or | | | 1 | | | | 1 | | | | 1 | 3 |
| Screening | | 1 | | | | 1 | 1 | | 2 | 1 | 3 | | g |
| Screening - Inconsistency | | | | | | 1 | | | 1 | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | 1 | | 1 | 1 | 3 | | 7 |
| 2024 | 3 | 3 | 5 | 5 | 2 | 2 | 5 | 5 | 6 | 9 | 4 | 4 | 53 |
| Civil Rights | | | | | | 1 | | | | | | 1 | 2 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | 1 | | 1 | 1 | | 1 | 1 | 2 | 3 | 4 | 1 | 16 |
| Customer Service - TSO | 1 | 1 | | 1 | 1 | | 1 | 1 | 2 | 3 | 4 | 1 | 16 |
| Intranet/Internet Inquiries | | | 1 | | | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | | | 1 | | | | | | | | | | 1 |
| Locks | | | ' | 1 | | | 1 | | | | | | 2 |
| Locks - General | | | | ' | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 3 | 2 | | | | 1 | | 3 | | | 11 |
| Mishandling of Passenger Property - Dan | nagod/Missis | 2 | 1 | 1 | | | | 1 | | 2 | | | 7 |
| | | | | | | | | - 1 | | | | | 2 |
| Mishandling of Passenger Property - Dan | | | neckeu baç | 1 | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dan | | | I | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | arrayed items | Carry-on | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 2 | 2 | | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Device | es | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (No | Wheelcha | air or Scoot | er) | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 1 | | | 1 | | | | | 2 | 7 |
| Property - Special Handling - Damaged It | ems - Carry-0 | On | 1 | 1 | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | - ' | 1 |
| Screening | 1 ' | | | | 1 | | | A | 2 | 4 | | | |
| | | | | | | | | 1 | 3 | 1 | | | 6 |
| Screening - Children | | | | | 1 | | | | _ | | | | 1 |
| Screening - Procedures/Process | _ | | | | | | | 1 | 3 | 1 | | | 5 |
| 2025 | 7 | | | | | | | | | | | | 7 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| Soleening - Flocedules/Plocess | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GSN | | | | | | | 1 | | | | | | 1 |
| 2023 | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wounded | Warrior | | | | | | 1 | | | | | | 1 |

| | | TS | A Contact | Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|-------------------|------------|--------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GSO | 6 | 4 | _ | 7 | 5 | 10 | 10 | 11 | 5 | 5 | 10 | 11 | 89 |
| 2023 | 1 | 2 | 4 | 3 | | 5 | 6 | 6 | | 3 | 7 | 5 | 42 |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | | 2 | 1 | | 2 | 2 | 1 | | | 2 | 3 | 14 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 1 | | 2 | 1 | | 2 | 2 | 1 | | | 2 | 2 | 13 |
| 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 | and/Missi | 1 | | | | | | | | 1 | 1 | | 3 |
| Mishandling of Passenger Property - Dan No Jurisdiction | laged/Missii | I | 1 | | | | | | | 1 | 1 | | 2 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | 1 | | | 2 |
| Patdown | | | 1 | | | 1 | | 3 | | - 1 | | | 4 |
| Patdown - Flyer | | | | | | 1 | | 3 | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | 1 | | | - 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | Medication | | | | | | 1 | | | | | 2 |
| Property - Special Handling | racocssary | modication | ı | 2 | | 1 | 1 | ı | | 1 | 1 | | 6 |
| Property - Special Handling - Damaged It | l ems - Carry- | On | | 1 | | 1 | ' | | | 1 | 1 | | 4 |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | ' | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | 1 | | | | | | 1 |
| Screening | | - | | | | 1 | 3 | | | | 1 | 1 | 6 |
| Screening - Children | | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | 2 | | | | 1 | | 4 |
| 2024 | 4 | 2 | 1 | 4 | 5 | 5 | 4 | | 5 | 2 | 3 | 6 | 46 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | 2 | 2 | 1 | | 1 | | 1 | | 8 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | 1 | 2 | 2 | | | 1 | | 1 | | 7 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | | | | 1 | | 1 | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | | 1 | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | 1 | 1 | 1 | | | 1 | | | 5 |
| Mishandling of Passenger Property - Dan | | ig ItemsC | arry-on Lug | gage | 1 | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missir I | ig ItemsU | nspecified I | | | | 1 | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | 1 | 2 |
| Patdown - Flyer | | | | 1 | 4 | | 0 | | | | 4 | 1 | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | | 2 | | | | 1 | 2 | 7 |
| Persons w/ Disabilities (PWD) - Medical | | Madiadia | and Madia | -1 C | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | 4 | | 1 | | | | 1 | 4 | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | | | er) | 1 | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling | IS/Amputees | and Casis | | 1 | | 1 | | | 1 | | | ı | 4 |
| Property - Special Handling - Damaged It | 1 | | | - 1 | | - 1 | | | 1 | | | | 1 |
| Property - Special Handling - Damaged It | | od. | | 1 | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Iter | | | | - 1 | | 1 | | | 1 | | | | 1 |
| Screening | 2 | | 1 | | | | | 4 | 3 | 1 | 1 | 3 | 15 |
| Screening - Crew Member or Airline Emp | | | ı | | | | | 4 | 3 | 1 | | 3 | 15 |
| Screening - Grew Member of Alline Emp | 1 | | | | | | | | 1 | | 1 | | 3 |
| Screening - Lengthy Lines | <u>'</u> | | | | | | | 1 | 1 | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | | | | | 3 | | | | 3 | 9 |
| 2025 | 1 | | | | | | | 0 | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| J | | | | | | | | | | | | | |

| Categories | 10 Oct 44 | | | | eler Comp | | | OE Mari | 06 1 | 07 11 | 00 4 | 00 600 | Total |
|---|-------------------|------------|------------|----------|-----------|--------|--------|---------|--------|--------|--------|--------|-------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GSP | 8 | 8 | 8 | 11 | 5 | 10 | 14 | 16 | 9 | 10 | | 11 | 122 |
| 2023 | 2 | 6 | 4 | 4 | 3 | 1 | 8 | | 6 | 4 | 5 | 5 | 58 |
| Civil Rights | | 1 | | | | | 1 | 2 | 1 | | | | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | | | | | |
| Civil Rights - Race | | | | | | | 1 | 2 | 1 | | | | |
| Customer Service | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | 11 |
| Customer Service - TSO | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | 11 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | naged/Missing Ite | msCarr | y-on Lugga | age | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing Ite | msChe | cked Bagga | age | | | | | 1 | | | | |
| Mishandling of Passenger Property - Disa | rrayed ItemsCa | arry-on or | Checker | 1 | | | | | | | | | |
| No Jurisdiction | | | | | | | 1 | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | 1 | | | | | |
| Patdown | 1 | 2 | | | | | 2 | 2 | | | | 1 | |
| Patdown - Flyer | | 2 | | | | | 2 | | | | | 1 | |
| Patdown - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | ı | | | | | | | 4 | 4 | | | 4 | |
| . , | | | | | | | | 1 | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical | Supplies | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Seg | way | | | | | | 1 | | | | | |
| Property - Special Handling | | | 1 | 1 | | | | | | 1 | 1 | 1 | |
| Property - Special Handling - Damaged Ite | | | 1 | | | | | | | 1 | | 1 | ; |
| Property - Special Handling - Missing Iten | ns - Checked | | | 1 | | | | | | | 1 | | - : |
| Screening | 1 | 1 | 2 | 1 | 2 | | 2 | 3 | 1 | 2 | 3 | 2 | 20 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | 1 | | | | |
| Screening - Inconsistency | 1 | | 1 | | | | | | | 1 | | 1 | 4 |
| Screening - Procedures/Process | | 1 | 1 | 1 | 2 | | 2 | 2 | | 1 | 3 | 1 | 14 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | - |
| 2024 | 3 | 2 | 4 | 7 | 2 | 9 | 6 | | 3 | 6 | 7 | 6 | 61 |
| Civil Rights | J | | - | | | , | U | | , | 1 | | 1 | 2 |
| Civil Rights - Age | | | | | | | | | | - 1 | | 1 | |
| | | | | | | | | | | 4 | | 1 | |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | |
| Customer Service | | | 1 | 4 | 1 | 3 | 2 | 2 | 2 | 4 | | 1 | 20 |
| Customer Service - CSM | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | 1 | 4 | 1 | 2 | 2 | | 2 | 4 | | 1 | 19 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | 1 | | | 2 | 2 | 7 |
| Mishandling of Passenger Property - Dam | aged/Missing Ite | msCarr | y-on Lugga | age | | | | | | | 2 | 2 | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | 1 | | | | | |
| Patdown | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Patdown - Flyer | | | | | | 1 | | | | | | 1 | |
| Patdown - General | | | | | | | 1 | | | | | | |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 2 | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Autism S | l nectrum | | | | | | | 1 | | | · · | | |
| Persons w/ Disabilities (PWD) - Medical [| | d to the E | Pody | | | | | 1 | | | | | |
| , | | | | Λ. | | | | - 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility [| | leeichail | or Scooler |) | | | | | | | - 1 | 1 | |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | 1 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | 3 | 2 | 1 | | | 1 | | |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Checked | | | 1 | | | 1 | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | | 1 | 1 | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | 1 | | 1 | | | | | |
| Screening | 2 | 2 | 3 | 1 | | 2 | | | 1 | 1 | 3 | | 1 |
| Screening - Inconsistency | | 1 | 3 | | | 1 | | | 1 | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | ' | | 1 | | |
| Screening - Procedures/Process | 1 | 1 | | 1 | | 1 | | | | 1 | 1 | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | - 1 | | - 1 | | - 1 | | | | 1 | 1 | | |
| | | | | | | | | | | | | | |
| 2025 | 3 | | | | | | | | | | | | ; |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GST | | | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GTF | 2 | 1 | 2 | 3 | | | 2 | | | 2 | 1 | | 13 |
| 2023 | 2 | 1 | 2 | 2 | | | 2 | | | 2 | | | 11 |
| Additional Information Required/Insufficient Inf | ormation | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Informatio | n - EMAIL (| ONLY | 1 | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | 1 | | | 1 | | | 2 | | | 1 | | | 5 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | 1 | | | 1 | | | 1 | | | 4 |
| 2024 | | | | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | | | | 1 | | 1 |

| | | 18 | A Contact | Center Tra | veier Com | olaints Rep | ort | | | | | | |
|---------------------------------------|------------------|-----------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GTR | 3 | | 3 | 1 | | 4 | 1 | | | 1 | | | 13 |
| 2023 | 3 | | 1 | | | 1 | | | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cance | er (general) Not | Breast Ca | ncer | | | 1 | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2024 | | | 2 | 1 | | 3 | 1 | | | 1 | | | 8 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Screening | | | | | | 3 | 1 | | | | | | 4 |
| Screening - Procedures/Process | | | | | | 3 | 1 | | | | | | 4 |

| Categories | 10-Oct 11 | -Nov 12- | -Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------------|----------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GUC | 1 | | 1 | 1 | | 1 | | | | | 1 | 1 | 6 |
| 2024 | 1 | | 1 | 1 | | 1 | | | | | 1 | 1 | 6 |
| Customer Service | | | | 1 | | | | | | | 1 | 1 | 3 |
| Customer Service - TSO | | | | 1 | | | | | | | 1 | 1 | 3 |
| 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) - Mobility D | isability (Not W | /heelch | 1 | | | | | | | | | | 1 |

| | | | | | | laints Rep | | | | | | | |
|--|-------------|-----------|-----------|--------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GUM | 3 | 2 | | | 1 | 2 | 1 | | 1 | | 2 | 1 | 13 |
| 2023 | 1 | 1 | | | | 1 | 1 | | 1 | | 1 | | • |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | |
| No Jurisdiction | | | | | | 1 | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | 1 | | | | | | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | 1 | 1 | | | 1 | 1 | | | | | 1 | 1 | (|
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | ggage | 1 | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | | | | | | 1 | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | 1 | | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |

| | | TS | A Contact (| Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|--------------|------------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HDN | 1 | | 4 | 6 | 6 | 3 | | 3 | | | 2 | | 2 |
| 2023 | | | 2 | 1 | 1 | 2 | | 1 | | | 1 | | |
| Airline | | | | | | | | | | | 1 | | |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | |
| Customer Service | | | | | 1 | 1 | | | | | | | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged I | tems - Carry | -On | | | | 1 | | | | | | | |
| Screening | | | 1 | 1 | | | | 1 | | | | | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | | | | |
| 2024 | 1 | | 2 | 5 | 5 | 1 | | 2 | | | 1 | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | |
| Customer Service | | | 1 | 3 | 4 | 1 | | | | | | | |
| Customer Service - CSM | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | 1 | 2 | 4 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary | Medication | n and Medic | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | 3 | | 1 | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | 1 | | |
| Property - Special Handling - Damaged I | tems - Carry | -On | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | 1 | | |
| Screening | 1 | | | | | | | 2 | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | 2 | | | | | |

| | | 13 | A Contact | Center Ira | weier Comp | namis Rep | ort | | | | | | |
|---------------------------------------|--------------|--------|-----------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HGR | | 1 | | | 1 | | 2 | | 2 | | 1 | | 7 |
| 2023 | | 1 | | | 1 | | 1 | | | | | | 3 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged | Items - Chec | 1 1 | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | | | | | | | 1 | | 2 | | 1 | | 4 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 1 | | 2 | | | | 3 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |

| | | 10 | A Contact | Center ma | Aciel Colli | nanna nep | OIL | | | | | | |
|--------------------------------|--------|--------|-----------|-----------|-------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HIB | 2 | | | | | 1 | | | | 1 | | | 4 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| 2024 | 1 | | | | | 1 | | | | | | | 2 |
| Screening | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|------------|--------|--------|--------|--------|-------|
| HLN | 4 | 2 | | 3 | 3 | 1 | 2 qr . | , , | 1 | 1 | 4 | 1 | 20 |
| 2023 | - | 1 | | | 3 | 1 | | | 1 | - | 2 | 1 | 9 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | 1 | 2 |
| Customer Service | | | | | | 1 | | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | | 1 | | | | 2 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 2 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 2 | | | | | | | | 2 |
| 2024 | | 1 | ; | 3 | | | | | | 1 | 2 | | 7 |
| Civil Rights | | | 2 | 2 | | | | | | | | | 2 |
| Civil Rights - Not Specified | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to FAA | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | 1 | | | | | | | 1 | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2025 | 4 | | | | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 40.0-4 | | | | | laints Repo | | OF Mari | 00 1 | 07 1 | 00 4 | 00.0 | Tatal |
|---|-----------------|-------------------|-------------|-------|--------|-------------|--------|---------|--------|--------|--------|----------|-------|
| | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HNL | 63 | 51 | 51 | 52 | 40 | 50 | 67 | 58 | 56 | 71 | 59 | | 683 |
| 2023 | 11 | 25 | 28 | 24 | 19 | 25 | 35 | 30 | 21 | 39 | 28 | 22 | 307 |
| Additional Information Required/Insufficient Int | | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier Airline | I IIIOIIIIauc | 1 | | | 1 | | | | 1 | | 1 | | 3 |
| Airline - Lost Baggage | | | | | 1 | | | | - 1 | | 1 | | 1 |
| Airline - Lost baggage Airline - Policy/Regulations/Service | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | 3 | | 1 | 15 |
| Civil Rights - Constitutional Rights | ' | ı | - 1 | - 1 | | - 1 | 1 | 1 | - 1 | 3 | | 1 | 15 |
| Civil Rights - National Origin | | | | 1 | | | | 1 | | | | | 1 |
| Civil Rights - Perceived Religion | | | | - 1 | | | | | | 1 | | | 1 |
| Civil Rights - Profiling | | | | | | | | | | - 1 | 1 | | 1 |
| Civil Rights - Race | 1 | 1 | | | | | 1 | | | 2 | | | 5 |
| Civil Rights - Screening of Religious Cultu | | | | | | | 1 | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | 1 | 1 | | 1 | 1 | 4 |
| Civil Rights - Transgender Screening | - Not Transge | ilidei | 1 | | | | | | | | ı | | 1 |
| Claims | | | - 1 | | | | | 1 | | | | | 1 |
| Claims - Status | | | | | | | | 1 | | | | | 1 |
| Customer Service | 3 | 9 | 8 | 9 | 8 | 9 | 14 | 15 | 8 | 9 | 8 | 5 | 105 |
| Customer Service - Others | 3 | 9 | 0 | 3 | 0 | 3 | 14 | 13 | 1 | 3 | 0 | <u> </u> | 2 |
| Customer Service - TCC | | | | | | | | 1 | - 1 | | | | 1 |
| Customer Service - TSO | 3 | 9 | 8 | 9 | 8 | 9 | 14 | 13 | 7 | 9 | 8 | 5 | 102 |
| Locks | 3 | 3 | 0 | 9 | 0 | 1 | 14 | 13 | - 1 | 9 | 1 | 3 | 7 |
| Locks - Missing or Damaged Lock | | 3 | | | | 1 | 1 | 1 | | | 1 | | 7 |
| Mishandling of Passenger Property | 3 | 2 | 5 | 2 | | 2 | 1 | 1 | 2 | 8 | 1 | 3 | 27 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 1 | | 1 | | | 1 | 5 | | 1 | 12 |
| Mishandling of Passenger Property - Dam | | 1 | 4 | 1 | | 1 | | | 1 | 2 | | 2 | 14 |
| | | | | - 1 | | 1 | | | | 1 | | | |
| Mishandling of Passenger Property - Disa No Jurisdiction | irrayeu items- | -Carry-on or | 1 | | | | | | | 2 | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | ı | 1 | | | | | | 2 | 1 | | 5 |
| No Jurisdiction - Refer to Other | | | 4 | 1 | | | | | | | 1 | | |
| Patdown | | | 1 1 | 2 | 0 | 0 | 2 | 4 | | 2 | | 0 | 1 |
| | | 3 | 1 | 2 | 2 | 2 | 3 | 1 | 1 | 3 | | 2 | 20 |
| Patdown - Flyer | | 3 | ı | 2 | 1 | 2 | 3 | 1 | 1 | 3 | | 2 | 19 |
| Patdown - Flyer as Observer | | 4 | 4 | 2 | 1 | 0 | 4 | | | 2 | | 0 | 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S | | 1 | 1 | 3 | 1 | 2 | 4 | | | 3 | 5 1 | 2 | 22 |
| | | atal /Mantal F | Noohility (| | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ılai /ivierilai L | nsability | | | | | | | | 1 | 4 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | 0 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | 4 | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | a also | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | 1 | 2 | | | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Mobility [| | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | 1 | | 0 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 2 | | | | | | 4 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooler/ S | | 0 | | 2 | 2 | 2 | 2 | 2 | 1 | | 2 | 1 |
| Property - Special Handling | 3 | 1 | 2 | | 3 | 2 | 3 | 3 | 2 | 4 | 2 | 3 | 28 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | 4 | 1 | 2 | 1 | 1 | | 7 |
| Property - Special Handling - Damaged It | | eu . | ļ | | 1 | 2 | 1 | 1 | | ļ | 1 | 1 | 9 |
| Property - Special Handling - Missing Item | | | 4 | | 0 | | 2 | 4 | | 0 | | 1 | 6 |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | 2 | | | 1 | | 2 | | | |
| Request for Assistance | | 1 | | | | | | | | | 1 | | 2 |
| Request for Assistance - Other | - MCLICO | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Wounded Warrie | | 1 | | | | | | 7 | | | 7 | | 1 |
| Screening Craw Marshan on Airling Frank | 1 | 3 | 9 | 6 | 4 | 6 | 9 | 7 | 6 | 7 | 7 | 6 | 71 |
| Screening - Crew Member or Airline Empl | | | 2 | | 4 | 4 | 2 | | | 0 | | | 4 |
| Screening - Inconsistency | 1 | | 2 | 2 | 1 | 1 | 2 | 1 | | 2 | | 3 | 15 |
| Screening - International Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Lengthy Lines | | 2 | | 1 | 1 | 2 | | | 2 | 1 | 1 | | 10 |
| Screening - Procedures/Process | 4 | | 4 | 3 | 2 | 3 | 5 | 6 | 4 | 3 | 3 | | 36 |
| Screening - Retrieving Abandoned/Confis | | 1 | 1 | | | | | | | ••• | 3 | | 5 |
| 2024 | 23 | 26 | 23 | 28 | 21 | 25 | 32 | 28 | 35 | 32 | 31 | 43 | 347 |
| Airline Leat Bargage | | | | | | | | 1 | 1 | 1 | | | 3 |
| Airline - Lost Baggage | | | | | | | | | 4 | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | 4 | | | | 1 | 1 | | | | 2 |
| Civil Rights | 2 | 3 | 2 | 4 | | | 3 | 3 | 1 | | 1 | 2 | 21 |
| Civil Rights - Constitutional Rights | | | 1 | - | | | | | | | | 4 | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | 1 | 2 |
| Civil Rights - Not Specified | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Profiling | 4 | 1 | | - | | | 0 | 1 | | | 4 | | 2 |
| Civil Rights - Race | 1 | 2 | 4 | 1 | | | 3 | 1 | | | 1 | | 9 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | 2 | | | | 1 | , | | | | 5 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status | _ | | | 1 | | | | | | | _ | | 1 |
| Customer Service | 2 | 9 | 9 | 11 | 10 | 14 | 9 | 9 | 12 | 12 | 8 | 13 | 118 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TCC | - | | 1 | | | | | | 1 | 1 | | | 3 |
| Customer Service - TSO | 2 | 9 | 8 | 11 | 10 | 14 | 9 | 8 | 11 | 11 | 8 | 13 | 114 |
| DHS TRIP | | | | | | | | | | 1 | 1 | | 2 |
| DHS TRIP - General | | | | | | | | | | 1 | 1 | | 2 |
| 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 |

| Catagoria | 40.0 : | | | | | laints Rep | | 05.55 | 00 : | | 00.1 | 00.0 | T |
|--|----------------|---------------|------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Mishandling of Passenger Property | 3 | 3 | 3 | 4 | 1 | 1 | 3 | | | 5 | | | 37 |
| Mishandling of Passenger Property - Dan | | | | 2 | | 1 | 3 | | 3 | 4 | | | 19 |
| Mishandling of Passenger Property - Dan | | 3 | 3 | 2 | 1 | | | 4 | | 1 | 2 | | 17 |
| Mishandling of Passenger Property - Disa | arrayed Items | sCarry-on or | Checked | | | | | | 1 | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | 1 | 2 | | 2 | 7 |
| No Jurisdiction - No Referral | | 1 | | | | | | | 1 | 1 | 1 | 2 | 6 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | 1 | | | 1 |
| Patdown | 4 | | 2 | | 3 | 2 | 3 | | 3 | 2 | 1 | 7 | 27 |
| Patdown - Children | 2 | | 1 | | | | 1 | | 1 | | | | 5 |
| Patdown - Flyer | 1 | | 1 | | 3 | 2 | 2 | | 2 | 2 | 1 | 6 | 20 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Patdown - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 2 | 1 | 2 | 4 | 1 | 3 | 3 | | 6 | 31 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ental /Mental | Disability | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 2 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/ | Garments/D | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal I | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medical | | | Body | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication | 1 | | | 1 | 3 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (No | ot Wheelchair | or Scooter | .) | | | | | 1 | 1 | 2 | 2 | 6 |
| Persons w/ Disabilities (PWD) - Service | Animals | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | 1 | | | 1 | 1 | 3 |
| Property - Special Handling | 5 | 6 | 3 | 4 | 1 | 2 | 1 | 4 | 4 | 2 | 3 | 5 | 40 |
| Property - Special Handling - Damaged It | te 2 | 1 | | 2 | | 2 | | | 2 | 1 | 1 | 2 | 13 |
| Property - Special Handling - Damaged It | te 1 | 2 | | 1 | | | 1 | | 1 | 1 | 1 | 1 | 9 |
| Property - Special Handling - Missing Iter | n 2 | 1 | 1 | | 1 | | | 1 | | | 1 | 1 | 8 |
| Property - Special Handling - Missing Iter | ms - Checke | 2 | 2 | 1 | | | | 3 | 1 | | | 1 | 10 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Request for Assistance - Other | | | | | | | 1 | | | | | | 1 |
| Screening | 5 | 3 | 3 | 1 | 3 | 4 | 8 | 5 | 4 | 4 | 6 | 7 | 53 |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | 1 | | 1 | | 1 | 1 | 5 |
| Screening - International Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | 4 | 1 | | | 1 | 1 | 8 |
| Screening - Procedures/Process | 4 | 3 | 1 | | 3 | 4 | 2 | 3 | 3 | 4 | 4 | 5 | 36 |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | 1 | 1 | | | | | 2 |
| 2025 | 29 | | | | | | | | | | | | 29 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | / 1 | | | | | | | | | | | | 1 |
| Customer Service | 7 | | | | | | | | | | | | 7 |
| Customer Service - TSO | 7 | | | | | | | | | | | | 7 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | 2 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | 1 |
| Patdown | 3 | | | | | | | | | | | | 3 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Addishing | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | | | | 1 |
| Property - Special Handling | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged If | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged II Property - Special Handling - Missing Iter | | | | | | | | | | | | | |
| | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 2 |
| Screening | 5 | | | | | | | | | | | | 5 |
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area) | 1 | | | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area | a 1 | | | | | | | | | | | | 1 |

| | 1 | | | | veier Comp | | | | | | | | |
|--|---------------|-----------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| НОВ | 1 | | 1 | | 1 | | 1 | 1 | 5 | 3 | | | 13 |
| 2023 | | | | | | | | | 2 | 2 | | | 4 |
| Civil Rights | | | | | | | | | 2 | 1 | | | 3 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Screening of Religious or (| Cultural Garm | ents | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | | 1 | | 1 | | 1 | 1 | 3 | 1 | | | 8 |
| Customer Service | | | 1 | | 1 | | | 1 | | | | | 3 |
| Customer Service - TSO | | | 1 | | 1 | | | 1 | | | | | 3 |
| Human Capital | | | | | | | | | 1 | | | | 1 |
| Human Capital - Former Employee | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | 2 | | | | 2 |
| Screening - Procedures/Process | | | | | | | | | 2 | | | | 2 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |

| Not | Catagorian | 40.0-4 | | | | | aints Repo | | 05.14 | 00 1 | 07 1 | 00 4 | 00.0 | T-4-1 |
|--|--|--|------------------------------|-----------|----------|--------|------------|--------|--------|--------|--------|--------|--------|-------------------|
| 2003 19 19 19 19 19 19 19 1 | Categories | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Additional information Resolve Information Fundament (EMAL ONLY 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 636 |
| Additional information frequency from the information - CRANIL ONLY 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | 11 | 19 | | 15 | 25 | 23 | 19 | | 19 | 38 | 40 | 265 |
| Color Rights | | | | | 1 | | | | | 1 | | | | 2 |
| Cubic Rights - Support (Control of Control | Additional Information Required/Insufficier | nt Information | - EMAIL ONL | .Y | 1 | | | | | 1 | | | | 2 |
| CUIR Rights - Searchard Cannel Extends 1 | Civil Rights | 2 | | 3 | | | 1 | 1 | 1 | | | 1 | | 9 |
| Colf Rights - Testagener's Seconding 1 | Civil Rights - Race | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Claims | Civil Rights - Sex/Gender/Gender Identity | 1 | | 2 | | | | | | | | | | 3 |
| Customs - Centered | Civil Rights - Transgender Screening | | | 1 | | | | | 1 | | | | | 2 |
| Cuctomer Service - 150 | Claims | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSOL | Claims - General | | | | | | | | | | | | 1 | 1 |
| Customer Sention - TSO | Customer Service | 6 | 5 | 3 | 7 | 6 | 6 | 10 | 8 | 3 | 9 | 21 | 16 | 100 |
| Looks - Misming or Denninged Look | Customer Service - TSO | 6 | 5 | 3 | 7 | 6 | 6 | 10 | 8 | | 9 | | | 100 |
| Locks - Missing or Damaged Lock | Locks | 1 | | | | | 2 | | | 2 | | | | 5 |
| Lots and Found Mithanding of Passenger Property Demanger Mines 1 2 3 3 4 3 1 1 2 2 1 No. June Store No. Ju | Locks - Missing or Damaged Lock | 1 | | | | | | | | 2 | | | | 5 |
| Lest and Fourds - Airport Sale | | | | | | | | | | | | | 1 | 1 |
| Michanding of Passenger Property - Damaged Ministrating of Passenger Property - Damaged Ministrating of Passenger Property - Damaged Ministrating of Passenger Property - Damaged Ministrations - No Admandations - No Admandation | | | | | | | | | | | | | 1 | 1 |
| Mishwarding of Passenger Property - Daming entitles 1 | • | 1 | 2 | 2 | 3 | | Λ | | 1 | 1 | 3 | 1 | | 24 |
| Michaelidice No Jurisdiction No Jurisdiction | | | | | | | | | | | | | | 13 |
| No Justicidicien - No Referral No Justicidicien - No Referral No Justicidicien - No Referral No Justicidicien - Refer to CBP 1 1 1 1 No Justicidicien - Refer to CBP Partone - Refer to CBP Par | | | | | | | | | 1 | 1 | | | | 11 |
| No Jurisdiction - No February 1 | | | | | | | | 2 | | | | | | 6 |
| No substaction - Refer to CBP | | <u>'</u> | | | | | | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | 1 | | | | | 1 | 1 | | | | | | 3 |
| Patidown - Flyer | | - ' | | | | | | | | | | | | |
| Petroon - Piyer a Closerver | | | | | | • | | | | | | | | 1 |
| Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer 1 | | | | | 1 | | | | | | | | | 10 |
| Persons w Disabilities (PWD) - Cannor (general) Not Browst Cannor | | | | | | 2 | 1 | 1 | 1 | | | 2 | 2 | 9 |
| Persons w/ Disabilities (PVD) - Calabers 2 1 1 1 1 1 1 1 1 1 | • | | | | | | | | | | | | | 1 |
| Persons w/Diabelities (PWD) - Heating pragment 1 | . , | | | | 3 | | 2 | | | 2 | 3 | 1 | 1 | 14 |
| Persons w/ Disabilities (PVD) - Heading Impairment 1 | | | Breast Cancer | | | | | | 1 | | | | | 1 |
| Persons w Disabilities (PWD) - Nedically Necessary Medicalton and Medical Supplies | Persons w/ Disabilities (PWD) - Diabetes | | | | 2 | | 1 | | | 1 | 1 | | | 5 |
| Persons w Disabilities PWD - Service Arimals Persons w PWD - Service Arimals PWD - Service Arim | Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | 1 | | | | | | | | | 1 |
| Persons w Disabilities (PWD) - Service Airmals Service Segway 1 1 2 5 5 7 7 5 7 7 5 7 1 1 2 5 5 7 7 7 7 7 7 7 7 | Persons w/ Disabilities (PWD) - Medically | Necessary N | Medication and | Medical S | Supplies | | | | | 1 | | 1 | | 2 |
| Persons will bisabilities (PWD) - Wheelchair/ Society Segway 3 | Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked 1 1 2 5 | Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Danaged Items - Checked | Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | | | | | | | 1 | | 1 | 2 |
| Property - Special Handling - Danaged Items - Checked | Property - Special Handling | 3 | 3 | 4 | 5 | 2 | 2 | 3 | 2 | 1 | 1 | 2 | 5 | 33 |
| Property - Special Handlling - Missing Items - Carry-C | | | | | | | | | | | | | | 10 |
| Property - Special Handling - Missing Items - Carry-C | | | ed | | | | 1 | | | | 1 | | | 3 |
| Property - Special Handling - Missing Item | | | | 1 | 1 | 2 | | | 1 | 1 | | | | 11 |
| Screening | | | | | | | | | | | | | | 9 |
| Screening - Inconsistency | | | | | | 5 | 6 | 6 | | 1 | 3 | 7 | | 60 |
| Screening - Lengthy Lines | | | - ' | | | | 0 | | J | | | | | 12 |
| Screening - Procedures/Process 4 | | 1 | | | | | | - 1 | | - 1 | | | | 4 |
| Airline | | | 4 | | | | | | 2 | 2 | - 4 | | | 44 |
| Airline Airline - Policy/Regulations/Service | | | | | | | | | | | | | | |
| Airline - Polity/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Claims Claims - Seneral CLEAR - SAPPeCheek Application Program Customer Service - Others | | 29 | 39 | 30 | 20 | 30 | 21 | 29 | | | 20 | 19 | | 354 |
| Civil Rights 1 2 2 2 2 1 1 1 2 1 2 | | | | | | | | | | | | | | 3 |
| Civil Rights - Race 1 | | | | 0 | 0 | 0 | | | | | 4 | | | 3 |
| Civil Rights - Sex/Gender/Gender Identify- Not Transgender | | | | 2 | | | | | | | | | | 14 |
| Claims | | | | | 2 | 2 | | 1 | 1 | 2 | 1 | | | 11 |
| Claims | | - Not Transge | ender | | | | | | | | | 1 | | 2 |
| Claims - General CLEAR CLEAR CLEAR - TSA PreCheck Application Program Table | | | | 1 | | | | | | | | | | 1 |
| CLEAR | | | | | | | | 1 | | | | | | 1 |
| CLEAR - TSA PreCheck Application Program Customer Service - Others 9 17 18 13 16 14 13 10 14 13 8 12 | Claims - General | | | | | | | 1 | | | | | | 1 |
| Customer Service 9 17 18 13 16 14 13 10 14 13 8 12 Customer Service - Others 1 2 2 2 1 1 2 2 2 1 1 2 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td>1</td></t<> | | | | | | | | | | | | 1 | | 1 |
| Customer Service - Others 1 | CLEAR - TSA PreCheck Application Prog | ram | | | | | | | | | | 1 | | 1 |
| Customer Service - TCC | Customer Service | 9 | 17 | 18 | 13 | 16 | 14 | 13 | 10 | 14 | 13 | 8 | 12 | 157 |
| Customer Service - TSO | Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| DHS TRIP | Customer Service - TCC | | | 1 | | | | | | | 1 | | 1 | 3 |
| DHS TRIP - General | Customer Service - TSO | 9 | 17 | 16 | 13 | 16 | 14 | 13 | 10 | 14 | 12 | 8 | 11 | 153 |
| Locks | DHS TRIP | | 1 | | | | | | | | | | | 1 |
| Locks | DHS TRIP - General | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | 1 | | | | | | 3 |
| Lost and Found | | | | | | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | • • | | | 1 | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property 3 6 3 6 2 3 3 2 2 Mishandling of Passenger Property - Dam 1 1 2 3 2 2 1 Mishandling of Passenger Property - Dam 2 4 1 2 1 1 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 | | | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam 1 1 2 3 2 2 1 Mishandling of Passenger Property - Dam 2 4 1 2 1 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | • | | | | 2 | 0 | 2 | | 2 | 2 | 0 | | | |
| Mishandling of Passenger Property - Dam 2 4 1 2 1 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing Items—Carry-on or Checked 1 1 1 1 1 1 1 1 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 | | | | | | | 2 | | | | | | 2 | |
| Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1< | | | | | | | | | | | 1 | | | 12 |
| Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 No Jurisdiction 1 2 1 1 2 1 2 1 No Jurisdiction - No Referral 2 1 1 2 1 2 1 No Jurisdiction - Refer to CBP 1 1 1 1 1 Patdown - Refer to Other 1 4 2 1 2 1 1 1 Patdown - Children 1 4 2 1 2 1 1 1 Patdown - Flyer 1 4 2 1 1 1 1 1 Patdown - General 1 4 2 2 1 1 1 1 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | | | | | 1 | | | | 1 | 1 | | | 2 | |
| No Jurisdiction 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1 1 2 1 1 1 1 1 2 1 1 1 1 1 1 2 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 2 3 6 1 | | | | | | 1 | | | | | 1 | | | 4 |
| No Jurisdiction - No Referral 2 1 2 1 No Jurisdiction - Refer to CBP 1 1 1 1 No Jurisdiction - Refer to Other 1 1 | | rrayed Items- | -Carry-on or C | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to CBP 1 1 1 No Jurisdiction - Refer to Other 1 1 1 Patdown 1 4 2 1 2 1 1 1 1 Patdown - Children 1 4 2 1 <td></td> <td>1</td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>11</td> | | 1 | | | 1 | 1 | | 2 | | | | | | 11 |
| No Jurisdiction - Refer to Other 1 4 2 1 2 1 1 1 1 1 Patdown - Children 1 4 2 1 1 1 1 1 Patdown - Flyer 1 4 2 1 1 1 1 1 Patdown - General Patdown - Non-Flyer 1 4 2 1 1 1 1 1 1 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | No Jurisdiction - No Referral | | | 2 | | | | | | 1 | 2 | | 1 | 6 |
| Patdown 1 4 2 1 2 1 2 3 6 1 3 2 3 6 Patdown - Non-Flyer 1 | No Jurisdiction - Refer to CBP | | | | 1 | 1 | | 1 | | | | | | 3 |
| Patdown - Children Patdown - Flyer 1 4 2 1 1 1 1 Patdown - General 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | No Jurisdiction - Refer to Other | 1 | | | | | | 1 | | | | | | 2 |
| Patdown - Flyer 1 4 2 1 1 1 Patdown - General 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | Patdown | 1 | 4 | | 2 | | | | 1 | 2 | 1 | 1 | 1 | 13 |
| Patdown - General 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - General 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | Patdown - Flyer | 1 | 4 | | 2 | | | | 1 | | | 1 | 1 | 10 |
| Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | • | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) 2 3 1 1 6 1 3 2 3 6 | | | | | | | | | | | | | | 1 |
| · · · | Patdown - Non-Flver | | | 4 | | 1 | | 6 | 1 | | 2 | 2 | 6 | 28 |
| | • | 2 | 3 | | | - 1 | | U | - 1 | 3 | | | | 3 |
| · · · | Persons w/ Disabilities (PWD) | | 3 | | | | | | | | | | 1 | |
| | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | 1 | | ı | | | | | | | I | | | |
| | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M | 1 Medical Device | es | 1 | | | | | | 4 | 1 | | 1 | 1 |
| | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D | 1 Medical Device 1 | es 1 | ' | | A | | A | | 1 | 1 | | 1 2 | 1 5 |
| | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically | 1 Medical Device 1 Necessary | es 1 | | | 1 | | 4 | | 1 2 | | 2 | 1 2 | 1 5 11 |
| | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D | 1 Medical Device 1 Necessary Disability (Not | es 1 1 Wheelchair o | | | 1 | | 4 2 | | | 1 | 2 | 1 2 | 1 5 11 4 |
| Persons w/ Disabilities (PWD) - Service Animals | Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato | 1 Medical Device 1 Necessary Disability (Not | es 1 1 Wheelchair o | | | 1 | | | 1 | | | 2 | 1 2 1 | 1 5 11 |

| | | | | | veler Comp | | | | | | | | |
|--|---------------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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) - Wheelch | air/ Scooter/ | 1 | 1 | | | | | | | | | | |
| Property - Special Handling | 2 | 3 | 4 | - 1 | 2 | 4 | 3 | 3 | 1 | 2 | 2 | 1 | 2 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | 1 | 1 | | 1 | | | | 1 | 2 | | |
| Property - Special Handling - Damaged It | ems - Check | ed | | | 1 | | 1 | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-C | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | | | 1 | 1 |
| Property - Special Handling - Missing Iten | 2 | 1 | 2 | | | 1 | | 1 | | 1 | | | |
| Request for Assistance | | | | | | 1 | | | | | | | |
| Request for Assistance - Other | | | | | | 1 | | | | | | | |
| Screening | 11 | 9 | 4 | 4 | 9 | 6 | 2 | 3 | 3 | 5 | 2 | 3 | 6 |
| Screening - Children | 1 | | | | | | | 1 | | | | | |
| Screening - Gate Pass | | | | | | | | | | 1 | | | |
| Screening - Inconsistency | 2 | 3 | | 1 | 2 | 3 | 1 | | | | | | 1 |
| Screening - International Screening | | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | 2 | | 1 | | 1 | 1 | | | 1 | 1 | | | |
| Screening - Procedures/Process | 6 | 5 | 3 | 2 | 4 | 2 | | 1 | 2 | 3 | 2 | 1 | 3 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | 2 | | | | | | | 2 | |
| Screening - Security Breach | | 1 | | | | | 1 | | | | | | |
| 2025 | 17 | | | | | | | | | | | | 1 |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| CLEAR | 1 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 1 | | | | | | | | | | | | |
| Customer Service | 7 | | | | | | | | | | | | |
| Customer Service - TSO | 7 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | |

| tegories | 10-Oct 1 | | 12-Dec | 01-Jan | eler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------------|--------------|-------------|--------|---------------------|--------|--------|--------|--------|--------|--------|-------------|-------|
| - | | 1-NOV 1 | 12-Dec 6 | | 02-Feb 7 | | • | | | | | 09-Sep 2 | |
| IPN | 10 | | | 3 | | 9 | 10 | 11 | 13 | 12 | 6 | 2 | |
| 2023 | 1 | 3 | 3 | 1 | 4 | 4 | 8 | 9 | 4 | 8 | 3 | | |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | 1 | 1 | 1 | 1 | 2 | | 1 | 1 | | 1 | 1 | | |
| Customer Service - TSO | 1 | 1 | 1 | 1 | 2 | | 1 | 1 | | 1 | 1 | | |
| Mishandling of Passenger Property | | | 1 | | | | 1 | 1 | | 2 | | | |
| Mishandling of Passenger Property - Dam | naged/Missing I | temsC | 1 | | | | 1 | | | 2 | | | |
| Mishandling of Passenger Property - Dam | | | cked Bago | lage | | | | 1 | | | | | |
| No Jurisdiction | | | | 13- | | | 1 | | | 1 | | | |
| No Jurisdiction - No Referral | | | | | | | ' | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | 4 | | | - 1 | | | |
| | | | | | | | 1 | | | | | | |
| Patdown | | | | | 1 | | | | | 1 | 1 | | |
| Patdown - Flyer | | | | | 1 | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | 1 | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Development | al /Mental I | Disability | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | |
| | | | ' | | | - 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | nedical Devices | • | | | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | 3 | | | | 1 | | |
| Property - Special Handling - Damaged It | | | | | | | 1 | 1 | | | | | |
| Property - Special Handling - Damaged It | ems - Checked | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | | | 2 | | | | | | |
| Screening | | 1 | | | 1 | 3 | 2 | 6 | 3 | 2 | | | |
| Screening - Inconsistency | | | | | | | | 1 | 1 | | | | |
| Screening - International Screening | | | | | | | | | | 1 | | | |
| Screening - International Screening Screening - Lengthy Lines | | | | | | 1 | 2 | 2 | 1 | ' | | | |
| | | | | | | | 2 | | | | | | |
| Screening - Procedures/Process | | 1 | | | 1 | 2 | | 3 | 1 | 1 | | | |
| 2024 | 5 | 2 | 3 | 2 | 3 | 5 | 2 | 2 | 9 | 4 | 3 | 2 | |
| Civil Rights | | | | | | | 1 | | | | 1 | | |
| Civil Rights - Race | | | | | | | 1 | | | | 1 | | |
| Customer Service | 1 | 1 | 2 | | 1 | 2 | 1 | | 2 | 2 | | 1 | |
| Customer Service - TSO | 1 | 1 | 2 | | 1 | 2 | 1 | | 2 | 2 | | 1 | |
| DHS TRIP | ' | - 1 | | | | | - 1 | | 1 | | | - ' | |
| | | | | | | | | | | | | | |
| DHS TRIP - General | | | | | | | | | 1 | | | | |
| Locks | | | | | 1 | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | 1 | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | 1 | | 1 | | |
| Mishandling of Passenger Property - Dam | Jagod/Missi | 1 | | | | | | | | | | | |
| | | | alead Day | 4 | | | | | 4 | | 4 | | |
| Mishandling of Passenger Property - Dam | iaged/iviissing i | temsChe | скей вас | 1 | | | | | 1 | | 1 | | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | |
| Patdown | 2 | | | 1 | 1 | | | | | | | | |
| Patdown - Flyer | 2 | | | 1 | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Autism S | l nectrum | | | | | | | 1 | | | | | |
| | l | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | 1 1 1 1 1 1 | | | | | | | | - 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | 1 | | | | |
| Screening | 1 | | 1 | | | 2 | | | 2 | 2 | | 1 | |
| Screening - Inconsistency | 1 | | | | | 1 | | | | 1 | | ' | |
| | ' | | 4 | | | - 1 | | | | - 1 | | | |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | 2 | 1 | | 1 | |
| 2025 | 4 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Catagorias | 40.0-1 | | | | veler Comp | | | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | Tate |
|--|--------------|--------------|------------|--------|------------|--------|--------|---------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HRL | 4 | 3 | | _ | | 1 | • | 4 | 3 | 3 | | | 3 |
| 2023 | 2 | 2 | | | 1 | 1 | 1 | 4 | 2 | 1 | 4 | 2 | 2 |
| Civil Rights | 2 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | |
| Customer Service | | 2 | | 1 | | | 1 | 2 | 1 | | 2 | | |
| Customer Service - TSO | | 2 | | 1 | | | 1 | 2 | 1 | | 2 | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | 2 | |
| Mishandling of Passenger Property - Dan | | | | | | | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked Ba | iggage | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | 1 | | 1 | | | |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-C |)n | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | 1 | | | | | |
| Screening | | | | | | 1 | | | 1 | | 1 | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | 1 | | |
| 2024 | 2 | 1 | | 2 | 3 | | 3 | | 1 | 2 | . 1 | 1 | 1 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | | | | 1 | | | | | | 1 | | |
| Customer Service - TSO | | | | | 1 | | | | | | 1 | | |
| Mishandling of Passenger Property | 1 | | | 1 | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lu | g 1 | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | 2 | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | Devices - At | tached to th | e Body | 1 | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | 1 | | 1 | | | 1 | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | 1 | | | 1 | |
| Property - Special Handling - Missing Iter | | | | | | | 1 | | | | | | |
| Screening | | | | | 2 | | 1 | | | | | | |
| Screening - Inconsistency | | | | | 2 | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | | | |

| | | | Contact Cent | | | | | | | | | | |
|---|---------------------------------------|--------------|--------------|------|--------|--------|--------|--------|--------|--------|--------|---|-------|
| Categories | 10-Oct 1 | 1-Nov ′ | 12-Dec 01 | -Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HSV | 14 | 4 | 7 | 9 | 8 | 7 | 4 | 9 | 5 | 7 | 14 | 4 6 7 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 94 |
| 2023 | 3 | 3 | 1 | 5 | 4 | 4 | 1 | 3 | 3 | 3 | 7 | 2 | 39 |
| Civil Rights | | | | | | 2 | | | | | 1 | | 3 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | 3 | 1 | | 1 | | 1 | 1 | 1 | | 1 | 1 | 11 |
| Customer Service - TSO | 1 | 3 | 1 | | 1 | | 1 | 1 | 1 | | 1 | 1 | 11 |
| Mishandling of Passenger Property | 2 | | | | | | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing | temsChe | cked Baggag | е | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | 1 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Flyer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| י Disability (Not \ | Vheelchair | or Scooter) | | | | | | | 1 | | | 1 |
| Property - Special Handling | , , , , , , , , , , , , , , , , , , , | | , | | 1 | | | | 1 | | 2 | | 4 |
| Property - Special Handling - Damaged It | ems - Carrv-Or | 1 | | | | | | | | | 2 | | 2 |
| Property - Special Handling - Missing Iten | | | | | 1 | | | | 1 | | | | 2 |
| Screening | | | | 3 | 2 | 2 | | 1 | 1 | 2 | 2 | 1 | 14 |
| Screening - Crew Member or Airline Emp | lovee | | | | 1 | | | | | | _ | | 1 |
| Screening - Inconsistency | | | | | | | | | 1 | | 1 | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | | 2 | 1 | 1 | | 1 | | 2 | 1 | | 8 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | 1 |
| 2024 | 5 | 1 | 6 | 4 | 4 | 3 | 3 | 6 | 2 | 4 | 7 | 4 | 49 |
| Civil Rights | | • | | 1 | • | • | | 1 | _ | • | • | • | 2 |
| Civil Rights - Race | | | | 1 | | | | 1 | | | | | 2 |
| Customer Service | 1 | | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | | 2 | 19 |
| Customer Service - CSM | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service - TSO | 1 | | 2 | 2 | 2 | 3 | | 2 | 1 | 1 | | 2 | 17 |
| Lost and Found | ' | | | | | 0 | - ' | | | - ' | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | l naned/Missii | 1 | | | | | | | | 1 | | | 2 |
| Patdown | lagoaninoon | | 1 | | | | | | | - ' | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medical I |] Devices - Δttac | ned to the I | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | 1 | | | | | | | | - ' | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 1 | gway | | | | | | | | | 1 | ' | 2 |
| Property - Special Handling - Damaged It | l ems - Checked | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | 3 | | 1 | 1 | 2 | | 1 | 3 | 1 | 2 | 4 | 1 | 19 |
| Screening - International Screening | 3 | | - '- | | 1 | | - 1 | 3 | - ' | | | - 1 | 1 |
| Screening - International Screening Screening - Lengthy Lines | 1 | | | | - ' | | 1 | | | | 3 | | 5 |
| Screening - Procedures/Process | 2 | | 1 | 1 | 1 | | - 1 | 3 | 1 | 1 | 1 | 1 | 12 |
| Screening - Procedures/Process Screening - Security Breach | | | - '- | - 1 | ' | | | 3 | ' | 1 | - 1 | | 12 |
| 2025 | 6 | | | | | | | | | - 1 | | | 6 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 1 | | | | | | | | | | | | 1 |
| Screening Lengthy Lines | 4 | | | | | | | | | | | | 4 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |

| | | TS | A Contact | Center Trav | eler Comp | laints Rep | ort | | | | | | |
|---|----------------|------------|-----------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 1 | 2 | 1 | 3 | 1 | 2 | 1 | 2 | 2 | 5 | 1 | 1 | 22 |
| 2023 | | 1 | | 1 | | | 1 | | | 1 | 1 | 1 | 6 |
| Civil Rights | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | gender | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2024 | 1 | 1 | 1 | 2 | 1 | 2 | | 2 | 2 | 4 | | | 16 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | 1 | | | | 1 | 1 | | | | 3 |
| Customer Service - TSO | | | | 1 | | | | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 2 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | olants (joint) | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 2 | | | 2 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | | | | | | 2 | | | 2 |
| Screening | | | | | 1 | | | | 1 | | | | 2 |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | | | | 2 |

| | | TSA | Contact (| Center Trav | veler Comp | laints Rep | ort | | | | | | |
|--|---------------|---------|-----------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct ' | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HVN | 7 | 3 | 3 | 3 | 4 | 5 | 6 | 5 | 7 | 4 | 2 | 3 | 52 |
| 2023 | 1 | 2 | | | 2 | 2 | 3 | 2 | 5 | 1 | 2 | 2 | 22 |
| Airline | 1 | | | | | | 1 | | | | | | 2 |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| 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 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | 1 |
| Patdown | | 1 | | | | | | | 1 | 1 | | | 3 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry-O | n | | | | 1 | | | | | | | 1 |
| Screening | ĺ | | | | | | 1 | 1 | 3 | | 1 | | 6 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 3 | | | | 3 |
| Screening - Security Breach | | | | | | | 1 | | | | | | 1 |
| 2024 | 2 | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | | 1 | 26 |
| Animals | 1 | | | | | | | | | | | | 1 |
| Animals - Carry-On | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | | 1 | 2 | 2 | | | 1 | | 1 | 8 |
| Customer Service - CSM | | | 1 | | | | _ | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | 2 | 2 | | | 1 | | 1 | 7 |
| Mishandling of Passenger Property | | | 1 | 1 | 1 | | 1 | | 1 | | | | 5 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCl | | | | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property - Dan | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Breast C | ancer | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | (| , | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Checked | i | | 1 | | | | | | | | | 1 |
| Screening | 1 | | 1 | 1 | | 1 | | 1 | 1 | 1 | | | 7 |
| Screening - Crew Member or Airline Emp | | | • | • | | 1 | | | 1 | | | | 2 |
| Screening - Inconsistency | 1 | | | | | • | | | • | 1 | | | 2 |
| Screening - Lengthy Lines | · | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | <u>.</u> |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | 1 |
| 2025 | 4 | | | | | | | ' | | | | | 4 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Troperty - Special Handling - Missing Itel | η Ι | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| HVR | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| | | TS. | A Contact | Center Tra | veler Comp | laints Rep | ort | | | | | | |
|---|-----------------|------------|-------------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HXD | 4 | 3 | | | 3 | 1 | | 7 | 2 | 2 | | 1 | 2 |
| 2023 | 1 | 3 | | | | 1 | | 4 | 1 | 1 | | | 1 |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Ident | ity- Not Trans | gender | | | | | | 1 | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medica | I Devices - At | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged | Items - Carry | -On | | | | | | 1 | | | | | |
| Screening | 1 | 1 | | | | 1 | | 2 | 1 | 1 | | | |
| Screening - Procedures/Process | 1 | 1 | | | | 1 | | 2 | 1 | 1 | | | |
| 2024 | 1 | | | | 3 | | | 3 | 1 | 1 | | 1 | 1 |
| Customer Service | | | | | 1 | | | 1 | 1 | | | | |
| Customer Service - TSO | | | | | 1 | | | 1 | 1 | | | | |
| No Jurisdiction | | | | | 1 | | | | | | | | |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobilit | y Disability (N | ot Wheelch | air or Scoo | ter) | | | | | | | | 1 | |
| Screening | 1 | | | | 1 | | | 2 | | 1 | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | 1 | | | | 1 | | | 1 | | 1 | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |

| | | | - Contact | Center may | reiei Goilip | nannta itep | Oit | | | | | | |
|--|--------------|-----------|------------|------------|--------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HYS | | 1 | | 1 | 1 | | | 1 | | 2 | | | 6 |
| 2023 | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lu | ggage | | | | 1 | | | | | 1 |
| 2024 | | | | 1 | 1 | | | | | 2 | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

| ategories | 40.0-4 | 44 N 46 | | 4 1 | 00 E - I- | 00 14 | 0.4. 4 | 05 M | 00 1 | 07 11 | 00 4 | 00.0 | T - 4 - 1 |
|--|--|--|--|--|----------------------------|--|------------------------|--|--|-------------------|---|--|--|
| | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IAD | 90 | 51 | 62 | 58 | 41 | 85 | 59 | 82 | 65 | 70 | 63 | | 799 |
| 2023 | 26 | 25 | 35 | 33 | 22 | 41 | 30 | 27 | 27 | 29 | 30 | 37 | 362 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 3 | 1 | 1 | 2 | | 2 | 1 | 2 | | | 1 | 2 | 15 |
| Civil Rights - Constitutional Rights | 1 | 1 | | 1 | | | | | | | | | 3 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | 1 | | 1 | | | 2 | | 2 | | | | 2 | 8 |
| Civil Rights - Screening of Religious Cult | | monial Items | ' | 1 | | | | | | | | | 1 |
| | | noniai items | | ' | | | | | | | 4 | | |
| Civil Rights - Sex/Gender/Gender Identit | | | | | | | | | | | 1 | | 2 |
| Customer Service | 11 | 7 | 9 | 7 | 8 | 8 | 7 | 7 | 5 | 8 | 3 | | 87 |
| Customer Service - Others | | | | | | | | 1 | | | | 1 | 2 |
| Customer Service - TSO | 11 | 7 | 9 | 7 | 8 | 8 | 7 | 6 | 5 | 8 | 3 | 6 | 85 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | 1 | | | | 1 | 2 | | 4 |
| Locks - General | | | | | | 1 | | | | | | | 1 |
| | | | | | | - 1 | | | | 4 | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | 2 | | 3 |
| Lost and Found | | 1 | | | 2 | 1 | | | | | | | 4 |
| Lost and Found - Airport/TSA | | 1 | | | 2 | 1 | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 6 | 5 | 5 | 5 | 5 | 1 | 3 | 5 | 7 | 47 |
| Mishandling of Passenger Property - Dai | naged/Missing | ItemsC | 1 | 3 | 2 | 1 | 2 | 2 | 1 | 1 | 4 | 3 | 20 |
| Mishandling of Passenger Property - Dai | , - | 2 | | 2 | 2 | 1 | 2 | 3 | | 2 | 1 | 2 | 18 |
| | | | :6:1 | | | 1 | | 3 | | | | | |
| Mishandling of Passenger Property - Dai | | | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dis | arrayed Items- | Carry-on | 1 | | 1 | 2 | 1 | | | | | 1 | 6 |
| No Jurisdiction | | 1 | 4 | 2 | | 2 | 1 | 1 | 3 | 3 | 3 | | 20 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | 1 | | 2 |
| No Jurisdiction - Refer to CBP | | 1 | 4 | 2 | | 1 | 1 | 1 | 2 | 2 | 2 | | 16 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | 1 | | | 2 |
| | _ | | 2 | 4 | 4 | | 0 | 4 | | | | | |
| Patdown | 2 | 1 | 3 | 1 | 1 | 1 | 2 | 1 | | 1 | 3 | | 16 |
| Patdown - Flyer | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 1 | 3 | | 15 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | 1 | | | 1 | 1 | 2 | 2 | | 4 | 14 |
| Persons w/ Disabilities (PWD) - Autism S | Spectrum | | | | | | 1 | | 1 | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diabete | s i | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing | | 1 | 1 | | | | | | | | | | 2 |
| | | · Mhaalahair a | | | | | | | | 4 | | | |
| Persons w/ Disabilities (PWD) - Mobility | | | or Scooler) | | | | | | | 1 | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Prosther | | and Casts | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service | Animals | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Ir | npairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcl | na 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 5 | 6 | 4 | 1 | 9 | 5 | 2 | 4 | 2 | 4 | 5 | 50 |
| Property - Special Handling - Damaged | | 1 | 5 | 4 | | 3 | 1 | 1 | 2 | 1 | 1 | | 19 |
| | | | 3 | 4 | | | | | | - ' | | 4 | |
| Property - Special Handling - Damaged | | 2 | | | | 1 | | 1 | 2 | | 1 | 1 | 9 |
| Property - Special Handling - Missing Ite | | 1 | 1 | | 1 | 1 | 3 | | | 1 | | 2 | 10 |
| Property - Special Handling - Missing Ite | n 2 | 1 | | | | 4 | 1 | | | | 2 | 2 | 12 |
| Screening | 5 | 6 | 9 | 9 | 5 | 12 | 8 | 8 | 12 | 9 | 9 | 11 | 103 |
| Screening - Children | | | | | | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Emp | lovee | 1 | | | | 2 | | | 1 | | | | 4 |
| | l | | 1 | 1 | | 2 | | 1 | 1 | 1 | | 1 | 8 |
| Screening - Inconsistency | | | 1 | | | | 4 | ' | 1 | - ' | | | |
| | | | | 1 | | | 1 | | 1 | | | | 3 |
| Screening - International Screening | | | | 3 | | 2 | 2 | 3 | 2 | 1 | 3 | | 18 |
| Screening - International Screening Screening - Lengthy Lines | | | 2 | | | | | | | 6 | | | |
| | 3 | 4 | 2 | 4 | 5 | 6 | 5 | 4 | 6 | U | 6 | 9 | 64 |
| Screening - Lengthy Lines Screening - Procedures/Process | | 4 | | 4 | 5 | | 5 | | | 0 | 6 | | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi | 2 | 1 | 6 | | | 6 | | 4 | 1 | | | 1 | 5 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 | 2 24 | | | 4 25 | 5 19 | | 5 29 | 4 55 | 1 38 | 41 | 33 | 1 | 5 397 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In | 2 24 1 1 | 1 | 6 | | | 6 | | 55 | 1 38 1 | | | 1 | 5 397 3 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In | 2 24 1 1 | 1 26 | 6 27 | | | 44 | | 4 55 | 1 38 | | 33 | 36 | 5 397 3 3 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In | 2 24 1 1 | 1 | 6 | | | 6 44 | | 55 | 1 38 1 | | | 36 | 5 397 3 3 7 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In | 2 24 1 1 | 1 26 | 6 27 | | | 44 | | 55 | 1 38 1 | | 33 | 36 | 5 397 3 3 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In | 2 24 1 1 | 1 26 | 6 27 | | | 6 44 | | 55 | 1 38 1 | | 33 | 1 36 | 5 397 3 3 7 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service | 2 24 1 1 | 1 26 3 | 6 27 | 25 | 19 | 1 1 | | 55 1 | 1 38 1 | 41 | 1 | 1 36 | 5 397 3 3 7 1 6 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Information Required/Insufficient Information Infor | 2 24 1 1 | 1 26 | 6 27 1 | 25 | | 1 1 3 | 29 | 55 | 1 38 1 | | 1 | 1 36 | 5 397 3 3 7 1 6 23 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age | 2 24 1 1 | 1 26 3 | 6 27 1 | 25 | 19 | 1 1 | 29 | 55 1 | 1 38 1 | 41 | 1 | 1 36 | 5 397 3 3 7 1 6 23 2 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear | 2 24 1 1 | 3 3 2 | 6 27 1 | 25 | 19 | 1 1 3 | 29 | 55 1 1 | 1 38 1 | 41 | 1 | 1 36 | 5 397 3 3 7 1 6 23 2 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin | 2 24 1 1 | 3 3 2 | 6 27 1 | 25 | 19 | 1 1 3 | 29 | 55 1 | 1 38 1 | 41 | 1 | 1 36 | 5 397 3 3 7 1 6 23 2 1 2 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear | 2 24 1 1 | 3 3 2 | 6 27 1 | 25 | 19 | 1 1 3 | 29 | 55 1 1 | 1 38 1 | 41 | 1 | 1 36 | 5 397 3 3 7 1 6 23 2 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin | 2 24 1 1 | 3 3 2 | 6 27 1 | 25 | 19 | 1 1 3 | 29 | 55 1 1 | 1 38 1 | 41 | 1 | 1 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 | 6 27 1 1 1 1 | 25 | 3 | 1 1 1 3 1 | 29 | 3 1 | 1 38 1 | 2 | 1 1 2 | 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identiti | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 | 6 27 1 1 1 1 | 25 | 3 | 6 44 1 1 3 1 | 1 | 3 1 | 1 38 1 1 | 2 | 1 1 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identitic Civil Rights - Transgender Screening | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 | 6 27 1 1 1 1 | 25 | 3 | 6 44 1 1 3 1 | 1 | 3 1 | 1 38 1 1 | 2 | 1 1 2 | 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Information Information Information Information Information Information Information Information Inform | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 | 6 27 1 1 1 1 | 25 | 3 | 6 44 1 1 3 1 | 1 | 3 1 | 1 38 1 1 | 2 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening CLEAR CLEAR - TSA PreCheck Application Pro | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 ender | 1 1 1 1 | 1 1 | 3 2 1 | 1 1 3 1 | 1 | 3 1 2 | 1 38 1 1 1 | 2 1 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Inf | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 | 6 27 1 1 1 1 | 25 | 3 | 6 44 1 1 3 1 | 1 | 4 55 1 1 3 3 | 1 38 1 1 | 2 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 1 2 1 10 6 1 11 118 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening CLEAR CLEAR - TSA PreCheck Application Pro | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 ender | 1 1 1 1 | 1 1 | 3 2 1 | 1 1 3 1 | 1 | 3 1 2 | 1 38 1 1 1 | 2 1 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Inf | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 ender | 1 1 1 1 | 1 1 | 3 2 1 | 1 1 3 1 | 1 | 4 55 1 1 3 3 | 1 38 1 1 1 | 2 1 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 1 2 1 10 6 1 11 118 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening CLEAR CLEAR - TSA PreCheck Application Pro Customer Service - CSM | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 ender | 1 1 1 1 | 1 1 | 3 2 1 | 1 1 3 1 | 1 | 4 55 1 1 3 3 | 1 38 1 1 1 | 2 1 | 33 1 1 2 2 | 1 36 1 1 4 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 11 118 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening CLEAR CLEAR - TSA PreCheck Application Pro Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC | 2 24 11 1 1 12 1 1 14 1 7 17 18 1 1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 ender | 1 1 1 1 1 | 1 1 9 | 3 3 2 1 1 8 8 | 6 44 1 1 1 3 1 1 1 | 1 1 9 | 3 1 2 | 1 38 1 1 1 | 2 1 1 14 | 2 2 1 1 1 4 | 1 1 4 4 1 2 1 1 8 8 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 | 1 1 1 1 1 7 | 25 1 1 1 | 3 2 1 | 1 1 3 1 | 1 | 4 55 1 1 3 3 | 1 38 1 1 1 | 2 1 | 2 2 1 1 4 | 1 1 4 4 1 2 1 1 8 8 8 | 5 397 3 3 7 1 6 23 2 1 10 6 1 11 118 1 115 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Required/Insufficient Information Information Required/Insufficient Information Inform | 2 24 11 1 1 12 1 1 14 1 7 17 18 1 1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 1 8 8 1 7 1 1 | 9 | 3 3 2 1 1 8 8 | 6 44 1 1 1 3 1 1 1 | 1 1 9 | 3 1 2 | 1 38 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 | 1 1 4 4 8 8 8 | 5 397 3 3 7 1 6 23 2 1 10 6 1 11 118 1 115 5 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Informati | 2 24 11 1 1 12 1 1 14 1 7 17 18 1 1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 | 1 1 1 1 1 | 9 9 1 1 | 3 2 1 8 8 | 1 1 1 3 1 1 1 17 | 1 1 9 | 4 55 1 1 3 1 2 | 1 38 1 1 1 | 2 1 1 14 | 2 2 1 1 4 | 1 1 4 4 1 2 1 1 8 8 8 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 11 118 1 1 1 1 1 1 5 5 5 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information Required/Insufficient Information Information Required/Insufficient Information Inform | 2 24 11 1 1 12 1 1 14 1 7 17 18 1 1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 1 8 8 1 7 1 1 | 9 | 3 3 2 1 1 8 8 | 6 44 1 1 1 3 1 1 1 | 1 1 9 | 3 1 2 | 1 38 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 | 1 1 4 4 8 8 8 | 5 397 3 3 7 1 6 23 2 1 10 6 1 11 118 1 115 5 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Informati | 2 24 11 1 1 12 1 1 14 1 7 17 18 1 1 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 1 8 8 1 7 1 1 | 9 9 1 1 | 3 2 1 8 8 | 1 1 1 3 1 1 1 17 | 1 1 9 | 4 55 1 1 3 1 2 | 1 38 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 | 1 1 4 4 1 2 1 1 8 8 8 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 11 118 1 1 1 1 1 5 5 5 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Information Required/In | /- Not Transge | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 1 8 8 1 7 1 1 | 9 9 1 1 2 | 3 2 1 8 8 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 9 | 4 55 1 1 3 1 2 15 1 14 | 1 38 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 | 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Information Required/In | 2 24 11 1 1 12 1 1 14 1 5 15 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 1 8 8 1 7 1 1 | 99112221 | 3 2 1 8 8 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 9 | 4 55 1 1 3 1 2 15 1 14 | 1 38 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 | 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 1 1 | 1 1 1 1 1 8 1 | 9911122111 | 3 3 2 1 7 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 9 9 | 4 55 1 1 3 1 2 15 1 14 | 1 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 14 | 33 1 1 2 2 1 1 1 4 2 2 | 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 11 11 115 5 6 6 6 4 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Information In | 2 24 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 1 1 1 1 ender 7 7 1 | 6 27 1 1 1 1 1 8 8 1 7 1 1 1 6 6 | 9 9 1 1 1 2 2 1 1 7 | 3 3 2 1 1 7 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 9 9 | 4 55 1 1 3 1 2 15 1 14 1 1 | 1 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 2 2 | 1 36 1 1 4 4 8 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 1 1 1 1 1 1 1 1 1 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Informati | 7- Not Transge | 1 26 3 3 2 1 1 1 1 ender 7 7 1 1 1 | 1 1 1 1 1 8 1 | 9911122111 | 3 3 2 1 7 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 9 9 | 4 55 1 1 3 1 2 15 1 14 | 1 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 4 2 2 2 | 1 36 1 1 4 4 8 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 11 11 115 5 6 6 6 4 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Informati | 2 24 11 1 1 12 1 1 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 | 6 27 1 1 1 1 1 8 8 1 7 1 1 1 6 6 | 9 9 1 1 1 2 2 1 1 7 | 3 3 2 1 1 7 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 9 9 | 4 55 1 1 3 1 2 15 1 14 1 1 | 1 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 4 2 2 2 | 1 36 1 1 1 4 8 8 8 8 1 1 1 1 1 1 1 1 1 1 1 | 5 397 3 3 7 1 6 23 2 1 10 6 1 1 1 1 1 1 1 1 1 1 1 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confi 2024 Additional Information Required/Insufficient In Information Required/Insufficient Informati | 2 24 11 1 1 12 1 1 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 26 3 3 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 | 6 27 1 1 1 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 | 9 9 1 1 1 2 2 1 1 7 | 3 3 2 1 1 7 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 29 1 1 9 9 | 4 55 1 1 3 1 2 15 1 14 1 1 1 | 1 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 14 | 33 1 1 2 2 2 1 1 1 4 4 2 2 2 | 1 36 1 1 1 4 8 8 8 8 1 1 1 1 1 1 1 1 1 1 1 | 5 397 3 3 7 1 6 23 2 1 2 1 10 6 1 11 11 11 11 5 5 6 6 4 4 4 54 27 |

| maria. | 40 C 1 | | | | | laints Repo | | 05.55 | 00 : | | 00.1 | 00.0 | |
|--|---|-------------|---------------|-------------|--------|-------------|--------|--------|--------|--------|--------|--------|--|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| No Jurisdiction | 3 | | 2 | | | 1 | 3 | | 1 | | 3 | 2 | 17 |
| No Jurisdiction - No Referral | 1 | | | | | | 1 | | 1 | | | | 3 |
| No Jurisdiction - Refer to CBP | | | 2 | | | 1 | 2 | 2 | | | 2 | 2 | 11 |
| No Jurisdiction - Refer to Other | 2 | | | | | | | | | | 1 | | 3 |
| Patdown | 1 | 1 | | | | | 2 | | | 1 | 2 | 1 | 10 |
| Patdown - Flyer | 1 | 1 | | | | | 2 | 2 | | | 1 | 1 | 8 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Patdown - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 2 | 1 | 4 | 2 | 2 | 2 | 4 | 19 |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | | | | 1 | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Menta | al Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | · · | | | | | | | 2 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | evices - Atta | ched to the | e Body | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | 1 | | | | 1 | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Metal Impl | | | ana moaro | | | • | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Di | | Wheelchs | air or Scoot | er) | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Ave | | | 311 01 30000 | GI <i>)</i> | | | | 1 | 1 | - 1 | - 1 | | 2 |
| | | | | | | | | 1 | 1 | | | 4 | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | _ | | | | | | _ | _ | | 1 | 2 |
| Property - Special Handling | 4 | 2 | 2 | 3 | 1 | 5 | 1 | 4 | 3 | 3 | 4 | 2 | 34 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | | 1 | 2 | 2 | 14 |
| Property - Special Handling - Damaged Ite | ms - Checke | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | 3 | | 1 | 2 | 1 | 1 | | 11 |
| Property - Special Handling - Missing Item | 2 | | | | | 1 | | 1 | 1 | 1 | 1 | | 7 |
| Screening | 5 | 8 | 6 | | 2 | 11 | 9 | 16 | 11 | 12 | 5 | 11 | 96 |
| Screening - Crew Member or Airline Emplo | oyee | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | 1 | 1 | | 1 | 1 | | 1 | | 3 | 2 | 3 | 13 |
| Screening - Lengthy Lines | 1 | 1 | 3 | | | 3 | 3 | 1 | 1 | 3 | | | 16 |
| Screening - Procedures/Process | 3 | 6 | 2 | | 1 | 5 | 5 | 13 | 10 | 5 | 3 | 7 | 60 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | 1 | 1 | 1 | | 1 | | 1 | 6 |
| 2025 | 40 | | | | | | | | | | | | 40 |
| Civil Rights | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | | |
| Customer Service - Others | 6 | | | | | | | | | | | | 6 |
| | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 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 | 5 | | | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 2 |
| | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam No Jurisdiction | | | | | | | | | | | | | 3 |
| 0 1 1 | 3 | | | | | | | | | | | | 3 7 |
| No Jurisdiction No Jurisdiction - No Referral | 3 7 2 | | | | | | | | | | | | 3 7 2 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 3 7 | | | | | | | | | | | | 3 7 2 4 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 3 7 2 4 1 | | | | | | | | | | | | 3 7 2 4 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown | 3 7 2 4 1 | | | | | | | | | | | | 3 7 2 4 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer | 3 7 2 4 1 1 | | | | | | | | | | | | 3 7 2 4 1 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 3 7 2 4 1 1 1 2 | | | | | | | | | | | | 3 7 2 4 1 1 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | 3 7 2 4 1 1 1 2 | | | | | | | | | | | | 3 7 2 4 1 1 1 2 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp | 3 7 2 4 1 1 1 2 | | | | | | | | | | | | 3 7 2 4 1 1 1 2 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp | 3 7 2 4 1 1 1 2 1 1 6 | | | | | | | | | | | | |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imperpoperty - Special Handling Property - Special Handling - Damaged Ite | 3 7 2 4 1 1 1 2 1 1 6 | | | | | | | | | | | | |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 3 7 2 4 1 1 1 2 1 1 6 1 2 | | | | | | | | | | | | |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | 3 7 2 4 1 1 1 2 1 6 1 2 3 | | | | | | | | | | | | 3 77 2 4 4 1 1 1 1 1 1 6 6 1 1 2 2 3 3 3 3 3 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 3 7 2 4 1 1 1 2 1 1 6 1 2 | | | | | | | | | | | | 3 7 2 4 1 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | 3 7 2 4 1 1 1 2 1 6 1 2 3 | | | | | | | | | | | | 33 77 22 44 11 11 12 11 16 66 11 23 33 |
| No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imp. Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening | 3 7 2 4 1 1 1 2 1 1 6 1 2 3 8 | | | | | | | | | | | | 33 77 22 44 11 11 12 21 11 66 11 22 33 |

| | | 13 | A Contact | center rra | veier Com | ланиз кер | ort | | | | | | |
|---|--------------|-----------|-----------|------------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IAG | 2 | | | 2 | | | | 1 | | | 1 | 1 | 7 |
| 2023 | 1 | | | 1 | | | | 1 | | | | | 3 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | | | | 1 | 1 | 3 |
| Customer Service | | | | 1 | | | | | | | 1 | | 2 |
| Customer Service - TSO | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|--------------|------------|--------|--------|--------|--------|--------|--------|----------|--------|--------|-------|
| IAH | 242 | 135 | 131 | 129 | 128 | 173 | 197 | 198 | 190 | 176 | 171 | 146 | 2,016 |
| 2023 | 65 | 68 | 64 | 67 | 61 | 88 | 102 | 100 | 88 | 91 | 72 | 70 | 936 |
| Additional Information Required/Insufficient Inf | 1 | | · · | 1 | 1 | | | | 1 | . | 1 | | 5 |
| Additional Information Required/Insufficien | 1 | | | 1 | 1 | | | | 1 | | 1 | | 5 |
| Airline | | 2 | | 1 | | 1 | | | | 1 | | 1 | 6 |
| Airline - Lost Baggage | | 2 | | | | | | | | 1 | | | 3 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | 1 | 2 |
| Airline - Wheelchair Assistance | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 5 | 2 | 3 | 4 | 1 | 1 | 7 | 4 | 2 | 3 | 1 | 2 | 35 |
| Civil Rights - Age | 1 | | | | | | | 1 | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | 2 | | | 1 | | | 4 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | 1 | 1 | | | | | 3 |
| Civil Rights - Race | 4 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | | 17 |
| Civil Rights - Screening of Religious Cultu | iral and Cere | monial Ite | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | 1 | | | 2 | | | | | 2 | 5 |
| Customer Service | 22 | 25 | 22 | 19 | 19 | 35 | 37 | 35 | 36 | 32 | 26 | 19 | 327 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | 2 | | | | 2 | | | 1 | | 1 | | 6 |
| Customer Service - TCC | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 22 | 23 | 21 | 19 | 19 | 33 | 36 | 35 | 35 | 32 | 25 | 19 | 319 |
| Freedom of Information Act (FOIA) | | | | | | | | | | | | 1 | 1 |
| Freedom of Information Act (FOIA) - Gene | eral | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | 1 | 2 | | 1 | 1 | | 1 | 1 | | 2 | 10 |
| Locks - Missing or Damaged Lock | 1 | | 1 | 2 | | 1 | 1 | | 1 | 1 | | 2 | 10 |
| Lost and Found | 1 | | | 3 | | 2 | | 2 | | 1 | 1 | 1 | 11 |
| Lost and Found - Airport/TSA | 1 | | | 3 | | 2 | | 2 | | 1 | 1 | 1 | 11 |
| Mishandling of Passenger Property | 6 | 3 | 7 | 6 | 5 | 2 | 9 | 10 | 12 | 9 | 4 | 5 | 78 |
| Mishandling of Passenger Property - Dam | 3 | 2 | 4 | 4 | 4 | 2 | 5 | 9 | 8 | 3 | 3 | 3 | 50 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 3 | 1 | 1 | | 3 | 1 | 3 | 6 | 1 | 1 | 22 |
| Mishandling of Passenger Property - Disa | 2 | | | 1 | | | 1 | | 1 | | | 1 | 6 |
| No Jurisdiction | 1 | 5 | 3 | 2 | 4 | | 2 | 3 | | 5 | | 1 | 26 |
| No Jurisdiction - No Referral | | | | | | | 1 | 3 | | 1 | | | 5 |
| No Jurisdiction - Refer to CBP | | 5 | 1 | 2 | 4 | | 1 | | | 4 | | 1 | 18 |
| No Jurisdiction - Refer to Other | 1 | | 2 | | | | | | | | | | 3 |
| Patdown | 2 | 4 | 3 | 3 | 5 | 7 | 3 | 7 | 1 | 8 | 9 | 8 | 60 |
| Patdown - Flyer | 2 | 3 | 2 | 1 | 5 | 5 | 3 | 7 | 1 | 7 | 8 | 8 | 52 |
| Patdown - Flyer as Observer | | | 1 | 1 | | 2 | | | | 1 | 1 | | 6 |
| Patdown - Non-Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 6 | 3 | 6 | 5 | 2 | 3 | 7 | 5 | 6 | 1 | 2 | 50 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Mental | Disability | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | 1 | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - General | 1 | | | 1 | | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | | | 1 | | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | ledical Devic | es | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Atta | ched to the | Body | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | 1 | 1 | 1 | | 3 | 2 | | | 10 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | | t Wheelchai | r or Scoot | 1 | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pair | 2 | 1 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | | 1 | 1 | 3 | 1 | 1 | 2 | | 1 | | 1 | 11 |
| Property - Special Handling | 6 | 12 | 8 | 6 | 6 | 8 | 13 | 9 | 7 | 8 | 7 | 10 | 100 |
| Property - Special Handling - Damaged It | | 3 | 3 | | 3 | 4 | 3 | 4 | 6 | 2 | 3 | 3 | 38 |
| Property - Special Handling - Damaged It | | | | 1 | | | 1 | 1 | | 2 | | 1 | 6 |
| Property - Special Handling - Missing Iten | | 5 | 4 | 4 | 3 | 2 | 6 | 3 | | 3 | 4 | 3 | 38 |
| Property - Special Handling - Missing Iten | | 4 | 1 | 1 | | 2 | 3 | 1 | 1 | 1 | | 3 | 18 |
| Screening | 16 | 9 | 13 | 14 | 15 | 29 | 27 | 23 | 23 | 17 | 22 | 18 | 226 |
| Screening - Crew Member or Airline Empl | oyee | 1 | 1 | 1 | | 1 | 2 | | 2 | | | | 8 |
| Screening - Gate Pass | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | 2 | 1 | 5 | 3 | 5 | | 5 | 1 | 3 | 3 | 30 |
| Screening - International Screening | 1 | | | | | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | 2 | 2 | 1 | | 2 | | | 1 | 1 | 1 | 3 | 3 | 16 |
| Screening - Opposite Gender | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 11 | 3 | 8 | 11 | 7 | 24 | 19 | 19 | 15 | 15 | 15 | 10 | 157 |
| Screening - Retrieving Abandoned/Confis | 1 | 2 | 1 | 1 | 1 | 1 | | 2 | | | 1 | 1 | 11 |
| 2024 | 71 | 67 | 67 | 62 | 67 | 85 | 95 | 98 | 102 | 85 | 99 | 76 | 974 |
| Additional Information Required/Insufficient Int | 1 | 1 | | | | | | | | | | | 2 |
| Additional Information Required/Insufficier | 1 | 1 | | | | | | | | | | | 2 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er | | | | 1 | | | | | | | | 1 |
| Airline | | | 1 | 1 | 1 | | | 1 | | 2 | | 1 | 7 |
| Airline - Lost Baggage | | | | 1 | 1 | | | | | _ | | | 2 |
| Airline - Policy/Regulations/Service | _ | | 1 | | _ | | | 1 | | 2 | | 1 | 5 |
| Civil Rights | 3 | 6 | 3 | 5 | 3 | 5 | 6 | 9 | 4 | 7 | 7 | 1 | 59 |
| Civil Rights - Age | | | | | | | 2 | 1 | | | | | 3 |
| Civil Rights - Constitutional Rights | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - National Origin | | | 1 | 1 | | | | | | | | | 2 |

| Civil Rights - Not Specified 1 | 3 1 3 2 4 31 2 8 2 4 31 2 8 2 1 33 2 25 366 3 1 3 2 25 366 1 3 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 | 1 5 1 29 | 3 | 1 5 1 | 1 | 1 2 | | 2 | | 1 | 1 | Civil Rights - Not Specified Civil Rights - Perceived Religion |
|--|---|-------------------|-----|-------------|----|--------|-----|-----|--------------|----------------|----------------|--|
| Child Rights - Neziowek Religion 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 1 3 1 3 2 4 31 2 8 2 8 1 32 1 33 2 1 32 25 366 1 33 1 33 2 24 359 1 1 2 7 1 1 1 1 1 | 1 5 1 29 | 3 | 1 5 1 | 1 | 1 2 | | 2 | | 1 | 1 | Civil Rights - Not Specified Civil Rights - Perceived Religion |
| Coul Rights - Percaived Religion 1 | 1 3 2 4 31 2 8 2 1 3 2 1 3 2 1 3 3 2 1 3 32 25 366 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 | 29 | 3 | 5 | | 2 | 3 | | 1 | 3 | | Civil Rights - Perceived Religion |
| Cold Rights - Postering | 2 4 31 2 8 2 1 32 2 1 33 2 25 366 1 33 3 2 25 366 1 3 33 2 24 359 1 2 7 1 2 7 1 2 7 1 1 1 | 29 | 1 | 5 | 2 | 2 | 3 | | 1 | 3 | | |
| Civil Rights - Sexificant General (Section) 1 | 4 31 2 8 2 1 3 2 1 3 2 1 1 32 25 366 1 3 3 2 25 366 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 | 29 | 1 | 1 | 2 | 2 | 3 | | 1 | 3 | | Civil Pights - Profiling |
| Civil Rights - Sexu2 Genderic Genderic Internation - Not Transgerider 1 | 2 8 2 1 3 2 1 3 2 1 1 32 25 366 1 3 3 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 | 29 | 1 | 1 | 2 | | 3 | | 1 | | 1 | Civil ragnis - i rolling |
| Colif Rights - Sexual Greater Serverson 1 | 2 8 2 1 3 2 1 3 2 1 1 32 25 366 1 3 3 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 | 29 | 1 | 1 | | | | | | | | Civil Rights - Race |
| Coli Rights - Transgender Screening | 2 1 3 2 1 1 3 2 1 1 32 25 366 1 33 1 3 32 24 359 1 2 7 1 2 7 1 1 1 1 1 | 29 | | | | | | | | | - 1 | |
| California - Centernal 1 1 1 1 1 1 1 1 1 | 1 3 2 1 1 32 25 366 1 33 1 33 32 24 359 1 2 7 1 2 7 1 1 1 | 2 | | 1 | | | | | | - 1 | | · · · · · · · · · · · · · · · · · · · |
| Claims | 2 1 1 32 25 366 1 33 32 24 359 1 2 7 1 2 7 1 1 1 | 2 | | | | | | 1 | | | nsgender | Civil Rights - Sexual Orientation - Not Tra |
| Claims | 2 1 1 32 25 366 1 33 32 24 359 1 2 7 1 2 7 1 1 1 | 2 | | | 1 | 1 | | | | | | Civil Rights - Transgender Screening |
| Californe Senterial | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 | | | 1 | | | | | | | |
| Calamar Salulas 28 | 1 32 25 366 1 3 3 3 2 34 359 1 2 7 1 2 7 1 2 7 1 1 1 | 2 | | | | | | | | | | |
| Customer Service - CISM | 32 25 366 1 3 1 3 32 24 359 1 2 7 1 2 7 1 1 1 1 | 2 | | | 1 | | | | | | | |
| Customer Service - Cheme 1 | 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 1 | 2 | 1 | | | | | | | | | Claims - Status |
| Customer Service - Cheme 1 | 1 3 3 2 24 359 1 2 7 1 2 7 1 1 1 1 1 | 2 | 39 | 36 | 38 | 39 | 24 | 23 | 27 | 26 | 28 | Customer Service |
| Customer Service - Others | 3 3 1 359 359 1 2 7 1 2 7 1 1 1 1 1 1 | | | | | | | | | | | |
| Customer Service - TCC | 1 3 32 24 359 1 2 7 1 2 7 1 1 1 | | | | | | - 1 | | | | | |
| Customer Service - TSO | 32 24 359 1 2 7 1 2 7 1 1 1 | 4 | | | | 1 | | | | | | |
| DHS TRIP DHS TRIP - General Hazardous Materials Safety - General Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock Lot and Found - ApportTSA Lot and Found - Apport | 1 2 7 1 2 7 1 1 1 | | | | | 1 | | | | | | Customer Service - TCC |
| DHS TRIP DHS TRIP - General Hazardous Materials Safety - General Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock Lot and Found - ApportTSA Lot and Found - Apport | 1 2 7 1 2 7 1 1 1 | 26 | 39 | 36 | 38 | 37 | 23 | 23 | 27 | 26 | 28 | Customer Service - TSO |
| DHS TRIP - General | 1 2 7 1 1 1 1 | | 00 | 00 | | | | 20 | 21 | 20 | 20 | |
| Hazardous Materials Safety Ceneral | 1 1 1 1 | | | | | | | | | | | |
| Locks | 1 1 | 2 | | | | 1 | 1 | | | | | DHS TRIP - General |
| Locks | 1 1 | | | | | | | | | | | Hazardous Materials Safety |
| Locks - General | | | | | | | | | | | | • |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | |
| Lots and Found | 2 8 | 3 | 1 | 1 | | | | | 1 | | | Locks |
| Lost and Found | 1 | | 1 | | | | | | | | | Locks - General |
| Lost and Found | 2 7 | 3 | | 1 | | | | | 1 | | | Locks - Missing or Damaged Lock |
| Lost and Found - Airport/TSA | | | | | | | 0 | 2 | ' | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | |
| Mishandling of Passenger Property - DammagedMissing Items—C | 3 5 25 | 3 | 5 | 4 | | | 2 | 3 | | | | Lost and Found - Airport/TSA |
| Mishandling of Passenger Property - DammagedMissing Items—C | 8 6 89 | 8 | 7 | 8 | 6 | 11 | 11 | 9 | 8 | 6 | 1 | Mishandling of Passenger Property |
| Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 0 1 7 |
| Mishandling of Pasenger Property - DamagedMissing Items-Unspecified 1 | | | | | | | | 1 | | | | |
| Mishandiling of Passenger Property - Disarvayed Item | | 3 | 2 | 2 | 3 | 2 | 6 | | | | | |
| Mishandiling of Passenger Property - Disarvayed Item | 1 5 | 1 | | 1 | | | 1 | 1 | specified I | ng ItemsUn | aged/Missin | Mishandling of Passenger Property - Dam |
| No Jurisdiction | 1 7 | | 1 | 1 | | | 1 | 1 | | | | |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties - General Notice of Violation - General Notice of Violation - General Notice of Violaties - General Notice o | | 4 | | | | | | - ' | 0 | | | 0 0 1 7 |
| No Jurisdiction - Refer to CBP | | | | | 1 | | 2 | | | 3 | | |
| Notice of Violation/Civil Penalties | 2 2 11 | 2 | 2 | 1 | | 1 | | | 1 | | | No Jurisdiction - No Referral |
| Notice of Violation/Civil Penalties | 2 2 19 | 1 | 4 | 2 | 1 | 1 | 2 | | 1 | 3 | | No Jurisdiction - Refer to CBP |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | | |
| Notice of Violation/Civil Penalties - General | | - 1 | | - 1 | | | | | | | | |
| Ombudsman | 1 | | | | | | | 1 | | | | |
| Patdown | 1 | | | | | | | 1 | | | al | Notice of Violation/Civil Penalties - Gener |
| Patdown | 1 | | | | | | | | 1 | | | Ombudsman |
| Patdown - Children | 1 | | | | | | | | - 1 | | | |
| Patdown - Children | | | | | | | | | | | | |
| Patdown - Flyer 7 | 7 4 51 | 4 | 4 | | 7 | 3 | | 6 | 6 | 2 | 8 | Patdown |
| Patdown - Flyer as Observer | 1 3 | 1 | | | | | | | | | 1 | Patdown - Children |
| Patdown - Flyer as Observer | | 2 | 2 | | 5 | 3 | | 6 | 6 | 2 | 7 | Patdown - Flyer |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | 0 | 0 | | , | • |
| Persons w/ Disabilities (PWD) - Autism S | 1 5 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Cancer 2 2 2 2 2 2 2 2 2 | 7 13 83 | 7 | 7 | 10 | 10 | 5 | 8 | 2 | 3 | 6 | 5 | Persons w/ Disabilities (PWD) |
| Persons w/ Disabilities (PWD) - Breast Cancer 2 2 2 2 2 2 2 2 2 | 1 5 | 1 | | 1 | | 1 | | | | | 1 | Persons w/ Disabilities (PWD) - Autism Si |
| Persons w/ Disabilities (PWD) - Cancer (§ 1 1 2 Persons w/ Disabilities (PWD) - Cognitive (Developmental /Mental Disability Persons w/ Disabilities (PWD) - Diabetes 1 1 1 2 2 2 1 Persons w/ Disabilities (PWD) - General 1 1 1 2 2 2 1 Persons w/ Disabilities (PWD) - Hearing Impairment 2 1 1 1 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 | | | • | | | 2 | | | | | ` ' |
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| Persons w/ Disabilities (PWD) - General 1 | 1 6 | | | 2 | | | 1 | | 1 | 1 | | Persons w/ Disabilities (PWD) - Diabetes |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | 2 | • | | | | | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices - At | 3 10 | | | | | | | | l l | ı | | , , |
| Persons w/ Disabilities (PWD) - Medical Devices - At | 4 7 | | | 1 | 2 | | | | | | mpairment | Persons w/ Disabilities (PWD) - Hearing I |
| Persons w/ Disabilities (PWD) - Medical Devices - At | 2 | 1 | | 1 | | | | | | rices | Medical Devi | Persons w/ Disabilities (PWD) - Internal M |
| Persons w/ Disabilities (PWD) - Medically | 1 3 | 1 | | | | | | | | | | , , |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | 0 | 0 | - | | 4 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis 1 | | | 3 | | | | | | | | | |
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| Persons w/ Disabilities (PWD) - Service Animals 3 | 3 | 1 | | | | 1 | | | | | 1 | Persons w/ Disabilities (PWD) - Prosthesi |
| Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelch 1 1 1 1 1 2 1 Property - Special Handling 9 7 7 4 6 3 13 9 10 5 8 Property - Special Handling - Damaged It 2 1 3 1 2 4 4 1 3 3 Property - Special Handling - Damaged It 3 1 1 2 2 2 1 1 1 4 4 1 3 3 3 Property - Special Handling - Missing Iten 2 2 2 4 1 6 2 1 4 4 4 1 4 4 1 4 4 1 1 4 4 1 1 4 4 1 1 1 4 1 | 2 6 | - 1 | | | | | | | | | | |
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| Gordening - Orew Member of Amine Emply 2 | | - 11 | 10 | 10 | | | 0 | 0 | | | | |
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| Screening - Inconsistency 1 1 2 4 3 1 1 | | | 1 | 3 | | 4 | | 2 | | 1 | 1 | |
| Screening - International Screening 2 | 2 | | | | | 2 | | | | | | Screening - International Screening |
| Screening - Lengthy Lines 1 3 2 5 2 4 | 4 1 18 | 2 | 5 | 2 | | 3 | | | 1 | | | |
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| Screening - Procedures/Process 13 9 7 3 7 5 10 10 8 13 | 13 6 101 | 8 | 10 | 10 | 10 | 5 | 7 | | 7 | 9 | 13 | Screening - Procedures/Process |
| Screening - Retrieving Abandoned/Confiscated Items 2 1 1 3 1 | 8 | | | 1 | 3 | 1 | 1 | 2 | | 3 | cated Items | Screening - Retrieving Abandoned/Confis |
| Screening - Security Breach 1 1 | 2 | 1 | | | | | | | | | | |
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| 2025 106 | 106 | | | | | | | | | | | |
| Airline 1 | 1 | | | | | | | | | | 1 | Airline |
| Airline - Policy/Regulations/Service 1 | 1 | | | | | | | | | | 1 | Airline - Policy/Regulations/Service |
| Civil Rights 6 | 6 | | | | | | | | | | | |
| · | | | | | | | | | | | | |
| Civil Rights - National Origin 2 | 2 | | | | | | | | | | | |
| Civil Rights - Race 3 | 3 | | | | | | | | | | 3 | Civil Rights - Race |
| Civil Rights - Screening of Religious or Cu 1 | | | | | | | | | | | | |
| orm ragins - our coning or rongrous or og | 4 | | | | | | | | | | | |
| | 1 | | | | | | | | | | | |
| Customer Service 31 | 31 | | | | | | | | | | 31 | Customer Service - TSO |
| Customer Service 31 | | | | | | | | | | | | |
| Customer Service 31 Customer Service - TSO 31 | 31 31 | | | | | | | | | | | |
| Customer Service 31 Customer Service - TSO 31 Locks 1 | 31 31 1 | | | | | | | | | | | Locks - Missing or Damaged Lock |
| Customer Service 31 Customer Service - TSO 31 Locks 1 Locks - Missing or Damaged Lock 1 | 31 31 1 | | | | | | | | | | | |
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| | | TS | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|--------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | | | | | | | | | | | | ; |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| No Jurisdiction | 4 | | | | | | | | | | | | 4 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 3 | | | | | | | | | | | | ; |
| Patdown | 10 | | | | | | | | | | | | 10 |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 8 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 11 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism Sp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 5 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | |
| Property - Special Handling | 12 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 7 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 22 | | | | | | | | | | | | 2: |
| Screening - Inconsistency | 2 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | |
| Screening - Procedures/Process | 16 | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| 11 | | | | | | veler Comp | | | | | | | | |
|--|---------------------------------------|------------------|---------|-------------|--------|------------|---|---|--------|--------|--------|--------|---|-------|
| 2023 | ategories | 10-Oct | | | 01-Jan | | | | 05-May | 06-Jun | 07-Jul | 08-Aug | | Total |
| Civil Rights | ICT | 11 | 10 | 6 | 4 | 3 | 5 | 5 | 6 | 5 | 4 | 2 | 2 | 6 |
| Customer Service - TSO | | 1 | 5 | 2 | 1 | | 4 | 3 | 1 | 2 | 2 | 1 | 1 | 2 |
| Customer Service 1 1 1 2 2 2 1 2 2 2 1 2 2 2 1 2 | Civil Rights | | | | | | | | | 1 | | | | |
| Customer Service - TSO 1 2 1 2 1 2 Locks - Missing or Damaged Lock 2 1 2 Locks - Missing or Damaged Lock 2 1 2 Locks - Missing or Damaged Property 1 2 Locks - Missing or Damaged Property 1 2 Locks - Missing or Damaged Property - Damaged Missing Items - Carry-on Luggage 2 B 2 Locks - Missing or Damaged Property - Damaged Missing Items - Carry-on Luggage 2 B 3 1 2 Locks - Missing Property - Damaged Missing Items - Carry-on Luggage 2 B 1 1 1 1 1 Property - Special Handling - Damaged Items - Checked 1 <td>Civil Rights - Race</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> | Civil Rights - Race | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | Customer Service | 1 | 1 | | | | | 2 | 1 | | 2 | | | |
| Locks - Missing or Damaged Lock 2 1 2 2 | Customer Service - TSO | 1 | 1 | | | | | 2 | 1 | | 2 | | | |
| Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage | Locks | | 2 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage | Locks - Missing or Damaged Lock | | 2 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missis | Mishandling of Passenger Property | | 1 | | | | 2 | | | | | | | |
| Patdown | Mishandling of Passenger Property - D | amaged/Missing | ltemsCa | arry-on Lug | gage | | 2 | | | | | | | |
| Patdown - Flyer | Mishandling of Passenger Property - D | amaged/Missii | 1 | | | | | | | | | | | |
| Property - Special Handling | Patdown | | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged Items - Checked | Patdown - Flyer | | | | | | 1 | | | | | | | |
| Screening | Property - Special Handling | | | | 1 | | | | | | | | | |
| Screening | Property - Special Handling - Damaged | d Items - Checke | ed | | 1 | | | | | | | | | |
| Screening - Procedures/Process | Screening | | 1 | 1 | | | 1 | 1 | | 1 | | 1 | 1 | |
| 2024 8 5 4 3 3 1 2 5 3 2 1 1 | Screening - Inconsistency | | 1 | 1 | | | | | | | | 1 | | |
| Civil Rights | Screening - Procedures/Process | | | | | | 1 | 1 | | 1 | | | 1 | |
| Civil Rights - Age | 2024 | 8 | 5 | 4 | 3 | 3 | 1 | 2 | 5 | 3 | 2 | 1 | 1 | 3 |
| Civil Rights - Age | Civil Rights | | | 1 | | | | | 2 | | | | | |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | A Employee) | | 1 | | | | | | | | | | |
| Customer Service - TCC 1 Customer Service - TSO 5 1 1 2 1 2 1 Mishandling of Passenger Property 2 1 | | 1 ' ' ' | | | | | | | 1 | | | | | |
| Customer Service - TSO | | 6 | 1 | 1 | 2 | 1 | | | 2 | | 1 | | | 1 |
| Mishandling of Passenger Property 2 1 1 1 Mishandling of Passenger Property - Damaged/Missing 2 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bag 1 1 1 No Jurisdiction 1 1 1 1 No Jurisdiction - No Referral 1 | Customer Service - TCC | 1 | | | | | | | | | | | | |
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| Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 2 1 | No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism Spectrum 1 | Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 2 1 | | n Spectrum | | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Checked 1 3 Screening 2 2 1 2 1 2 1 1 1 2 1 1 1 2 1 1 1 1 1 2 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 <th< td=""><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td>1</td><td></td><td>1</td><td></td><td></td><td></td><td></td></th<> | | | | 1 | | | | 1 | | 1 | | | | |
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| 2025 2 Customer Service 1 Customer Service - TSO 1 Mishandling of Passenger Property 1 | | 1 | 2 | | | | | 1 | | 2 | 1 | 1 | 1 | |
| Customer Service 1 Customer Service - TSO 1 Mishandling of Passenger Property 1 | <u> </u> | 2 | | | | | | | | | | | | |
| Customer Service - TSO 1 Mishandling of Passenger Property 1 | | | | | | | | | | | | | | |
| Mishandling of Passenger Property 1 | | 1 | | | | | | | | | | | | |
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| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
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| 1 | | | l | 2 | 1 | 1 | | | 1 | | 1 | 8 |
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| ultural Garme | nts | | | 1 | | | | | | | | 1 |
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| aged/Missing | ItemsCa | arry-on Lu | ggage | | | | | | | | 1 | 1 |
| | | | | | 1 | 1 | | | | | | 2 |
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| naged/Missing | ItemsCl | necked Ba | ις 1 | | | | | | | | | 1 |
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| | aged/Missing | 10-Oct 11-Nov 3 2 1 Iltural Garments 1 1 1 aged/Missing ItemsCa 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 3 2 2 1 1 1 1 1 1 1 aged/Missing ItemsCarry-on Lu 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct | 10-Oct | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 3 | 3 2 2 3 2 2 1 1 1 1 2 1 1 Itural Garments | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 3 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 3 2 2 3 2 2 1 3 1 2 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 3 2 2 3 2 2 1 3 1 2 2 3 3 1 1 1 1 1 1 1 1 |

| | | 13 | A Contact | Center ma | Aciel Coult | Jiaiiilo itep | OI t | | | | | | |
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| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IFP | 1 | 1 | | | | 1 | 1 | 1 | | 1 | 3 | | 9 |
| 2023 | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | 1 | 1 | | | | 1 | 1 | 1 | | | 2 | | 7 |
| Civil Rights | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
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| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
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| Screening - Procedures/Process | | 1 | | | | | | | | | 1 | | 2 |

| | | | | | veler Comp | | | | | | | | |
|--|-----------------|--------------|--------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ILG | 1 | | 1 | 1 | 2 | 4 | 3 | 3 | 3 | 5 | 3 | 4 | 3 |
| 2023 | | | 1 | | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 1- |
| Customer Service | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | |
| Patdown | | | | | | 1 | | 1 | | | | | |
| Patdown - Flyer | | | | | | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility | Disability (N | ot Wheelch | air or Scoot | ter) | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthe | sis/Amputees | and Casts | | | | | | | | 1 | | | |
| Screening | | | 1 | | 1 | 1 | 1 | | | 1 | | 2 | |
| Screening - Lengthy Lines | | | 1 | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | 1 | 1 | 1 | | | | | 2 | |
| 2024 | | | | 1 | 1 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 1 |
| Customer Service | | | | | | 1 | 1 | | | | | 1 | |
| Customer Service - TSO | | | | | | 1 | 1 | | | | | 1 | |
| Locks | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | arry-on Lug | gage | | | | | 1 | | | | |
| Patdown | | | | 1 | | | 1 | | | 2 | | | |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | 1 | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Medical | Devices - At | tached to th | ne Body | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Metal Ir | nplants (joint) | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthe | sis/Amputees | and Casts | | | | | | | | | 1 | | |
| Screening | | | | | | 1 | | | 1 | | | 1 | |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | | | 1 | |
| 2025 | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | | Center Trav | | | | | | | | | |
|---|--------------------|----------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ILM | 7 | 7 | 7 | | 4 | 2 | | | 8 | 5 | | | 63 |
| 2023 | 1 | 6 | - 4 | . 2 | 3 | 1 | 1 | 3 | 6 | 2 | 2 | 3 | 34 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Baggage Requirements | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | 1 | 1 | 2 | | 2 | 8 |
| Customer Service - TSO | | | | | | | 1 | 1 | 1 | 2 | . 1 | 2 | 8 |
| Locks | | | | 1 | 1 | | | | 1 | | | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | | 1 | | | | 3 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | 2 | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missing | temsCa | arry-on Lu | ggage | | | | 1 | 1 | | | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missing | temsCl | necked Ba | iggage | | | | | 1 | | | | 1 |
| Patdown | | | 2 | 2 | | | | | | | | | 2 |
| Patdown - Flyer | | | 2 | 2 | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged It | rems - Carry-Or | 1 | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | | | | 1 |
| Screening | | 5 | | 1 1 | 2 | 1 | | 1 | | | 1 | 1 | 13 |
| Screening - Crew Member or Airline Emp | lovee | | | | 1 | | | | | | | 1 | 3 |
| Screening - Inconsistency | , | | | | 1 | | | 1 | | | | • | 2 |
| Screening - Procedures/Process | | 5 | | 1 | | 1 | | | | | 1 | | 8 |
| 2024 | 3 | 1 | | 3 1 | 1 | 1 | | 3 | 2 | 3 | | 2 | 26 |
| Civil Rights | 1 | • | • | · . | | | | | 1 | | | | 2 |
| Civil Rights - Race | 1 | | | | | | | | 1 | | | | 2 |
| Customer Service | · ' | 1 | , | 2 | | 1 | | 1 | 1 | | 1 | | 7 |
| Customer Service - TSO | | 1 | | 2 | | 1 | | 1 | 1 | | 1 | | 7 |
| DHS TRIP | | - 1 | 4 | | | | | 1 | - 1 | | - 1 | | 1 |
| DHS TRIP - General | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dan | l nagad/Missing | Itama C | arm, an Lu | ~~~~ | 1 | | 1 | | | | | | 2 |
| | | | | | 1 | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction | laged/Missing | itemsCi | lecked ba | iggage | | | 1 | | | | | 4 | |
| | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) |] | 1 4 41. | . D. d. | | | | 1 | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medical | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not \ | Wheelcha | air or Scoo | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | 1 | | 1 |
| Screening | 2 | | | I | | | 1 | 1 | | 2 | 1 | | 8 |
| Screening - Crew Member or Airline Emp | 1 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | 1 | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | 2 | 1 | | 4 |
| 2025 | 3 | | | | | | | | | | | | 3 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | A Contact | Ochice ila | veier com | Jiailits Kept | J1 C | | | | | | |
|--|-------------|-----------|-----------|------------|-----------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IMT | 1 | | 1 | | | 1 | 1 | 1 | 1 | | | | 6 |
| 2023 | | | 1 | | | | 1 | 1 | | | | | 3 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | | | 1 | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| 2024 | | | | | | 1 | | | 1 | | | | 2 |
| Patdown | | | | | | 1 | | | 1 | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | | 1 | | | | 2 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10 Oct | | Contact Cen | | | | | OF Mov | OC Ium | 07 1 | 00 4 | 00 Can | Total |
|--|---------------------------------------|--------------|-----------------|-------|--------|--------|--------|--------|-------------|--------|--------|--------|-----------------------------------|
| | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IND | 44 | 18 | 21 | 20 | 17 | 15 | 21 | 77 | 51 | 53 | | | 403 |
| 2023 | 6 | 5 | 10 | 7 | 5 | 8 | 9 | 46 | 28 | 26 | 20 | 16 | 186 |
| Additional Information Required/Insufficient In Additional Information Required/Insufficie | | EMAIL OF | VII V | | | | | 2 | | | | | 2 |
| Airline Airline Additional miormation Required/insumcie | in mormation | - EIVIAIL OI | NL T | | | | | | | 1 | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | 1 | 1 | | 1 | | 2 | 4 | 4 | 1 | 1 | 15 |
| Civil Rights - Age | | | - 1 | - ' | | 1 | | | 1 | 4 | | | 15 |
| Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I | mployee) | | | | | | | 1 | - 1 | | | | 1 |
| Civil Rights - Hair Patdowns | Imployee) | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | 2 | ı | | | 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transgo | ndor | 1 | 1 | | 1 | | | | 1 | 1 | 1 | 6 |
| Civil Rights - Transgender Screening | - Not Transge | liuei | - 1 | - ' | | 1 | | | 1 | 1 | | | 2 |
| Customer Service | 1 | 2 | 2 | | 2 | 2 | 4 | 0 | 1 | | 6 | | |
| Customer Service - TCC | 1 | | | | 3 | 2 | 1 | 9 | ı | 6 | 6 | 2 | 35 |
| | - | 0 | | | 0 | | | | 4 | | | | 1 |
| Customer Service - TSO | 1 | 2 | 2 | | 3 | 1 | 1 | 9 | 1 | 6 | 6 | 2 | 34 |
| 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 | 3 | 4 | | | 3 | 14 |
| Mishandling of Passenger Property - Dan | | | ry-on Luggag | je | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property - Dan | | 1 | | | | | 1 | 2 | 3 | | | 2 | 10 |
| Mishandling of Passenger Property - Disa | arrayed Items- | -Carry-on o | r Checked | | 1 | | | 1 | | | | | 2 |
| No Jurisdiction | | | | | | | | 2 | 1 | | | | 3 |
| No Jurisdiction - No Referral | | | | | | | | 2 | 1 | | | | 3 |
| No Subject | | | | | | | | | | | 1 | | 1 |
| No Subject - General | | | | | | | | | | | 1 | | 1 |
| Patdown | | | 3 | 4 | | | | 2 | 2 | 1 | 3 | 3 | 18 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 2 | 2 | | | | 2 | 1 | | 3 | 3 | 13 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Patdown - Non-Flyer | | | | 2 | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | 1 | 4 | 2 | | | 10 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| | reast Canc | er | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | Todot Odilo | OI . | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | - 1 | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | I all/ Scoolel/ S | egway | | 2 | | | 1 | 3 | 2 | 1 | | 1 | 11 |
| | l l | ln. | | 1 | | | 1 | 1 | | ı | | | |
| Property - Special Handling - Damaged It | | | | | | | | Į. | | | | | 2 |
| Property - Special Handling - Damaged It | | u | | 1 | | | | 0 | 4 | 4 | | 1 | |
| Property - Special Handling - Missing Iter | | | | | | | - | 2 | 1 | 1 | | | 4 |
| Property - Special Handling - Missing Iter | | 4 | | | 4 | 4 | 1 | 00 | 1 | 4.4 | | | 3 |
| Screening | 2 | 1 | 4 | | 1 | 4 | 5 | 22 | 10 | 11 | 8 | 6 | 74 |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | 1 | | 2 |
| Screening - Inconsistency | | | | | 1 | | 1 | 1 | | 3 | | | 6 |
| Screening - Lengthy Lines | | | | | | 1 | 2 | 12 | 5 | | 2 | | 24 |
| Screening - Procedures/Process | 2 | 1 | 4 | | | 2 | 2 | 9 | 5 | 8 | 5 | | 42 |
| 2024 | 19 | 13 | 11 | 13 | 12 | 7 | 12 | 31 | 23 | 27 | 10 | 20 | 198 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | /er | | | | | | 1 | | | | | | 1 |
| Airline | | 1 | | | | | | 1 | | | | | 2 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Business, Suggestions, and Ideas | | | | | | | 1 | | | | | | 1 |
| Business, Suggestions, and Ideas - Gene | ral | | | | | | 1 | | | | | | 1 |
| Civil Rights | 1 | 1 | 2 | | | | | 2 | 2 | 3 | | 2 | 13 |
| Civil Rights - National Origin | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Not Specified | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 2 | 1 | 3 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | 1 | | | | 2 |
| Civil Rights - Transgender Screening | · · | | 2 | | | | | | ' | | | | 2 |
| Customer Service | 3 | 5 | 2 | 2 | 3 | 3 | 4 | 9 | 9 | 1 | 2 | 4 | 47 |
| Customer Service - Others | | J | | | 1 | 3 | 4 | J | 3 | ı | | | 1 |
| Customer Service - Others Customer Service - TSO | 3 | 5 | 2 | 2 | 2 | 3 | 4 | 9 | 9 | 1 | 2 | 4 | 46 |
| Locks | 3 | ð | 2 | | | 3 | 4 | 9 | 9 | I | | 2 | 40 |
| Locks Locks - Missing or Damaged Lock | | | 2 | | | | | | | | | 2 | 4 |
| Mishandling of Passenger Property | 2 | | 3 | 1 | 2 | 1 | | | 1 | 2 | 1 | | 13 |
| | | | 1 | I | | 1 | | | 1 | 2 | 1 | | |
| | | | | 1 | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | | | | 2 | | | | | 2 | 1 | | 9 |
| Mishandling of Passenger Property - Dan | 1 1 | Cor | 2 r Chaoland | 1 | | 4 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 1 1 | -Carry-on o | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 1 1 | -Carry-on o | | 1 | | 1 | | 1 | | 1 | 1 | 1 | 5 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 1 1 | -Carry-on o | | | | 1 | | | | | | | 5 1 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other | 1 1 arrayed Items- | -Carry-on o | r Checked | 1 | | 1 | | 1 | | 1 | 1 | | 5 1 4 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown | 1 1 arrayed Items- | -Carry-on o | | 1 | 3 | 1 | 1 | | 3 | | 1 | | 5 1 4 16 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children | 1 1 arrayed Items- 4 1 | -Carry-on o | r Checked | 1 | 3 | 1 | | 1 | 1 | 1 | 1 | | 5 1 4 16 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 1 1 arrayed Items- | -Carry-on o | r Checked | 1 | | 1 | 1 | 1 | 1 1 | 1 | 1 | | 5 1 4 16 2 10 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer | 1 1 arrayed Items- 4 1 | -Carry-on o | r Checked | 1 | 3 | 1 | | 1 | 1 | 1 | 1 | | 5 1 4 16 2 10 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 1 1 arrayed Items- 4 1 | -Carry-on o | r Checked | 1 | 3 | 1 | | 1 | 1 1 | 1 | 1 | | 5 1 4 16 2 10 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer | 1 1 arrayed Items- 4 1 | -Carry-on o | r Checked | 1 | 3 | 1 | | 1 | 1 1 | 1 | 1 | | 5 1 4 16 2 10 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | • | r Checked | 1 1 | 3 1 2 | | 1 | 1 1 | 1 1 1 | 1 3 | 1 | 1 | 5 1 4 16 2 10 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Internal N | /ledical Devi | ces | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | 1 | | 1 | 2 | | 1 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | ot Wheelch | air or Scoot | 1 | | 1 | 2 | 1 | 1 | | | | (|
| Persons w/ Disabilities (PWD) - Prosthes | 1 | | | 1 | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | | 3 | 1 | | | 3 | | 1 | | 4 | 13 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | 1 | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged It | ems - Check | red | | | | | | | | | | 2 | |
| Property - Special Handling - Missing Iten | 1 | | | 2 | | | | 2 | | | | 1 | |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | 1 | | | | | 1 | | | |
| Screening | 5 | 5 | 1 | 3 | 2 | 2 | 2 | 11 | 6 | 12 | 6 | 6 | 6 |
| Screening - Children | | 1 | | | | | | | | | | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | | 1 | |
| Screening - Inconsistency | | 1 | | 1 | | | 1 | | | 2 | 1 | | |
| Screening - Lengthy Lines | 1 | | | 1 | | 1 | | 5 | 3 | 4 | 2 | 3 | 2 |
| Screening - Procedures/Process | 4 | 3 | 1 | | 2 | 1 | 1 | 6 | 3 | 6 | 3 | 2 | 3: |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | |
| 2025 | 19 | | | | | | | | | | | | 19 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Customer Service | 8 | | | | | | | | | | | | |
| Customer Service - TSO | 8 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | - |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Screening | 5 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 4 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| INL | | | | | | | 1 | | | | | 1 | 2 |
| 2023 | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | 1 | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| IPL | | | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------------|-----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ISP | 3 | 11-1407 | 3 | | | | | 10 | 6 | | | | 1014 |
| 2023 | 3 | 1 | | 4 | • | 1 | 4 | 3 | 4 | 1 | 1 | 3 | 2 |
| Airline | | | | 1 | | ' | - | | * | ' | | | |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | |
| Civil Rights | | | | - 1 | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | 1 | | 1 | | 1 | 1 | 2 | | | | | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 2 | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dar | naged/Missir | a Itams C | arn/ on Lu | - 1 | | | | | | | | | |
| Patdown | naged/iviissii | ig itemse | arry-orr Eug | 1 | | | 2 | | | | | 1 | |
| Patdown - Flyer | | | | 1 | | | 2 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | - 1 | | | | | 1 | | | - 1 | |
| Persons w/ Disabilities (PWD) - Metal Im | nlante (ioint) | | | | | | | | 1 | | | | |
| Property - Special Handling | ipiants (joint) | | | | | | | 1 | - 1 | | | | |
| Property - Special Handling - Missing Ite | me - Carry-O | n | | | | | | 1 | | | | | |
| Screening | liis - Carry-O | 11 | | | | | 1 | - 1 | 3 | 1 | 1 | 2 | |
| Screening - Inconsistency | | | | | | | 1 | | 3 | 1 | - 1 | 1 | |
| Screening - Inconsistency Screening - Lengthy Lines | | | | | | | | | | - 1 | 1 | - 1 | |
| Screening - Procedures/Process | | | | | | | 1 | | 3 | | - 1 | 1 | |
| 2024 | | | 3 | 2 | 1 | | 2 | 7 | 2 | | 1 | 2 | : |
| Civil Rights | | | • | | ' | | | ' | | 1 | | | |
| Civil Rights - Age | | | | | | | | | | 1 | | | |
| Customer Service | | | 2 | 2 | 1 | | | 6 | 1 | | | | |
| Customer Service - TSO | | | 2 | | | | | 6 | 1 | | | | |
| Locks | | | | | | | | 0 | - 1 | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | | | 1 | | | | |
| Screening | | | | | | | 2 | 1 | - 1 | 1 | 1 | 2 | |
| Screening - Inconsistency | | | | | | | | 1 | | - 1 | - 1 | | |
| Screening - Inconsistency Screening - Lengthy Lines | | | | | | | 1 | - 1 | | | 1 | | |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | - 1 | 2 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confi | l scated Items | | | | | | 1 | | | - 1 | | | |
| 2025 | 3 | | | | | | 1 | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Ocicenny | | | | | | | | | | | | | |

| | | 10 | - Contact | Center ma | veier Comp | iaiiilə itep | OIL | | | | | | |
|---|--------------|----------|-------------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ITH | 2 | 1 | | | 2 | 1 | 1 | 1 | 1 | | | | 9 |
| 2023 | 1 | 1 | | | | | 1 | | 1 | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | arry-on Lug | gage | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | | | | | 2 | 1 | | 1 | | | | | 4 |
| Customer Service | | | | | 1 | | | 1 | | | | | 2 |
| Customer Service - TSO | | | | | 1 | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked Bag | ggage | | 1 | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| | | TSA | A Contact C | enter Trav | eler Comp | | ort | | | | | | |
|--|--------------------|--------|--------------|------------|-----------|--------|--------|--------|--------|--------|--------|--------|----------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ІТО | 8 | 5 | 5 | 3 | 1 | | 1 | - | 1 | 2 | | 2 | 54 |
| 2023 | 3 | 3 | 3 | 1 | | 9 | | 3 | | 2 | 2 | 2 | 28 |
| Civil Rights | | | 1 | | | | | | | 1 | | | 2 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 2 | | | | | 1 | | 3 |
| Customer Service - TSO | | | | | | 2 | | | | | 1 | | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 2 | | | 2 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 2 | | | 1 | | | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | 1 | | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | 1 | | 1 | | | | | | | | | 3 |
| Patdown - Flyer | 1 | | | 1 | | | | | | | | | 2 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | ems - Checke | d | | | | | | | | 1 | | | 1 |
| Screening | 1 | 1 | | | | 4 | | 3 | | | | 1 | 10 |
| Screening - Lengthy Lines | | | | | | 3 | | 1 | | | | 1 | 5 |
| Screening - Procedures/Process | | 1 | | | | 1 | | 2 | | | | | 4 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |
| 2024 | 3 | 2 | 2 | 2 | 1 | 9 | 1 | 1 | 1 | | 2 | | 24 |
| Civil Rights | ų. | | | _ | • | 1 | • | 1 | • | | _ | | 2 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | l - Not Transge | nder | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 1 | | 1 | | 1 | | | 1 | | | | 6 |
| Customer Service - TSO | 2 | 1 | | 1 | | 1 | | | 1 | | | | 6 |
| Locks | - | | 1 | | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | l Janed/Missing | ItemsC | arry-on Lugo | iane | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | 4 1 | age | | | | | | | | | 1 |
| No Jurisdiction | | items0 | <u> </u> | | | | | | | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | - 1 | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | - 1 | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | Corny C | 1 | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | - 1 | | | 1 | | | | | | | | <u> </u> |
| Screening | 1 | | | | 1 | 5 | 1 | | | | 1 | | |
| | | | | | | 5 | | | | | 1 | | 8 |
| Screening - Crew Member or Airline Emp | l | | | | | 2 | | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | 3 | 4 | | | | | | 3 |
| Screening - Procedures/Process | 1 | | | | | 2 | 1 | | | | | | 4 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct 1 | 1-Nov | 12-Dec | 01-Jan | eler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 00 800 | Total |
|--|---------------------|-----------|--------------|--------|---------------------|--------|--------|--------|--------|--------|--------|--------|-------|
| | | | | | | | | | | | | 09-Sep | |
| IWA | 4 | 6 | 13 | 6 | 10 | 10 | 8 | | 4 | 11 | 5 | | |
| 2023 | 1 | 2 | 7 | 2 | 5 | 4 | 4 | | 1 | 2 | 2 | 2 | |
| Airline | | | | | | | | 1 | | | | | |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | |
| Civil Rights | | | 1 | | | | 1 | | | | 1 | | |
| Civil Rights - Race | | | 1 | | | | | | | | 1 | | - 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | | | | | 1 | | | | | | |
| Customer Service | 1 | 1 | 2 | 1 | 1 | 2 | 2 | | | 1 | 1 | 1 | 13 |
| Customer Service - TSO | 1 | 1 | 2 | 1 | 1 | 2 | 2 | | | 1 | 1 | 1 | 13 |
| Lost and Found | | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | 1 | | 1 | | 1 | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing I | temsCa | rry-on Lugo | age | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | | | or Checked | | 1 | | | | | | | | |
| Patdown | | July On C | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| | | | ı | | 0 | 1 | | | | | | 4 | |
| Persons w/ Disabilities (PWD) | Andinal Davids | | | | 2 | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal N | | ; | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ Se | gway | | | 1 | 1 | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | 1 | | | | |
| Property - Special Handling - Damaged It | ems - Carry-Or | | 1 | | | | | | 1 | | | | |
| Screening | | 1 | 1 | 1 | 1 | 1 | | | | | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | |
| 2024 | | 4 | 6 | 4 | 5 | 6 | 4 | 4 | 3 | 9 | 3 | 1 | 49 |
| Civil Rights | | | 1 | | 1 | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | | 1 | 3 | 2 | 1 | 2 | 1 | 3 | | 2 | 1 | | 10 |
| Customer Service - TSO | | 1 | 3 | 2 | 1 | 2 | 1 | | | 2 | | | 10 |
| Lost and Found | | ' | J | | 1 | | 1 | | | | 1 | | |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | ı | 4 | 4 | | 4 | | | | |
| | | | | | | 1 | 1 | | 1 | | | | 4 |
| Mishandling of Passenger Property - Dam | | | rry-on Lugg | age | | | 1 | | 1 | | | | |
| Mishandling of Passenger Property - Dam | iaged/iviissing i | temsC | 1 | | | 1 | | | | | | | |
| No Jurisdiction | | | | | | | | | | 1 | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | |
| Patdown | | 1 | | | | | | | | 1 | | 1 | |
| Patdown - Flyer | | 1 | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | 1 | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Development | al /Ment | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not V | Vheelcha | ir or Scoote | r) | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | 1 | | | | | | | | | |
| Property - Special Handling | | 2 | | | | 1 | 1 | | | 1 | | | |
| Property - Special Handling - Damaged It | ı ems - Carry-Or | | | | | | 1 | | | 1 | | | |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | • | | | |
| Property - Special Handling - Missing Iten | | 2 | | | | 1 | | | | | | | |
| | is - Checke | | | 4 | 0 | 4 | 4 | | 4 | 4 | 0 | | |
| Screening | | | | 1 | 2 | 1 | 1 | | 1 | | 2 | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | 1 | | | |
| Screening - Procedures/Process | L | | | 1 | 1 | | 1 | | 1 | 3 | | | |
| Screening - Retrieving Abandoned/Confis | | | | | | 1 | | | | | 1 | | |
| 2025 | 3 | | | | | | | | | | | | ; |
| Customer Service | 3 | | | | | | | | | | | | |
| Customer Service - TSO | 3 | | | | | | | | | | | | (|

| | | . • | | | | p | | | | | | | |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IWD | | | | 1 | | | | | | 1 | 1 | | 3 |
| 2023 | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| 2024 | | | | | | | | | | 1 | 1 | | 2 |
| Screening | | | | | | | | | | 1 | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | | | | |

| | | | | Center Trav | | | | | | | | | |
|---|----------------|-----------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JAC | 7 | | | 2 | 2 | | 1 | | 9 | 9 | 3 | 11 | 44 |
| 2023 | 3 | | | 2 | | | | | 2 | 6 | | 2 | 15 |
| Customer Service | | | | | | | | | 1 | 3 | | | 4 |
| Customer Service - TSO | | | | | | | | | 1 | 3 | | | 4 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | | | 1 | | | | | | | | 1 | 2 |
| Screening | 1 | | | 1 | | | | | 1 | 2 | | 1 | 6 |
| Screening - Procedures/Process | 1 | | | 1 | | | | | 1 | 2 | | 1 | 6 |
| 2024 | 1 | | | | 2 | | 1 | | 7 | 3 | 3 | 9 | 26 |
| Additional Information Required/Insufficient In | formation | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficient | nt Informatio | n - EMAIL | ONLY | | | | | | | | 1 | | 1 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | 2 | | | | 4 | 1 | | 3 | 10 |
| Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | 4 | 1 | | 3 | 9 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | arry-on Lug | gage | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | /ersion (pain/ | trauma) | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | 2 | 1 | | 3 |
| Property - Special Handling - Missing Iten | ns - Carry-Or | า | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | | 2 | | | 2 |
| Screening | 1 | | | | | | 1 | | 2 | | 1 | 3 | 8 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Procedures/Process | 1 | | | | | | 1 | | 1 | | 1 | | 4 |
| Screening - Security Breach | | | | | | | | | | | | 1 | 1 |
| 2025 | 3 | | | | | | | | | | | | 3 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct 44 | | ontact Cent 2-Dec 01 | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-4~ | 09-Sep | Total |
|--|-------------------|-------------|-------------------------|---|--------|--------|--------|--------|--------|--------|--------|----------|-------|
| - | | | | | | | | | | | 08-Aug | <u> </u> | Total |
| JAN | 12 | 6 | 6 | 2 | 3 | 4 | 5 | | 7 | 11 | 7 | 7 | 77 |
| 2023 | 3 | 2 | 3 | 1 | 1 | 3 | 1 | 3 | 2 | 4 | 4 | 4 | 31 |
| Civil Rights | 1 | 1 | | | | | | | 1 | | | | 3 |
| Civil Rights - Age | 4 | 1 | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | 4 | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Customer Service | 2 | | 1 | | | | | | | 1 | 1 | 1 | 6 |
| Customer Service - TSO | 2 | | 1 | | 4 | | | | | 1 | 1 | 1 | 6 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1/8.41 1 14 | | | 1 | | | | | | 2 | | 1 | 4 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Dam | iaged/Missing Ite | emsChec | ked Ba(| 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 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | 1 | | | | | 1 |
| Screening | | | 1 | | | 1 | 1 | 2 | 1 | 1 | 3 | 1 | 11 |
| Screening - Inconsistency | | | | | | | | | 1 | 1 | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | 1 | 2 | | | 2 | 1 | 7 |
| Screening - Retrieving Abandoned/Confis | | | 1 | | | | | | | | | | 1 |
| 2024 | 2 | 4 | 3 | 1 | 2 | 1 | 4 | 4 | 5 | 7 | 3 | 3 | 39 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | 2 | 1 | 1 | | | 1 | 1 | 2 | 3 | | 1 | 14 |
| Customer Service - TSO | 1 | 2 | 1 | 1 | | | 1 | 1 | 2 | 3 | 1 | 1 | 14 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing Ite | emsChec | ked Baggag | е | | | | | 1 | | | | |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | 2 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | , | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | I /Mental D | isability | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 1 | 2 | | 2 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 15 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | 1 | 1 | 1 | 1 | | | | 5 |
| Screening - Procedures/Process | 1 | | 2 | | | | 1 | 1 | | 1 | 1 | 1 | 3 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | 1 |
| 2025 | 7 | | | | | | | | | | | | 7 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Screening | 5 | | | | | | | | | | | | 5 |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| 3 | _ | | | | | | | | | | | | _ |

| 1 | 23 | | | | | | aints Report | | | | | | | | |
|--|---|---|-------------------------------------|-----------------|----------|-----|--------------|----|----|--------|--------|--------|--------|-------------------------------|---|
| Mail | | | | | | | | • | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
| Additional from frequine from ethic method or - EMAIL ORLY 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 422 | |
| Additional information Required/insulfinion reference information - EMAIL ONLY 1 1 1 1 1 1 1 1 1 | | | 11 | 6 | 15 | 3 | 9 | 12 | 23 | 17 | | 16 | 14 | 145 | |
| Admine - PolicyRegulationalSearone Aliame - PolicyRegulationalSearone Civil Rights - Foreiding Civil Rights - Searone Civi | | | | | | | | | | | | | | 1 | |
| Affine - Polity/Regulation/Service Oxiv Regular - Profiling Oxiv Reg | | nt Information - | - EMAIL ON | LY | | | | | | | 1 | | | 1 | |
| Chirk Rights - Profiling | | | | | | | | | | | | | | 1 | |
| Col-Rights - Facion 1 2 2 1 2 2 1 2 2 1 2 2 | | | | | | | | | | | | | | 1 | |
| Civil Rigidits - Race | | 1 | | | 2 | | | 1 | 3 | | | 1 | 2 | 13 | |
| Chil Rights - Send-GenderGender Intensigned Personal Columns Bevines - 1 | | | | | | | | | | | | | | 1 | |
| Customer Bervice 1 | - | | | | | | | 1 | 2 | 2 | | 1 | 2 | g | |
| Cautamer Service - 1500 | | - Not Transger | ıder | | 2 | | | | | | | | | 2 | |
| Cooks | | | | | | | | | | | | | | 1 | |
| Locks - Ceneral Locks - Missing or Damaged Look | | | | | | | | | | | | | | 43 | |
| Locks - General | Customer Service - TSO | 1 | 4 | 2 | 4 | 3 | 5 | 2 | 9 | 6 | 2 | 2 | 3 | 43 | |
| Locks - Missing of Damaged Lock | | | 11 | | | | 1 | | 1 | | | | | 3 | |
| Mishandling of Plassenger Property | | | | | | | | | 1 | | | | | 1 | |
| Mishandring of Passenger Property - Dame 1 | Locks - Missing or Damaged Lock | | 1 | | | | 1 | | | | | | | 2 | |
| Mishandning of Passenger Property - Damaged/Mesial 1 1 3 3 1 2 1 1 1 1 1 1 1 1 | Mishandling of Passenger Property | 1 | 1 | 1 | | | 2 | | 2 | | 4 | 2 | | 13 | |
| Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 2 1 1 2 1 1 1 2 1 1 | Mishandling of Passenger Property - Dam | 1 | | | | | | | 2 | | | | | 3 | |
| Patdown - Children | Mishandling of Passenger Property - Dan | naged/Missii | 1 | 1 | | | 1 | | | | 4 | 2 | | 9 | |
| Patiown - Flyer as Observer | Mishandling of Passenger Property - Disa | arrayed Items | Carry-on or | Checked | | | 1 | | | | | | | 1 | |
| Patform - Flyer 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 2 | Patdown | 1 | | | 3 | | | | | 3 | 1 | 2 | 1 | 11 | |
| Patform - Flyer 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 2 | | | | | 1 | | | | | 1 | | | | 2 | |
| Persons wo Disabilities (PWD) - Autism Spectrum | | 1 | | | 2 | | | | | 1 | 1 | 2 | 1 | 8 | |
| Persons w Diaabilities (PWD) 1 | | | | | | | | | | 1 | | | | 1 | |
| Persons w Disabilities (PWD) - Autism Spectrum Persons w Disabilities (PWD) - Diabetes 1 | • | 1 | | | 1 | | | 2 | 1 | 2 | 2 | 1 | 1 | 11 | |
| Persons w Disabilities (PWD) - Docapitive (PWD) - Disabetes 1 | | | | | | | | | | | | | | 1 | |
| Persons w Disabilities (PWD) - Medically Necessary Medicalicion and Medical Supplies 1 1 2 1 1 2 1 1 1 1 | | | tal /Mental Γ |)isahility | | | | | | | ' | | | | |
| Persons w Disabilities (PWD) - Medical Devices - Attached to the Body | | | / IVICIIIdi L | nouvillty | | | | | | | | 1 | | | |
| Persons w Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 | | | hed to the | lody | | | | 4 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility (New Neelchair or Scoole 1 | | | | | Supplies | | | 7 | | ^ | | | | 1 | |
| Persons w/ Disabilities (PWD) - Nervice Animals | | | | | | | | | | | - 4 | | | 2 | |
| Persons w/Disabilities (PWD) - Wilsenbar in Scooler Segway | | | wneeichair d | or Scool | 1 | | | | | | 1 | | | 2 | |
| Property - Special Handling - Damaged Items - Carry-On | . , | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling - Damaged Ilems - Carry-On | | air/ Scooter/ Se | | | | | | | | | | | | 2 | |
| Property - Special Handling - Missing Items - Checke | | | | | | | | | | 1 | | 1 | 1 | g | |
| Property - Special Handling - Missing Items - Checke 1 | | | n | | | | | 1 | | | 1 | | | 3 | |
| Screening - Crew Member or Airline Emplication | | | | | | | | | 1 | 1 | | 1 | 1 | 4 | |
| Screening - Creew Member or Airline Empl | Property - Special Handling - Missing Iter | ns - Checke | 1 | | | | | 1 | | | | | | 2 | |
| Screening - Inconsistency | Screening | 3 | 4 | 3 | 5 | | 1 | 5 | 5 | 2 | | 7 | 5 | 40 | |
| Screening - Lengthy Lines | Screening - Crew Member or Airline Emp | 1 | | | | | | 1 | | 1 | | | | 3 | |
| Screening - Procedures/Process | Screening - Inconsistency | 1 | 1 | 2 | 1 | | 1 | | 1 | | | | | 7 | |
| Screening - Retrieving Abandoned/Confliscated Items | Screening - Lengthy Lines | | 1 | | | | | 2 | 1 | 1 | | 3 | 2 | 10 | |
| 2024 23 18 23 21 23 15 18 19 31 22 22 20 | Screening - Procedures/Process | 1 | 2 | 1 | 4 | | | 1 | 3 | | | 4 | 3 | 19 | |
| 2024 23 18 23 21 23 15 18 19 31 22 22 20 | Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 | |
| Advanced Imaging Technology (AIT) — INTERPRETATION OF TRANSPORT OF TRA | | | 18 | 23 | 21 | 23 | 15 | | 19 | 31 | 22 | 22 | 20 | 255 | |
| Advanced Imaging Technology (AIT) - Flyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 2 | |
| Airline 1 </td <td>0 0 0 7</td> <td>/er</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td>2</td> | 0 0 0 7 | /er | | 1 | | | | | | 1 | | | | 2 | |
| Airline - Baggage Requirements Airline - Policy/Regulations/Service Airline - Whechclair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identity - Not Transgender Civil Rights - Sex/Gender/Gender Identity - Not Transgender Civil Rights - Fransgender Screening Civil Rights - Fransgender Screening Claims - General Claims - General Customer Service - CSM Customer Service - TSO 7 7 6 3 8 4 9 9 9 13 6 8 9 DHS TRIP DHS TRIP DHS TRIP 1 Locks 1 1 1 1 1 1 1 1 1 2 1 2 1 2 2 1 1 2 2 1 1 1 3 3 4 3 1 1 1 3 3 4 3 1 1 1 3 3 4 3 1 1 1 3 3 4 3 1 1 1 3 3 4 3 1 1 1 3 3 3 4 3 1 1 1 3 3 3 4 3 3 1 1 1 1 | | | | | | 1 | 1 | 1 | | | 1 | 1 | | 5 | |
| Airline - Policy/Regulations/Service | | | | | | | • | | | | | | | 1 | |
| Airline - Wheelchair Assistance | | | | | | 1 | 1 | ' | | | | 1 | | 3 | |
| Civil Rights - Age | | - | | | | ' | - ' | | | | - 1 | | | 1 | |
| Civil Rights - Age | | - | | 2 | | | | | | 1 | | | 2 | 6 | |
| Civil Rights - National Origin | | | | 3 | | | | | | | | | | | |
| Civil Rights - Profiling | | | | | | | | | | ı | | | 4 | | |
| Civil Rights - Race | | | | | | | | | | | | | 1 | 1 | |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 Civil Rights - Transgender Screening 1 Claims 1 Claims - General 1 Customer Service 7 7 6 3 8 4 9 9 13 6 8 9 Customer Service - CSM 2 2 2 9 9 13 6 8 9 DHS TRIP 1 1 1 1 1 2 2 9 9 13 6 8 9 DHS TRIP - General 1 1 1 1 1 1 2 2 2 2 1 2 2 2 2 2 2 2 2 9 9 13 6 8 9 9 13 6 8 9 9 13 6 8 9 9 13 6 8 9 9 13 6 8 9 9 13 6 8 9 9 13 1 | | | | | | | | | | | | | | 1 | |
| Claims | - | L | | 1 | | | | | | | | | | 1 | |
| Claims - General Customer Service 7 7 6 3 8 4 9 9 13 6 8 9 Customer Service - CSM 2 Customer Service - TSO 7 7 6 3 8 2 9 9 13 6 8 9 DHS TRIP 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 2 1 2 1 2 1 <t< td=""><td></td><td>- Not Transger</td><td>ıder</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td>1</td></t<> | | - Not Transger | ıder | | | | | | | | | | 1 | 1 | |
| Claims - General 1 Customer Service 7 7 6 3 8 4 9 9 13 6 8 9 Customer Service - CSM 2 2 2 Customer Service - TSO 7 7 6 3 8 2 9 9 13 6 8 9 DHS TRIP 1 1 1 1 1 1 2 Locks 1 1 1 1 1 2 Locks - Missing or Damaged Lock 1 1 1 1 1 2 Lost and Found 1 1 1 1 1 2 Lost and Found - Airport/TSA 1 1 1 3 4 3 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 1 3 4 3 1 Mishandling of Passenger Property - Dam 2 1 2 2 1 1 1 1 1 1 1 1 | | | | 1 | | | | | | | | | | 1 | |
| Customer Service 7 7 6 3 8 4 9 9 13 6 8 9 Customer Service - CSM 2 2 2 3 3 9 9 13 6 8 9 DHS TRIP 1 1 5 | | | | | | | | | | | | | | 1 | |
| Customer Service - CSM 2 Customer Service - TSO 7 7 6 3 8 2 9 9 13 6 8 9 DHS TRIP 1 DHS TRIP - General 1 <th co<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></th> | <td></td> <td>1</td> | | | | | | | | | | | | | | 1 |
| Customer Service - TSO 7 7 6 3 8 2 9 9 13 6 8 9 DHS TRIP 1 1 | | 7 | 7 | 6 | 3 | 8 | | 9 | 9 | 13 | 6 | 8 | 9 | 89 | |
| DHS TRIP 1 DHS TRIP - General 1 Locks 1 1 1 1 1 2 Locks - Missing or Damaged Lock 1 1 1 1 2 Lost and Found 1 1 1 1 1 Lost and Found - Airport/TSA 1 1 1 1 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 1 3 4 3 1 Mishandling of Passenger Property - Dam 2 1 2 2 1 2 1 1 3 3 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 2 | |
| DHS TRIP 1 DHS TRIP - General 1 Locks 1 1 1 1 1 2 2 Locks - Missing or Damaged Lock 1 1 1 1 1 2 2 Lost and Found - Airport/TSA 1 1 1 1 1 1 1 1 1 3 4 3 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 1 3 4 3 1 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 2 1 | Customer Service - TSO | 7 | 7 | 6 | 3 | 8 | 2 | 9 | 9 | 13 | 6 | 8 | 9 | 87 | |
| Locks 1 1 1 1 1 2 Locks - Missing or Damaged Lock 1 1 1 1 1 1 2 Lost and Found - Airport/TSA 1 1 1 1 1 1 1 1 1 1 1 1 3 1 1 3 4 3 1 1 3 4 3 1 1 3 1 1 3 4 3 1 1 3 1 1 3 3 1 3 3 1 1 3 3 3 1 3 4 3 3 3 <td>DHS TRIP</td> <td></td> <td>1</td> <td></td> <td>1</td> | DHS TRIP | | 1 | | | | | | | | | | | 1 | |
| Locks 1 1 1 1 1 2 Locks - Missing or Damaged Lock 1 1 1 1 1 2 Lost and Found 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3 1 1 3 1 3 1 3 1 3 3 1 1 3 3 1 3 3 1 3 3 1 3 3 3 1 3 3 1 3 3 3 1 3 3 1 3 4 3 3 | DHS TRIP - General | | 1 | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock 1 1 1 1 2 Lost and Found 1 1 1 1 Lost and Found - Airport/TSA 1 1 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 3 4 3 1 Mishandling of Passenger Property - Dam 2 1 2 1 1 1 1 3 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 | | 1 | | 1 | 1 | 1 | | | 1 | | | 2 | | 7 | |
| Lost and Found 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 3 4 3 1 Mishandling of Passenger Property - Dam 2 1 2 1 2 1 1 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 | | | | | | | | | | | | | | 7 | |
| Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 2 1 4 3 1 3 1 3 4 3 1 Mishandling of Passenger Property - Dam 2 1 2 2 1 2 1 1 1 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 | | · · | | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property 2 1 4 3 1 3 1 3 4 3 1 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 2 1 1 1 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 | | | | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property - Dam 2 1 2 2 1 2 1 1 3 3 Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 1 1 | | 2 | 4 | I // | 2 | | 2 | 4 | 4 | 2 | A | 0 | 4 | 27 | |
| Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 1 1 1 | | | | | | | | 1 | | | | | I | 18 | |
| | | | | | | l l | | 4 | ı | | | | | | |
| Michaelling of December Department Department (Michael March 1997) | | | | | | | 1 | 1 | | | 1 | | 1 | 7 | |
| Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified I 1 1 | Mishandling of Passenger Property - Dan | iaged/Missing | nernsUnsp | | 1 | | | | | 1 | | | | 2 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | | | | 1 | 1 | | | | | 2 | 7 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction | 1 | 1 | 1 | | 1 | | | | | | | | 3 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | | | | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other 1 1 1 | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA | | | | | | 1 | 1 | | | | | 1 | 3 | |
| Notice of Violation/Civil Penalties 1 | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other | | | | | | | | | | | | | | |
| Notice of Violation/Civil Penalties - General 1 | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | | |
| Patdown 2 2 1 1 1 1 2 1 | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penal | al | | | | | | | | | | | | | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | | | | 1 | | | | 1 | 1 | 1 | 2 | 1 | 1 | |
| · | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penal | 2 | | | 1 2 | | | | | | | | | 10 | |
| · · · | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer | 2 2 | 1 | 2 | 1 2 2 | | | | 1 | 1 | 1 | 2 | 1 | 10 10 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 2 2 1 | 1 tal /Mental C | 2 Negability | 1 2 | | | | | 1 | | 2 | | 1 10 10 13 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive | 2 2 1 e /Development | | | 1 2 2 | | | | 1 | 1 | 1 | 2 | 1 | 10 10 10 13 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | 2 2 1 e /Development | tal /Mental D | | 1 2 2 | | | | 1 | 1 | 1 | 2 | 1 | 1 10 10 13 1 | |
| | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M | 2 2 1 e /Development | tal /Mental D | Disability | 1 2 2 | | | | 1 | 1 | 1 | 2 2 | 1 | 1 10 10 13 1 2 | |
| Persons w/ Disabilities (PWD) - Internal Medical Dev 1 Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 | Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical M Persons w/ Disabilities (PWD) - Medical M | 2 2 1 e /Development Medical Dev Devices - Attace | tal /Mental D 1 ched to the B | Disability | 1 2 2 | | | | 1 | 1 | 1 | 2 2 | 1 | 1 10 10 13 1 | |

| | | TSA | A Contact | Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|----------------|-----------|-----------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 (No | t Wheelch | 1 | 1 | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | | | | | | 1 | | | |
| Property - Special Handling | 2 | | | | 1 | 1 | | | 2 | 3 | 1 | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | 1 | | | 2 | 2 | 1 | | |
| Property - Special Handling - Missing Iten | 1 | | | | 1 | | | | | 1 | | | |
| Screening | 8 | 7 | 4 | 10 | 8 | 5 | 6 | 6 | 9 | 4 | 3 | 4 | 7 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | 3 | | | 1 | | | | | 1 | 1 | 1 | |
| Screening - Lengthy Lines | 2 | | 2 | 2 | 2 | 2 | 3 | 1 | 2 | | | | 1 |
| Screening - Procedures/Process | 4 | 4 | 1 | 8 | 5 | 3 | 3 | 5 | 6 | 3 | 2 | 3 | 4 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | 1 | | | | |
| 2025 | 22 | | | | | | | | | | | | 2 |
| Customer Service | 8 | | | | | | | | | | | | |
| Customer Service - TSO | 8 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Screening | 8 | | | | | | | | | | | | |
| Screening - Inconsistency | 2 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 5 | | | | | | | | | | | | |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------------|----------------|----------|--------|---------|--------|--------|---------|--------|----------|--------|--------|--------|
| JFK | 406 | 272 | 296 | 269 | 242 | 308 | 259 | 306 | 349 | 314 | 371 | 298 | 3,690 |
| 2023 | 127 | 147 | 140 | 139 | 109 | 151 | 116 | 150 | 145 | 146 | 153 | 120 | 1,643 |
| Additional Information Required/Insufficient In | | 2 | | | | | | 1 | | 1 | | + | 4 |
| Additional Information Required/Insufficie | | 2 | | | | | | 1 | | 1 | | | 4 |
| Airline | 1 | | 5 | | | 2 | 1 | | 3 | 1 | 2 | 4 | 19 |
| Airline - Lost Baggage | | | 4 | | | | 1 | | 1 | | 1 | 1 | 8 |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | 1 | | | 1 | 1 | 1 | 3 | 9 |
| Airline - Wheelchair Assistance | | | | | | 1 | | | 1 | | | | 2 |
| Animals | | | | | | | 1 | | | | | | 1 |
| Animals - Carry-On | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 6 | 6 | 4 | 10 | 2 | 8 | 10 | 5 | 6 | 7 | 7 | 4 | 75 |
| Civil Rights - Age | | | | | | | 1 | 1 | | | | 1 | 3 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | | 1 | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | 1 | | 2 |
| Civil Rights - Headwear | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | 2 | | | | | | 1 | | | 3 |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | 2 | 2 | | | | 1 | | 6 |
| Civil Rights - Profiling | | | | | | | | | 2 | | | | 2 |
| Civil Rights - Race | 3 | 5 | 2 | 3 | 1 | 3 | 4 | 3 | 3 | 3 | 4 | 2 | 36 |
| Civil Rights - Screening of Religious Cultu | | monial Items | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | 2 | 1 | 1 | 2 | | | 1 | 1 | | | 11 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | 1 | | 4 | | | 1 | | | 0 | | 4 | 2 |
| Civil Rights - Transgender Screening | | | 0 | 1 | | 1 | 2 | 4 | | 2 | 4 | 1 | 6 |
| Claims Claims - General | | | 1 | | | 1 | | 1 | | <u> </u> | 1 | | 6 3 |
| Claims - Status | | | 1 | | | 1 | | 1 | | ı | 1 | | 3 |
| Customer Service | 35 | 55 | 51 | 52 | 41 | 53 | 41 | 46 | 45 | 50 | 46 | 41 | 556 |
| Customer Service - Others | 35 | 1 | 51 | 52 | 1 | 55 | 41 | 40 | 45 | 50 | 40 | 41 | 2 |
| Customer Service - TCC | | 1 | | | 1 | | | | | | | 2 | 3 |
| Customer Service - TSO | 35 | 53 | 51 | 52 | 40 | 53 | 41 | 46 | 45 | 50 | 46 | 39 | 551 |
| DHS TRIP | 00 | 00 | 01 | 02 | | | 1 | | 7.0 | | 1 | 1 | 3 |
| DHS TRIP - General | | | | | | | 1 | | | | 1 | 1 | 3 |
| Hazardous Materials Safety | 2 | 1 | 1 | 2 | | | 2 | 1 | | 2 | 3 | | 14 |
| Hazardous Materials Safety - General | 2 | 1 | 1 | 2 | | | 2 | 1 | | 2 | 3 | | 14 |
| HAZMAT Endorsement | | | | 1 | | | | | | | | | 1 |
| HAZMAT Endorsement - General | | | | 1 | | | | | | | | | 1 |
| Locks | | 1 | 5 | 2 | 2 | 2 | 1 | 3 | 4 | 2 | | 1 | 23 |
| Locks - Missing or Damaged Lock | | 1 | 5 | 2 | 2 | 2 | 1 | 3 | 4 | 2 | | 1 | 23 |
| Lost and Found | 2 | 1 | 1 | | | | | | 1 | 2 | 1 | 1 | 9 |
| Lost and Found - Airport/TSA | 2 | 1 | 1 | | | | | | 1 | 2 | 1 | 1 | 9 |
| Mishandling of Passenger Property | 19 | 12 | 12 | 7 | 7 | 12 | 7 | 13 | 12 | 6 | 18 | 7 | 132 |
| Mishandling of Passenger Property - Dam | | 4 | 5 | 5 | 4 | 7 | 5 | 7 | 9 | 5 | 10 | 1 | 70 |
| Mishandling of Passenger Property - Dam | | 7 | 5 | 2 | 3 | 5 | 1 | 6 | 3 | 1 | 8 | 5 | 56 |
| Mishandling of Passenger Property - Dam | | | | uggage | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disa | | 1 | 2 | | | | 1 | | | | | | 5 |
| No Jurisdiction | 7 | 4 | 1 | 2 | 11 | 7 | 3 | 2 | 7 | 4 | 9 | 4 | 61 |
| No Jurisdiction - No Referral | _ | | | | 1 | | 1 | | 2 | | 1 | | 5 |
| No Jurisdiction - Refer to CBP | 7 | 3 | 1 | 2 | 8 | 7 | 2 | 1 | 5 | 2 | 4 | 4 | 46 |
| No Jurisdiction - Refer to Department of S | itate | 4 | | | 0 | | | 4 | | 0 | 1 | | 1 |
| No Jurisdiction - Refer to Other | 4 | 1 | 0 | 7 | 2 | | 0 | 1 | 0 | 2 | 3 | | 9 |
| Patdown | 4 | 11 | 6 | 7 | 7 | 6 | 3 | 14 | 2 | 7 | 2 | 3 | 72 |
| Patdown - Children Patdown - Flyer | 4 | 7 | 2 | | 7 | | 2 | 4.4 | 2 | | | | 1 |
| | 4 | 7 | 2 | 6 | 7 | 5 | 3 | 14 | 2 | 6 | 2 | 2 | 61 |
| Patdown - Flyer as Observer Patdown - General | | 4 | 1 | 1 | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 6 | 12 | 8 | 2 | 3 | 8 | 8 | 14 | 8 | 14 | 8 | 7 | 98 |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | 1 | | 3 | 0 | 2 | 2 | 1 | 5 | 0 | 2 | 15 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | 1 | | | | | | 1 | 2 | 2 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 2 | | | 1 | 2 | | | 1 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | 3 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | 1 | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| | 1 | | | | 1 | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication ar | nd Medic | 1 | 1 | | 1 | 5 | | | 2 | | 10 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | 4 | 1 | | | 2 | | 1 | 1 | | | 2 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | 1 | | | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Respirato | ry and Inhale | r Equipme | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | 1 | | | 1 | 1 | | 1 | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Wheelch | 3 | 2 | 1 | | | 2 | | 4 | 1 | 1 | 3 | 2 | 19 |
| Property - Special Handling | 17 | 18 | 14 | 19 | 8 | 14 | 10 | 10 | 16 | 12 | 10 | 15 | 163 |
| Property - Special Handling - Damaged It | | 6 | 5 | 5 | 1 | | 2 | 6 | 4 | 5 | 3 | 3 | 52 |
| Property - Special Handling - Damaged It | | | 1 | 2 | 1 | 6 | 3 | 2 | 3 | 1 | 1 | | 23 |
| Property - Special Handling - Missing Iten | | 8 | 4 | 4 | 2 | 2 | 1 | 1 | 3 | 2 | 3 | 6 | 38 |
| Property - Special Handling - Missing Iten | ns - Checke | 4 | 4 | 8 | 4 | 6 | 4 | 1 | 6 | 4 | 3 | 6 | 50 |
| Request for Assistance | | | | | | | 1 | | 2 | | | | 3 |
| Request for Assistance - Other | | _ | | | | | 1 | | 2 | | | | 3 |
| Screening | 28 | 24 | 30 | 35 | 28 | 38 | 27 | 40 | 39 | 37 | 45 | 32 | 403 |
| Screening - Crew Member or Airline Emp | | | 5 | 1 | 1 | 1 | | | | | 1 | 1 | 10 |
| Screening - Inconsistency | 6 | 2 | 6 | 10 | 1 | 5 | 6 | 8 | 9 | 4 | 6 | 2 | 65 |
| Screening - International Screening | - | 1 | | 1 | | | 2 | | | 1 | _ | _ | 5 |
| Screening - Lengthy Lines | 5 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 3 | 8 | 7 | 5 | 44 |
| Screening - Procedures/Process | 15 1 | 17 | 15 1 | 18 | 17 7 | 29 | 17 | 29 1 | 24 | 24 | 31 | 23 | 259 |
| Screening - Retrieving Abandoned/Confis | 1 1 | | 1 | 3 | / | 2 | | 1 | 3 | | | 1 | 19 |

| Categories | 10-Oct | | Contact C | enter Trav 01-Jan | 02-Feb | laints Repo | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|---------------|-------------|----------------------|--------|-------------|--------|---------|---------|---------|---------|---------|-----------|
| Screening - Security Breach | 1 | - | | | | | | | | | | | 1 |
| 2024 | 123 | 125 | 156 | 130 | 133 | 157 | 143 | 156 | 204 | 168 | 218 | | 1,891 |
| Additional Information Required/Insufficient In | | | | | | | | | | | 1 | 2 | 4 |
| Additional Information Required/Insufficie | 1 1 | | | | | - | | | | | 1 | 2 | 4 |
| Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly | /or | | | | | 1 | | | | | | | 1 |
| Advanced imaging reclinology (ATT) - FIS | 2 | 1 | | 4 | 2 | 4 | 1 | 4 | 4 | 5 | 9 | 2 | 38 |
| Airline - Lost Baggage | 1 | | | 2 | | 1 | | 2 | | 2 | 4 | | 12 |
| Airline - Policy/Regulations/Service | 1 | 1 | | 1 | 2 | 2 | 1 | 2 | 4 | 3 | 4 | | 23 |
| Airline - Wheelchair Assistance | | | | 1 | | 1 | | | | | 1 | | 3 |
| Cargo | | | | | 2 | | | | | | | | 2 |
| Cargo - Indirect Air Carrier (IAC) | | | | | 1 | | | | | | | | 1 |
| Cargo - Known Shipper | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 3 | 2 | 5 | 11 | 11 | 13 | 6 | 12 | 8 | 11 | 13 | | 114 |
| Civil Rights - Age | | | | | | | | 1 | | | 1 | 4 | 6 |
| Civil Rights - Constitutional Rights Civil Rights - National Origin | | | | 4 | 0 | | 0 | 2 | 0 | | 2 | 1 | 1 |
| Civil Rights - Not Specified | | | | 4 | 2 | 2 | 2 | 3 | 2 | 1 | 3 | 2 | 19 7 |
| Civil Rights - Perceived Religion | | | | 2 | | 1 | 1 | 2 | 2 | | 1 | | 9 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 1 | 1 | 3 | 4 | 6 | 7 | 3 | 4 | 4 | 6 | 6 | 8 | 53 |
| Civil Rights - Screening of Religious or C | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | 1 | 2 | | 1 | 2 | | 2 | | 2 | 1 | 1 | 13 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | 1 | | 2 |
| Claims | | | | | | 1 | 1 | 1 | 1 | | | | 4 |
| Claims - General | | | | | | | 1 | 1 | 1 | | | | 3 |
| Claims - Status | 10 | | 70 | | 20 | 1 | | | 00 | | • | | 1 |
| Customer Service - CSM | 43 | 51 | 79 1 | 56 2 | 60 | 58 | 56 | 51 1 | 63 | 50 | 64 | 55 2 | 686 9 |
| Customer Service - Others | | | ı | | | | 1 | 1 | | - 1 | | | 2 |
| Customer Service - TCC | | | | | | 1 | 1 | 1 | | | | | |
| Customer Service - TSO | 43 | 51 | 78 | 54 | 60 | 55 | 55 | 49 | 63 | 49 | 64 | 53 | 674 |
| DHS TRIP | 1 | 01 | 10 | 0.1 | 1 | 1 | 00 | 2 | 1 | -10 | 3 | | 11 |
| DHS TRIP - General | 1 | | | | 1 | | | 2 | | | 3 | | 9 |
| DHS TRIP - Status | | | | | | 1 | | | 1 | | | | 2 |
| Hazardous Materials Safety | | 1 | | 2 | 1 | | | 3 | 4 | 1 | 3 | 1 | 16 |
| Hazardous Materials Safety - General | | 1 | | 2 | 1 | | | 3 | 4 | 1 | 3 | 1 | 16 |
| Locks | 2 | | | | | 1 | 3 | 3 | 2 | 1 | 3 | 1 | 16 |
| Locks - Missing or Damaged Lock | 2 | | | | | 1 | 3 | 3 | 2 | 1 | 3 | | 16 |
| Lost and Found | | | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 4 | 3 | | 24 |
| Lost and Found - Airport/TSA | _ | | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 4 | 3 | | 24 |
| Mishandling of Passenger Property | 5 | 7 | 10 | 11 | 11 | 17 | 12 | 14 | 22 | 19 | 20 | | 161 |
| Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | | 3 | 8 | 6 | 5 | 8 9 | 9 | 9 | 12 9 | 15 4 | 10 9 | | 83 71 |
| Mishandling of Passenger Property - Dan | | | | 1 | 5 | 9 | | 9 | 1 | 4 | 9 | - / | 2 |
| Mishandling of Passenger Property - Disa | | 1 | specifica i | ' | 1 | | 1 | 1 | ' | | 1 | | 5 |
| No Jurisdiction | 5 | 5 | 4 | 1 | 4 | 9 | 6 | 13 | 9 | 7 | 7 | 6 | 76 |
| No Jurisdiction - No Referral | 2 | 2 | 1 | | 2 | 5 | 1 | 3 | 1 | 2 | 2 | | 23 |
| No Jurisdiction - Refer to CBP | 1 | 3 | 3 | 1 | 2 | 3 | 4 | 8 | 7 | 3 | 5 | 3 | 43 |
| No Jurisdiction - Refer to Other | 2 | | | | | 1 | 1 | 2 | 1 | 2 | | 1 | 10 |
| Ombudsman | | | 1 | | | | | | | | | | 1 |
| Ombudsman - General | | | 1 | | | | | | | | | | 1 |
| Patdown | 3 | | 3 | 2 | 3 | 4 | 5 | 6 | 7 | 9 | 7 | 5 | 59 |
| Patdown - Children | | 1 | | | | | 1 | | | 1 | _ | | 3 |
| Patdown - Flyer Patdown - Flyer as Observer | 2 | 3 1 | 3 | 1 | 3 | <u>3</u> | 4 | 5 | 7 | 8 | 7 | 5 | 51 |
| Pardown - Fiyer as Observer Persons w/ Disabilities (PWD) | 7 | | 10 | 6 | 10 | 11 | 10 | 14 | 21 | 15 | 22 | 17 | 5 |
| Persons w/ Disabilities (PWD) - Autism S | | - / | 10 | 0 | 10 | - 11 | 10 | 14 | 2 | 2 | | | 151 10 |
| Persons w/ Disabilities (PWD) - Cancer (| | Breast Canc | | | 2 | | | - 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 / | Diodot Gaile | · | | | | 1 | | 1 | | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | 3 | | 2 | | 9 |
| Persons w/ Disabilities (PWD) - Diapers/ | Garments/Dr | ressings/Mas | ks | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | 2 | | | 3 | | 1 | 3 | 1 | 3 | 2 | 16 |
| Persons w/ Disabilities (PWD) - Hearing | mpairment | | | | | | 2 | 2 | 1 | 1 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Internal M | | 1 | | 1 | | | | | 1 | | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Medical | | tached to the | Body | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Medically | | 2 | 1 | | 2 | | 1 | 1 | 4 | 1 | 5 | | 22 |
| Persons w/ Disabilities (PWD) - Metal Im | | | 1 | | | | 2 | 1 | 3 | 2 | | 2 | 12 |
| Persons w/ Disabilities (PWD) - Mobility I | | 2 | 1 | | 2 | 1 | 2 | 2 | 2 | 6 | 1 | 1 | 21 |
| Persons w/ Disabilities (PWD) - Prosthes | | | 1 | | 4 | | 4 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A | | ier Equipmen | ι | 1 | 1 | 2 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | /trauma) | | 2 | | 1 | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | | rtiaurria) | | | | 1 | | 2 | | | - 1 | | 4 |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | 3 | 2 | 3 | 1 | 1 | 4 | 1 | 2 | 3 | 2 | 23 |
| Property - Special Handling | 11 | 14 | 21 | 15 | 10 | 7 | 10 | 8 | 20 | 17 | 16 | | 164 |
| Property - Special Handling - Damaged It | | 3 | 5 | 3 | 1 | 2 | 2 | 2 | 5 | 3 | 1 | 6 | 36 |
| Property - Special Handling - Damaged It | | 1 | 3 | 3 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 14 |
| Property - Special Handling - Missing Iter | | 5 | 9 | 5 | 7 | 2 | 5 | 1 | 6 | 7 | 5 | 4 | 61 |
| Property - Special Handling - Missing Iter | | 5 | 4 | 4 | 1 | 2 | 3 | 4 | 8 | 6 | 9 | 4 | 53 |
| Request for Assistance | 1 | | 1 | | 2 | | | | | 1 | | 1 | 6 |
| Request for Assistance - Other | 1 | | 1 | | 2 | | | | | 1 | | 1 | 6 |
| Screening | 38 | 32 | 20 | 21 | 14 | 29 | 31 | 22 | 39 | 28 | 46 | 36 | 356 |
| Screening - Children Screening - Crew Member or Airline Emp | 1 2 | | | | | | | | | | | | 1 |
| | | 1 | | | 1 | | 1 | 1 | | | | | 6 |

| ories | 10-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 | 5 | 3 | 500 | 1 | 1 | 2 | 1 | 3 | JJ Juli | 3 | 5 5 | 2 | Total |
| | 5 | 8 | 10 | 3 | 3 | 12 | 5 | 6 | 11 | 7 | 13 | 10 | |
| Screening - Lengthy Lines | | | | | | | | | | | | | |
| Screening - Procedures/Process | 24 | 19 | 10 | 14 | 8 | 13 | 20 | 11 | 27 | 18 | 26 | 21 | 2 |
| Screening - Retrieving Abandoned/Confis | 1 | | | 2 | 1 | 2 | 3 | 1 | 1 | | 2 | 3 | |
| Screening - Security Breach | | 1 | | 1 | | | 1 | | | | | | |
| TWIC | 1 | | | | | | | | | | | | |
| TWIC - General | 1 | | | | | | | | | | | | |
| 2025 | 156 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | |
| Airline | 3 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 2 | | | | | | | | | | | | |
| Civil Rights | 10 | | | | | | | | | | | | |
| Civil Rights - Age | 2 | | | | | | | | | | | | |
| Civil Rights - National Origin | | | | | | | | | | | | | |
| | 3 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 2 | | | | | | | | | | | | |
| Civil Rights - Race | 2 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Claims | 2 | | | | | | | | | | | | |
| Claims - General | 1 | | | | | | | | | | | | |
| Claims - Status | 1 | | | | | | | | | | | | |
| CLEAR | 2 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 2 | | | | | | | | | | | | |
| Customer Service | 41 | | | | | | | | | | | | |
| Customer Service - TSO | 41 | | | | | | | | | | | | |
| DHS TRIP | 3 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| DHS TRIP - General | 3 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 3 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 3 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 10 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 7 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | |
| Patdown | | | | | | | | | | | | | |
| | 3 | | | | | | | | | | | | |
| Patdown - Flyer | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 14 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 5 | | | | | | | | | | | | |
| Property - Special Handling | 21 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 8 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 6 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 7 | | | | | | | | | | | | |
| Screening | 40 | | | | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 10 | | | | | | | | | | | | |
| Screening - Procedures/Process | 24 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | |
| Coroning Rothering Abandoned/Colling | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JHM | | | | | | 1 | | | | | | | 1 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JLN | | | | | | 1 | | | | | | | 1 |
| 2024 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JMS | | | | | | | | | 1 | | | | 1 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Children | | | | | | | | | 1 | | | | 1 |

| | | | | | | plaints Rep | | | | | | | |
|--|-------------------|----------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JNU | 7 | 3 | | 1 | | 5 | 5 | 4 | 5 | 4 | | 1 | 45 |
| 2023 | 2 | 3 | 2 | 1 | | 3 | 2 | 3 | 4 | 2 | 3 | 1 | 26 |
| Civil Rights | | | 1 | | | 1 | | 2 | 2 | | | | 6 |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | 1 | 1 | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | 2 | 1 | | | 2 | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | | g ItemsC | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 2 | | | | 2 | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | | | 1 | 1 | 1 | | |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | | |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | |
| Screening | | | | | | | 2 | 1 | 1 | | 1 | 1 | |
| Screening - Crew Member or Airline Empl | ovee | | | | | | | | | | • | 1 | |
| Screening - Inconsistency | | | | | | | 1 | | 1 | | 1 | | |
| Screening - Procedures/Process | | | | | | | 1 | 1 | | | | | |
| 2024 | 4 | | 2 | | | 2 | 3 | 1 | 1 | 2 | 3 | | 18 |
| Customer Service | 1 | | _ | | | | • | • | • | 1 | • | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | 1 | | | |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | ' | | | | 1 | | |
| Mishandling of Passenger Property - Dam | l Jaged/Missin | n ItemsC | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | | 4 | | | | | | | 1 | | |
| No Jurisdiction | | ourly on | or oricono. | 4 | | 1 | | | | | ' | | |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | |
| Patdown | 2 | | | | | <u> </u> | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Patdown - Flyer as Observer | 2 | | | | | | | | | - 1 | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | eme - Carny | Ωn | | | | | | 1 | | | | | |
| Screening | onio - Garry-I | J11 | 1 | | | 1 | 2 | 1 | 1 | | 2 | | |
| Screening - Inconsistency | | | 1 | | | <u></u> | | | 1 | | | | |
| Screening - Inconsistency Screening - Procedures/Process | 1 | | 1 | | | 1 | 1 | | I | | 2 | | |
| | | | 1 | | | | 1 | | | | 2 | | |
| Screening - Retrieving Abandoned/Confis | | | | | | | 1 | | | | | | |
| 2025 | 1 | | | | | | | | | | | | • |
| Screening Providence (Providence) | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | 13 | A Comaci | Center 11a | veier Comp | namis Kep | ort | | | | | | |
|--|-------------|-----------|-----------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JQF | 1 | 1 | | | 1 | 1 | | 1 | 1 | 1 | 2 | | 9 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | 1 | | | 1 | 1 | | 1 | 1 | | 2 | | 7 |
| Customer Service | | | | | 1 | | | 1 | 1 | | | | 3 |
| Customer Service - TSO | | | | | 1 | | | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | iggage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal | Medical Dev | ices | | | | 1 | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flver | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JST | | | | | | | | 1 | 1 | | | | 2 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | | 1 | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| KOA | 28 | 8 | | | 14 | 15 | 11 | 10 | 12 | 14 | 15 | 11 | 161 |
| 2023 | 5 | 2 | | | 7 | 6 | 2 | 6 | 7 | 3 | 7 | 5 | 61 |
| Civil Rights | | | | | | | | 1 | | | 1 | 1 | 3 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | 0 | | 1 | | 1 |
| Customer Service Customer Service - TSO | 2 2 | 1 | | | 2 | 2 | | 2 | 2 | | 2 | | 17 17 |
| Hazardous Materials Safety | | | 3 |) [| | 1 | | | | | | | 17 |
| Hazardous Materials Safety - General | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | 2 | | 1 | 2 | 2 | 10 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | a Itama C | | 1 | | | | 1 1 | | 1 | 2 | 2 | 6 |
| Patdown | lageu/iviissiii | 1 | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 8 |
| Patdown - Flyer | | | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 7 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | 1 | | 1 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| Jisability (No | t Wheelch | air or Scoo | it 1 | 1 | 1 | | | | 1 | | | 1 |
| Property - Special Handling Property - Special Handling - Damaged It | ems - Carry-l | ⊃n | | | 1 | 1 | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | - | | | | | | | | | | | 1 |
| Screening | 1 | | | 2 | 3 | 1 | | | 2 | | | 2 | 11 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | 2 | | | 1 | 5 |
| Screening - Retrieving Abandoned/Confis 2024 | 7 | 6 | 4 | 8 | 7 | 9 | 9 | 4 | 5 | 11 | 8 | 1 6 | 2 84 |
| Civil Rights | , | | - | . 0 | | 1 | 3 | - | 1 | - 11 | | 1 | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 2 | 1 | 6 | 2 | 3 | 2 | 1 | 1 | 8 | 1 | 3 | 32 |
| Customer Service - CSM | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service - TCC | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO Lost and Found | 2 | 1 | 1 | | 1 | 2 | 2 | 1 | 1 | 8 | 1 1 | 3 | 29 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 3 | 1 | | | 1 | 3 | 2 | | | | 4 | | 14 |
| Mishandling of Passenger Property - Dam | | | | | 1 | 1 | 1 | | | | 3 | | 7 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 2 | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-or | or Checke | ed | | | | | | | 1 | | 1 |
| No Jurisdiction | | | | | | | | | | 1 | | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | 4 | 4 | | | | | 1 | | | 1 |
| Patdown Patdown - Flyer | | | | 1 | 1 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | 1 | - 1 | | 4 | | 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | _ | 1 | | 1 | | | 1 | | | 1 | | 5 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | | | 1 | 1 | | | | 4 | | | 1 | | 3 |
| Property - Special Handling - Missing Item | | | | | 1 | | | 1 | | | | | 1 |
| Screening | 1 | 2 | 1 | | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 17 |
| Screening - Inconsistency | | 1 | | | | | ' | | 1 | | ' | ' | 2 |
| Screening - Lengthy Lines | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | 1 | | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | 12 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | 1 |
| 2025 | 16 | | | | | | | | | | | | 16 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race Customer Service | 1 3 | | | | | | | | | | | | 1 3 |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 2 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling Property - Special Handling - Damaged It | 2 2 | | | | | | | | | | | | 2 2 |
| Screening | 2 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| Categorie | <u> </u> | 10-Oct 1 | | | nter i rave 01-Jan | 02-Feb | aints Report 03-Mar 0 | 4-Apr | 05-May (| 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------|--|------------------------|-------------|---------------|-----------------------|--------|--------------------------|--------|------------|---------|--------|--------|--------|---------|
| Outegorie | Screening - Procedures/Process | 2 | 1-1404 | 12-Dec (| JI-Jali | UZ-Feb | US-IVIAI U | 4-Арі | US-IVIAY (| Jo-Juli | 07-Jul | 00-Aug | 03-3eh | 10tai 2 |
| KTN | Octobring - Froodules/Froobs | 3 | 2 | 3 | 1 | | | | 1 | | 3 | 3 | 1 | 17 |
| 202 | 3 | 2 | 1 | 2 | 1 | | | | | | 2 | | | 9 |
| | Civil Rights | 1 | | | | | | | | | | | | 1 |
| | Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| | Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| | Customer Service - TSO | | 1 | 1 | | | | | | | | | | 2 |
| | Mishandling of Passenger Property | | _ | | | | | | | | | 1 | | 1 |
| | Mishandling of Passenger Property - Dam | | temsCar | ry-on Lugga | ge | | | | | | | 1 | | 1 |
| | Persons w/ Disabilities (PWD) | 1 | | 1.84 17 14 | 0 " | | | | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) - Medically | | edication a | ind Medical S | Supplies | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Mobility E | 1 | | | | | | | | | | | | 1 |
| | Screening | | | 1 | 1 | | | | | | 1 | | | 3 |
| | Screening - Inconsistency | | | 1 | 1 | | | | | | 4 | | | 2 |
| 2024 | Screening - Procedures/Process | 1 | 1 | 1 | | | | | | | 1 1 | 2 | 1 | 1 8 |
| | Customer Service | 1 | 1 | 1 | | | | | 1 | | - 1 | 1 | 1 | 4 |
| | Customer Service - TCC | | 1 | 1 | | | | | | | | ı | 1 | 1 |
| | Customer Service - TSO | | 1 | 1 | | | | | | | | 1 | 1 | 3 |
| | Patdown | | - 1 | 1 | | | | | | | | 1 | | 1 |
| | Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | | - 1 | ı | | 1 |
| | | liaability (Nat V | Mhaalabair | r or Coostorl | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Mobility D | | vneeichaii | or Scooler) | | | | | | | I | | | 1 |
| | Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| | Property - Special Handling - Missing Item | 1 | | | | | | | 4 | | | | | 1 |
| | Screening | | | | | | | | 1 | | | | | 1 |
| | Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| LAF | | | | | | | | | | | 1 | | | 1 |
| 2024 | | | | | | | | | | | 1 | | | 1 |
| | Business, Suggestions, and Ideas | | | | | | | | | | 1 | | | 1 |
| | Business, Suggestions, and Ideas - General | | | | | | | | | | 1 | | | 1 |
| LAL | | 1 | | | | | | | | 1 | | | 1 | 3 |
| 2024 | | | | | | | | | | 1 | | | 1 | 2 |
| | Customer Service | | | | | | | | | 1 | | | | 1 |
| | Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) - Internal M | | S | | | | | | | | | | 1 | 1 |
| 202 | | 1 | | | | | | | | | | | | 1 |
| | Civil Rights | 1 | | | | | | | | | | | | 1 |
| | Civil Rights - Not Specified | 1 | | | | | | | _ | | | | | 1 |
| LAN | _ | | 2 | 1 | 1 | 1 | 1 | | 3 | 2 | 1 | 1 | 2 | 15 |
| 202 | | | | | | 1 | 1 | | 2 | | | | | 4 |
| | Customer Service | | | | | | 1 | | | | | | | 1 |
| | Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| | Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| | Mishandling of Passenger Property - Dam | iaged/Missing I | itemsCar | ry-on Lugga | ge | 1 | | | | | | | | 1 |
| | Patdown | | | | | | | | 1 | | | | | 1 |
| | Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| | Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| 000 | Property - Special Handling - Damaged Ite | ems - Carry-Or I | | _ | | | | | 1 | | | | _ | 1 |
| 2024 | | | 2 | 1 | 1 | | | | 1 | 2 | 1 | 1 | 2 | 11 |
| | Civil Rights | | | 1 | | | | | 1 | | | | | 2 |
| | Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| | Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| | Customer Service | | 1 | | 1 | | | | | 1 | | | 2 | 5 |
| | Customer Service - TSO | | 1 | | 1 | | | | | 1 | | | 2 | 5 |
| | Mishandling of Passenger Property | | | ale d Barrer | | | | | | 1 | | | | 1 |
| | Mishandling of Passenger Property - Dam | iaged/iviissing i I | | ескей вадда | ige | | | | | 1 | 4 | | | 1 |
| | Screening | | 1 | | | | | | | | 1 | 1 | | 3 |
| | Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| | Screening - Procedures/Process | ootod Itari- | 1 | | | | | | | | | | | 1 |
| LAR | Screening - Retrieving Abandoned/Confis | | | | | | | | | | | 1 | | |
| 2024 | 4 | 1 | | | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | | | 1 |
| | Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| LAS | Screening - Lengthy Lines | 325 | 161 | 153 | 163 | 124 | 193 | 197 | 210 | 205 | 182 | 193 | 193 | 2,299 |
| 202 | | | | | | | | | | | | | | |
| | | 85 | 72 | 70 | 78 | 62 | 101 | 91 | 97 | 89 | 84 | | 89 | 1,006 |
| | Additional Information Required/Insufficient Information Information Required Information Required Information Information Required Information Information Required Information | | 1 1 | 2 | | 1 1 | | | | | | 1 | | 5 5 |
| | Additional information Required/insufficient | linionnauc | 1 | 1 | | 1 | | | | | | 1 | | 4 |
| | | | 1 | 1 | | | | | | | | 1 | | |
| | Airline - Policy/Regulations/Service | 4 | 2 | | 4 | 1 | | 0 | 0 | 2 | 4 | | 1 | 4 |
| | Civil Rights | 1 | | 2 | 1 | 3 | 3 | 8 | 9 | 3 | 4 | 2 | ı | 39 |
| | Civil Rights - Civil Rights Violation (TSA E | impioyee) | | | | | 1 | 1 | | | | | | 1 |
| | Civil Rights - Constitutional Rights Civil Rights - National Origin | | | | 1 | | I | | 1 | | | 1 | | 3 |
| | | | | | - 1 | 1 | | 2 | 1 | | | 1 | | 4 |
| | Civil Rights - Perceived Religion Civil Rights - Race | 1 | 2 | 0 | | 2 | | 2 | | | • | 1 | 4 | |
| | Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | | | 2 | | 2 | 1 | 4 1 | 6 1 | 1 | 3 1 | 1 | 1 | 24 |
| | | | iuei | | | | | 7 | 1 | 1 | 1 | | | 5 |
| | Civil Rights - Sexual Orientation - Not Tra | nagender | | | | | 1 | 4 | | | | | | 1 |
| | Claims Conoral | | | | | | | 1 | | 1 | | | | 2 |
| | Claims - General | | 0.4 | 25 | 0.1 | | 0.4 | 1 | 0.4 | 1 | 07 | 00 | | 2 |
| | Customer Service Others | 33 | 24 | 25 | 21 | 20 | 24 | 33 | 31 | 34 | 27 | 32 | 23 | 327 |
| | Customer Service - Others | 2 | | | | | | | | | | | | 2 |
| | Customer Service - TCC | 0.1 | 0.4 | 25 | 0.1 | | 0.4 | 20 | 0.4 | 0.4 | 1 | 00 | | 1 |
| | Customer Service - TSO | 31 | 24 | 25 | 21 | 20 | 24 | 33 | 31 | 34 | 26 | 32 | 23 | 324 |

| 0-1 | | | | Center Trav | | | | | | | | | |
|---|--------------------|----------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Hazardous Materials Safety | | | | | | | | | 1 | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | | | 1 |
| Locks | | 1 | | | 1 | 3 | | 1 | | 2 | 2 | ! | 10 |
| Locks - General | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | 3 | | 1 | | 2 | 1 | | 9 |
| Lost and Found | | | 3 | 2 | | | | 1 | 1 | _ | 2 | | 7 |
| Lost and Found - Airport/TSA | | | 3 | | | | | 1 | 1 | | 2 | | 7 |
| | _ | 4.4 | | | - | 4.4 | 7 | | | 40 | | | |
| Mishandling of Passenger Property | 9 | 14 | 7 | | 8 | | | 7 | 3 | 10 | | | 117 |
| Mishandling of Passenger Property - Dan | | 6 | 2 | | | | | 5 | 2 | | | | 66 |
| Mishandling of Passenger Property - Dan | | 7 | 3 | | 4 | 4 | 3 | 2 | 1 | 5 | 4 | . 4 | 46 |
| Mishandling of Passenger Property - Disa | 1 | 1 | 2 | 2 | | 1 | | | | | | | |
| No Jurisdiction | 1 | | 1 | | 1 | | | | | 1 | 1 | 3 | |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | 1 | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | 1 | : |
| No Jurisdiction - Refer to Other | 1 | | 1 | l | 1 | | | | | | | 1 | |
| Ombudsman | | | | 1 | ' | | | | 1 | | | - ' | |
| | | | | | | | | | | | | | |
| Ombudsman - General | | | | | | | | | 1 | | | | |
| Patdown | 4 | 3 | 7 | 7 2 | 1 | 2 | 3 | 1 | 2 | 6 | 2 | . 1 | 3 |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Patdown - Flyer | 4 | 3 | 7 | 7 2 | 1 | 2 | 3 | 1 | 2 | 5 | 2 | . 1 | 3 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 3 | 3 | 3 | 5 | 2 | 7 | 6 | 1 | 6 | 8 | 4 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | 2 | | |
| | | antal /Manta | al Diaghilit | ., | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | entai /ivienta | ai Disabilit | У | | | | | • | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | 1 | 2 | | | 3 | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devi | ces | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | | | 1 | | 1 | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | | Medication | 1 | | | | | 3 | | | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Metal Im | | | 1 | | | | | 3 | | | | . 1 | |
| · · · · · · · · · · · · · · · · · · · | , | | | | | | | | ^ | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | all Of 2000 | ner) | 1 | | | 1 | 2 | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Touch Av | | /trauma) | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | 1 | | 2 | | 1 | 1 | 3 | |
| Property - Special Handling | 12 | 8 | 6 | 3 14 | 4 | 13 | 13 | 13 | 6 | 9 | | | 11 |
| Property - Special Handling - Damaged It | | 4 | 3 | | 4 | | | 6 | 2 | | | | 5 |
| | | | | | 4 | | | | | | | | |
| Property - Special Handling - Damaged It | | 2 | 1 | | | 4 | | 2 | 2 | | | | 1 |
| Property - Special Handling - Missing Iter | | | 2 | | | 2 | 4 | 4 | 2 | 2 | | 1 | 2 |
| Property - Special Handling - Missing Iter | 4 | 2 | | 2 | | 3 | 2 | 1 | | 3 | | 2 | 1 |
| Request for Assistance | | | | | | 1 | | | | 1 | | | |
| Request for Assistance - Other | | | | | | 1 | | | | 1 | | | |
| Screening | 23 | 16 | 13 | 3 21 | 19 | 39 | 24 | 27 | 31 | | | 29 | 292 |
| Screening - Crew Member or Airline Emp | | 10 | 10 | , 21 | 13 | 1 | | 21 | 3 | | | 20 | 20. |
| | | | | | 4 | | | | | | | | |
| Screening - Inconsistency | 4 | 2 | 3 | | 4 | 7 | 5 | 1 | 8 | | 6 | 4 | 5 |
| Screening - International Screening | | | | 1 | | | | | 1 | | | | |
| Screening - Lengthy Lines | 4 | 2 | 2 | 2 4 | | 1 | 2 | 5 | 2 | 1 | | 5 | 2 |
| Screening - Procedures/Process | 12 | 11 | 7 | 7 11 | 13 | 28 | 16 | 20 | 17 | 17 | 20 | 20 | 19: |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | 1 | 1 | 2 | 2 | 1 | | | | 1 | | 10 |
| Screening - Security Breach | | | | | | | | 1 | | | | | - |
| 2024 | 107 | 89 | 83 | 85 | 62 | 92 | 106 | 113 | 116 | 98 | 105 | 104 | 1,16 |
| Additional Information Required/Insufficient In | | | | , , | | | | | 1 | | | | ., |
| • | | | | | | | | | 1 | | | | |
| Additional Information Required/Insufficie | 1 | | | | | | | | 1 | | | | |
| Airline | | | 2 | 2 1 | | | 1 | 1 | 3 | | | | 1 |
| Airline - Lost Baggage | | | | | | | 1 | | | 1 | | 1 | |
| Airline - Policy/Regulations/Service | | | 2 | 2 | | | | 1 | 3 | 2 | 1 | | |
| Airline - Wheelchair Assistance | | | | 1 | | | | | | | | | |
| Civil Rights | 4 | 2 | 5 | | 5 | 5 | 6 | 9 | 2 | 5 | 4 | . 1 | 5 |
| Civil Rights - Age | + | | U | 1 | | 3 | U | 3 | | 3 | 4 | 1 | 3 |
| | I Implesses - \ | | | I | | | | | | | | | |
| Civil Rights - Civil Rights Violation (TSA E | | | | | | | | | | 1 | | | |
| Civil Rights - National Origin | 1 | | | | | 2 | | | | | | | |
| Civil Rights - Not Specified | | | | 1 | | 1 | | | | | | | |
| Civil Rights - Perceived Religion | | | | | 1 | | 1 | | | | | | |
| Civil Rights - Profiling | | | 1 | | | | | | | | | | |
| Civil Rights - Race | 1 | 1 | 2 | | 2 | 2 | 4 | 2 | 2 | 4 | 2 | . 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | 1 | | | | 1 | 5 | | | 2 | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | - 1 | | | 1 | | ı | J | | | | | - ' |
| | _ | | | ı | 1 | | | | | | | | |
| Civil Rights - Transgender Screening | 2 | | 1 | l | | | | 2 | | | | | |
| Claims | | | | | | | 1 | | | | 1 | 1 | |
| Claims - General | | | | | | | 1 | | | | | | |
| Claims - Status | | | | | | | | | | | 1 | 1 | |
| CLEAR | | | | | 1 | 2 | | 1 | 1 | | 2 | | |
| CLEAR - Registered Traveler | | | | | | 2 | | 1 | 1 | | | | |
| CLEAR - TSA PreCheck Application Prog | Iram | | | | 1 | | | ı | | | 2 | 1 | |
| Customer Service | | 00 | 00 | 3 31 | | 41 | 44 | 37 | 44 | 31 | | | 39 |
| | 36 | 29 | 23 | 51 | 22 | | | 3/ | 44 | 31 | 30 | 29 | |
| Customer Service - CSM | | | | | | 1 | | | | | | | |
| Customer Service - Others | | 2 | | 1 | | 4 | | | | | 2 | | 1 |
| Customer Service - TCC | | 1 | | | 1 | | 1 | | | | | | |
| Customer Service - TSO | 36 | 26 | 23 | 30 | 20 | 36 | 42 | 37 | 44 | 31 | 28 | 29 | 38 |
| Intranet/Internet Inquiries | | | | | | | | | | | | 1 | 00 |
| Intranet/Internet Inquiries - General | | | | | | | | | | | | 1 | |
| • | _ | | | | | | | | | | | | |
| Locks | 3 | 1 | | | 1 | | | 2 | 1 | | | | 1; |
| Locks - Missing or Damaged Lock | 3 | 1 | | | 1 | | | 2 | 1 | | | | 1; |
| Lost and Found | | | 2 | | | | 1 | 1 | 2 | 1 | 3 | 1 | 13 |
| Lost and Found - Airport/TSA | | | 2 | 2 1 | | | 1 | 1 | 2 | 1 | 3 | 1 | 1. |
| Mishandling of Passenger Property | 10 | 11 | 13 | 3 15 | 14 | 13 | 16 | 17 | 20 | 12 | 17 | 18 | 17 |
| Mishandling of Passenger Property - Dam | | 10 | 11 | | 10 | | | 9 | 15 | | | | 12 |
| | | 10 | - 11 | | | 1.1 | 9 | 9 | 13 | 10 | 1.1 | 9 | 14 |

| Mareneting of Peasurge Property - Cheef | | | | | | | er Complain | | | | | | | | |
|--|------------|--|----------------|---------------|--------------|------|-------------|----------|--------|----------|----|--------|--------|--------|-------|
| Melinerating of Passenger Property - Demanged Mainers (Jenny-Unspecial Luggage 1 1 1 1 1 1 1 1 1 | Categories | | | 1-Nov 12 | | | | 3-Mar 04 | -Apr (| 5-May 06 | | 07-Jul | 08-Aug | 09-Sep | Total |
| Districtoring of Processory Process Districtoring College Districtoring | | | | | | - | 3 | 2 | 6 | 6 | 5 | 2 | 6 | 6 | 48 |
| Majoraction Majoractic Ma | | Mishandling of Passenger Property - Dam | aged/Missing | ItemsUnsp | ecified Lugg | gage | | | 1 | 1 | | | | 1 | 3 |
| This Junisdiction - Net Protection 1 | | Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or 0 | Checked | | 1 | | | 1 | | | | 2 | 4 |
| No Auroridon- Index to Case 1 | No | Jurisdiction | 3 | | 1 | 1 | | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 15 |
| Pelconnom Pelc | | No Jurisdiction - No Referral | | | 1 | | | 3 | 1 | | | 1 | 1 | 2 | 9 |
| Pelconnom Pelc | | No Jurisdiction - Refer to CBP | 2 | | | | | | | 1 | 1 | | | | 4 |
| Patition | | | | | | 1 | | | | | | | | | 2 |
| Publisher - Pyter | | | | 4 | 3 | | | 2 | 1 | 2 | 7 | 1 | 1 | 5 | |
| Personal Processor (Processor Concessor) Personal Processor (Processor (Processor)) Personal Processor (Processor) Personal | 1 at | | | | | | | | | | | | | | |
| Persona of Unachinities (PWD) | | • | 5 | 4 | | 3 | | | 1 | | / | 4 | - 1 | 5 | |
| Personal or Disposition (PVID) - Autom Sportum 1 | | | | | | | | | | | | | | | |
| Participate of Distabilities (PVPD) - Stewart C 1 | Per | | | | 3 | 3 | 4 | 3 | 6 | | 8 | | 16 | 15 | |
| Persone of Disabilities (PVD) - Canator (promoted) before Concerned 1 1 2 2 1 1 1 2 2 1 1 | | Persons w/ Disabilities (PWD) - Autism Sp | pectrum | 1 | | | | | | 1 | | 2 | 1 | | 5 |
| Persons on Disabilities (PVD) Hearing presenter 1 | | Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | 1 | | | | 1 | | 3 |
| Persons on Disabilities (PVD) Hearing presenter 1 | | Persons w/ Disabilities (PWD) - Cancer (g | eneral) Not Br | east Cancer | | | | | | 1 | | | | 1 | 2 |
| Persons of Disabilities (PVP) - Outballed 2 | | | | | | | | | 1 | | 1 | | | 2 | 4 |
| Pennare w Disabilities (PAVD) - Secretary 1 | | ` / | | | , | | 1 | | | | 1 | | 1 | | |
| Persons of Disabilities (PVD) - Hearing Information 1 | | | | | | | | | 2 | 1 | ' | | ' | | |
| Persons w/Disabbliste (PVD) - Inferral Medical Dev 1 | | ` ' | | | | | ı | | | ı | | | | - 1 | |
| Persons w/ Deablitines (PWID) - Medicals 1 | | | | | | | | | 1 | | | | | | |
| Person w Disabilities (PMD) - Media Implication (1) | | ` ' | | 1 | | | | | | 2 | | | | 1 | |
| Persons of Dasabilines (PWD) - Mobility [2 | | ` ′ | | | | | 1 | | | | | | | | |
| Penson w/ Dashbilles (PWV) - Monthles (PW) - Pensylate Amplitude and Castes 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | Persons w/ Disabilities (PWD) - Medically | 3 | 1 | | | | 2 | 1 | 2 | 2 | 1 | 7 | 4 | 23 |
| Person w/ Dashblates (PWD) - Propriets Ampleses and Casts 1 Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Wiserboard Interest Intere | | Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | | 1 | 1 |
| Person w/ Dashblates (PWD) - Propriets Ampleses and Casts 1 Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Respiratory and Interest Equipment of the Person w/ Dashblates (PWD) - Wiserboard Interest Intere | | Persons w/ Disabilities (PWD) - Mobility | 2 | | | | 1 | | | | | | 1 | 3 | 7 |
| Persona w Disabilities (PWD) - Respiratory and Inhaler Equipmy 1 | | | | nd Casts | | 1 | | | | | | 1 | | | |
| Persons w/Deablities (PMD) - Touch Aversiton (pain/thursmoth) | | · / | | | 1 | • | | | | | | | | | |
| Persons of Deschillers (PMD) - Visual Impartment Persons of Deschillers (PMD) - WhereInt 1 | | | | | ' | | | 1 | | | 4 | | | - 1 | |
| Persons of Disabilities (PMD) - Wheelach | | | | aumd) | | | | ı | | | | 4 | | I | |
| Property - Special Handling 19 20 20 11 4 7 9 12 7 14 6 14 14 Property - Special Handling - Damageal Plans - Cheel 2 2 1 1 2 2 2 2 Property - Special Handling - Damageal Rens - Cheel 2 2 1 1 4 2 2 2 2 Property - Special Handling - Making land 2 4 8 2 1 2 4 3 3 2 2 3 Surrening - Special Handling - Making land 2 4 8 2 1 2 4 3 3 2 2 3 Surrening - Children - Making land 16 18 11 14 11 16 20 21 18 21 21 14 20 Surrening - Children - Surrening - Handling - Surrening - Surrening - Retaining Alandroned/Confloated lens - Surrening - Surre | | | | | | | | | | | | 1 | | | |
| Proporty - Special Handling - Damaged Inter-Chee 2 2 1 1 2 2 2 1 1 2 2 | | ` ′ | | | | | | | | | | | | | 13 |
| Property - Special Handling - Diamaged Rens - Cheed 2 2 1 1 1 2 4 4 3 2 2 3 5 Property - Special Handling - Millaring Itals 2 4 6 2 1 2 4 4 3 2 2 3 5 Property - Special Handling - Millaring Itals 5 1 6 1 1 1 1 1 3 3 1 1 3 2 1 1 4 2 5 5 Property - Special Handling - Millaring Itals 5 1 6 1 1 1 1 1 1 2 2 1 8 21 21 1 1 4 2 5 Property - Special Handling - Millaring Itals - Special - Special Handling - Millaring Itals - Special Handling - Millaring Itals - Special Handling - Millaring - | Pro | perty - Special Handling | 19 | 20 | 20 | 11 | 4 | 7 | 9 | 12 | 7 | 14 | 6 | 14 | 143 |
| Property - Special Handling - Diamaged Rens - Cheed 2 2 1 1 1 2 4 4 3 2 2 3 5 Property - Special Handling - Millaring Itals 2 4 6 2 1 2 4 4 3 2 2 3 5 Property - Special Handling - Millaring Itals 5 1 6 1 1 1 1 1 3 3 1 1 3 2 1 1 4 2 5 5 Property - Special Handling - Millaring Itals 5 1 6 1 1 1 1 1 1 2 2 1 8 21 21 1 1 4 2 5 Property - Special Handling - Millaring Itals - Special - Special Handling - Millaring Itals - Special Handling - Millaring Itals - Special Handling - Millaring - | | Property - Special Handling - Damaged Ite | 12 | 13 | 6 | 6 | 3 | 5 | 3 | 5 | 2 | 6 | 2 | 7 | 70 |
| Property - Special Handling - Missing Item 2 | | Property - Special Handling - Damaged Ite | ems - Checl | 2 | | 2 | 1 | | 1 | | | 2 | | 2 | 10 |
| Property - Special Handling - Missing Item 6 | | | | | 8 | | | 1 | | 4 | 4 | | 2 | | |
| Screening 16 18 11 14 11 16 20 21 18 21 21 14 20 | | | | | | | | | | | | | | | |
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| Screening - Increasibilities (Property 1 | 301 | | 10 | 18 | - 11 | 14 | 11 | 10 | 20 | 21 | 18 | | 21 | 14 | |
| Screening - Longity Lines | | ŭ . | | | | | | | | | | 1 | | | 1 |
| Screening - Frooders/Process 4 | | | 2 | | | | | | | | | | | | 2 |
| Screening - Fenderway Process 10 12 7 10 8 7 15 13 11 12 9 12 124 | | Screening - Inconsistency | | 4 | 1 | 1 | 1 | 2 | 1 | 3 | 2 | 4 | 3 | | 22 |
| Screening - Security Preach 1 | | Screening - Lengthy Lines | 4 | 1 | 3 | 2 | 1 | 5 | 4 | 5 | 5 | 2 | 7 | 2 | 41 |
| Screening - Security Preach 1 | | Screening - Procedures/Process | 10 | 12 | 7 | 10 | 8 | 7 | 15 | 13 | 11 | 12 | 9 | 12 | 126 |
| Screening - Shee Screening - Sheet Screening - Shee Scr | | ŭ . | | | | | | | | | | | | | 4 |
| Streening - Shoe Screening | | | Jatou Itomio | | | | 1 | | | | | | 1 | | |
| SIDA (Security Identification Display Area) - General 1 | | | | | | | ' | 1 | | | | - ' | | | |
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| Airline - Policy/Regulations/Service 2 Civil Rights - Age 1 Civil Rights - Age 1 Civil Rights - Age 3 Civil Rights - Sace 4 Claims - General 1 Customer Service 29 Customer Service 29 Customer Service TSO 30 Civil Rights - Round TSTRIP 1 Clocks - Missing or Damaged Lock 1 Locks - Missing or Damaged Lock 1 Lost and Found 5 Mishandling of Passenger Property - Dam 14 Mishandling of Passenger Property - Dam 14 Mishandling of Passenger Property - Dam 14 Mishandling of Passenger Property - Dam 15 Mishandling of Passenger Property - Dam 16 Mishandling of Passenger Property - Dam 17 Mishandling of Passenger Property - Dam 18 Mishandling of Passenger Property - Dam 19 Mishandling of Passenger Pr | | SIDA (Security Identification Display Area | | | | | | | | | 1 | | | | 1 |
| Affiline - Politicy/Regulations/Service 2 Civil Rights - Age 6 Civil Rights - Age 1 Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - Sew/Gender/Gender Identity 1 Claims Claims 1 Claims Civil Rights - Sew/Gender/Gender Identity 1 Claims Civil Rights - Sew/Gender/Gender Identity 1 Claims Claims - General 1 Customer Service 29 29 22 Customer Service - TSO 29 29 29 29 20 20 21 Customer Service - TSO 29 20 20 Customer Service - TSO 29 20 21 Customer Service - TSO 20 20 Customer Service - TSO 20 Customer Ser | 2025 | | 133 | | | | | | | | | | | | 133 |
| Civil Rights - Age | Airl | ine | 2 | | | | | | | | | | | | 2 |
| Civil Rights - National Origin 1 1 1 1 1 1 1 1 1 | | Airline - Policy/Regulations/Service | 2 | | | | | | | | | | | | 2 |
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| Civil Rights - Race | | | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | | | | |
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| DHS TRIP | Cus | stomer Service | 29 | | | | | | | | | | | | 29 |
| DHS TRIP | | Customer Service - TSO | | | | | | | | | | | | | 29 |
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| Locks 1 | 511 | | | | | | | | | | | | | | 1 |
| Lost and Found | Loo | | | | | | | | | | | | | | |
| Lost and Found | LOC | | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Dam Mishandling of Passenger Property - Dam 2 No Jurisdiction No Beferral 1 No Jurisdiction - No Referral 1 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to Other 2 Patdown 5 Patdown - Flyer 5 Persons w/ Disabilities (PWD) 20 Persons w/ Disabilities (PWD) 10 Persons w/ Disabilities (PWD) 11 Persons w/ Disabilities (PWD) 12 Persons w/ Disabilities (PWD) - General 13 Persons w/ Disabilities (PWD) - Internal N 11 Persons w/ Disabilities (PWD) - Medically 13 Persons w/ Disabilities (PWD) - Medically 14 Persons w/ Disabilities (PWD) - Metal Im 15 Persons w/ Disabilities (PWD) - Mobility I 16 Persons w/ Disabilities (PWD) - Sepricat 17 Persons w/ Disabilities (PWD) - Sepricat 18 Persons w/ Disabilities (PWD) - Sepricat 19 Persons w/ Disabilities (PWD) - Sepricat 10 Persons w/ Disabilities (PWD) - Sepricat 11 Persons w/ Disabilities (PWD) - Sepricat 12 Persons w/ Disabilities (PWD) - Sepricat 13 Persons w/ Disabilities (PWD) - Melclatl 14 Persons w/ Disabilities (PWD) - Melclatl 15 Persons w/ Disabilities (PWD) - Melclatl 16 Persons w/ Disabilities (PWD) - Melclatl 17 Persons w/ Disabilities (PWD) - Melclatl 18 Persons w/ Disabilities (PWD) - Melclatl 19 Persons w/ Disabilities (PWD) - Melclatl 10 Persons w/ D | Los | | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | · | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other 2 Patdown 5 Patdown - Flyer Persons w Disabilities (PWD) 20 Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General 3 Persons w/ Disabilities (PWD) - General 3 Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Medically 3 Persons w/ Disabilities (PWD) - Medically 4 Persons w/ Disabilities (PWD) - Nespirat 5 Persons w/ Disabilities (PWD) - Nespirat 6 Persons w/ Disabilities (PWD) - Respirat 7 Persons w/ Disabilities (PWD) - Respirat 8 Persons w/ Disabilities (PWD) - Nespirat 9 Persons w/ Disabilities (PWD) - Storny/C 1 Persons w/ Disabil | | | 16 | | | | | | | | | | | | 16 |
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| Patdown - Flyer | | | | | | | | | | | | | | | |
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| Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Respiratc Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | ` ' | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten 8 | | ` ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten 8 | | Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling 25 Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten 5 | | Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchs Property - Special Handling 25 Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten 5 | | ` ' ' | | | | | | | | | | | | | 1 |
| Property - Special Handling 25 Property - Special Handling - Damaged It 16 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 5 | | ` ′ | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It 16 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 5 | D | | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Iten 5 | Pro | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten 5 | | | | | | | | | | | | | | | 16 |
| | | | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten 3 | | | | | | | | | | | | | | | 5 |
| | | Property - Special Handling - Missing Item | 3 | | | | | | | | | | | | 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening | 23 | | | | | | | | | | | | 23 |
| Screening - Inconsistency | 3 | | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | 5 | | | | | | | | | | | | 5 |
| Screening - Procedures/Process | 15 | | | | | | | | | | | | 15 |

| | | | A Contact | Seniter ma | veier comp | παιτιέσ τίσρ | | | | | | | |
|--------------------------------------|---------|--------|-----------|------------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LAW | 1 | | 1 | | 1 | | 1 | | | 1 | 2 | 1 | 8 |
| 2023 | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Crew Member or Airline E | mployee | | | | | | 1 | | | | | | 1 |
| 2024 | 1 | | 1 | | 1 | | | | | | 2 | 1 | 6 |
| Customer Service | | | 1 | | | | | | | | 2 | 1 | 4 |
| Customer Service - TSO | | | 1 | | | | | | | | 2 | 1 | 4 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |

| ories | | | | | | | • | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | To |
|--|----------------|--------------|-----|----------|-----|-----|-----|-----|--------|--------|----------|--------|----|
| | 281 | 140 | 160 | 165 | 134 | 183 | 190 | 202 | 204 | 208 | 253 | 214 | 2 |
| 2023 | 75 | 73 | 73 | 65 | 68 | 83 | 79 | 103 | 106 | 108 | 96 | 91 | 1 |
| Additional Information Required/Insufficient Info | rmation | 1 | 1 | | | | | | | | | 1 | |
| Additional Information Required/Insufficient | t Informatic | 1 | 1 | | | | | | | | | 1 | |
| Airline | | 2 | | | | | 1 | | 2 | 1 | 1 | 1 | |
| Airline - Lost Baggage | | | | | | | 1 | | 1 | | | | |
| Airline - Policy/Regulations/Service | | 2 | | | | | | | 1 | 1 | 1 | 1 | |
| Business, Suggestions, and Ideas | | | | | | | | | | | | 1 | |
| Business, Suggestions, and Ideas - Genera | al | | | | | | | | | | | 1 | |
| Civil Rights | 3 | 8 | 4 | 4 | 5 | 8 | 6 | 10 | 8 | 7 | 6 | 3 | |
| Civil Rights - Age | | 0 | | - 4 | J | 1 | 0 | 10 | 1 | - 1 | U | | |
| Civil Rights - Age Civil Rights - Headwear | | | | | | - 1 | | | 1 | | | | |
| Civil Rights - National Origin | | 4 | | | | | 0 | | - 1 | 1 | | | |
| | | 1 | | | | 4 | 2 | | | | | | |
| Civil Rights - Not Specified | | | | | | 1 | 1 | 2 | | 1 | | | |
| Civil Rights - Perceived Religion | | | | 1 | | | | | 1 | | 1 | 1 | |
| Civil Rights - Profiling | | | | | | | | 2 | | | | 1 | |
| Civil Rights - Race | 3 | 4 | 3 | 2 | 2 | 4 | | 2 | 3 | 3 | 4 | 1 | |
| Civil Rights - Screening of Religious Cultur | | monial Items | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Trans | 1 | 1 | 1 | 1 | 2 | 3 | 2 | 1 | 1 | | | |
| Civil Rights - Transgender Screening | | 2 | | | 2 | | | 1 | 1 | 1 | 1 | | |
| Claims | 2 | | 1 | | | | | | 1 | | 1 | | |
| Claims - General | 1 | | | | | | | | 1 | | | | |
| Claims - Status | 1 | | 1 | | | | | | | | 1 | | |
| Customer Service | 29 | 16 | 14 | 15 | 15 | 22 | 22 | 19 | 26 | 26 | 20 | 28 | |
| Customer Service - CSM | 1 | 10 | 1.7 | | 10 | | | 10 | 20 | 20 | 20 | | |
| Customer Service - Others | - 1 | | 1 | | | | | | | | | | |
| | | | - ' | | | | | | | | | | |
| Customer Service - TCC | | 40 | 40 | 4- | 4- | 00 | 00 | | | | | 1 | |
| Customer Service - TSO | 28 | 16 | 13 | 15 | 15 | 22 | 22 | 19 | 26 | 26 | 20 | 27 | |
| DHS TRIP | | | | | | | | | | 2 | | | |
| DHS TRIP - General | | | | | | | | | | 2 | | | |
| Freedom of Information Act (FOIA) | | | | | | | | 1 | | | | | |
| Freedom of Information Act (FOIA) - Gener | al | | | | | | | 1 | | | | | |
| Hazardous Materials Safety | | 1 | | | | | | | 2 | | | | |
| Hazardous Materials Safety - General | | 1 | | | | | | | 2 | | | | |
| Locks | | | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | | |
| Locks - General | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 2 | | |
| Lost and Found | 1 | 2 | 1 | 1 | | | 3 | 3 | 1 | 5 | 7 | 3 | |
| Lost and Found - Airport/TSA | 1 | 2 | 1 | 1 | | | 3 | 3 | 1 | 5 | 7 | 3 | |
| Mishandling of Passenger Property | 5 | 8 | 6 | 3 | 11 | 16 | 7 | 16 | 8 | 16 | 13 | 8 | |
| Mishandling of Passenger Property - Dam | 2 | 5 | 3 | 2 | 7 | 7 | 2 | 11 | 6 | 8 | 5 | 3 | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 7 | 7 | | |
| | 2 | 1 | 3 | 1 | 2 | 8 | 5 | 5 | 2 | | | 3 | |
| Mishandling of Passenger Property - Disa | 1 | 2 | | | 2 | 1 | | | | 1 | 1 | 2 | |
| No Jurisdiction | 1 | 1 | 4 | 3 | 1 | 1 | 2 | 1 | 6 | 3 | 2 | 6 | |
| No Jurisdiction - No Referral | | | | | 1 | | | | 1 | | 1 | 1 | |
| No Jurisdiction - Refer to CBP | 1 | 1 | 3 | 1 | | | 1 | 1 | 3 | 3 | | 5 | |
| No Jurisdiction - Refer to Other | | | 1 | 2 | | 1 | 1 | | 2 | | 1 | | |
| Patdown | 6 | 7 | 6 | 2 | 6 | 3 | 6 | 7 | 8 | 4 | 5 | 7 | |
| Patdown - Children | | | | | | 1 | 2 | | | | | | |
| Patdown - Flyer | 6 | 7 | 6 | 2 | 4 | 2 | 3 | 7 | 8 | 4 | 5 | 7 | |
| Patdown - Flyer as Observer | | | | | 2 | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | 4 | 7 | 3 | 2 | 2 | 1 | 4 | 4 | 5 | 5 | 9 | |
| Persons w/ Disabilities (PWD) - Autism S | 1 | 1 | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Breast Car | | ' | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | icei | | | | | | | | | 1 | 0 | | |
| ` ' | | | | | | | | | | | 2 | 1 | |
| Persons w/ Disabilities (PWD) - General | adiable by the | 2 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal Me | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medical De | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically I | | 1 | 1 | | 1 | | | 2 | 1 | 2 | 1 | 3 | |
| Persons w/ Disabilities (PWD) - Metal Impl | , | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility Di | | | 2 | | 1 | 1 | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesis | /Amputees a | and Casts | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) - Respirator | y and Inhale | r Equipme | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | rsion (pain/t | rauma) | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | , | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelchai | ir/ Scooter/ 9 | Segway | 3 | 2 | | 1 | 1 | 1 | 1 | 1 | | 1 | |
| Property - Special Handling | 8 | 10 | 12 | 10 | 7 | 11 | 14 | 24 | 18 | 16 | 17 | 11 | |
| Property - Special Handling - Damaged Ite | 1 | 2 | 2 | 10 | 2 | 4 | 1 | 5 | 5 | 3 | 6 | 3 | |
| Property - Special Handling - Damaged Itel | | 2 | 1 | 1 | 1 | 2 | 5 | 2 | 3 | 4 | 2 | 1 | |
| | | | | | I | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | 2 | 5 | 4 | | 2 | 3 | 15 | 9 | 5 | 6 | 2 | |
| Property - Special Handling - Missing Item | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 2 | 1 | 4 | 3 | 5 | |
| Screening | 17 | 13 | 16 | 20 | 18 | 17 | 14 | 15 | 19 | 22 | 16 | 13 | |
| Screening - Crew Member or Airline Empl | 2 | | 1 | | | | | 1 | | 2 | | | |
| Screening - Gate Pass | | | | | | | | | | 1 | | | |
| Screening - Inconsistency | 3 | 3 | | 7 | 4 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | |
| Screening - International Screening | | | 1 | 1 | | | | | | | | | |
| Screening - Lengthy Lines | | 1 | | 2 | | 3 | | | 1 | 1 | | 1 | |
| Screening - Military | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | 12 | 9 | 12 | 9 | 11 | 12 | 12 | 10 | 15 | 16 | 13 | 8 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | | 9 | 2 | 1 | 3 | 12 | 12 | 2 | 15 | 10 | 13 | 2 | |
| Screening - Remeving Abandoned/Confisc | ateu IteMS | | | | 3 | 1 | | 2 | 1 | 1 | | 2 | |
| TMIC | | | | 1 | | | | | | | 1 | | |
| TWIC | | | | | | | | | | | | | |
| TWIC TWIC - General 2024 | 81 | 67 | 87 | 1 100 | 66 | 100 | 111 | 99 | 98 | 100 | 1 157 | 123 | |

| | | TSA Co | ontact Cen | | er Complair | nts Report | | | | | | | |
|--|---------------|------------------|-------------|---------|-------------|------------|-------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 12 | 2-Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar 0 | 4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | 1 | 3 | | 1 | 1 | | 1 | 2 | 3 | 1 | 5 | 2 | 20 |
| Airline - Baggage Requirements | | | | | | | | | | | 1 | | 1 |
| Airline - Lost Baggage | 1 | 1 | | | 1 | | | | 1 | | 2 | 2 | 8 |
| Airline - Policy/Regulations/Service | | 2 | | 1 | | | 1 | 2 | 2 | 1 | 2 | _ | 11 |
| Civil Rights | 2 | 1 | 4 | 7 | 4 | 15 | 4 | 4 | 5 | 8 | 15 | 8 | 77 |
| Civil Rights - Age | _ | | - | , | - | 2 | - | 1 | | 1 | 10 | 1 | 5 |
| Civil Rights - Civil Rights Violation (TSA E | [mployee) | | | | | | | 1 | | 1 | 1 | - ' | 1 |
| Civil Rights - Constitutional Rights | Imployee) | | | | | | 1 | | | | 1 | | 2 |
| Civil Rights - National Origin | | | 2 | | | 1 | 1 | | | | | | |
| | | | | | | 1 | 1 | | | 0 | 2 | | 6 |
| Civil Rights - Not Specified | | | | | | | | 1 | | 2 | 1 | 1 | 5 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | 1 | | | 2 | 4 |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | 1 | 6 | 3 | 8 | | | 1 | 3 | 5 | 3 | 31 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | | 2 | | 2 |
| Civil Rights - Screening of Religious or Co | | ents | | | 1 | | | | | 1 | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | 1 | | | 2 | | 1 | 1 | | 2 | 1 | 9 |
| Civil Rights - Sexual Orientation - Not Tra | insgender | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | 1 | 1 | 1 | 2 | 1 | 1 | | 7 |
| Claims | | 1 | | | | | | | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| CLEAR | | | | | | | | | | | | 1 | 1 |
| CLEAR - TSA PreCheck Application Prog | ram | | | | | | | | | | | 1 | 1 |
| Customer Service | 23 | 13 | 35 | 31 | 19 | 26 | 37 | 23 | 29 | 27 | 38 | 39 | 340 |
| Customer Service - CSM | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service - Others | | | 2 | | 1 | | | | | 1 | | | 4 |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 22 | 13 | 33 | 30 | 18 | 26 | 36 | 23 | 29 | 26 | 38 | 39 | 333 |
| DHS TRIP | | 10 | 00 | - 00 | 10 | 20 | 00 | 20 | 1 | 20 | 2 | - 00 | 3 |
| DHS TRIP - General | | | | | | | | | 1 | | 2 | | 3 |
| Hazardous Materials Safety | | | | | | | 1 | 1 | - 1 | 1 | | 3 | 6 |
| | | | | | | | 1 | 1 | | | | | |
| Hazardous Materials Safety - General | | | | | | | 1 | 1 | | 1 | | 3 | 6 |
| HAZMAT Endorsement | 1 | | | | | | | | | | | | 1 |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Locks | | | | | 3 | 1 | | 1 | 1 | 2 | 4 | | 12 |
| Locks - General | | | | | | | | 1 | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | 3 | 1 | | | 1 | 2 | 3 | | 10 |
| Lost and Found | 2 | 3 | 6 | 3 | | 4 | 2 | 1 | 6 | 6 | 6 | 5 | 44 |
| Lost and Found - Airport/TSA | 2 | 3 | 6 | 3 | | 4 | 2 | 1 | 6 | 6 | 6 | 5 | 44 |
| Mishandling of Passenger Property | 7 | 10 | 9 | 19 | 10 | 9 | 12 | 13 | 10 | 12 | 20 | 8 | 139 |
| Mishandling of Passenger Property - Dam | 4 | 4 | 3 | 10 | 4 | 3 | 6 | 5 | 5 | 7 | 12 | 7 | 70 |
| Mishandling of Passenger Property - Dam | 3 | 6 | 5 | 9 | 4 | 4 | 4 | 7 | 5 | 5 | 7 | | 59 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsUnspe | ecified Lug | gage | 1 | 1 | 1 | 1 | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | arrayed Items | sCarry-on | 1 | | 1 | 1 | 1 | | | | 1 | | 5 |
| No Jurisdiction | 7 | 2 | 1 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 9 | 46 |
| No Jurisdiction - No Referral | 1 | 1 | 1 | | 2 | | 1 | | | | 1 | 4 | 11 |
| No Jurisdiction - Refer to CBP | 5 | | | 2 | 1 | 3 | 1 | 4 | | 3 | 3 | 3 | 25 |
| No Jurisdiction - Refer to Department of S | State | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | 1 | | | | 1 | 1 | | 2 | 1 | | 2 | 9 |
| Notice of Violation/Civil Penalties | · | | | | | • | | 1 | | • | | | 1 |
| Notice of Violation/Civil Penalties - Gener | ral | | | | | | | 1 | | | | | 1 |
| Ombudsman | | 1 | | | | | | | | | | | 1 |
| Ombudsman - General | | 1 | | | | | | | | | | | 1 |
| Patdown | 7 | 4 | 6 | 3 | 4 | 7 | 10 | 2 | 6 | 3 | 7 | 5 | 64 |
| Patdown - Children | 1 | 4 | U | 3 | 4 | - 1 | 2 | | 0 | 3 | 2 | 3 | 5 |
| Patdown - Flyer | | 4 | 0 | 2 | 4 | 7 | | 0 | 0 | 0 | | 4 | |
| • | 6 | 4 | 6 | 3 | 4 | 7 | 8 | 2 | 6 | 2 | 5 | 4 | 57 |
| Patdown - Flyer as Observer | | | 4 | | 7 | | 40 | 47 | 40 | 1 | 4.4 | 1 | 2 |
| Persons w/ Disabilities (PWD) | 3 | 2 | 4 | 8 | 7 | 6 | 12 | 17 | 12 | 12 | 14 | 13 | 110 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | 1 | | | 1 | 1 | | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | , | | | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ental /Mental Di | isability | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 3 | | 1 | | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ressings/Masks | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | 1 | 1 | 1 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Hearing I | Impairment | | | | 1 | | | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devi | ces | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Att | tached to the Bo | ody | | 2 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | Medication and | d Medic | 2 | 1 | | 2 | 3 | 5 | 2 | 1 | 2 | 18 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | 1 | 3 | | 2 | 1 | 1 | 2 | 1 | 5 | 2 | 18 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | 1 | | | 2 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | and Oddio | | | | | | 1 | | 2 | | | 4 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | 1 | 1 | 1 | | | 2 |
| | | /trauma\ | | | | 1 | | 2 | I | ı | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Av | | ruauma) | | | | 1 | | 2 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | • | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 2 | 1 | 3 | 2 | 3 | 2 | 2 | 2 | 1 | 2 | 21 |
| Property - Special Handling | 15 | 9 | 15 | 13 | 6 | 13 | 13 | 14 | 4 | 6 | 11 | 8 | 127 |
| Property - Special Handling - Damaged It | | 5 | 3 | 1 | 1 | 2 | | 3 | | | 4 | 1 | 23 |
| Property - Special Handling - Damaged It | | | 1 | 2 | 2 | 2 | 6 | 4 | 1 | 2 | 2 | 1 | 24 |
| Property - Special Handling - Missing Iten | r 8 | 4 | 5 | 9 | 3 | 5 | 3 | 5 | 3 | 1 | 4 | 2 | 52 |
| Property - Special Handling - Missing Iten | 3 | | 6 | 1 | | 4 | 4 | 2 | | 3 | 1 | 4 | 28 |
| Request for Assistance | | | | • | | | - | | | | 1 | 1 | 2 |
| Request for Assistance - Other | | | | | | | | | | | 1 | 1 | 2 |
| Screening | 13 | 18 | 7 | 13 | 9 | 15 | 16 | 16 | 18 | 17 | 30 | 21 | 193 |
| Screening - Children | 13 | 10 | 1 | 10 | J | 10 | 10 | 10 | 10 | 17 | 30 | 1 | 4 |
| SS. Sorning Ornidion | 1 | 1 | | | | | | | 1 | | | 1 | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | veler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------|---------|--------|----------|----------------------|----------|--------|----------|---------|-------------|--------|--------|-------|
| Screening - Crew Member or Airline Emplo | | 11-1404 | 12-060 | v i-Jail | 02-F6D | UJ-IVIAI | vApr | UU-IVIAY | vo-Juli | 07-Jui 1 | vo-Aug | 03-3eh | TOTAL |
| Screening - Crew Member of Affine Emplo | byee 1 | 2 | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 15 |
| Screening - Inconsistency Screening - International Screening | - 1 | | | | - 1 | - 1 | - 1 | | | - 1 | 1 | 3 | |
| ŭ . | | 1 | | | | 2 | 2 | 1 | 1 | 2 | 0 | 1 | 1 |
| Screening - Lengthy Lines | 10 | | | 40 | | 3 | | | 5 | | | | 21 |
| Screening - Procedures/Process | 12 | 13 | | | | | | | 8 | 13 | | 16 | 136 |
| Screening - Retrieving Abandoned/Confisc | ated items | 1 | 1 | | | 1 | 3 | | 1 | | 1 | | 9 |
| Screening - Security Breach | | | | 1 | | | | | 1 | | 1 | | |
| Screening - Shoe Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Traveling with Cash | 405 | | | | | | 1 | | | | | | 401 |
| 2025 | 125 | | | | | | | | | | | | 128 |
| Additional Information Required/Insufficient Information Required/Insufficient | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Airline | 4 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 4 | | | | | | | | | | | | |
| Civil Rights | 6 | | | | | | | | | | | | (|
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 1 | | | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 42 | | | | | | | | | | | | 42 |
| Customer Service - TSO | 42 | | | | | | | | | | | | 42 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | |
| Locks | 3 | | | | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 3 | | | | | | | | | | | | 3 |
| Lost and Found | 6 | | | | | | | | | | | | 6 |
| Lost and Found - Airport/TSA | 6 | | | | | | | | | | | | 6 |
| Mishandling of Passenger Property | 10 | | | | | | | | | | | | 10 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 4 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 2 | | | | | | | | | | | | 2 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 11 | | | | | | | | | | | | 11 |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 14 | | | | | | | | | | | | 14 |
| Property - Special Handling - Damaged Ite | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 |
| Screening | 24 | | | | | | | | | | | | 24 |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 4 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 6 | | | | | | | | | | | | (|
| Screening - Procedures/Process | 12 | | | | | | | | | | | | 12 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BB | 11 | 6 | 5 | 1 | 3 | 2 | 5 | 9 | 3 | 3 | 2 | 4 | 5 |
| 2023 | 1 | 4 | 4 | | 2 | 1 | 3 | 8 | 2 | 3 | | 2 | 3 |
| Additional Information Required/Insufficient Inf | ormation | | 1 | | | | | | | | | | |
| Additional Information Required/Insufficier | t Informatio | n - EMAIL | 1 | | | | | | | | | | |
| Civil Rights | | | | | | 1 | 1 | | | 1 | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transg | ender | | | | | 1 | | | 1 | | | |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | |
| Customer Service | | 1 | | | 1 | | 1 | 2 | 1 | 2 | | | |
| Customer Service - TSO | | 1 | | | 1 | | 1 | 2 | 1 | 2 | | | |
| Patdown | | 1 | | | | | | | | | | 1 | |
| Patdown - Flyer | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | Necessarv | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | | | | 1 | |
| Screening | 1 | 1 | 3 | | 1 | | 1 | 6 | 1 | | | | 1 |
| Screening - Inconsistency | | | 3 | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | 1 | | | 5 | 1 | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | | | | | | | | | | | |
| 2024 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | 1 | 2 | 1 |
| Advanced Imaging Technology (AIT) | • | _ | • | • | • | • | | 1 | • | | • | _ | |
| Advanced Imaging Technology (AIT) - Fly | er | | | | | | | 1 | | | | | |
| Civil Rights | | | | | | | 1 | | 1 | | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transo | ender | | | | | 1 | | | | | | |
| Customer Service | 2 | 011401 | 1 | 1 | 1 | | 1 | | | | | 1 | |
| Customer Service - TSO | 2 | | 1 | 1 | 1 | | 1 | | | | | 1 | |
| Patdown | | 1 | | ' | ' | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | | | | | | | | 1 | | |
| Screening | 1 | 1 | | | | 1 | | | | | ' | 1 | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | ' | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | ' | | | | | | | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | | | | | | 1 | |
| 2025 | 7 | | | | | | | | | | | ' | |
| Customer Service | 4 | | | | | | | | | | | | |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Screening Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | A Contact | Jeniter ma | veier comp | iaiiito itep | ,011 | | | | | | |
|---|---------------|-----------|-----------|------------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LBE | 1 | | 1 | | 1 | 1 | | 1 | 1 | | | | 6 |
| 2023 | | | | | | | | 1 | 1 | | | | 2 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| 2024 | | | 1 | | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | version (pair | n/trauma) | | | 1 | | | | | | | | 1 |
| Screening | | | 1 | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | 1 | | | 1 | | | | | | | 2 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| | | 13 | - Contact | Center Trav | reiei Coili | παιτιές ίνερ | οιι | | | | | | |
|--|-------------|-----------|------------|-------------|-------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LBF | 1 | 2 | | 2 | | | | | 1 | 1 | 1 | 1 | 9 |
| 2023 | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2024 | | 2 | | 2 | | | | | | | 1 | 1 | 6 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lu | g 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | 1 | | | | | | | | | 1 |
| Screening | | 2 | | | | | | | | | 1 | | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confisc | cated Items | 1 | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |

| | | 13 | A Contact | Center ma | veiei comp | ланиз керс | JIL | | | | | | |
|---|------------|------------|-----------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LCH | | | | | | 3 | 3 | 1 | 3 | | 2 | 1 | 13 |
| 2023 | | | | | | | 2 | | 3 | | 1 | 1 | 7 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Ite | ms - Carry | -On | | | | | | | | | 1 | | |
| Screening | | | | | | | 1 | | 1 | | | 1 | 3 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | 1 | 2 |
| 2024 | | | | | | 3 | 1 | 1 | | | 1 | | 6 |
| Customer Service | | | | | | 2 | 1 | 1 | | | 1 | | 5 |
| Customer Service - TSO | | | | | | 2 | 1 | 1 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | 1 | | | | | | | 1 |

| | | TS | A Contact | Center Trav | | laints Rep | ort | | | | | | |
|--|--------------|------------|-------------|-------------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LCK | 1 | 3 | 1 | 3 | 2 | 1 | 2 | 1 | 3 | 2 | 3 | 2 | 2 |
| 2023 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | | 9 |
| Airline | | | | | | | | | | 1 | | | |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | ggage | | | 1 | | | | | | |
| Patdown | | | | | 1 | | | | | | 2 | | |
| Patdown - Children | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | 1 | | | | | | 1 | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | 1 | | | | | | | |
| Screening | | | | | | | | 1 | 1 | | 1 | | |
| Screening - Inconsistency | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | |
| 2024 | 1 | 3 | 1 | 3 | 1 | | 1 | | 2 | 1 | | 2 | 1: |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Customer Service | | | 1 | 1 | | | | | 1 | | | | |
| Customer Service - TSO | | | 1 | 1 | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checke | d | | | | | 1 | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | 1 | | | | | | | | | | | |
| Screening | | 1 | | 1 | 1 | | | | | 1 | | 1 | |
| Screening - Procedures/Process | | | | | 1 | | | | | 1 | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | 1 | | | | | | | | 1 | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| LEB | 2 | | | | 1 | | | | | 2 | | | 5 |
| 2024 | 2 | | | | 1 | | | | | 2 | | | 5 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | 1 | | | | | 2 | | | 4 |
| Screening - Inconsistency | 1 | | | | | | | | | 2 | | | 3 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Comp | laints Rep | ort | | | | | |
|--|---------------|------------|------------|-------------|------------|------------|--------|----------|---------------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May 0 | 06-Jun 07-Jul | 08-Aug | 09-Sep | Total |
| LEX | 1 | 1 | 1 | 1 | 5 | 6 | 4 | 4 | | 5 | 3 | 31 |
| 2023 | | | | | | 1 | | 3 | | | 1 | 5 |
| Civil Rights | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identit | y- Not Transo | gender | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | 1 | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | 1 | | | | 2 |
| Patdown | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | 1 | 1 |
| Screening - Retrieving Abandoned/Confi | scated Items | | | | | | | | | | 1 | 1 |
| 2024 | 1 | 1 | 1 | 1 | 5 | 5 | 4 | 1 | | 5 | 2 | 26 |
| Customer Service | | | | | 2 | 2 | 2 | | | 1 | | 7 |
| Customer Service - TSO | | | | | 2 | 2 | 2 | | | 1 | | 7 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | 3 | 1 | 6 |
| Mishandling of Passenger Property - Dai | naged/Missir | ng ItemsC | arry-on Lu | ggage | 1 | | | | | 2 | | 3 |
| Mishandling of Passenger Property - Dai | maged/Missir | ng ItemsC | hecked Ba | 1 | | | | | | 1 | 1 | 3 |
| Patdown | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical | y Necessary | Medication | and Medic | al Supplies | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy | Ostomates (| | | | | | | 1 | | | | 1 |
| Screening | | 1 | 1 | | 2 | 2 | 2 | | | 1 | | 9 |
| Screening - International Screening | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | | | 2 | 1 | | | | | 5 |
| Screening - Security Breach | | | | | | | 1 | | | 1 | | 2 |

| | | TSA | A Contact (| Center Tra | veler Comp | laints Rep | ort | | | | | | |
|---|--------------|------------|-------------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LFT | 3 | 5 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 2 | | 1 | 25 |
| 2023 | 1 | 2 | 1 | | | 2 | | 1 | 1 | 1 | | 1 | 10 |
| Customer Service | | 2 | | | | | | 1 | 1 | | | | 4 |
| Customer Service - TSO | | 2 | | | | | | 1 | 1 | | | | 4 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsCl | hecked Bag | gage | | | | | | 1 | | 1 | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | 2 | | | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 2 | | | | | | | 2 |
| 2024 | 1 | 3 | 1 | 1 | 2 | | 2 | 2 | 1 | 1 | | | 14 |
| Advanced Imaging Technology (AIT) | | 1 | 1 | | | | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Fly | er | 1 | 1 | | | | | | | | | | 2 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 1 | | 1 | | | 1 | 2 | 1 | | | | 7 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | | | | | 1 | 2 | 1 | | | | 6 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------------|--------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| LGA | 172 | 93 | 99 | 95 | 84 | 103 | 108 | 110 | 124 | 132 | 134 | 104 | 1,358 |
| 2023 | 40 | 28 | 34 | 41 | 36 | 46 | 58 | 49 | 55 | 43 | 56 | 39 | 525 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | ver | 1 | | | | | | | | | | | 1 |
| Airline | 1 | | | 1 | | | 1 | | | 1 | | 2 | 6 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | 4 | | | 1 | | | 1 | | | | | 2 | 4 |
| Airline - Wheelchair Assistance Civil Rights | 1 2 | 1 | 3 | 3 | 2 | 1 | 5 | 5 | 7 | 3 | 3 | 1 | 36 |
| Civil Rights - Age | | ı | 3 | 1 | | ı | J | J | 1 | J | J | 1 | 1 |
| Civil Rights - National Origin | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | | 1 | | | | | | 1 | 1 | | | | 3 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | | 3 | 2 | 1 | 1 | 2 | 2 | 4 | 1 | | | 17 |
| Civil Rights - Screening of Religious or Ci | | nts | | | | | | | | | 2 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | 2 | 1 | | 2 | 1 | | 7 |
| Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | insgender 1 | | | | | | 1 | 1 | | | | 1 | 1 2 |
| Customer Service | 18 | 9 | 20 | 13 | 14 | 14 | 21 | 12 | 20 | 13 | 15 | 12 | 181 |
| Customer Service - Others | 1 | | 20 | 10 | | | | 12 | 20 | 10 | 10 | 12 | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 17 | 9 | 19 | 13 | 14 | 14 | 21 | 12 | 20 | 13 | 15 | 12 | 179 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Locks | | | | 2 | 1 | | | 2 | | | | 1 | 6 |
| Locks - Missing or Damaged Lock | | | | 2 | 1 | | 4 | 2 | | | | 1 | 6 |
| Lost and Found Lost and Found - Airport/TSA | | | 1 | 2 | | 1 | 1 | 1 | | | 3 | | 9 |
| Mishandling of Passenger Property | 2 | 3 | 2 | | 2 | 4 | 5 | 5 | 5 | 4 | 2 | 4 | 39 |
| Mishandling of Passenger Property - Dan | | 2 | 1 | 1 | 1 | 4 | 5 | 2 | 3 | 2 | 1 | 3 | 27 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | 1 | - | | 3 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Disa | | | | | | | | | 1 | 2 | | | 3 |
| No Jurisdiction | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | | 9 |
| No Jurisdiction - No Referral | | | 1 | 1 | | 2 | 1 | 1 | | | | | 6 |
| No Jurisdiction - Refer to CBP | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 0 | | | | | 1 | 1 | | 4 | 2 |
| Patdown Patdown - Children | 3 | | | 2 | 3 | 3 1 | | 2 | 1 | 2 | | 4 | 20 |
| Patdown - Flyer | 3 | | | 2 | 3 | 2 | | 2 | 1 | 2 | | 3 | 18 |
| Patdown - Non-Flyer | J | | | | | | | | ' | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | 3 | 3 | 5 | 3 | 2 | 5 | 6 | 3 | 33 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - General | mnairmant | | | | | | 1 | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically | | Medication a | and Medica | l Sunnlies | | 1 | 1 | | | | 4 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Metal Im | | icalcation e | and Miculoa | Гоирріїсз | | | ' | | 1 | | | ' | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | Wheelchai | r or Scoote | r) | | | 1 | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthes | | 1 | | | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | r Equipmer | nt | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | air/ Scooter/ S | egway 4 | 4 | 9 | 3 | 2 | 1 | 1 6 | 6 | 2 | 0 | 4 | 6 |
| Property - Special Handling - Damaged It | | 1 | 1 | 2 | 1 | 6 | 6 4 | 2 | 6 | 3 | 9 | 3 | 65 23 |
| Property - Special Handling - Damaged It | | | - ' | 1 | | 3 | 4 | | 1 | | 3 | 3 | 3 |
| Property - Special Handling - Missing Iter | | 3 | 2 | 3 | 1 | 2 | 2 | 4 | 3 | 1 | 5 | 1 | 30 |
| Property - Special Handling - Missing Iter | | | 1 | 3 | 1 | 1 | | | 1 | | 1 | | 9 |
| Screening | 7 | 8 | 3 | 7 | 7 | 12 | 13 | 12 | 13 | 11 | 18 | 8 | 119 |
| Screening - Children | | | | | | | | | | | 2 | | 2 |
| Screening - Crew Member or Airline Emp | 1 | | | | 1 | | | 1 | 1 | | | | 3 |
| Screening - Inconsistency | 1 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 3 | 1 | | 2 | 22 |
| Screening - International Screening | 4 | 0 | | | 4 | | 1 | | 4 | 4 | 0 | 4 | 1 |
| Screening - Lengthy Lines Screening - Procedures/Process | 1 5 | 5 | 1 | 5 | 3 | 7 | 7 | 5 3 | 7 | 1 8 | 12 | 1 5 | 17 68 |
| Screening - Procedures/Frocess Screening - Retrieving Abandoned/Confis | | 5 | 1 | 5 | 3 | 1 | 1 | 3 | - 1 | 1 | 12 | 5 | 5 |
| Screening - Traveling with Cash | - atou nomo | | | | | | Į. | | 1 | | 1 | | 1 |
| 2024 | 63 | 65 | 65 | 54 | 48 | 57 | 50 | 61 | 69 | 89 | 78 | 65 | 764 |
| Airline | | | | 1 | 1 | | | | 1 | 1 | 1 | | 5 |
| Airline - Lost Baggage | | | | | 1 | | | | | 1 | | | 2 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | 1 | | 1 | | 3 |
| Business, Suggestions, and Ideas | | | | | | | 1 | | | | | | 1 |
| Business, Suggestions, and Ideas - Gene | | 2 | 0 | 2 | 2 | 2 | 1 | A | 0 | A | 7 | 2 | 1 |
| Civil Rights Civil Rights - National Origin | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 4 | 2 | 4 | 7 | 3 | 38 |
| Civil Rights - National Origin Civil Rights - Not Specified | | | | | | | | 1 | 1 | 1 | 2 | | 4 |
| Civil Rights - Perceived Religion | 1 | | | | | | | 1 | 1 | 1 | | | 3 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | 2 | | 1 | 3 | 1 | 1 | 2 | 1 | | 2 | 1 | 14 |
| Civil Rights - Screening of Religious Cultu | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | 2 | 2 | | | 1 | | | 2 | 2 | 1 | 10 |
| Civil Rights - Sexual Orientation - Not Tra | _ | | | | | | | | | | | 1 | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Claims | | 1 | | | | | | | | | | | 1 |

| Claims - General CLEAR | | | | | | ints Report | | | | | | | |
|--|---|-----------------|------------|---------|---------|-------------|-------|--------|--------|--------|--------|--------|--|
| | 10-Oct | 11-Nov 1 | 2-Dec 0 | 1-Jan 0 | 2-Feb (| 03-Mar 0 | 4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CLEAR | | 1 | | | | | | | | | | | 1 |
| | | | | | | | 1 | 1 | | | | | 2 |
| CLEAR - Registered Traveler | | | | | | | | 1 | | | | | 1 |
| CLEAR - TSA PreCheck Application Pro | gram | | | | | | 1 | | | | | | 1 |
| Customer Service | 23 | 18 | 33 | 26 | 19 | 18 | 17 | 13 | 20 | 37 | 23 | 12 | 259 |
| Customer Service - CSM | 25 | 10 | 33 | 20 | 13 | | 17 | 10 | 20 | 31 | 20 | 12 | |
| | | | | | | 1 | | | | | | | 3 |
| Customer Service - Others | | | | | | 1 | | 1 | | | 1 | | 3 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 23 | 18 | 33 | 26 | 18 | 16 | 17 | 12 | 18 | 37 | 22 | 12 | 252 |
| DHS TRIP | | 1 | | | 1 | | | | | | | | 2 |
| DHS TRIP - General | | 1 | | | 1 | | | | | | | | 2 |
| Hazardous Materials Safety | | | 1 | 1 | | | | | | | | | 2 |
| | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | | 1 | 1 | | | | | | | | | 2 |
| Human Capital | | | | | | | | | | | | 2 | 2 |
| Human Capital - Prospective Employme | nt with TSA | | | | | | | | | | | 2 | 2 |
| 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 | 4 | 1 | | 1 | | 1 | | 2 | 2 | 1 | 5 | 3 | 20 |
| Lost and Found - Airport/TSA | 4 | 1 | | 1 | | 1 | | 2 | 2 | 1 | 5 | 3 | 20 |
| • | | | | | | | | | | | | | |
| Mishandling of Passenger Property | 7 | 8 | 8 | 4 | 3 | 9 | 2 | 7 | 8 | 6 | 5 | 6 | 73 |
| Mishandling of Passenger Property - Da | m 5 | 5 | 4 | 2 | 3 | 7 | 1 | 5 | 6 | 2 | 4 | 3 | 47 |
| Mishandling of Passenger Property - Da | m 2 | 3 | 3 | 1 | | 1 | 1 | 2 | 2 | 3 | 1 | 1 | 20 |
| Mishandling of Passenger Property - Da | maged/Missin | a ItemsUnsp | ecified I | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dis | | | 1 | | | | | | | 1 | | 2 | 4 |
| No Jurisdiction | , ou noma | 1 | 1 | 1 | 1 | 1 | | | 2 | 2 | 3 | 1 | 13 |
| | | | - 1 | | ı | | | | | | 3 | | |
| No Jurisdiction - No Referral | | | | 1 | | 1 | | | | 2 | - | 1 | 5 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | 2 | | 3 |
| No Jurisdiction - Refer to Other | | 1 | | | 1 | | | | 2 | | 1 | | 5 |
| Patdown | 2 | 2 | 2 | 1 | 1 | 4 | 1 | 1 | 2 | 2 | 1 | 3 | 22 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | 2 | 2 | 1 | 1 | 1 | 4 | 1 | 1 | 2 | 2 | 1 | 3 | 21 |
| • | 6 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 4 | 1 | 2 | 3 | 6 | 8 | 12 | 16 | 9 | 10 | 13 | 90 |
| Persons w/ Disabilities (PWD) - Autism | | 1 | | | 1 | | | 1 | | | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Cognitiv | e /Developme | ental /Mental D | Disability | | 1 | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabete | s | | | | | 2 | 3 | 2 | 4 | 2 | | 1 | 14 |
| Persons w/ Disabilities (PWD) - Genera | | | | | | | | | | 1 | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | 1 | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal | | 200 | | | | 1 | 1 | 5 | 3 | 1 | 3 | 2 | 16 |
| | | | a de c | | - 4 | | - 1 | | 3 | 1 | 3 | | |
| Persons w/ Disabilities (PWD) - Medical | | | ody | | 1 | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medica | | 1 | | 1 | | 1 | 1 | | 2 | 2 | 2 | | 12 |
| Persons w/ Disabilities (PWD) - Metal Ir | nplants (joint) | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | 2 | 1 | | | | 1 | 2 | | | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy | /Ostomates | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthe | | | 1 | | | | 1 | | | | | | 3 |
| | | or Faulinmont | | | | | ' | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Respira | | | | | | | | | | - 1 | | | |
| Persons w/ Disabilities (PWD) - Touch A | | trauma) | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Visual I | mpairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheeld | ha 1 | | | | | | | 2 | 3 | | 1 | 3 | 10 |
| Persons w/ Disabilities (PWD) - Wounder | ed Warrior | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 8 | 11 | 5 | 6 | 4 | 4 | 7 | 4 | 4 | 12 | 5 | 9 | 79 |
| Property - Special Handling - Damaged | | 5 | 1 | 3 | 2 | • | 1 | | • | 2 | 1 | 2 | 19 |
| | | | | 3 | | | - 1 | | 4 | | | | |
| Property - Special Handling - Damaged | | 3 | | | 1 | | | | 1 | 1 | | | 6 |
| Property - Special Handling - Missing Ite | | 1 | 4 | 3 | 1 | 1 | 6 | 4 | 3 | 8 | 4 | 6 | 45 |
| Property - Special Handling - Missing Ite | n 2 | 2 | | | | 3 | | | | 1 | | 1 | 9 |
| Screening | 10 | 15 | 12 | 7 | 12 | 10 | 10 | 17 | 11 | 15 | 17 | 12 | 148 |
| Screening - Crew Member or Airline Em | plovee | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | 1 | 4 | | | | 3 | 1 | 1 | | 1 | | 1 | 12 |
| Screening - Inconsistency Screening - Lengthy Lines | · ' | 1 | 8 | 2 | 6 | 3 | 4 | 3 | 4 | 3 | 6 | 2 | 43 |
| | _ | | | 3 | 6 | | | | 4 | | 6 | | |
| Screening - Procedures/Process | 8 | 9 | 4 | 4 | 5 | 4 | 5 | 11 | 7 | 11 | 7 | 7 | 82 |
| Screening - Retrieving Abandoned/Conf | s 1 | 1 | | | | | | 2 | | | 2 | 1 | 7 |
| Screening - Security Breach | | | | | 1 | | | | | | 1 | | 2 |
| Screening - Traveling with Cash | | | | | | | | | | | 1 | | 1 |
| 2025 | 69 | | | | | | | | | | | | 69 |
| | 2 | | | | | | | | | | | | |
| Civil Rights | | | | | | | | | | | | | 2 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | - 4 |
| Civil Rights - National Origin Civil Rights - Race Claims | 1 | | | | | | | | | | | | |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General | 1 1 | | | | | | | | | | | | 13 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service | 1 1 13 | | | | | | | | | | | | 13 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO | 1 1 13 13 | | | | | | | | | | | | 13 13 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP | 1 1 13 13 13 | | | | | | | | | | | | 13 13 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO | 1 1 13 13 | | | | | | | | | | | | 13 13 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP | 1 1 13 13 13 | | | | | | | | | | | | 13 13 1 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP Human Capital | 1 1 13 13 13 1 1 | | | | | | | | | | | | 13 13 1 1 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital | 1 1 13 13 13 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme | 1 1 13 13 13 1 1 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock | 1 1 13 13 13 1 1 1 1 1 1 1 1 2 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock | 1 1 13 13 13 1 1 1 1 1 1 1 1 2 | | | | | | | | | | | | 13 13 1 1 1 1 2 1 1 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 2 1 1 4 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Amishandling of Passenger Property | 1 1 1 13 13 13 1 1 1 1 1 1 1 1 2 1 1 4 4 4 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 1 1 1 4 4 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 1 1 1 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 1 1 1 1 1 2 1 1 4 4 4 4 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da | 1 1 1 1 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 13 11 11 11 12 11 14 44 44 22 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 1 1 1 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 13 11 11 11 12 11 14 44 44 22 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da | 1 1 1 1 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 13 11 11 11 12 2 11 14 4 4 4 4 2 2 2 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da No Jurisdiction No Jurisdiction - Refer to Other | 1 1 1 1 3 13 13 14 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 13 11 11 11 22 11 14 44 44 22 22 22 |
| Civil Rights - National Origin Civil Rights - Race Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Human Capital Human Capital - Prospective Employme Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 13 13 13 11 11 11 12 2 11 14 4 4 4 4 2 2 2 |

| | | | A Contact | oontor ma | | name nep | 0.1 | | | | | | |
|--|--------|--------|-----------|-----------|--------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) | 15 | | | | | | | | | | | | 15 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 5 | | | | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Internal M | 6 | | | | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | | | | | | | | | | | | 8 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 |
| Screening | 14 | | | | | | | | | | | | 14 |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 11 | | | | | | | | | | | | 11 |

| | | | | | | eler Comp | | | | | | | | |
|---|---------------|------------|---------|------------|----------|-----------|--------|---------|--------|---------|---------|---------|----------|-----------|
| Categories | 10-Oct | 11-Nov | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LGB 2023 | 13 7 | | 9 5 | 7 5 | 16 11 | 12 9 | 13 | 17 9 | 5 2 | 13 7 | 15 4 | 11 7 | 13 10 | 144 79 |
| Airline | , | | 5 | 3 | 11 | 9 | 3 | 9 | | , | 4 | , | 10 | 19 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | 1 | 1 | | | | 1 | | 1 | | 4 |
| Civil Rights - Race | | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | 1 | | | | | | | 1 | | 2 |
| Customer Service | 2 | | 4 | 3 | 2 | 4 | 1 | 2 | | 1 | 1 | 2 | 2 | 24 |
| Customer Service - TSO | 2 | | 4 | 3 | 2 | 4 | 1 | 2 | | 1 | 1 | 2 | 2 | 24 |
| Locks Missing or Demograd Lock | | | | | | 1 | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock Lost and Found | | | | | | 1 | | | | 1 | | | | 2 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 3 | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 13 |
| Mishandling of Passenger Property - Dam | | | | | | 1 | 1 | | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | 1 | 1 | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | 1 | | | 2 | 1 | 5 |
| Patdown - Flyer | | | | | 1 | | | | 1 | | | 2 | 1 | 5 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 1 | | 2 | | 2 | | 1 | 2 | 10 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | 4 | | 1 | | 0 | | 4 | 0 | |
| Persons w/ Disabilities (PWD) - Medically | | Com | | | 1 | 1 | | 1 | | 2 | | 1 | 2 | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooler/ | Segway | | 1 | 2 | 1 | | | | | | | 1 | 6 |
| Property - Special Handling Property - Special Handling - Damaged It | eme - Carry-l |)n | | 1 | 1 | 1 | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged It | | JII | | ' | | | | | | | | | ! | 1 |
| Property - Special Handling - Missing Iten | | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | 1 | 2 | | 1 | 4 | | | 2 | | 1 | 12 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | 1 | 1 | | 1 | 3 | | | 2 | | 1 | 10 |
| 2024 | 3 | | 4 | 2 | 5 | 3 | 10 | 8 | 3 | 6 | 11 | 4 | 3 | 62 |
| Airline | | | | | | | | | | 1 | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | 4 | 0 | 4 | | | 4 | 0 | 1 | 0 | 0 | | 1 |
| Customer Service - TCC | 2 | | 1 | 2 | 1 | | 3 | 4 | 2 | 2 | 2 | 2 | | 21 |
| Customer Service - TCC Customer Service - TSO | 2 | | 1 | 2 | 1 | | 1 2 | 4 | 2 | 2 | 2 | 2 | | 20 |
| HAZMAT Endorsement | | | 1 | | 1 | | 1 | 4 | | | | | | 1 |
| HAZMAT Endorsement - General | | | | | | | 1 | | | | | | | 1 |
| Lost and Found | | | | | 1 | | | | 1 | 1 | | | | 3 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | 2 | | | 4 |
| Mishandling of Passenger Property - Dam | naged/Missin | g Items- | -Carr | y-on Lugga | age | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missin | g Items- | -Chec | cked Baç | 1 | | | | | | 1 | | | 2 |
| Patdown | | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 1 | 4 | 1 | | | 3 | 1 | 2 | 14 |
| Persons w/ Disabilities (PWD) - Autism S | | | | S. 1.111 | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | | ntai /ivie | entai L | Jisability | | | | | | | | - 4 | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically | | Modioati | on on | nd Modio | 1 | 1 | 2 | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | vieulcati | UII ali | iu Medic | 1 | - 1 | | ı | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | t Wheel | chair | or Scooter | .) | | 1 | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | 01 0000101 | , | | 1 | | | | | | 1 | 2 |
| Property - Special Handling | I | 3, | | | 1 | 1 | 1 | 1 | | 1 | | 1 | 1 | 7 |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | 1 | 1 | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged It | ems - Check | ed | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-Or | 1 | | | | | | | | 1 | | | 1 | 2 |
| Screening | | | 2 | | | 1 | 1 | | | | 3 | | | 7 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | 1 | 1 | | | | 3 | | | 6 |
| TWIC | | | | | | | | 1 | | | | | | 1 |
| TWIC - Status | | | | | | | | 1 | | | | | | 1 |
| 2025 | 3 | | | | | | | | | | | | | 3 |
| Customer Service TSO | 1 | | | | | | | | | | | | | 1 |
| Customer Service - TSO Mishandling of Passenger Property | 1 | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | | | | | | | | | | | | 1 |
| i cracha wi Disabilities (FVVD) - Medical I | 1 ' | | | | | | | | | | | | | |

| ories | 40.0-4 | | | | r Complain | - | A | r M | 00 1 | 07 1 | 00.4 | 00.0 | . |
|--|--|---|-----------------------------|--------|------------|---------|----|---------|--------|---------|--|--------|----------|
| | | | | | | | | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 2023 | 23 | 14 | 9 | 5 | 15 a | 15 9 | 12 | 11 7 | 18 | 16 5 | | 10 | 1 |
| 2023 Additional Information Required/Insufficient In | 6 formation | 2 | 3 | 1 | 9 | 9 | 4 | 7 | 5 | 5 | 7 | 3 | |
| Additional Information Required/Insufficier | | EMAIL ONL | V | | | | | | | | | 1 | |
| Airline Airline | it illioilliation - | EIVIAIL OIVL | .1 | | | | | | | | 1 | 1 | |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | |
| Animals | | | | | 1 | | | | | | | | |
| Animals - Carry-On | | | | | 1 | | | | | | | | |
| Civil Rights | | | | | ı | | | 1 | | 1 | 2 | | |
| Civil Rights - Screening of Religious Cultu | ral and Carama | nial Itama | | | | | | - 1 | | 1 | | | |
| | | | | | | | | | | 1 | 0 | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgend | ier | | | | | | - | | | 2 | | |
| Civil Rights - Transgender Screening | | 4 | | | 4 | | | 1 | - | | | | |
| Customer Service | 3 | 1 | 2 | | 4 | 3 | | 2 | 1 | | | 1 | |
| Customer Service - CSM | | | | | | 1 | | | | | | | |
| Customer Service - TSO | 3 | 1 | 2 | | 4 | 2 | | 2 | 1 | | | 1 | |
| Locks | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | 2 | 3 | | | 2 | | 1 | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | 3 | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | 2 | | | | 2 | | 1 | | |
| Patdown | | | 1 | | | 2 | | | | 1 | 1 | 1 | |
| Patdown - Flyer | | | 1 | | | 1 | | | | 1 | 1 | 1 | |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 2 | 2 | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmenta | I /Mental D | isability | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | pplies | | 1 | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Service A | | | · moulour ou | pp00 | | | | | | 1 | | | |
| Property - Special Handling | a iii ii ii ii | | | | | | 2 | | | 1 | | | |
| Property - Special Handling - Damaged It | ame - Carry-On | | | | | | 1 | | | 1 | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | |
| | 1 | 4 | | - | 4 | | 1 | 4 | | | | | |
| Screening | | 1 | | 1 | 1 | | 2 | 4 | | | 2 | | |
| Screening - Crew Member or Airline Emp | oyee | | | | | | | 1 | | | | | |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | 1 | | | | 1 | | | | | |
| Screening - Procedures/Process | | 1 | | | | | 2 | 1 | | | 2 | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | |
| 2024 | 6 | 12 | 6 | 4 | 6 | 6 | 8 | 4 | 13 | 11 | 24 | 7 | 1 |
| Civil Rights | | 1 | | | | | | | 1 | 1 | 1 | | |
| Civil Rights - Age | | | | | | | | | | | 1 | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transc | 1 | | | | | | | 1 | 1 | | | |
| Customer Service | 1 | 3 | 4 | 2 | 2 | 4 | 1 | 3 | 6 | 3 | 4 | 3 | |
| Customer Service - TSO | 1 | 3 | 4 | 2 | 2 | 4 | 1 | 3 | 6 | 3 | 4 | 3 | |
| Hazardous Materials Safety | ' | - 0 | - | | | | | | 0 | - 0 | | 1 | |
| | | | | | | | | | | | | 1 | |
| Hazardous Materials Safety - General | | | | | | | | | 4 | | | 1 | |
| Lost and Found | | | | | | | | | 1 | | | 1 | |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | 1 | 1 | 1 | 1 | |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missing It | emsCheck | ked Baggage |) | | | 1 | | 1 | | | | |
| No Jurisdiction | 1 | | | | | | | | 1 | | 1 | | |
| | | | | | | | | | 1 | | 1 | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | 1 | | 1 | | |
| | | 2 | 1 | | 1 | 1 | | | ı | 2 | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | 1 | 1 | | | ı | | 6 | 1 | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | 1 | 1 | | | | 2 | 6 | 1 | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I | 1 mpairment | 1 | 1 | | 1 | 1 | | | | | 6 | 1 | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I | 1 mpairment Devices - Attach | 1 ed to the Bo | 1 ody | | 1 | 1 | | | | | 6 | 1 | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im | 1 1 mpairment Devices - Attach blants (joint) | 1 ed to the Bo | 1 ody 1 | | 1 | | | | 1 | | 6 1 1 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I | npairment Devices - Attach blants (joint) Disability (Not W | 1 ed to the Bo 1 /heelchair o | 1 ody 1 | | 1 | 1 | | | | 1 | 6 1 1 2 1 | 1 | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av | mpairment Devices - Attach Data (joint) Disability (Not W ersion (pain/tra | 1 ed to the Bo 1 /heelchair o uma) | 1 ody 1 | | | | | | | | 6 1 1 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch | mpairment Devices - Attach Data (joint) Disability (Not W ersion (pain/tra | 1 ed to the Bo 1 /heelchair o uma) gway | 1 ody 1 | | 1 | | | | | 1 | 6 1 1 2 1 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | mpairment Devices - Attach plants (joint) Disability (Not W ersion (pain/tra | 1 ed to the Bo 1 /heelchair o uma) | 1 ody 1 | | | | | | | 1 | 6 1 1 2 1 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch | mpairment Devices - Attach plants (joint) Disability (Not W ersion (pain/tra | 1 ed to the Bo 1 /heelchair o uma) gway | 1 ody 1 | | | | | | | 1 | 6 1 1 2 1 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | mpairment Devices - Attach Olants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se | 1 ed to the Bo 1 /heelchair o uma) gway 1 | 1 ody 1 | | | | | | ı | 1 | 6 1 1 2 1 1 1 1 2 2 2 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal III Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It | mpairment Devices - Attach Olants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se | 1 ed to the Bo 1 /heelchair o uma) gway 1 | 1 ody 1 | 1 | | | 6 | 1 | 4 | 1 2 | 6 1 1 1 2 1 1 1 2 2 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | mpairment Devices - Attach Dants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See ems - Carry s - Carry-On | 1 ed to the Bo 1 //heelchair ouma) gway 1 1 | 1 ody 1 r Scooter) | 1 | 1 | 1 | | 1 | | 1 2 2 | 6 1 1 1 2 1 1 1 2 2 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp | mpairment Devices - Attach Dants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See ems - Carry s - Carry-On | 1 ed to the Bo 1 //heelchair ouma) gway 1 1 | 1 ody 1 r Scooter) | 1 | 1 | 1 | | 1 | | 1 2 2 | 6 1 1 2 1 1 1 2 2 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp | mpairment Devices - Attach Dlants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry ns - Carry-On oyee | 1 ed to the Bo 1 //heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | 1 | 4 | 1 2 2 | 6 1 1 2 1 1 1 2 2 2 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines | mpairment Devices - Attach blants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry ns - Carry-On 4 oyee | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | 1 | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | mpairment Devices - Attach Devices - Attach Diants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry s - Carry-On 4 oyee | 1 ed to the Bo 1 //heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | 1 | 4 | 1 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Metal III Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | mpairment Devices - Attach Devices - Attach Devices - Attach Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry s - Carry-On 4 oyee 1 3 cated Items | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | mpairment Devices - Attach Devices - Attach Devices - Attach Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis 2025 Civil Rights | mpairment Devices - Attach blants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See ems - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age | mpairment Devices - Attach Dlants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See erms - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 1 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis 2025 Civil Rights | mpairment Devices - Attach blants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See ems - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age | mpairment Devices - Attach Dlants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See erms - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 1 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age Customer Service Customer Service - TSO | mpairment Devices - Attach Delvices - Attach Delants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry ns - Carry-On 4 oyee 1 3 cated Items 11 1 5 5 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age Customer Service Customer Service - TSO Persons w/ Disabilities (PWD) | mpairment Devices - Attach Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry s - Carry-On 4 oyee 1 3 cated Items 1 1 5 5 2 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age Customer Service Customer Service - TSO Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelch | mpairment Devices - Attach Dalants (joint) Disability (Not W ersion (pain/tra air/ Scooter/ See ems - Carry s - Carry-On 4 oyee 1 3 cated Items 11 1 5 5 2 2 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2025 Civil Rights Civil Rights - Age Customer Service Customer Service - TSO Persons w/ Disabilities (PWD) | mpairment Devices - Attach Disability (Not W ersion (pain/tra air/ Scooter/ Se ems - Carry s - Carry-On 4 oyee 1 3 cated Items 1 1 5 5 2 | 1 ed to the Bo 1 (heelchair ouma) gway 1 1 5 | 1 ody 1 r Scooter) | | 1 3 | 1 | 6 | | 4 | 1 2 2 2 | 6 1 1 2 1 1 1 2 2 2 10 10 1 1 | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | t Center Tra | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------------|------------|-----------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
| LIT | 26 | 11 | | 8 7 | | | 10 | 20 | | 18 | | 8 | 153 |
| 2023 | 10 | 7 | | 3 5 | | | 4 | 5 | | 3 | | | 53 |
| Additional Information Required/Insufficient Info | | | | • | _ | | | | • | | _ | 1 | 1 |
| Additional Information Required/Insufficien | | n - EMAIL | ONLY | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | 1 | 2 | | | | | | 3 |
| Civil Rights - Race | | | | | | 1 | 2 | | | | | | 3 |
| Customer Service | 1 | 3 | | | 1 | 1 | 1 | 3 | | | 1 | | 11 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 1 | 3 | | | 1 | 1 | 1 | 2 | | | 1 | | 10 |
| Mishandling of Passenger Property | | | | 1 | | 2 | | | 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Dama | aged/Missin | g ItemsC | arry-on L | uggage | | 2 | | | 1 | 1 | | | 4 |
| Mishandling of Passenger Property - Dama | aged/Missin | g ItemsC | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | dical Supplies | 3 | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirator | y and Inhale | er Equipme | ent | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 2 | | 1 | | | 1 | | 1 | | 7 |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | 1 | | 1 | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | 1 | | | | | | | 1 | | | | 2 |
| Screening | 8 | 1 | | | 2 1 | 3 | 1 | 1 | 1 | 1 | | | 21 |
| Screening - Crew Member or Airline Emplo | - | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | 1 | | 1 | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 6 | 1 | | 2 | 1 | | 1 | | 1 | 1 | | | 15 |
| 2024 | 2 | 4 | | 5 2 | ? 6 | 3 | 6 | 15 | | 15 | 8 | 7 | 86 |
| Civil Rights | 1 | | | | | | | 1 | 1 | | | | 3 |
| Civil Rights - Headwear | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 2 | | 1 1 | | | 2 | 4 | | 3 | | 1 | 24 |
| Customer Service - TSO | | 2 | | 1 1 | 2 | | 2 | 4 | 7 | 3 | 1 | 1 | 24 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Dama | | | | | 1 | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dama | aged/Missin | g ItemsC | hecked B | aggage | 1 | | | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| Patdown | | | | 1 | | 1 | | 2 | | 2 | | | 7 |
| Patdown - Flyer | | | | 1 | | 1 | | 2 | | 2 | | | 7 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 1 | | 2 | 2 | 4 | 2 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | | | | | | | 4 | 1 | 4 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | 4 | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | adiaal David | | | | | | | 4 | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | and Mac | lical Cupplic | | | | ļ | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D | | | | alcai Supplie: | 5 | 1 | | 1 | | | ļ | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | | 1 | | - 1 | | - 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Ave | | | | | | | | | 1 | 2 | | | 3 |
| Property - Special Handling | II/ ScooleI/ | Segway | | 2 1 | | | | | 1 | | | 1 | 5 |
| Property - Special Handling - Damaged Ite | me - Chack | ad | | 1 | | | | | - 1 | | | 1 | 1 |
| Property - Special Handling - Missing Item | | | | | | | | | 1 | | | 1 | 4 |
| Screening | 1 | 1 | | • | 2 | 1 | 3 | 6 | | 5 | 5 | | 28 |
| Screening - Crew Member or Airline Emplo | | | | | | | | | | 2 | | | 2 |
| Screening - Inconsistency | ,,00 | | | | 1 | 1 | | | | | | 1 | 3 |
| Screening - Lengthy Lines | | | | | | | | 2 | | 1 | 1 | 1 | 5 |
| Screening - Procedures/Process | 1 | 1 | | | 1 | | 3 | 4 | | 2 | | | 17 |
| Screening - Retrieving Abandoned/Confisc | | | | | | | | | | | | 1 | 1 |
| 2025 | 14 | | | | | | | | | | | | 14 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - Others | 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 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | 3 |
| Patdown - Flyer | | | | | | | | | | | | | 2 |
| Patdown - Flyer Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | 3 | | | | | | | | | | | | 2 |
| Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | 3 2 1 | | | | | | | | | | | | 2 |
| Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Screening | 3 2 1 5 | | | | | | | | | | | | 2 1 5 |

| | | | | Center Tra | | | | | | | | | |
|---|-------------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LNK | 3 | 4 | 3 | 1 | | | 2 | 5 | 1 | 1 | 3 | 1 | 2 |
| 2023 | 1 | 1 | 2 | 1 | | | | 4 | | 1 | 2 | 1 | 1 |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Customer Service | | | 1 | 1 | | | | 1 | | | | | |
| Customer Service - TSO | | | 1 | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lu | ggage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dan | naged/Missi | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening | | | | | | | | 3 | | 1 | 1 | | |
| Screening - Inconsistency | | | | | | | | 1 | | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2024 | 1 | 3 | 1 | | | | 2 | 1 | 1 | | 1 | | 1 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | 1 | 1 | | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lu | ggage | | | | 1 | | | | | |
| Patdown | | 1 | 1 | | | | | | | | 1 | | |
| Patdown - Flyer | | 1 | 1 | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | 1 | | | | |
| Screening | | | | | | | 1 | | | | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| LNS | | | | | | | | | | | 1 | | 1 |
| 2024 | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| LRD | 2 | | | 1 | | | | | | | | 1 | 4 |
| 2024 | | | | 1 | | | | | | | | 1 | 2 |
| Screening | | | | 1 | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | 1 | 2 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| LSE | | | | 1 | | | | | 1 | | | 1 | 3 |
| 2023 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 2024 | | | | | | | | | 1 | | | 1 | 2 |
| Screening | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |

| | | TS | A Contact | Center Tra | veler Comp | laints Rep | ort | | | | | | |
|--|--------------|-------------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LWS | 2 | 1 | 1 | | 2 | 1 | 4 | | | | 2 | | |
| 2023 | | 1 | | | 1 | 1 | 3 | | | | 1 | | |
| Customer Service | | | | | 1 | | 1 | | | | 1 | | |
| Customer Service - TSO | | | | | 1 | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - At | ached to th | e Body | | | | 1 | | | | | | |
| Property - Special Handling | | | | | | 1 | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | ns - Carry-O | n | | | | | 1 | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2024 | 1 | | 1 | | 1 | | 1 | | | | 1 | | |
| Customer Service | | | | | 1 | | | | | | | | |
| Customer Service - TSO | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | | | | 1 | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | 10 | A Contact | center rra | veier Com | ланиз кер | ort | | | | | | |
|---|-------------|-----------|-------------|------------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LYH | 1 | | | | | | | 3 | 1 | 1 | 3 | 2 | 1 |
| 2023 | | | | | | | | 3 | 1 | | 2 | 2 | : |
| Customer Service | | | | | | | | 2 | 1 | | 1 | 1 | |
| Customer Service - TSO | | | | | | | | 2 | 1 | | 1 | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lug | gage | | | | | | | | 1 | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | 1 | | | | | |
| 2024 | 1 | | | | | | | | | 1 | 1 | | : |
| Customer Service | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | | 2 |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flver | | | | | | | | | | 1 | | | |

| tegories | 10-Oct | 11-Nov | 12-Dec | t Center Tra | 02-Feb | 03-Mar | | OE Max | 06 1 | 07-Jul | 00 4 | 00 800 | Total |
|--|--------------------|-------------|------------|--------------|--------|--------|--------|-------------|-------------|-------------|--------|--------|-------|
| - | | | | | | | 04-Apr | 05-May 9 | 06-Jun 2 | 07-Jul 5 | 08-Aug | 09-Sep | Total |
| MAF | 3 | 3 | | 3 5 | | - | | | _ | - | - | | |
| 2023 Customer Service | | 3 | | 1 | | | | 6 | | 1 | 1 | 2 | |
| | | 1 | | 1 | | 1 | | | | | | | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 1 | | | | 1 | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked B | aggage | | | 1 | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | 3 | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | air or Sco | ooter) | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | ems - Carry-0 | On | | | | | | 1 | | | | | |
| Screening | | 2 | | | 1 | | 1 | 3 | | 1 | | 1 | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | 2 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | 1 | | | 3 | | 1 | | 1 | |
| 2024 | | | | 3 4 | 3 | 3 | | 3 | 2 | 4 | 2 | 3 | |
| Airline | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | |
| Customer Service | | | | 1 | 1 | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | 1 | 1 | | | 1 | | | 1 | | |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | 1 | | | | |
| Mishandling of Passenger Property - Dam | ı naged/Missino | ı ItemsC | | 1 | | | | 1 | 1 | | | | |
| Patdown | | , | | 1 | | | | | 1 | 1 | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | 1 1 | 2 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Atto | ched to th | e Body | | 1 | | | | | · · | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | icheu to th | e body | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal IIII | . , | t Wheelch | air or Sco | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Whoelch | | | all of occ | 1 | | | | | | | | | |
| Property - Special Handling | | Jegway | | 1 | | 1 | | 1 | | | | 1 | |
| Property - Special Handling - Damaged It | ome Corne |)n | | 1 | | 1 | | 1 | | | | ı | |
| Property - Special Handling - Damaged It | | | | | | ı | | ı | | | | 1 | |
| | | | | 4 | | | | | | | | 1 | |
| Property - Special Handling - Missing Iten | ns - Carry-Or I | | | 1 | | 0 | | | | 0 | | | |
| Screening | | | | | | 2 | | | | 2 | | 2 | |
| Screening - Inconsistency | | | | | | _ | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | 2 | | | | | 1 | 2 | |
| Screening - Procedures/Process | _ | | | | | | | | | 1 | | | |
| 2025 | 3 | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| | | 15 | A Contact | Center 1ra | veler Comp | naints Rep | ort | | | | | | |
|--|----------------|------------|-------------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MBS | 3 | 1 | | | 1 | 1 | | 1 | | 1 | | 1 | 9 |
| 2023 | | 1 | | | | 1 | | 1 | | | | 1 | 4 |
| No Jurisdiction | | 1 | | | | | | | | | | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | ot Wheelch | air or Scoo | ter) | | 1 | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | 1 | | | | 1 | | | | | 1 | | | 3 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MCE | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 01 | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------------|-------------|----------------|-----|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MCI | 33 | 21 | 19 | 19 | 24 | 31 | 23 | 38 | 23 | 24 | 20 | | 299 |
| 2023 | 14 | 13 | 8 | 10 | 15 | 14 | 12 | 14 | 10 | 13 | 13 | 8 | 144 |
| Additional Information Required/Insufficient In | | ENAM C | NII V | 1 | | 1 | | | | | | | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL O | | 1 | 4 | 1_ | | | | | 4 | | 2 |
| Civil Rights Civil Rights - National Origin | | | <u> </u> | | 1 | 1 | | | | | 1 | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | ⊥ ⁄- Not Transge | nder | ' | | 1 | 1 | | | | | 1 | | 3 |
| Current Topic | | | | | | | | 1 | | | | | 1 |
| Current Topic - Current Topic | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | 5 | 4 | 5 | 8 | 6 | 3 | 3 | 1 | 3 | 2 | 1 | 42 |
| Customer Service - Others | 1 | | 4 | | | | 1 | | 4 | | | 4 | 1 |
| Customer Service - TSO Hazardous Materials Safety | 1 | 5 | 4 | 5 | 8 | 6 | 2 | 3 | 1 | 3 | 2 | 1 | 41 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Locks | | | | | 1 | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | | 1 | 2 | 1 | 1 | 2 | 1 | | | 10 |
| Mishandling of Passenger Property - Dam | | ItemsCar | ry-on Luggage | 9 | 1 | 1 | | 1 | 2 | 1 | | | 6 |
| Mishandling of Passenger Property - Dam No Jurisdiction | 1 | | 1 | | | 1 | 1 | 1 | 1 | | | | 2 |
| No Jurisdiction - No Referral | | | | | | | | 1 | 1 | | | | 2 |
| Patdown | | 1 | | 1 | | 1 | 3 | 1 | | 2 | | | 9 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | 1 | | 1 | | 1 | 2 | 1 | | 1 | | | 7 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 2 | | | | | | | 1 | 1 | 2 | 2 | 14 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I | Devices - Attac | ched to the | Body | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | Dody | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | ind Casts | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | 2 | | 3 |
| Property - Special Handling | | 1 | | 1 | | | | 2 | | | 3 | | 7 |
| Property - Special Handling - Damaged It | | 1 | | 1 | | | | 2 | | | | | 2 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | | u | | | | | | 2 | | | 2 | | 2 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | 1 |
| Screening | 5 | 4 | 2 | 2 | 4 | 3 | 5 | 5 | 4 | 6 | 5 | 5 | 50 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | 3 | | 2 | | 1 | | | | 2 | 1 | | | 9 |
| Screening - Lengthy Lines | 1 | 2 | | | | | | 1 | | 2 | 2 | | 10 |
| Screening - Procedures/Process | 1 | 1 | | 2 | 3 | 3 | 5 | 4 | 2 | 2 | 3 | 3 | 29 |
| Screening - Retrieving Abandoned/Confis 2024 | cated items | 8 | 11 | 9 | 9 | 17 | 11 | 24 | 13 | 11 | 7 | 16 | 142 |
| Additional Information Required/Insufficient In | | 0 | 11 | , | 3 | 17 | | 24 | 1 | 11 | ' | 10 | 144 |
| Additional Information Required/Insufficie | | - EMAIL O | NLY | | | | | | 1 | | | | 1 |
| Airline | | | 1 | | 1 | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | | 1 | | | | | | | | 2 |
| Civil Rights | | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | | | 7 |
| Civil Rights - National Origin | | | | 4 | | | | | | 1 | | | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transge | nder | 1 | 1 | | 1 | 1 | | 1 | | | | 4 |
| Civil Rights - Sexual Orientation - Not Tra | | ridoi | ' | | | ' | | 1 | - ' | | | | 1 |
| Customer Service | 2 | 2 | 1 | 2 | 3 | 6 | 4 | 5 | 1 | 2 | 2 | 2 | 32 |
| Customer Service - TSO | 2 | 2 | 1 | 2 | 3 | 6 | 4 | 5 | 1 | 2 | 2 | 2 | 32 |
| Locks | | | | | 1 | | | | | 2 | | | 3 |
| Locks - General | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | 4 | 1 | | 4 | 0 | | 1 | | | 2 |
| Lost and Found Lost and Found - Airport/TSA | | | | 1 | | | 1 1 | 2 | | | | 1 | 5 |
| Mishandling of Passenger Property | | 1 | | 1 | 1 | 3 | 3 | 2 | 1 | 1 | 1 | 2 | 16 |
| Mishandling of Passenger Property - Dam | ı naged/Missiı | 1 | | | | 1 | 1 | 2 | 1 | 1 | | | 7 |
| Mishandling of Passenger Property - Dam | - | ItemsChe | ecked Baç | 1 | | 1 | 1 | | | | 1 | 2 | 6 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsUns | specified Lugg | age | 1 | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on o | r Checked | | | 1 | | | | | | | 1 |
| No Jurisdiction | 1 | | 1 | | | | | 2 | | | | | 4 |
| No Jurisdiction - No Referral | 1 | | 1 | | | | 4 | 2 | | | | | 4 |
| Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | ral | | 1 | | | | 1 | | | | | | 2 |
| Patdown | ai | | ' | | 1 | | | 2 | 1 | 1 | | 2 | 7 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | 2 | | 1 | | 2 | 6 |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | 1 | | 4 | 2 | 1 | 1 | 3 | 14 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - General | plants (igint) | | 1 | | | 1 | | 1 | | | | 4 | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I | | Wheelchai | r or Scooter) | | | | | 1 | 1 | 1 | | 1 | 1 3 |
| Persons w/ Disabilities (PWD) - Nobility Disabilities (PWD) - Touch Av | | | . J. 5000(GI) | | | | | 1 | 1 | I | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | | , | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 2 | 1 | 3 | | | | 1 | 1 | 2 | | 1 | 11 |
| Property - Special Handling - Damaged It | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | | | | 1 |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | s - Carry-O | n | 1 | 1 | | | | | 1 | 1 | | 1 | Ę |
| Property - Special Handling - Missing Item | s - Checke | 1 | | 1 | | | | 1 | | 1 | | | |
| Screening | 3 | 3 | 4 | 1 | 1 | 6 | 1 | 5 | 5 | 1 | 3 | 5 | 38 |
| Screening - Inconsistency | | | | | | 1 | | | 1 | 1 | | 2 | 5 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | 1 | | 2 |
| Screening - Procedures/Process | 3 | 2 | 4 | | | 3 | 1 | 5 | 3 | | 2 | 3 | 26 |
| Screening - Retrieving Abandoned/Confisc | cated Items | 1 | | | | 2 | | | | | | | |
| Screening - Security Breach | | | | | | | | | 1 | | | | |
| Screening - Shoe Screening | | | | 1 | | | | | | | | | |
| 2025 | 13 | | | | | | | | | | | | 13 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 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) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 4 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| | | | - Oomaoi | | 10.0. 00 | iuiiito itop | | | | | | | |
|--------------------------------|--------|--------|----------|--------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCK | 1 | | 1 | | 1 | | | | | | | | 3 |
| 2023 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| 2024 | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | 15/ | 4 Contact | Center Tra | veier Comp | naints Rep | ort | | | | | | |
|--|------------|-----------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCN | 1 | 1 | 1 | | | 1 | | | 2 | 1 | | 1 | 8 |
| 2023 | | | 1 | | | | | | 1 | | | 1 | 3 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| 2024 | | 1 | | | | 1 | | | 1 | 1 | | | 4 |
| Customer Service | | 1 | | | | | | | 1 | | | | 2 |
| Customer Service - Others | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

| Catagorias | 10.0-1 | | | | | laints Repo | | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T-4-1 |
|---|----------------|--------------|-----|--------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCO | 347 | 224 | 243 | 278 | 251 | 321 | 271 | 291 | 250 | 264 | 230 | 218 | 3,188 |
| 2023 | 125 | 128 | 132 | 166 | 143 | 199 | 149 | 156 | 126 | 129 | 101 | 109 | 1,663 |
| Additional Information Required/Insufficient Inf | | ENAME | 2 | 2 | | | | 1 | | | | | 5 |
| Additional Information Required/Insufficier Advanced Imaging Technology (AIT) | it iniormation | - EIVIAIL | 1 | 2 | | 1 | | 1 | | | | | 5 2 |
| Advanced Imaging Technology (AIT) - Fly | or | | 1 | | | 1 | | | | | | | |
| Advanced Imaging Technology (AIT) - Try Advanced Imaging Technology (AIT) - Ge | | | 1 | | | | | | | | | | 1 |
| Airline Advanced imaging reciniology (Airl) - Ge | liciai | | 1 | 1 | | 2 | | 2 | | 1 | 2 | 1 | 10 |
| Airline - Lost Baggage | | | ' | ' | | | | 1 | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | 2 | | 1 | | 1 | 2 | 1 | 9 |
| Civil Rights | 2 | 3 | 6 | 8 | 3 | 6 | 5 | 7 | 14 | 7 | 4 | | 69 |
| Civil Rights - Age | 1 | | 2 | | | | | 1 | 1 | | | | 5 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | 1 | | | | | | 1 | 1 | | 3 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | 1 | 2 |
| Civil Rights - Profiling | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Race | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 3 | 10 | 1 | 1 | 2 | 30 |
| Civil Rights - Screening of Religious Cultu | ral and Ceren | nonial Items | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Screening of Religious or Cu | ıltural Garmer | its | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 2 | | 2 | | 4 | 2 | 1 | 1 | 4 | 1 | 1 | 18 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 2 | | | | | | | | | 2 |
| Claims | 1 | | | 1 | | | | 1 | | 1 | | | 4 |
| Claims - General | | | | 1 | | | | 1 | | 1 | | | 3 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 35 | 35 | 36 | 46 | 48 | 53 | 54 | 41 | 35 | 40 | 22 | 37 | 482 |
| Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Customer Service - Others | ^- | 05 | 2 | | 10 | | | 10 | 25 | | | ^- | 2 |
| Customer Service - TSO DHS TRIP | 35 | 35 | 34 | 46 | 48 | 53 | 54 | 40 | 35 | 40 | 22 | 37 | 479 |
| | | | | | | | | | | | 1 | | 1 |
| DHS TRIP - General Hazardous Materials Safety | | 1 | | 1 | | | | | 1 | | 2 | | 1 5 |
| Hazardous Materials Safety - General | | 1 | | 1 | | | | | 1 | | 2 | | 5 |
| Locks | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | | 1 | 15 |
| Locks - General | ' | | | | 1 | | | | ı | ı | | | 13 |
| Locks - Missing or Damaged Lock | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | 1 | 14 |
| Lost and Found | | | | | | 2 | ' | 2 | ' | 1 | | 2 | 7 |
| Lost and Found - Airport/TSA | | | | | | 2 | | 2 | | 1 | | 2 | 7 |
| Mishandling of Passenger Property | 12 | 12 | 7 | 12 | 8 | 13 | 13 | 17 | 11 | 10 | 8 | | 129 |
| Mishandling of Passenger Property - Dam | 3 | 7 | 6 | 8 | 3 | 8 | 7 | 10 | 6 | 5 | 4 | 6 | 73 |
| Mishandling of Passenger Property - Dam | 6 | 4 | 1 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 2 | | 43 |
| Mishandling of Passenger Property - Disa | 3 | 1 | | 1 | 2 | 1 | 1 | 2 | | | 2 | | 13 |
| No Jurisdiction | | | | 1 | 2 | 2 | | 1 | 1 | 1 | 1 | | 9 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | 2 | 2 | | | | | | | 4 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | 1 | 2 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | | 1 | 1 | 2 |
| Patdown | 6 | 3 | 7 | 8 | 8 | 9 | 7 | 11 | 10 | 6 | 5 | 4 | 84 |
| Patdown - Children | | | 1 | 2 | 1 | | | | | 1 | | | 5 |
| Patdown - Flyer | 6 | 3 | 5 | 5 | 7 | 9 | 6 | 11 | 10 | 5 | 5 | 4 | 76 |
| Patdown - Flyer as Observer | | | 1 | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 10 | 13 | 8 | 13 | 5 | 19 | 18 | 19 | 17 | 19 | 13 | | 160 |
| Persons w/ Disabilities (PWD) - Autism S | | 2 | 1 | | | 2 | 3 | 2 | | 6 | 2 | | 20 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | 2 | | | 1 | 4 | 1 | 4 | 1 | 1 | 4 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | | | 1 | 1 | 3 | 1 | 3 | 2 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Diapers/0 | 1 | 2 | | | 1 | | 2 | 4 | - 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I | mnairment | 2 | | 1 | 1 | | 2 1 | 1 | 1 | | | | 7 2 |
| Persons w/ Disabilities (PWD) - Internal M | | | | 1 | | 1 | 1 | 2 | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medical E | | 1 | | 1 | | 1 | | 1 | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | | | 3 | 7 | | 7 | 3 | 4 | 1 | 28 |
| Persons w/ Disabilities (PWD) - Metal Imp | | ' | ' | | | J | - ' | 1 | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | | 2 | | 2 | 1 | 3 | 3 | 3 | 1 | 1 | | 1 | 18 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | 2 | 1 | 1 | 1 | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | 1 | 1 | | | | 1 | 2 | • | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 2 | | 7 | 2 | 3 | | 3 | 3 | 2 | 2 | 1 | 28 |
| Property - Special Handling | 14 | 6 | 6 | 19 | 7 | 17 | 5 | 15 | 5 | 9 | 13 | | 132 |
| Property - Special Handling - Damaged Ite | 5 | 2 | 1 | 5 | 2 | 3 | | 3 | 2 | 2 | 2 | 4 | 31 |
| Property - Special Handling - Damaged Ite | 3 | 2 | | 1 | 2 | 3 | 2 | 3 | | 3 | 2 | 2 | 23 |
| Property - Special Handling - Missing Item | | 2 | 2 | 6 | 2 | 6 | 1 | 5 | 1 | 2 | 1 | 8 | 37 |
| Property - Special Handling - Missing Item | | | 3 | 7 | 1 | 5 | 2 | 4 | 2 | 2 | 8 | 2 | 41 |
| Request for Assistance | 1 | | | | | | | | | | 1 | | 2 |
| Request for Assistance - Other | 1 | | | | | | | | | | 1 | | 2 |
| Screening | 43 | 53 | 56 | 52 | 60 | 74 | 46 | 37 | 31 | 33 | 28 | 30 | 543 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| Screening - Crew Member or Airline Empl | 4 | | 2 | 6 | | 1 | | | 1 | 1 | | 1 | 16 |
| Screening - Inconsistency | 1 | 1 | 15 | 6 | 5 | 6 | 4 | 4 | 5 | 1 | 4 | | 53 |
| Screening - International Screening | | | | 1 | | | | | | | | 1 | 2 |

| | | | | | | laints Repo | | | | | | | |
|--|----------------|-----------------|-----------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | | 2-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Lengthy Lines | 18 | 21 | 21 | 12 | 23 | 18 | 22 | 9 | 12 | 6 | 6 | 3 | 171 |
| Screening - Procedures/Process | 17 | 28 | 13 | 27 | 31 | 45 | 17 | 23 | 12 | 23 | 16 | 23 | 275 |
| Screening - Retrieving Abandoned/Confis | 3 | 3 | 4 | | 1 | 4 | 3 | 1 | 1 | 2 | 1 | 1 | 24 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| TWIC | | | | 1 | | | | | | | | 1 | 2 |
| TWIC - General | | | | 1 | | | | | | | | 1 | 2 |
| 2024 | 103 | 96 | 111 | 112 | 108 | 122 | 122 | 135 | 124 | 135 | 129 | 109 | 1,406 |
| Additional Information Required/Insufficient Information | formation | | | 1 | | | | | | | | 1 | 2 |
| Additional Information Required/Insufficien | | n - EMAIL ONI | _Y | 1 | | | | | | | | 1 | 2 |
| Airline | 1 | 2 | | 3 | 2 | 1 | 1 | 2 | 5 | 3 | | 3 | 23 |
| Airline - Baggage Requirements | | | | | | | 1 | | 1 | | | | 2 |
| Airline - Lost Baggage | | | | 1 | | | | | | 1 | | | 2 |
| Airline - Policy/Regulations/Service | 1 | 2 | | 2 | 2 | 1 | | 2 | 4 | 2 | | 3 | 19 |
| Business, Suggestions, and Ideas | ' | | | | | - ' | | | 1 | | | 3 | 19 |
| | rol | | | | | | | | 1 | | | | |
| Business, Suggestions, and Ideas - Gene | iai I | | | | | | | | 1 | | | | 1 |
| Cargo | | | | | | | | | | 1 | | | |
| Cargo - Known Shipper | _ | | | | | | | | | 1 | | | 1 |
| Civil Rights | 5 | 4 | 7 | 2 | 6 | 5 | 1 | 6 | 3 | 10 | 8 | 5 | 62 |
| Civil Rights - Age | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Constitutional Rights | | 1 | | 1 | 1 | | | | | 1 | 2 | | 6 |
| Civil Rights - National Origin | | | | | 1 | 1 | | | | 2 | | 1 | 5 |
| Civil Rights - Not Specified | | 1 | 2 | | 1 | | | 1 | | | 1 | 1 | 7 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | 2 | 1 | 3 | | | 2 | | 3 | 3 | 4 | 3 | 1 | 22 |
| Civil Rights - Screening of Religious or Cu | | | | 1 | 1 | | | | | 1 | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | | 1 | | 2 | 2 | | 1 | | Į. | | 1 | 8 |
| | | | - 1 | | | | 1 | I | | | | - 1 | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | 1 | | | | | | |
| Civil Rights - Transgender Screening | 1 | 1 | 1 | | | | | 1 | | | 1 | 1 | 6 |
| Claims | | | | | | | | 1 | 1 | | 2 | 2 | 6 |
| Claims - General | | | | | | | | 1 | 1 | | 1 | 1 | 4 |
| Claims - Status | | | | | | | | | | | 1 | 1 | 2 |
| CLEAR | | | | | | 1 | | | 1 | | | | 2 |
| CLEAR - Registered Traveler | | | | | | 1 | | | | | | | 1 |
| CLEAR - TSA PreCheck Application Prog | ram | | | | | | | | 1 | | | | 1 |
| Customer Service | 30 | 29 | 38 | 53 | 42 | 46 | 38 | 36 | 36 | 44 | 33 | 35 | 460 |
| Customer Service - CSM | 00 | 20 | - 00 | 1 | 12 | 2 | 00 | 00 | - 00 | | 00 | 1 | 4 |
| Customer Service - Others | | | 1 | 1 | | 1 | | | | | | | 3 |
| Customer Service - TCC | | | - 1 | - ' | 1 | - 1 | 0 | 4 | | | | | |
| | | | 0.7 | | | 40 | 2 | 1 | | | | | 4 |
| Customer Service - TSO | 30 | 29 | 37 | 51 | 41 | 43 | 36 | 35 | 36 | 44 | 33 | 34 | 449 |
| DHS TRIP | | | | | | | 1 | 1 | | 2 | | 1 | 7 |
| DHS TRIP - General | | | | | | | 1 | 1 | | 2 | 2 | 1 | 7 |
| Hazardous Materials Safety | | 1 | | | | | | 1 | | 1 | 1 | | 4 |
| Hazardous Materials Safety - General | | 1 | | | | | | 1 | | 1 | 1 | | 4 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | | | | | | | | | | | | 1 |
| Intranet/Internet Inquiries | | | | | | | | | | | 1 | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | | | 1 | | 1 |
| Locks | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 3 | | 1 | 1 | | 16 |
| Locks - General | _ | | 1 | | | | | 1 | | | | | 2 |
| Locks - Missing or Damaged Lock | 2 | 2 | | 1 | 2 | 1 | 2 | 2 | | 1 | 1 | | 14 |
| | | 1 | 3 | 4 | 4 | 1 | 2 | 1 | 6 | 2 | | 4 | 30 |
| Lost and Found | | 1 | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 3 | 4 | 4 | 1 | 2 | 1 | 6 | 2 | | 4 | 30 |
| Mishandling of Passenger Property | 10 | 8 | 10 | 10 | 15 | 12 | 9 | 16 | 17 | 12 | 13 | 9 | 141 |
| Mishandling of Passenger Property - Dam | | 3 | 5 | 3 | 10 | 7 | 3 | 8 | 9 | 4 | 8 | 5 | 69 |
| Mishandling of Passenger Property - Dam | | 5 | 4 | 7 | 4 | 4 | 5 | 8 | 7 | 5 | 4 | 4 | 60 |
| Mishandling of Passenger Property - Dam | naged/Missin | ig ItemsUnsp | ecified L | uggage | 1 | | 1 | | 1 | 2 | 1 | | 6 |
| Mishandling of Passenger Property - Disa | 3 | | 1 | | | 1 | | | | 1 | | | 6 |
| No Jurisdiction | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 3 | 3 | 6 | 2 | 4 | 27 |
| No Jurisdiction - No Referral | | | 1 | | | | 1 | 1 | 1 | 2 | 1 | 1 | 8 |
| No Jurisdiction - Refer to CBP | | 2 | | | | | | 1 | 1 | 4 | | 1 | 9 |
| No Jurisdiction - Refer to FAA | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 9 |
| Patdown | 3 | 5 | 3 | 3 | 4 | 5 | 7 | 10 | 4 | 6 | | - 1 | 52 |
| Patdown - Children | 3 | 1 | J | J | | J | - 1 | 10 | 1 | 0 | 1 | | 3 |
| | ^ | | A | 0 | • | - | 0 | ^ | | ^ | | | |
| Patdown - Flyer | 2 | 4 | 1 | 3 | 3 | 5 | 6 | 9 | 1 | 6 | 1 | | 41 |
| Patdown - Flyer as Observer | 1 | | 2 | | 1 | | | 1 | 1 | | | | 6 |
| Patdown - General | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 10 | 5 | 6 | 7 | 15 | 10 | 14 | 29 | 15 | 18 | 22 | 16 | 167 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | 2 | | 3 | 2 | 2 | 3 | 3 | 1 | 18 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | Breast Car | 1 | 1 | 1 | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Mental D | isability | | | | | 2 | 1 | 2 | 3 | | 8 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 3 | | | 3 | 2 | 1 | 3 | 1 | 2 | 16 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | essings/Masks | ; | - | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | 1 | 2 | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Hearing I | I mpairment | | | | | | 1 | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | 1 | | | | 1 | 1 | 2 |
| | | achod to the D | ody | | | 4 | 4 | 4 | | | - 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medical [| | | ouy | | | 1 | 1 | 1 | 1 | | - | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | 2 | 4 | 3 | 1 | 6 | 5 | 1 | 6 | 4 | 36 |
| Persons w/ Disabilities (PWD) - Metal Imp | . , | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | | or Scoote | er) | 3 | 2 | 1 | 6 | 4 | 1 | 4 | | 21 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhal | er Equipme | 1 | | | | 2 | 1 | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Service A | | - | 1 | | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Touch Av | | /trauma) | 1 | | 1 | | | 1 | | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Visual Im | | , | | | 1 | | | | | 1 | | 1 | 3 |
| | , | | | | - ' | | | | | | | ' | |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | eler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|---------------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Wheelcha | | 2 | 1 | | 2 | 2 | | | 1 | 3 | | 4 | 2 |
| Persons w/ Disabilities (PWD) - Wounded | | 1 | • | | | 1 | • | 1 | | | • | • | |
| Property - Special Handling | 11 | 13 | 16 | 12 | 5 | 11 | 11 | 7 | 7 | 8 | 14 | 12 | 12 |
| Property - Special Handling - Damaged Ite | 4 | 5 | 2 | | 1 | 4 | 2 | 3 | 2 | 3 | | 7 | 4 |
| Property - Special Handling - Damaged Ite | 1 | 2 | | | | | 2 | | 1 | 3 | | 2 | 1 |
| Property - Special Handling - Missing Item | 3 | 4 | 9 | 8 | 3 | 5 | 2 | | 1 | 1 | 5 | 1 | 4 |
| Property - Special Handling - Missing Item | 3 | 2 | 5 | | 1 | 2 | 5 | 4 | 3 | 1 | 2 | | 3 |
| Request for Assistance | | | 1 | 1 | 1 | | 2 | | | 1 | 2 | | |
| Request for Assistance - Other | | | 1 | 1 | 1 | | 2 | | | 1 | 2 | | |
| Screening | 29 | 24 | 25 | 14 | 11 | 28 | 32 | 19 | 25 | 20 | 24 | 17 | 26 |
| Screening - Children | | 1 | | | 1 | 1 | | | | | | | |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | | 1 | | | | | | 1 | |
| Screening - Inconsistency | 3 | 1 | 2 | 1 | 1 | 6 | 4 | 1 | 1 | 4 | | 2 | 2 |
| Screening - Lengthy Lines | 11 | 9 | 11 | 6 | 5 | 5 | 13 | 4 | 6 | 9 | 7 | 1 | 8 |
| Screening - Procedures/Process | 15 | 13 | 11 | 7 | 3 | 15 | 13 | 14 | 18 | 7 | 16 | 12 | 14 |
| Screening - Retrieving Abandoned/Confise | | | | | 1 | | 1 | | | | 1 | | |
| Screening - Security Breach | | | | | | | 1 | | | | | 1 | |
| 2025 | 119 | | | | | | | | | | | | 11 |
| Airline | 1 | | | | | | | | | | | | - |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 6 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 2 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | |
| CLEAR | 1 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 1 | | | | | | | | | | | | |
| Customer Service | 29 | | | | | | | | | | | | |
| Customer Service - TSO | 29 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | 2 |
| Hazardous Materials Safety | 2 | | | | | | | | | | | | |
| Hazardous Materials Safety - General | 2 | | | | | | | | | | | | |
| Locks | 2 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 11 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 9 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Patdown | 3 | | | | | | | | | | | | |
| Patdown - Flyer | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 18 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 4 | | | | | | | | | | | | |
| Property - Special Handling | 16 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 7 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 3 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 29 | | | | | | | | | | | | - : |
| Screening - Inconsistency | 2 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 8 | | | | | | | | | | | | |
| Screening - Procedures/Process | 17 | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| Screening - Security Breach | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MCW | | 2 | 1 | | | | | | | | | | 3 |
| 2024 | | 2 | 1 | | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| Categories | 10.004 4 | | | | | laints Rep | | OE Mari | 06 1 | 07 11 | 00 4 | 00 800 | Total |
|--|----------------------|-------------|-------------|----------|--------|------------|--------|---------|--------|--------|--------|--------|-------|
| | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MDT | 14 | 8 | 5 | 8 | 4 | 8 | 4 | 4 | 8 | 4 | 9 | | 84 |
| 2023 | 1 | 6 | 2 | 4 | 3 | 5 | 2 | | 2 | | 2 | 4 | 31 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 3 | 1 | 2 | 1 | 2 | 1 | | 1 | | | 1 | 12 |
| Customer Service - TSO | | 3 | 1 | 2 | 1 | 2 | 1 | | 1 | | | 1 | 12 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsCarry | -on Luggag | je | | 1 | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | 1 |
| Patdown | | 1 | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 2 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | d Medical S | Supplies | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 1 | | | 2 | | | | | | | 1 | 4 |
| Property - Special Handling - Missing Item | | 1 | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | s - Checked | | | | 2 | | | | | | | | 2 |
| Screening | 1 | | | 1 | | 2 | 1 | | 1 | | | | 6 |
| Screening - Inconsistency | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | 1 | | | | 3 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | 1 |
| 2024 | 4 | 2 | 3 | 4 | 1 | 3 | 2 | 4 | 6 | 4 | 7 | 4 | 44 |
| Civil Rights | | | | | | | | 1 | 1 | | 1 | 1 | 4 |
| Civil Rights - Age | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Race | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | 1 | 2 | 2 | 1 | | 2 | 1 | 2 | 1 | 3 | 3 | 1 | 19 |
| Customer Service - TSO | 1 | 2 | 2 | 1 | | 2 | 1 | 2 | 1 | 3 | 3 | 1 | 19 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsCarry | on Luggag | je | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsUnsp | ecified I | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | 2 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Cancer (g | ı ıeneral) Not Br | east Cancer | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | | r Scoot | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | 00001 | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | uma) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | gway | | | 1 | 1 | | | 1 | | 1 | | 4 |
| Property - Special Handling - Damaged Ite | l ems - Carry-Or | | | | 1 | ' | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | | | | | ' | | | | | | 1 | | |
| Property - Special Handling - Missing Item | | | | | | 1 | | | 1 | | - 1 | | 2 |
| Screening | 3 | | 1 | 1 | | - 1 | | | - 1 | | 1 | 2 | 8 |
| Screening - Inconsistency | 3 | | 1 | - 1 | | | | | | | - 1 | 1 | 1 |
| | 0 | | 4 | | | | | | | | 4 | 1 | |
| Screening - Procedures/Process | 2 | | ı | - 1 | | | | | | | - 1 | I | 6 |
| Screening - Shoe Screening | 1 | | | | | | | | | | | | 1 |
| 2025 | 9 | | | | | | | | | | | | 9 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| Categories | 40.0-4 | | ontact Ce | | | - | | 05 Mar. | 00 1 | 07 11 | 00 4 | 00 0 | Tatal |
|--|---------------------------|----------------------------|--|-----|-----------------------|---------------------|---|-------------------|---|---------------------------------|-----------------------|---|---|
| ŭ | | | | | 02-Feb | | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MDW | 99 | 61 | 66 | 62 | 52 | 55 | 75 | 66 | 75 | 81 | 68 | | 830 |
| 2023 | 26 | 30 | 32 | 35 | 29 | 28 | 32 | 36 | 35 | 44 | 33 | 38 | 398 |
| Additional Information Required/Insufficient Inf | 1 | | | | 1 | | | 1 | | | | | 3 |
| Additional Information Required/Insufficier | 1 | | | | 1 | | | 1 | | | | | 3 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | 3 | 3 | 2 | | | 1 | 1 | 3 | 3 | 2 | 3 | 22 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Race | | 1 | 1 | 1 | | | | | 2 | 1 | 2 | 2 | 10 |
| Civil Rights - Sex/Gender/Gender Identity- | | ender | 2 | | | | | 1 | | 2 | | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | 2 | | 1 | | | | | | | | | 3 |
| Customer Service | 11 | 6 | 12 | 13 | 7 | 7 | 12 | 16 | 8 | 16 | 11 | 10 | 129 |
| Customer Service - TSO | 11 | 6 | 12 | 13 | 7 | 7 | 12 | 16 | 8 | 16 | 11 | 10 | 129 |
| Locks | | | | 1 | | 2 | | | | | | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | | 2 | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | 6 | 3 | 1 | 3 | 2 | 4 | 2 | 4 | 5 | 7 | 4 | 43 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 3 | | 1 | 2 | 2 | 2 | 2 | 3 | 5 | 2 | 26 |
| Mishandling of Passenger Property - Dama | aged/Missiı | 4 | | 1 | 2 | | 1 | | 1 | 2 | 2 | 2 | 15 |
| Mishandling of Passenger Property - Disar | rayed Items- | -Carry-on or | Checked | | | | 1 | | 1 | | | | 2 |
| No Jurisdiction | | 1 | | | | | | | 1 | | | | 2 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Patdown | 3 | | 1 | | 2 | | 1 | | 3 | 2 | 2 | 2 | 16 |
| Patdown - Flyer | 3 | | 1 | | 2 | | 1 | | 2 | 2 | | | 15 |
| Patdown - Flyer as Observer | | | • | | | | | | 1 | _ | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 1 | 4 | 3 | 4 | 3 | 1 | 3 | 4 | 4 | 4 | 4 | 38 |
| Persons w/ Disabilities (PWD) - Autism Sp | | ı | 1 | J | 7 | J | ' | J | 7 | 4 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Ment | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | /Developine | itai /ivierit | - 1 | | | | | | | | 2 | | 3 |
| | `armanta/Dra | ooingo/Mooke | | 4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dre | SSINGS/IVIASKS | • | 1 | | | | | 4 | 4 | | | 1 |
| Persons w/ Disabilities (PWD) - General | 4 | | 4 | - | 0 | 1 | | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | 1 | VA/II I . I | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | | 10 |
| Persons w/ Disabilities (PWD) - Mobility D | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis | | and Casts | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | 1 | 2 | 3 |
| Persons w/ Disabilities (PWD) - Visual Imp | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 11 |
| Property - Special Handling | 2 | 2 | 2 | 2 | 8 | 3 | 1 | 4 | 4 | 5 | 3 | | 41 |
| Property - Special Handling - Damaged Ite | ems - Carry-C | | 2 | 1 | 3 | 1 | | 3 | 3 | 3 | 1 | 3 | 20 |
| Property - Special Handling - Missing Item | 1 | 2 | | 1 | 3 | 1 | | 1 | 1 | | 1 | | 11 |
| Property - Special Handling - Missing Item | 1 | | | | 2 | 1 | 1 | | | 2 | 1 | 2 | 10 |
| Screening | 3 | 10 | 7 | 13 | 4 | 11 | 12 | 9 | 8 | 9 | 4 | 10 | 100 |
| Screening - Crew Member or Airline Empl | 1 | 2 | | 1 | 1 | | | | | | | | 5 |
| Screening - Inconsistency | | 1 | 2 | 1 | | | 1 | 1 | 3 | 1 | | | 10 |
| Screening - Lengthy Lines | | 1 | | 1 | 1 | 1 | 4 | 1 | | | 1 | 2 | 12 |
| Screening - Procedures/Process | 2 | 6 | 4 | 7 | 2 | 10 | 6 | 7 | 5 | 8 | 3 | 8 | 68 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | 3 | | | 1 | | | | | | 4 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |
| 2024 | 34 | 31 | 34 | 27 | 23 | 27 | 43 | 30 | 40 | 37 | 35 | 32 | 393 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flye | er | | | | 1 | | | | | | | | 1 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 1 | 2 | | 1 | 3 | 1 | | | | | | | |
| Civil Rights - Age | | _ | | | | | 3 | | 3 | 1 | 1 | 2 | 18 |
| Civil Rights - Not Specified | | | | 1 | | ı | 3 | | 1 | 1 | 1 | 2 | 18 3 |
| | | | | 1 | 1 | | 3 | | | 1 | 1 | 2 | 3 |
| | 1 | 2 | | 1 | 1 | 1 | | | 1 | | | | 3 |
| Civil Rights - Race | | 2 ender | | 1 | | | 2 | | | 1 | 1 | | 3 1 11 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- | | | | 1 | 1 | | | | 1 | | | 1 | 3 1 11 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening | | | | 1 | 1 | | 2 | | 1 | | | 1 | 3 1 11 2 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR | | | | 1 | 1 | 1 | 2 | | 1 | | | 1 | 3 1 11 2 1 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler | Not Transge | ender | 10 | | 2 | 1 1 1 | 2 | 12 | 1 1 | 1 | 1 | 1 | 3 1 11 2 1 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service | | | 18 | 9 | 1 | 1 | 2 1 | 13 | 1 | | | 1 | 3 1 11 2 1 1 1 1 148 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM | Not Transge | ender | 18 | | 2 | 1 1 1 | 2 | 13 | 1 1 | 1 | 1 | 1 | 3 1 11 2 1 1 1 148 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC | Not Transge | ender 11 | | 9 | 6 | 1 1 1 11 | 2 1 22 1 | | 1 1 1 14 | 1 | 11 | 1 1 10 | 3 1 11 2 1 1 1 148 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO | Not Transge | ender | 18 | | 6 1 5 | 1 1 1 11 | 2 1 | 13 | 1 1 1 14 | 1 | 1 | 1 | 3 1 11 2 1 1 1 148 1 1 146 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks | Not Transge | ender 11 | | 9 | 1 2 6 1 5 | 1 1 1 1 1 1 | 2 1 22 1 | | 1 1 14 14 1 | 1 | 11 | 1 1 10 | 3 1 11 2 1 1 1 148 1 1 146 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock | Not Transge | ender 11 | 18 | 9 | 6 1 5 | 1 1 1 11 | 2 1 22 1 21 | | 1 1 1 1 1 1 1 1 1 1 | 1 | 11 | 10 | 3 1 11 2 1 1 148 1 146 3 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found | Not Transge | ender 11 | 18 | 9 | 1 2 6 1 5 | 1 1 1 1 1 1 | 2 1 22 1 21 | | 1 1 1 1 1 1 1 1 1 1 1 | 1 | 11 | 10 10 2 | 3 1 11 2 1 1 1 148 1 1 146 3 3 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | Not Transge | 11 11 | 18 1 1 | 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 | 2 1 22 1 21 | 13 | 1 1 1 1 1 1 1 1 1 1 | 8 | 11 | 10 10 2 2 2 | 3 1 11 2 1 1 1 148 1 146 3 3 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | Not Transge | 11 11 4 | 18 1 1 1 4 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 | 13 | 1 1 1 1 1 1 1 1 2 | 8 8 | 11 11 11 | 10 10 10 2 2 5 | 3 1 11 2 1 1 1 148 1 1 146 3 3 5 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | Not Transge | 11 11 4 3 | 18 1 1 1 4 3 | 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 | 2 1 22 1 21 21 1 1 6 4 | 13 | 1 1 1 1 1 1 1 1 1 1 | 8 8 8 | 11 | 10 10 10 2 2 2 5 4 | 3 1 11 2 1 1 1 148 1 1 146 3 3 5 5 42 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCO Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 | 13 4 1 2 | 1 1 1 1 1 1 1 1 2 | 8 8 | 11 11 11 | 10 10 10 2 2 5 | 3 1 11 2 1 1 1 148 1 1 146 3 3 5 5 42 30 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 22 1 22 1 21 21 6 4 2 | 13 | 1 1 14 14 1 1 1 1 1 2 2 | 8 8 8 | 11 11 11 1 1 | 1 10 10 2 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 5 42 30 11 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 1 6 4 | 13 4 1 2 | 1 1 1 1 1 1 1 1 1 2 2 2 | 8 8 8 | 11 11 11 | 10 10 10 2 2 2 5 4 | 3 1 11 2 1 1 148 1 146 3 3 5 5 42 30 11 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 14 14 1 1 1 1 1 2 2 | 8 8 8 | 11 11 11 1 1 | 10 10 10 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 42 30 11 1 7 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 22 1 22 1 21 21 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 1 1 2 2 2 | 8 8 8 | 11 11 11 1 1 | 1 10 10 2 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 42 30 11 1 7 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 1 1 2 2 2 | 8 8 8 | 11 11 11 1 1 | 10 10 10 2 2 5 4 1 | 3 1 11 2 1 1 1 148 1 1 146 3 3 5 5 42 30 11 1 7 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 1 1 2 2 2 | 1 8 8 8 4 3 1 | 11 11 11 1 1 | 10 10 10 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 42 30 11 1 7 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA | 15 15 3 2 1 | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 2 2 2 1 1 | 1 8 8 8 4 3 1 | 11 11 1 1 1 1 | 10 10 10 2 2 5 4 1 | 3 1 11 2 1 1 1 148 1 1 146 3 3 5 5 42 30 11 1 7 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other | 15 15 3 2 1 rrayed Items- | 11 11 4 3 1 1 | 18 1 1 4 3 1 Checked 1 1 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 2 2 2 1 1 | 1 8 8 8 4 3 1 | 11 11 1 1 1 1 | 10 10 10 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 5 42 30 11 11 7 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties | 15 15 3 2 1 rrayed Items- | 11 11 4 3 1 1 | 18 1 1 1 4 4 3 1 1 Checked 1 1 1 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 | 2 1 22 1 21 21 1 6 4 2 | 13 4 1 2 | 1 1 1 1 1 1 1 2 2 2 1 1 | 1 8 8 8 4 3 1 | 11 11 1 1 1 1 | 1 10 10 2 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 5 42 30 11 11 7 2 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to CBP No Jurisdiction - Refer to CHP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General | 15 15 3 2 1 Trayed Items- | 11 11 4 3 1 1 -Carry-on or | 18 1 1 4 3 1 Checked 1 1 1 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 3 3 | 2 1 22 1 21 21 6 4 2 | 13 | 1 1 14 14 1 1 1 1 2 2 | 8 8 8 4 3 1 | 11 11 1 1 1 1 | 1 10 10 2 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 5 5 42 30 11 1 1 7 2 2 1 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening CLEAR CLEAR - Registered Traveler Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties - General Patdown | 15 15 3 2 1 Trayed Items- | 11 11 4 3 1 1 -Carry-on or | 18 1 1 4 3 1 Checked 1 1 1 | 9 9 | 6 1 5 1 1 | 1 1 1 1 1 1 1 3 3 3 | 2 1 22 1 21 21 6 4 2 | 13 | 1 1 14 14 1 1 1 1 2 2 | 8 8 8 4 3 1 | 1 11 11 1 1 1 1 1 1 2 | 1 10 10 2 2 2 5 4 1 | 3 1 11 2 1 1 148 1 146 3 3 3 5 5 42 30 111 1 7 2 2 |

| ories | 10-Oct | 11-No | | 12-Dec | 01-Jan | 02-Feb | laints Rep 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--|-------------|------------|-------|-------------|----------|--------|----------------------|--------|--------|--------|----------|--------|----------|------|
| Persons w/ Disabilities (PWD) | 10-Oct | 11-140 | 1 | 2 2 | 3 | 04-L6D | 03-War 2 | | | | 07-Jul 4 | | • | TOL |
| Persons w/ Disabilities (PWD) - Autism S | - | | 1 | 1 | 3 | | | | 5 | 4 | 1 | 3 | 1 | |
| . , | | | | · · | | | | | | | - 1 | 4 | ļ | |
| Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive | | | 4-1 | Disability. | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | entai /ivi | entai | Disability | - | | | | | | | | <u> </u> | |
| . , | 1 | | | | 1 | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | - | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal N | | | . 41 | D = -l | 1 | | | | | | - | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | | | I C | | | | - | | 1 | 0 | | |
| Persons w/ Disabilities (PWD) - Medically | | Medicai | ion a | nd Medica | Supplies | | | 1 | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | 1 | | 1 | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | 2 | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | | 1 | 1 | | 1 | | 1 | | 1 | | 1 | |
| Property - Special Handling | 2 | | 1 | 1 | 8 | 3 | 2 | | | | 3 | | | |
| Property - Special Handling - Damaged It | | | 1 | | 3 | 3 | 1 | 1 | | | | 3 | 1 | |
| Property - Special Handling - Damaged It | | red | | | | | | | 1 | 1 | | 1 | | |
| Property - Special Handling - Missing Iten | 1 | | | 1 | 4 | | 1 | 1 | | | 3 | 1 | 1 | |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | 1 | | | | | 1 | | 1 | | |
| Request for Assistance | | | 1 | | | 1 | | | | | | | | |
| Request for Assistance - Other | | | 1 | | | 1 | | | | | | | | |
| Screening | 6 | | 5 | 5 | 4 | 3 | 1 | 4 | 4 | 7 | 14 | 10 | 3 | |
| Screening - Children | | | | | | 1 | | | | | | | | |
| Screening - Crew Member or Airline Empl | oyee | | | | 1 | | | | | 1 | | | | |
| Screening - Inconsistency | | | 1 | | 2 | | | 1 | | | | | | |
| Screening - Lengthy Lines | 1 | | | 2 | | | | | 2 | 1 | 2 | 2 | | |
| Screening - Opposite Gender | | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 5 | | 3 | 3 | | 2 | 1 | 3 | 2 | 5 | 11 | 7 | 3 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | 1 | | | | | | 1 | | | |
| 2025 | 39 | | | | | | | | | | | | | |
| Civil Rights | 4 | | | | | | | | | | | | | |
| Civil Rights - Age | 2 | | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | | |
| Customer Service | 14 | | | | | | | | | | | | | |
| Customer Service - TSO | 14 | | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 8 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | | |
| Screening | 6 | | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | | |
| Screening - Procedures/Process | 4 | | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MEI | | | | 1 | 1 | | | | 1 | | | 1 | 4 |
| 2024 | | | | 1 | 1 | | | | 1 | | | 1 | 4 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - Others | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputee | s and Casts | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - International Screening | | | | | | | | | | | | 1 | 1 |

| | | | Contact Cer | nter Travele | r Complai | nts Report | | | | | | | |
|---|-----------------|---------------|--------------|--------------|-----------|------------|----|----|----|----|-----|-------|-------|
| Categories | | | | | | | | | | | | 9-Sep | Total |
| MEM | 27 | 13 | 16 | 12 | 10 | 12 | 16 | 20 | 19 | 13 | 16 | 20 | 194 |
| 2023 | 14 | 9 | 7 | 6 | 3 | 4 | 11 | 8 | 16 | 2 | 9 | 12 | 101 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | | | | | | | | | | | | | 1 |
| Civil Rights | ' | 2 | | | | 1 | | 1 | 1 | | 1 | | |
| | | | | | | 1 | | ı | | | - 1 | | 6 |
| Civil Rights - Race | L | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | 1 | | 1 | | | 1 | | 4 |
| Claims | | | | | | | | | | | 1 | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 5 | 3 | 2 | 1 | 3 | 1 | 5 | 2 | 6 | 1 | 2 | 3 | 34 |
| Customer Service - TSO | 5 | 3 | 2 | 1 | 3 | 1 | 5 | 2 | 6 | 1 | 2 | 3 | 34 |
| Mishandling of Passenger Property | | 1 | 1 | | | | 1 | 2 | 2 | | | | 7 |
| Mishandling of Passenger Property - Dam | | | 1 | | | | 1 | 2 | 1 | | | | 5 |
| | | itemsC | ' | | | | ı | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | 1 | | | | 2 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| Patdown | 2 | | 1 | 1 | | | | | 1 | | 1 | | 6 |
| Patdown - Flyer | 2 | | 1 | 1 | | | | | 1 | | 1 | | 6 |
| Persons w/ Disabilities (PWD) | _ | 1 | | 1 | | | | 1 | 1 | 1 | 1 | 1 | 7 |
| | Davissa Atta | | Dodu | - ' | | | | ' | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical I | | | | | | | | | 1 | | | ı | 2 |
| Persons w/ Disabilities (PWD) - Medically | | edication ar | nd Medical S | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelchair | or Scooter) | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | 1 | , | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 2 | | 1 | 4 | 1 | | | 1 | 1 | 12 |
| Property - Special Handling - Damaged It | | | 1 | 2 | | | 1 | | | | | 1 | 5 |
| | | d | | | | 4 | I | | | | | ı | |
| Property - Special Handling - Damaged It | | d | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | 3 | | | | 1 | | 4 |
| Screening | 5 | 2 | 2 | 1 | | 1 | 1 | 1 | 4 | | 2 | 7 | 26 |
| Screening - Crew Member or Airline Emp | | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | l | | | | | | | | | | | 2 | 2 |
| | | | | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | 1 | | | | | 1 | 1 | 2 | | | 4 | 11 |
| Screening - Procedures/Process | 3 | 1 | 2 | 1 | | 1 | | | 2 | | 2 | | 12 |
| 2024 | 8 | 4 | 9 | 6 | 7 | 8 | 5 | 12 | 3 | 11 | 7 | 8 | 88 |
| Airline | | | | | | | | | | | | 2 | 2 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | 4 | 1 | | | 1 | - 1 | |
| | | | | | | | 1 | ı | | | ı | | 3 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | 1 | | | 1 | | 2 |
| Customer Service | 4 | | 3 | 3 | 4 | 3 | 2 | 1 | | 4 | 3 | 5 | 32 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 4 | | 3 | 3 | 4 | 3 | 2 | 1 | | 4 | 3 | 4 | 31 |
| 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 | 1 | 3 | 1 | 1 | | | 9 |
| Mishandling of Passenger Property - Dan | naged/Missir | 1 | | | | 1 | | 2 | | | | | 4 |
| Mishandling of Passenger Property - Dam | | | cked Bagga | ae . | | 1 | 1 | 1 | 1 | 1 | | | 5 |
| | laged/Missing | itemschec | cked bagga | ge | 1 | | | 1 | | ' | | | |
| No Jurisdiction | | | | | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | 1 | | | 1 | | | | | 2 |
| Patdown | 1 | | 2 | | | 1 | 1 | 1 | 1 | | 1 | | 8 |
| Patdown - Flyer | 1 | | 2 | | | 1 | 1 | | 1 | | 1 | | 7 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | I Develonmen | tal /Mental I | Disability | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | 1 | | | | | 1 |
| | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical S | | | | | | | | 1 | | 1 |
| Property - Special Handling | 2 | 1 | | 2 | 1 | | | 1 | | 1 | 1 | | 9 |
| Property - Special Handling - Damaged It | 1 | 1 | | | 1 | | | | | 1 | | | 4 |
| Property - Special Handling - Damaged It | ems - Checke | d | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | 2 | | | | 1 | | | | | 3 |
| | | 4 | | | 4 | 0 | | | | | | | |
| Screening | 1 | 1 | 4 | 1 | 1 | 2 | | 2 | 1 | 4 | | 1 | 18 |
| Screening - Crew Member or Airline Emp | ioyee | | | | | 1 | | | | 1 | | | 2 |
| Screening - Lengthy Lines | | | 1 | | 1 | 1 | | 2 | 1 | 2 | | | 8 |
| Screening - Procedures/Process | 1 | 1 | 3 | 1 | | | | | | | | 1 | 7 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | 1 | | | 1 |
| 2025 | 5 | | | | | | | | | | | | 5 |
| | | | | | | | | | | | | | |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| | · · | | | | | | | | | | | | |

| | | TS | A Contact | Center Trav | eler Comp | laints Repo | ort | | | | | | |
|--|--------------|-----------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MFE | 1 | 3 | | 1 | 1 | 3 | 4 | 3 | 2 | 2 | 1 | 5 | 2 |
| 2023 | | 2 | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | 2 | 1: |
| Customer Service | | | | | | | 1 | | | | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | | | | 1 | : |
| Patdown | | | | | 1 | | | | 1 | | | | |
| Patdown - Non-Flyer | | | | | 1 | | | | 1 | | | | |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | tems - Carry | -On | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | 1 | | | | | |
| Screening | | 1 | | | | 1 | | 1 | | 1 | | | |
| Screening - Inconsistency | | | | | | | | 1 | | 1 | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2024 | 1 | 1 | | | | 2 | 3 | 1 | 1 | 1 | 1 | 3 | 14 |
| Customer Service | | | | | | | 2 | 1 | | | | 1 | |
| Customer Service - TSO | | | | | | | 2 | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | |
| Patdown | | | | | | | | | | 1 | | 1 | |
| Patdown - Flyer | | | | | | | | | | 1 | | 1 | 2 |
| Screening | 1 | 1 | | | | 2 | 1 | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | 1 | 1 | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | 1 | | | | | 1 | | 4 |
| | | | | | | | | | | | | | |

| Onto movile a | 10.0 | | | Center Tra | | | | | | A= 1 : | | | |
|--|---------------|-----------|------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MFR | 1 | 7 | | - | - | 6 | - | - | | 1 | - | 4 | 4 |
| 2023 | 1 | 5 | 1 | 3 | 1 | 1 | 2 | 3 | 1 | | 1 | 3 | 2 |
| Civil Rights | 1 | | | | | | | 1 | | | | | |
| Civil Rights - Race | 1 | | | | | | | 1 | | | | | |
| Customer Service | | 2 | | 1 | | | 1 | | | | | 1 | |
| Customer Service - Others | | | | | | | | | | | | 1 | |
| Customer Service - TSO | | 2 | | 1 | | | 1 | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | 1 | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling - Missing Item | ns - Carry-C |)n | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | | | | 1 | | | | |
| Screening | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | | | | 1 | 1 |
| Screening - Inconsistency | | 2 | | 2 | | | | 1 | | | | | |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | 1 | | | | | 1 | |
| 2024 | | 2 | | 1 | | 5 | 5 | 1 | 2 | 1 | 5 | 1 | 2 |
| Customer Service | | 1 | | 1 | | 3 | 2 | 1 | 1 | | 2 | | 1 |
| Customer Service - Others | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | 1 | | 1 | | 2 | 2 | 1 | 1 | | 2 | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lu | ggage | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | |
| No Jurisdiction | | | | | | 1 | 1 | | | | | | |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint |) | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | 2 | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | | 2 | | | | | | |
| Screening | | 1 | | | | | | | | 1 | 1 | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |

| | | | | | eler Comp | | | | | | | | |
|--|--------------|-----------|-----------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MGM | 4 | 4 | 4 | 2 | 1 | 2 | 5 | | 1 | 4 | 1 | | : |
| 2023 | 1 | 1 | 1 | | | 1 | 2 | | | 2 | | | |
| Civil Rights | | | 1 | | | 1 | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transເ | gender | 1 | | | 1 | | | | | | | |
| Customer Service | 1 | 1 | | | | | 1 | | | 1 | | | |
| Customer Service - TSO | 1 | 1 | | | | | 1 | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | 1 | | | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 1 | 3 | 3 | 2 | 1 | 1 | 3 | | 1 | 2 | 1 | | 1 |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | gender | | | | | 1 | | | | | | |
| Customer Service | 1 | 1 | 2 | 2 | | 1 | 1 | | | | | | |
| Customer Service - TSO | 1 | 1 | 2 | 2 | | 1 | 1 | | | | | | |
| Human Capital | | | | | | | | | | 1 | | | |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | 1 | | | |
| Patdown | | | 1 | | | | | | | 1 | | | |
| Patdown - Flyer | | | 1 | | | | | | | 1 | | | |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | 1 | | | | | | |
| Screening | | | | | 1 | | | | 1 | | 1 | | |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | | 1 | | |
| 2025 | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |

| | | | A Contact | oonto. Hu | • | namico nep | 0.0 | | | | | | |
|---|--------------|-----------|-----------|-----------|---|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MGW | | | | 1 | 1 | | | | | | 1 | 1 | 4 |
| 2023 | | | | 1 | | | | | | | 1 | 1 | 5 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | • |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dis | arraved Item | sCarry-or | or Checke | d | 1 | | | | | | | | |

| | | 15 | A Contact | Center 1ra | veier Comp | naints kep | ort | | | | | | |
|---|-------------|-----------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MHK | 3 | 4 | | | 1 | | 2 | 1 | | 1 | | 1 | 13 |
| 2023 | | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | 1 | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | 3 | | | 1 | | 2 | | | 1 | | 1 | 9 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | 2 | | | | | 2 | | | 1 | | 1 | 7 |
| Screening - Inconsistency | 1 | | | | | | | | | 1 | | 1 | 3 |
| Screening - Procedures/Process | | 2 | | | | | 2 | | | | | | 4 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |

| | | | | Center Trav | | | | | | | | | |
|--|--------------|-------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MHT | 4 | 2 | 1 | 5 | 6 | 3 | 3 | 5 | 6 | 4 | 4 | 4 | 47 |
| 2023 | | 1 | 1 | 2 | 3 | | 3 | 1 | | 3 | 2 | | 16 |
| Customer Service | | | | 1 | 1 | | | | | 1 | 1 | | 4 |
| Customer Service - TSO | | | | 1 | 1 | | | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary I | Medication | and Medic | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | 1 | | | | | 3 |
| Property - Special Handling - Damaged It | ems - Check | ed | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | | | | | 1 | | | | | 2 |
| Screening | | | 1 | | 2 | | 2 | | | 1 | 1 | | 7 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | 1 | | 1 | | 1 | | | | 1 | | 4 |
| 2024 | 4 | 1 | | 3 | 3 | 3 | | 4 | 6 | 1 | 2 | 4 | 31 |
| Claims | | | | | | | | 1 | | | | | 1 |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | | | 3 | | 1 | | | 1 | | 1 | 2 | 9 |
| Customer Service - TSO | 1 | | | 3 | | 1 | | | 1 | | 1 | 2 | 9 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | 2 | | | 1 | 1 | | | 1 | 6 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | arry-on Lug | ggage | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dan | 1 | | | | 2 | | | 1 | 1 | | | | 5 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| Patdown | | 1 | | | | | | | | 1 | | | 2 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 3 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Cognitive | Developme | ental /Ment | al Disabilit | / | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary I | Medication | and Medic | al Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ | Ostomates | | | | | | | 1 | 1 | | | | 2 |
| Screening | 1 | | | | 1 | 2 | | | 1 | | | 1 | 6 |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | 1 | 1 | | | 1 | | | 1 | 5 |

| Campagnesis 10-00 11-00 11-00 12-00 | Outropolic | | | | | | laints Repo | | | | | | | |
|--|--|----------------------|-----------------|------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Appendix information because dynamical material content of the part of the p | Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Additional programments of the company of the compa | | | | | | | | | | | | | | |
| Accessoral information informa | | | 82 | 85 | 107 | 96 | 110 | 78 | 89 | 81 | 89 | | 72 | 1,066 |
| Africe - Linguign Programmers Africe - Linguign Programmers Africe - Multifferage inforce Service 1 1 1 2 3 1 1 2 2 2 2 10 Africe - Multifferage inforce Service 1 1 1 2 1 1 2 2 2 2 2 10 Corps Out Rights - Anne Blooper Carl Rights - Rights - Corps - Anne Blooper Carl Rights - Rights - Rights - Anne Blooper Carl Rights - Rights - Anne Blooper Carl Rights - Rights - Rights - Anne Blooper Carl | | | | | | | | | | | | | | |
| Addisses - Labogope - Presentation - Programments | Additional Information Required/Insufficient | nt Information | n - EMAIL ONL | _Y | 1 | | | | | | | 1 | | 2 |
| Airine - Leis Baggage Airine - Leis Baggage Airine - Manageriche Airine - | Airline | 1 | 1 | 2 | 3 | | 1 | | 1 | 2 | 2 | | 2 | 15 |
| Aither - PolicyRegulations-Service Orall System - Stocked Religher Orall Regists - System - Stocked Religher Orall Regists - System - S | Airline - Baggage Requirements | | | | 1 | | | | | | | | | 1 |
| Cargo Court Stopper | Airline - Lost Baggage | 1 | | 1 | 2 | | | | | | | | | 4 |
| Clarge - Noom Support | Airline - Policy/Regulations/Service | | 1 | 1 | | | 1 | | 1 | 2 | 2 | | 2 | 10 |
| Chair Rights | Cargo | | | | | 1 | | | | | | | | 1 |
| Cock Regists - Age Charles Cockention Biggins 1 | Cargo - Known Shipper | | | | | 1 | | | | | | | | 1 |
| Coli Rights - Age Call Rights - New Secretary Call Rights - New York Rights Call Rights - | | 2 | 5 | 1 | 5 | 2 | 5 | 3 | 2 | 7 | 9 | 2 | 6 | 49 |
| Dots Higher - Contention and Higher 1 | Civil Rights - Age | | | | | | | | | 1 | 1 | | | |
| CM Rights - Notification Crigation CM Rights - Notification Crigation CM Rights - Notification Crigation CM Rights - Notification CM Rights - Feata and CM Rights - Service Committee of the Committee of the Committee of CM Rights - Service Committee of CM Rights - Service CM Rights | | | 1 | | | | 1 | | | | 1 | | 1 | |
| Curi Egglis - Not Specified Chi Highs - Parallosid Religion Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi Highs - Sequeducted Gredule Identify Not Transe, 1 Chi High - Gredule Identify Not Transe, 1 Fire Animal - Gredule Identify Identif | Civil Rights - National Origin | | | | 1 | | | | | | 2 | | 1 | 4 |
| Col Rights - Proteining 1 2 1 1 4 4 4 1 1 2 1 1 1 2 1 1 1 | | | | | | | 1 | | | | | | | 1 |
| Curi Eggls: - Portring Chill Right: Reacond-Groser inferior Not Tails 1 2 1 1 1 1 3 1 2 19 Chill Right: Transported Sovering 1 2 1 1 1 1 1 2 19 Chill Right: Transported Sovering 1 2 1 1 1 1 2 19 Chill Right: Transported Sovering 1 2 1 1 1 2 19 Chill Right: Transported Sovering 1 2 1 1 2 19 Chill Right: Transported Sovering 1 2 1 1 2 19 Chill Right: Chill Right: Transported Sovering 1 1 1 2 19 Chill Right: | | | | | | | 1 | 2 | | | 1 | | | 4 |
| Cold Rights - Face 1 3 1 2 1 1 1 3 1 2 19 | | | | | | | | | | 1 | | | | 1 |
| Chief Egilss - General Growth Services (1 1 2 1 1 3 1 1 2 12 12 1 1 3 1 1 2 12 12 13 1 1 2 12 12 13 1 1 2 12 12 13 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 | | 1 | 3 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | |
| Coling C | | - Not Transc | | | | | | | | | | | | |
| Clarene - Centeral Clarene - Centeral Clarene - Sentine - Centeral Clarene - Sentine - - | | 1 | | | | | | | | | | | | |
| Claims - General | | · | | | | | | | | | | | 1 | |
| Cateriore Service COM | | | | | | | | | | | | | | |
| Customer Service - CSM 1 | | | | | | | | | | ' | | | 1 | |
| Customer Service - CORPors Customer Service - TOCO Strict Service | | 21 | 21 | 10 | 22 | 22 | 40 | 22 | 20 | 26 | 27 | 17 | | |
| Customer Service - OTCC | | 31 | 31 | 19 | 32 | 32 | 40 | 32 | 20 | | 21 | 47 | 31 | |
| Customer Service - TGO | | | | | 4 | | | | | ı | | | | |
| Customer Service - TSO | | | | | - 1 | | | | - 1 | - | | | | |
| DHS TRIP - General | | | | | | | | | | | | | | |
| DHS TRIP - General | | 31 | 31 | 19 | 31 | 32 | 40 | | 27 | | 27 | 47 | | |
| Pying Armed | | | | | | | | | | | | | | |
| Flying Armod - Ceneral | | | | | | | | 1 | | 1 | | | 1 | 3 |
| Hazardous Materials Safety - Ceneral | | | | | | | | | | | | | | 1 |
| Hazardous Miderials Safely - General 2 2 1 1 2 1 1 9 | | | | | | | 1 | | | | | | | 1 |
| Locks - General | Hazardous Materials Safety | | | | | | | 1 | | | 1 | | | 2 |
| Locks - Ceneral 1 | Hazardous Materials Safety - General | | | | | | | 1 | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | Locks | | 1 | 2 | 2 | | | | 1 | 2 | | | 1 | 9 |
| Lost and Found Lost and Found Misharding of Passenger Property 7 10 8 5 3 5 1 4 8 8 7 7 4 6 98 Misharding of Passenger Property To 10 8 5 3 5 1 1 4 8 8 7 7 7 4 6 98 Misharding of Passenger Property Misharding of Passenger Property To 10 8 5 3 5 1 1 4 8 8 7 7 7 4 6 98 Misharding of Passenger Property Misharding of Passenger Property Dam 2 4 1 4 1 4 1 2 2 3 3 3 1 2 27 Misharding of Passenger Property | Locks - General | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | Locks - Missing or Damaged Lock | | 1 | 1 | 2 | | | | 1 | 2 | | | 1 | 8 |
| Mishandling of Passenger Property | Lost and Found | 1 | | 1 | | | 1 | | 3 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | Lost and Found - Airport/TSA | 1 | | 1 | | | 1 | | 3 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | Mishandling of Passenger Property | 7 | 10 | 8 | 5 | 3 | 5 | 1 | 4 | 8 | 7 | 7 | 4 | 69 |
| Mishandling of Passenger Property - Dam | | 2 | 4 | 1 | 4 | 1 | 4 | 1 | 2 | 2 | 3 | 6 | 4 | |
| Mishandling of Passenger Property - Disamaged Missis 2 | | | 3 | 6 | 1 | 2 | 1 | | | | | | | |
| Mishanding of Passenger Property - Disarrayed Item 1 | | | | | | | | | | 2 | | | | |
| No Jurisdiction 3 | | _ | | 1 | | | | | | | 1 | | | |
| No Jurisdiction - No Referal 2 | | | | | 4 | 4 | 5 | 2 | 3 | | | 5 | 3 | |
| No Jurisdiction - Refer to CBP | | Ü | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | 3 | 1 | 3 | | 3 | 1 | | 3 | | 1 | | | |
| Patdown | | 3 | ' | | | | | 1 | J | | | - 3 | | |
| Patdown - Flyer as Observer | | 1 | 1 | | 5 | | | 2 | 2 | 1 | | 3 | | |
| Persons w Disabilities (PWD) - Autism S 1 | | ' | | | | | | | | | | | | |
| Persons w Disabilities (PWD) - Autism S | · · · · · · · · · · · · · · · · · · · | 4 | ļ. | 4 | 3 | | 0 | 2 | | 1 | | 3 | | |
| Persons w Disabilities (PWD) - Autisms 1 | | 1 | 2 | | | | 4 | | 2 | | 7 | 0 | 2 | |
| Persons W Disabilities PWD - Diabetes 1 | . , | | 3 | 5 | 5 | | 4 | | 3 | | | | 3 | |
| Persons w Disabilities (PWD) - Hearing Impairment 1 | | | | | | | | | | | | | | |
| Persons w Disabilities (PWD) - Internal Medical Devices | | | | | | | | 3 | 1 | 1 | 2 | | | |
| Persons W Disabilities (PWD) - Medically Necessary Medication | . , , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medicially Necessary Medication | | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | . , | | | | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 1 1 1 1 1 | | | Medication | 1 | | 1 | | | 1 | | 2 | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 | | | | | 1 | | | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | . , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | er Equipment | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | . , | | 1 | | | | | | | | | | | |
| Property - Special Handling | | | trauma) | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Items - Carry 2 3 3 1 2 2 4 21 | Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | 1 | 1 | 4 | | 1 | 1 | | 1 | 1 | 12 |
| Property - Special Handling - Damaged It 3 | Property - Special Handling | 7 | 8 | 10 | 15 | 7 | 2 | 8 | 10 | 4 | 5 | 6 | 7 | 89 |
| Property - Special Handling - Damaged It 3 | Property - Special Handling - Damaged Ite | ems - Carry | 2 | 3 | 3 | | | 1 | 3 | 1 | 2 | 2 | 4 | 21 |
| Property - Special Handling - Missing Item 1 5 2 3 3 2 2 2 2 2 2 3 27 | | | | | 4 | 1 | 1 | | 2 | | | | | |
| Property - Special Handling - Missing Item 3 | | | 5 | 2 | 3 | 3 | | 2 | | 2 | 2 | 2 | 3 | |
| Screening 20 21 27 30 43 40 20 32 23 27 27 10 320 Screening - Children 1 1 1 1 1 1 2 Screening - Crew Member or Airline Empl 2 2 8 6 1 1 1 1 2 Screening - Inconsistency 4 5 3 4 5 6 2 4 3 48 Screening - Inconsistency 4 4 2 4 14 6 3 5 6 2 4 1 55 Screening - Lengthy Lines 4 4 2 4 14 6 3 5 2 6 4 1 55 Screening - Procedures/Process 10 10 14 13 22 29 13 21 13 17 19 6 187 Screening - Retrieving Abandoned/Confisculational Information Required/Insuf | | | | | | | 1 | | | | | | | |
| Screening - Children | | | | | | | 40 | | | 23 | 27 | | 10 | |
| Screening - Crew Member or Airline Empl 2 2 8 6 1 1 1 1 1 21 | | , i | | | | - | | | | | | | | |
| Screening - Inconsistency | | 2 | 2 | 8 | | | 1 | | 1 | | 1 | | | |
| Screening - International Screening | | | | | | 5 | | 4 | | 6 | | 4 | 3 | |
| Screening - Lengthy Lines | | , | <u> </u> | | - | 3 | | | | 3 | | | | |
| Screening - Procedures/Process 10 10 14 13 22 29 13 21 13 17 19 6 187 | | 4 | 4 | 2 | 4 | 14 | | 3 | 5 | 2 | 6 | Λ | 1 | |
| Screening - Retrieving Abandoned/Confiscated Items 2 2 1 1 6 2024 78 98 81 95 108 144 102 108 92 125 107 105 1,243 Additional Information Required/Insufficient Information 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 1 1 2 3 2 15 15 1 3 2 15 1 2 2 3 2 15 1 3 3 2 15 1 3 3 2 15 15 1 3 3 2 15 15 1 2 2 2 1 1 1 2 2 2 3 2 15 3 2 15 3 3 3 3 3 3 | | | | | | | | | | | | | | |
| 2024 78 98 81 95 108 144 102 108 92 125 107 105 1,243 Additional Information Required/Insufficient Information - EMAIL ONLY 2 2 2 2 2 2 2 2 2 1 1 2 2 2 1 1 2 2 3 2 15 1 3 2 15 1 2 2 1 1 1 2 2 3 2 15 1 2 2 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 3 2 15 <td< td=""><td></td><td></td><td>10</td><td>1-7</td><td></td><td></td><td>23</td><td>10</td><td>۷۱</td><td></td><td></td><td>19</td><td>U</td><td></td></td<> | | | 10 | 1-7 | | | 23 | 10 | ۷۱ | | | 19 | U | |
| Additional Information Required/Insufficient Information 2 2 Additional Information Required/Insufficient Information - EMAIL ONLY 2 2 Advanced Imaging Technology (AIT) 1 1 Advanced Imaging Technology (AIT) - Flyer 1 1 1 Airline Lost Baggage 2 2 1 1 2 3 2 15 Airline - Lost Baggage 2 2 1 1 2 2 2 9 Airline - Policy/Regulations/Service 1 2 1 1 2 2 2 9 | | | 00 | 04 | | | 444 | 400 | 400 | | | 407 | 405 | |
| Additional Information Required/Insufficient Information - EMAIL ONLY 2 2 Advanced Imaging Technology (AIT) 1 1 Advanced Imaging Technology (AIT) - Flyer 1 1 2 3 2 15 Airline 2 2 2 1 1 2 3 2 15 Airline - Lost Baggage 2 2 1 1 2 2 9 Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | | | 98 | 0 1 | 95 | 108 | 144 | 102 | 108 | | 125 | 107 | 105 | - |
| Advanced Imaging Technology (AIT) 1 1 Advanced Imaging Technology (AIT) - Flyer 1 1 Airline 2 2 2 1 1 2 3 2 15 Airline - Lost Baggage 2 2 1 1 2 5 Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | • | | EMAIL ON | V | | | | | | | | | | |
| Advanced Imaging Technology (AIT) - Flyer 1 1 Airline 2 2 2 2 1 1 2 3 2 15 Airline - Lost Baggage 2 2 1 1 2 5 Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | · | ii iiiiormatior I | i - EIVIAIL UNI | _ [| | | | | | 2 | | | | |
| Airline 2 2 2 1 1 2 3 2 15 Airline - Lost Baggage 2 2 1 1 2 5 Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | | | | | | | | | | | | | | |
| Airline - Lost Baggage 2 1 2 5 Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | | er | | | _ | | | | | | _ | | _ | |
| Airline - Policy/Regulations/Service 1 2 1 1 2 2 9 | | | 2 | | 2 | | 1 | 1 | | | 2 | | | |
| · · | | | | | | 2 | | | | | | | 2 | |
| Arrline - Positive Bag Match Program 1 1 | | | | | 2 | | 1 | 1 | | | 2 | 2 | | |
| | Airline - Positive Bag Match Program | | 1 | | | | | | | | | | | 1 |

| Color Right | | | | Contact Cen | | | | t | | | | | | |
|--|--|----------------|----------------|-------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Colf lights - Age | Categories | 10-Oct | 11-Nov | 12-Dec 0 | 1-Jan 0 | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Coult Rights - Colle Rights Markenn (Tible Perspects) Coll Rights - College | Civil Rights | 2 | 5 | 3 | 2 | 10 | 4 | 4 | 7 | 5 | 2 | 9 | 10 | 63 |
| Cold Rights - Controllation Rights 1 | Civil Rights - Age | | | | | 1 | | | | | | 1 | | 2 |
| Cold Rights - Continuing Rights 1 | Civil Rights - Civil Rights Violation (TSA | Employee) | | | | | | 1 | | | | | | 1 |
| Coli Rights - National Organis | | | | 1 | | | | | | | | 1 | | 2 |
| Cold Fights - for Special 1 | | | | | | 3 | | 1 | | 3 | 1 | | 4 | |
| Carl Rights - Perceived Felgron of United Generals 3 | | | | | | | 1 | | 1 | | | | | |
| Cold Rights - Researcy of Religious or Cultural General Cold Rights - Security of Religious or Cultural Cold Rights - Security of Religious or Cultural Cold Rights - Security of Religious of Of Religio | | | | | | | | | | | | | 2 | |
| Carlo Negre Secreency of Artispass or Chinary 1 | | 1 | 3 | 1 | 1 | 1 | | 1 | 6 | 1 | 1 | 1 | | |
| Golf Rights - Sew Control Control North 1 | | - | | - ' | | | - ' | · · | 0 | | | | | |
| Cack Fegns Sexual Greatment. Not for 1 | | | | 4 | 4 | 4 | - | | | | | | | |
| Chief Pigete - Transposed Science 1 1 2 3 3 3 4 4 5 3 4 5 3 4 5 3 4 5 3 4 5 5 5 5 5 5 5 5 5 | | | 1 | 1 | 1 | 1 | 1 | | | | | 3 | | |
| Claris C | | a 1 | | | | | | | | | | | | |
| Claims - States | | | | | | | | | | | | | 1 | |
| Clarker - Staliar | Claims | | 1 | | | | 1 | | | | | | | 2 |
| CLEAR - TBA PreCheack Againstance Program | Claims - General | | | | | | 1 | | | | | | | 1 |
| CLEARS - TSA / Peches Application Program 1 | Claims - Status | | 1 | | | | | | | | | | | 1 |
| Cubbrone Service - CSM | CLEAR | | | | | 1 | | | | | | | | 1 |
| Cubbrone Service - CSM | CLEAR - TSA PreCheck Application Pro | gram | | | | 1 | | | | | | | | 1 |
| Custome Service - Chieses | | | 44 | 34 | 38 | | 58 | 43 | 36 | 33 | 45 | 45 | 35 | 463 |
| Customer Service - Offices Customer Service - TOC Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety Local - Materials Safety Materials Captured Safety Materials | | | | | | | | | | | | | | |
| Customer Service - TSCO | | 1 | | | | 2 | 2 | - 1 | | | | ' | | |
| Customer Senton TSOC 21 | | 1 | | | 0 | | - 4 | ı | | | | | | |
| DISTRIP - General | | | | | | | | | | | | | | |
| DHS TRP - Conner | | | | 34 | 36 | 28 | 55 | 42 | 36 | | 45 | 44 | | |
| Hazardous Materials Salety General | | 1 | | | | | | | | | | | | |
| Hazardous Materials Safety - Cenneral 1 | DHS TRIP - General | 1 | 1 | | | | | | | 1 | | | 2 | 5 |
| Locks | Hazardous Materials Safety | | | 1 | | | 1 | | 1 | | | | | 3 |
| Locks | · | | | 1 | | | 1 | | 1 | | | | | 3 |
| Locks - Mesing of Damaged Lock | · | | | | | | 4 | | 1 | | | 1 | 1 | |
| Lost and Found Lost and Found Found Lost and Found - Arport TSA 1 2 2 2 2 1 1 1 4 4 1 144 Michanding of Passenger Property Dam Michanding of Passenger Property Dam 0 3 5 8 7 0 0 0 6 13 9 7 7 11 100 Michanding of Passenger Property Dam 0 3 4 6 2 8 6 0 13 9 7 7 11 100 Michanding of Passenger Property Dam 0 3 4 6 2 8 6 0 13 9 7 7 11 100 Michanding of Passenger Property Dam 0 3 4 6 2 8 6 0 13 9 7 7 11 100 Michanding of Passenger Property Dam 0 3 4 6 2 8 6 0 1 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 | | | | | | | 4 | | | | | | 1 | |
| Last and Found-Apport/TSA Methanding of Passenger Property 0 0 5 8 8 7 9 9 8 6 13 9 7 11 1 40 144 104 1 | | | | | 1 | 2 | | | | 1 | 4 | | | |
| Mehandring of Passenger Property | | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dami 3 | • | 1.0 | | | | | | | | | | | | |
| Mishandling of Passenger Procety - Dame 6 3 4 6 2 5 6 2 9 4 3 5 55 | | | | 5 | | | | | | | | | | |
| Meihanding of Passerger Procety - DamagedMissing Inter-U | | | | | | | | | | | | | | |
| Mishardiffiery of Passenger Property - Disal 1 | | | | 4 | 6 | 2 | 5 | 6 | 2 | 9 | 4 | 3 | 5 | |
| No Jurisdiction No Referral | Mishandling of Passenger Property - Dar | maged/Missin | ng ItemsU | 1 | | | | | 1 | | 1 | | 1 | 4 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to GPP 2 2 2 2 4 5 5 2 2 3 3 6 33 No. Jurisdiction - Refer to FAA No Jurisdiction - Refer to FAA Notice of Viciation (Civil Penalties - General Notice of Viciation (Civil Penalties - General Patrosom Original - September - Septembe | Mishandling of Passenger Property - Dis | a 1 | | | 1 | | | 1 | 1 | | | 1 | | 5 |
| No Jurisdiction - NeR fetrat 2 1 1 3 1 2 1 11 1 No Jurisdiction - Refer to CBP 2 2 2 4 6 2 2 3 3 6 33 No Jurisdiction - Refer to CBP 2 2 1 1 1 1 1 1 2 13 No Jurisdiction - Refer to Char 2 1 1 1 1 1 1 1 2 13 No Jurisdiction - Refer to Char 2 1 1 1 1 1 1 1 1 1 | No Jurisdiction | 6 | 5 | 1 | 4 | 2 | 5 | 9 | 5 | 3 | 5 | 5 | 8 | 58 |
| No Jurisdiction - Refer to CBP | No Jurisdiction - No Referral | 2 | 1 | | 1 | | | 3 | 1 | | 2 | 1 | | 11 |
| No Jurisdicidion - Refer to FAA Notice of Violation/Civil Peralities - Ceneral Ombudsman - General Patdown - Children 2 1 3 3 5 5 2 2 2 9 3 3 3 44 Patdown - Children 1 1 2 1 3 2 5 5 2 2 2 7 7 3 3 30 Patdown - Flyer as Cobarver 1 1 2 1 3 8 8 7 1 1 9 10 Persons of Disabilities (PWD) - Justies Spectrum Persons of Disabilities (PWD) - Justies Spectrum Persons of Disabilities (PWD) - Scancer (general) bets Breast Cancer Persons of Disabilities (PWD) - Scancer (general) bets Breast Cancer Persons of Disabilities (PWD) - Disabets 2 1 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 | | _ | | | | 2 | 4 | | 2 | 2 | | 3 | 6 | |
| Nolice of Violation/Civil Penalties - General Notice - Gen | | _ | | | | | | | | _ | | Ū | 0 | |
| Notice of Violation/Civil Penalties 1 1 1 1 1 1 1 1 1 | | , | 2 | 1 | - 1 | | 4 | - 1 | | - 1 | | 1 | 2 | |
| Notice of Violation/Civil Penalties - General 1 | | | | 1 | ı | | | - 1 | | | | - 1 | | |
| Combudsman | | 1 | | | | | | | | | | | | |
| Patdown | | rai | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | | | | | | | |
| Patdown - Flyer 1 | | | | | | | | | | | | 1 | | |
| Patdown - Flyer as Observer | Patdown | 2 | 1 | | 3 | 5 | 5 | 2 | 2 | 2 | 9 | | 3 | 34 |
| Persons w Disabilities (PWD) - Autism Spectrum | Patdown - Children | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | Patdown - Flyer | 1 | 1 | | 2 | 5 | 5 | 2 | 2 | 2 | 7 | | 3 | 30 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | Patdown - Flyer as Observer | 1 | | | | | | | | | 1 | | | 2 |
| Persons W Disabilities (PWD) - Audism Spectrum | - · · · · · · · · · · · · · · · · · · · | 5 | 7 | 11 | 2 | 10 | 13 | 8 | 8 | 7 | 10 | 11 | 9 | 101 |
| Persons w Disabilities (PWD) - Breast Cancer (general) Not Breast Cancer (above 1 | | Spectrum | | | | | | | | | | | 1 | |
| Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | | |
| Persons w Disabilities (PWD) - Cognitive 1 | | | Propet Conce | or | | | | | | | 1 | | 1 | |
| Persons W Disabilities (PWD) - Diaberels 2 | | , | Dieasi Calice | ei | | 4 | - | | | | | | | |
| Persons w Disabilities (PWD) - General | | | | | | | | | | | 1 | | | |
| Persons w Disabilities (PWD) - General 1 1 1 1 1 1 2 1 1 2 1 | | | | | | 1 | 2 | | 1 | 2 | | | 1 | |
| Persons w/ Disabilities (PWD) - Haering Impairment | | | essings/Ma | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Inderical Devices - At 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Persons w/ Disabilities (PWD) - General | | | 1 | 1 | 1 | | | 1 | 2 | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | Persons w/ Disabilities (PWD) - Internal | Medical Devi | ces | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | . , | | | | 1 | 1 | 1 | | | | | | 1 | 5 |
| Persons w Disabilities (PWD) - Mobility Disability Not Wheelchair or Scoter) 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | 1 | 1 | | | 1 | | 1 | | | 2 | | |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 3 2 2 1 1 1 10 | | * | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | t Wheelchair | or Scooter) | | 3 | 2 | | 2 | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthes 1 | | | | J. 3000(01) | | 3 | | | | 1 | | ı | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 3 5 7 | | | | | | | | 4 | 1 | | ^ | | | |
| Persons w/ Disabilities (PWD) - Service Animals | | | as Ferrisian 1 | | | | | 1 | | | 3 | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | - | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | | | 1 | | 1 | | 3 | | | | | | |
| Persons w/ Disabilities (PWD) - Wounded Warrior | , , | *** | /trauma) | | | | 1 | | | | | | | 1 |
| Property - Special Handling | Persons w/ Disabilities (PWD) - Wheelch | nair/ Scooter/ | 3 | 4 | | 1 | | 1 | | 1 | 3 | 2 | 1 | 16 |
| Property - Special Handling | Persons w/ Disabilities (PWD) - Wounde | d Warrior | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | | 6 | 16 | 10 | 7 | 6 | 4 | 14 | 7 | 10 | 5 | 10 | 103 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten 1 5 6 4 3 1 7 2 3 2 4 38 Property - Special Handling - Missing Iten 2 1 5 2 2 3 4 3 3 2 27 Request for Assistance Request for Assistance - Other The Sequential Follows The Sequential | | | | | | 3 | | | | | | | | |
| Property - Special Handling - Missing Item 2 1 5 2 2 3 4 3 3 2 27 | | | | | 6 | | 2 | 1 | | 2 | | 2 | | |
| Request for Assistance 1 1 Request for Assistance - Other 1 1 1 Screening 22 20 10 25 31 35 22 25 18 32 16 12 268 Screening - Children 1 2 31 35 22 25 18 32 16 12 268 Screening - Children 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 | | | 4 | | | 4 | 3 | | | | | | | |
| Request for Assistance - Other Screening 22 20 10 25 31 35 22 25 18 32 16 12 268 Screening - Children 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 1 1 1 2 | | 2 | 1 | 0 | | | | | 3 | 4 | 3 | 3 | | |
| Screening 22 20 10 25 31 35 22 25 18 32 16 12 268 Screening - Crew Member or Airline Employee 1 | · | | | | | | | | | | | | | |
| Screening - Children 1 2 1 1 1 2 1 1 2 1 1 2 2 1 1 2 3 2 3 2 4 3 4 3 3 3 4 3 3 4 3 3 4 3 3 4 3 3 4 3 3 4 3 | · | | | | | | | | | | | | | |
| Screening - Crew Member or Airline Employee 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 | | 22 | 20 | 10 | 25 | 31 | 35 | 22 | 25 | 18 | 32 | 16 | 12 | 268 |
| Screening - Inconsistency 1 1 2 1 1 2 2 1 1 2 1 <td>Screening - Children</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> | Screening - Children | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency 1 1 2 1 1 2 2 1 1 2 1 <td>Screening - Crew Member or Airline Emp</td> <td>oloyee</td> <td>1</td> <td></td> <td>1</td> | Screening - Crew Member or Airline Emp | oloyee | 1 | | | | | | | | | | | 1 |
| Screening - International Screening 1 1 Screening - Lengthy Lines 6 5 2 13 15 24 8 4 5 9 3 1 95 Screening - Opposite Gender 1 < | - | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 1 | 16 |
| Screening - Lengthy Lines 6 5 2 13 15 24 8 4 5 9 3 1 95 Screening - Opposite Gender 1 1 5 1 | | | | | | | | | | | | | | |
| Screening - Opposite Gender 1 1 Screening - Procedures/Process 13 11 6 11 12 7 8 16 12 20 12 10 138 Screening - Retrieving Abandoned/Confiscated Items 2 3 2 4 3 1 15 | | | 5 | 2 | 13 | 15 | 24 | 8 | 4 | 5 | Q | 3 | 1 | |
| Screening - Procedures/Process 13 11 6 11 12 7 8 16 12 20 12 10 138 Screening - Retrieving Abandoned/Confiscated Items 2 3 2 4 3 1 15 | | _ | <u> </u> | | 10 | 10 | 44 | U | 7 | J | 9 | 3 | ı | |
| Screening - Retrieving Abandoned/Confiscated Items 2 3 2 4 3 1 15 | • | | 4.4 | 0 | 4.4 | 40 | 7 | 0 | 40 | 40 | 00 | 40 | 40 | |
| | | _ | | Ö | 11 | | | | | 12 | | 12 | 10 | |
| 2025 108 | | | 2 | | | 3 | 2 | 4 | 3 | | 1 | | | |
| | 2025 | 108 | | | | | | | | | | | | 108 |

| | | | | | veler Comp | | ort | | | | | | |
|--|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | 5 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 5 | | | | | | | | | | | | |
| Civil Rights | 6 | | | | | | | | | | | | |
| Civil Rights - National Origin | 2 | | | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 2 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | |
| Customer Service | 25 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 25 | | | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 12 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 5 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 7 | | | | | | | | | | | | |
| No Jurisdiction | 10 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 5 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 5 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 10 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 4 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | | | | | | | | | | | |
| Property - Special Handling | 7 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 30 | | | | | | | | | | | | 3 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 4 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 4 | | | | | | | | | | | | |
| Screening - Procedures/Process | 19 | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | |

| Categories | 10.0-1 | | | | | laints Rep | | 05.14 | 00 1 | 07 11 | 00.4 | 00.0 | T-4-1 |
|--|----------------------|-------------|-------------|-------|--------|------------|--------|--------|--------|--------|--------|--------|----------|
| ŭ | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MKE | 27 | 13 | 14 | 15 | 15 | 20 | 14 | 12 | 11 | 20 | 26 | | 196 |
| 2023 | 9 | 3 | 6 | 7 | 10 | 11 | 3 | 2 | 6 | 6 | 8 | 1 | 72 |
| Civil Rights | 1 | | | 1 | 1 | | | | 1 | | 1 | | 5 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | | | 1 | 1 | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | 2 | | 2 | 3 | 1 | 2 | 1 | 1 | 1 | 6 | | 22 |
| Customer Service - TSO | 3 | 2 | | 2 | 3 | 1 | 2 | 1 | 1 | 1 | 6 | | 22 |
| Locks | | | 1 | | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | | 1 | 1 | 1 | 3 | | | | 1 | | | 9 |
| Mishandling of Passenger Property - Dam | | | 1 | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | _ | | 1 | | 2 | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 2 | 1 | | | | 1 | | 4 |
| Patdown - Flyer | | | | | | 2 | | | | | 1 | | 3 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 2 | 1 | 2 | | 1 | | 3 | | | 11 |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | | t | 1 | 1 | 1 | 1 | | | | 2 | | | 6 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 1 | 2 | 1 | 3 | 3 | | | 4 | 1 | | 1 | 17 |
| Screening - Inconsistency | | | | 1 | | | | | 3 | | | | 4 |
| Screening - Procedures/Process | 1 | 1 | 2 | | 3 | 3 | | | | 1 | | 1 | 12 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | 1 | | | | 1 |
| 2024 | 5 | 10 | 8 | 8 | 5 | 9 | 11 | 10 | 5 | 14 | 18 | 8 | 111 |
| Airline | 1 | | | 1 | | | | | | | | | 2 |
| Airline - Lost Baggage | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights | | 1 | | | | | 1 | | | 1 | | | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transc | 1 | | | | | 1 | | | | | | 2 |
| CLEAR | , | | | | | | | | | | | 1 | 1 |
| CLEAR - TSA PreCheck Application Prog | ram | | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | 2 | 1 | 3 | 2 | 5 | 2 | 4 | 1 | 4 | 3 | 2 | 30 |
| Customer Service - TSO | 1 | 2 | 1 | 3 | 2 | | 2 | 4 | 1 | 4 | 3 | | 30 |
| Hazardous Materials Safety | | | | | | | | | | | 1 | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | 1 | | 1 |
| Locks | 1 | | 1 | 1 | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 1 | | 1 | 1 | | | | | | | | | 3 |
| Lost and Found | - | 1 | | 1 | | | | | 1 | 1 | | | 4 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | | | 1 | 1 | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | 2 | 1 | 1 | | 2 | 1 | | 8 |
| Mishandling of Passenger Property - Dam | l laged/Missing | ItemsCarry | | ne | | 1 | | | | _ | | | 1 |
| Mishandling of Passenger Property - Dam | | | 1 | , - | | 1 | 1 | 1 | | 2 | 1 | | 7 |
| No Jurisdiction | | | • | | | | 1 | • | | _ | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Patdown | | | 4 | | 1 | | 1 | | | 2 | 2 | | 10 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 2 | | 1 | | 1 | | | 2 | 2 | | 8 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | | | 1 | 1 | | | | 1 | 4 | 1 | 11 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | ' | | | | | - | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | <u>.</u> |
| Persons w/ Disabilities (PWD) - Medical I | i Devices - Attac | | lody | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | ouj | | | 1 | | | | 1 | 3 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility [| | | or Scooter) | | | ' | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 2 | | | | | | | | | 2 | | 4 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | • | | | | | | | | | 1 | | 1 |
| Screening | 2 | 1 | 1 | 2 | 1 | 1 | 5 | 5 | 3 | 3 | 5 | 4 | 33 |
| Screening - Children | _ | • | • | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | 3 | | 1 | | 3 | 1 | 9 |
| Screening - Lengthy Lines | | | | | | 1 | | 1 | | 1 | | | 3 |
| Screening - Procedures/Process | 2 | 1 | | 2 | | | 1 | 4 | 2 | 1 | 2 | 2 | 17 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Security Breach | | | | | | | 1 | | | | | | 1 |
| 2025 | 13 | | | | | | | | | | | | 13 |
| Civil Rights | 13 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 4 | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| | | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Screening Inconsistancy | 3 | | | | | | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| | s | 10-Oct 1 | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | ort 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------|--|--|--|-------------|--|---------|--------|---------------|---|--------|---------------------------------------|--------|--------|-------|
| | Screening - Procedures/Process | 2 | | 12 500 | o i ouii | 02 1 00 | oo ma | 04 / Ipi | oo may | oo oun | or our | oo nag | оо оор | Total |
| MKG | 3 | | | | 1 | | | | | | | | | |
| 2024 | 4 | | | | 1 | | | | | | | | | |
| | No Subject | | | | 1 | | | | | | | | | |
| | No Subject - General | | | | 1 | | | | | | | | | |
| MKL | | | 1 | | | | | | | | | | | |
| 2024 | 4 | | 1 | | | | | | | | | | | |
| | Screening | | 1 | | | | | | | | | | | |
| | Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| MLB | | 4 | 3 | 2 | | | 1 | 2 | 2 | 4 | 6 | | | 3 |
| 2023 | | 4 | 3 | 1 | | | | | | 3 | 5 | | 2 | 1 |
| | Civil Rights | 1 | | | | | | | | | | | | |
| | Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| | Customer Service | 3 | 1 | 1 | | | | | | | 2 | | | |
| | Customer Service - Others | | | 1 | | | | | | | | | | |
| | Customer Service - TSO | 3 | 1 | | | | | | | | 2 | | | |
| | Mishandling of Passenger Property | | 1 | | | | | | | 1 | 1 | | | |
| | Mishandling of Passenger Property - Dam | | 1 | | | | | | | | 1 | | | |
| | Mishandling of Passenger Property - Dam | aged/Missing I | temsChe | cked Bagg | jage | | | | | 1 | | | | |
| | No Jurisdiction | | | | | | | | | | | | 1 | |
| | No Jurisdiction - Refer to CBP | | | | | | | | | | | | 1 | |
| | Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | 1 | |
| | Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | 1 | |
| | Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| | Property - Special Handling | | | | | | | | | 1 | | | | |
| | Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | 1 | | | | |
| | Screening | | | | | | | | | | 2 | | | |
| | Screening - Procedures/Process | | | | | | | | | | 2 | | | |
| 2024 | | | | 1 | | | 1 | 2 | 2 | 1 | 1 | 2 | 4 | 1 |
| | Civil Rights | | | | | | | | | 1 | | | | |
| | Civil Rights - Race | | | | | | | | | 1 | | | | |
| | Customer Service | | | 1 | | | | | 1 | | | | 1 | |
| | Customer Service - TSO | | | 1 | | | | | 1 | | | | 1 | |
| | Mishandling of Passenger Property | | | | | | | 1 | | | 1 | 1 | | |
| | Mishandling of Passenger Property - Dam | aged/Missing I | temsCarı | ry-on Lugg | age | | | | | | | 1 | | |
| | Mishandling of Passenger Property - Dam | aged/Missing I | temsChe | cked Bagg | jage | | | 1 | | | | | | |
| | Mishandling of Passenger Property - Dam | aged/Missing I | temsUns | pecified Lu | ıggage | | | | | | 1 | | | |
| | No Jurisdiction | | | | | | 1 | | | | | | | |
| | No Jurisdiction - No Referral | | | | | | 1 | | | | | | | |
| | Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | |
| | Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | 1 | | | | | |
| | Persons w/ Disabilities (PWD) - Cognitive | /Development | al /Mental | Disability | | | | | | | | | 1 | |
| | Screening | | | | | | | 1 | | | | 1 | | |
| | Screening - Procedures/Process | | | | | | | 1 | | | | 1 | _ | |
| MLI | | 3 | 2 | 1 | 4 | 1 | 2 | 1 | 5 | 1 | 4 | | = | 2 |
| 2023 | | 1 | 1 | 1 | | | 1 | | 1 | | 2 | 1 | 2 | 1 |
| | Civil Rights | | | | | | 1 | | | | | | | |
| | Civil Rights - Race | | | | | | 1 | | | | | | | |
| | Customer Service | l 1 | | | | | - ' | | | | | | | |
| | | | 1 | | | | | | | | 1 | | | |
| | Customer Service - TSO | 1 | 1 | | | | ' | | | | 1 | | | |
| | Mishandling of Passenger Property | 1 | 1 | 1 | | | | | | | | | | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 | 1 | 1 | | | | | | | 1 | | | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown | 1 | 1 | 1 | | | ' | | | | 1 | | 2 | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer | 1 | 1 | 1 | | | ' | | | | 1 | | 2 2 | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 1 aged/Missing I | 1 temsC | | | | , | | | | 1 | 1 | 2 | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [| 1 aged/Missing I | 1 temsC | | r) | | | | | | 1 | | 2 | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling | 1 aged/Missing I | 1 temsC | | r) | | | | 1 | | 1 | 1 | 2 | |
| | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It | 1 aged/Missing I | temsC Vheelchair | | | | | | 1 | | 1 1 1 | 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling Property - Special Handling - Damaged Ite | 1 aged/Missing I | 1 temsC | | 4 | 1 | | 1 | 1 | 1 | 1 | 1 | 2 | , |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Civil Rights | 1 aged/Missing I | temsC Vheelchair | | 4 1 | 1 | | 1 | 1 | 1 | 1 1 1 | 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race | 1 aged/Missing I | temsC Vheelchair | | 4 | 1 | 1 | | 1 | | 1 1 1 | 1 | 2 | , |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service | 1 aged/Missing I | temsC Vheelchair | | 4 1 | 1 | 1 | 1 | 1 | 1 | 1 1 1 | 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Derso | 1 aged/Missing I | temsC Vheelchair | | 4 1 | 1 | 1 | | 1 4 | | 1 1 1 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property | aged/Missing I | 1 ttemsC | or Scoote | 1 1 | 1 | 1 | 1 | 1 4 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam | aged/Missing I | 1 temsC | or Scooter | 1 1 | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Dersons w/ Disabilities (PWD) - Mobility Dersons w/ De | aged/Missing I | 1 temsC | or Scooter | 1 1 | | 1 | 1 | 1 4 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | aged/Missing I | 1 temsC | or Scooter | 1 1 | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | aged/Missing I | 1 temsC | or Scooter | 4 1 1 | | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Description - Special Handling Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown | aged/Missing I | 1 temsC | or Scooter | 4 1 1 1 age | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility II Property - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer | aged/Missing I | 1 temsC | or Scooter | 4 1 1 1 age | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 2 2 1 1 1 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility II Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | aged/Missing I | 1 temsC Wheelchair 1 temsCarry-on or | or Scooter | 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Descenser - Special Handling Property - Special Handling - Damaged Ite Civil Rights Civil Rights Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically | aged/Missing I Disability (Not V | 1 temsC Wheelchair 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 2 2 1 1 1 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Description - Special Handling Property - Special Handling - Damaged Ite Civil Rights Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | aged/Missing I Disability (Not V | temsC Wheelchair 1 temsCarry-on or | or Scooter | 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 | 1 | 2 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Descenser - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed ItemsC | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 1 4 2 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Description - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C v Necessary Me plants (joint) ems - Checl | temsC Wheelchair 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 2 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Description - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C v Necessary Me plants (joint) ems - Checl | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C v Necessary Me plants (joint) ems - Checl | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Deroperty - Special Handling - Damaged Ite 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C v Necessary Me plants (joint) ems - Checl | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 supplies 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Damaged Ite Civil Rights Civil Rights Civil Rights Civil Rights Civil Rights - Race Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C V Necessary Me Diants (joint) ems - Checl ns - Carry-On | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 age | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility II Property - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items—C Necessary Me Dlants (joint) ems - Checl ns - Carry-On | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 supplies 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | 1 |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Descension of Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Persons w/ Disabilities (PWD) | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C v Necessary Me plants (joint) ems - Checl ns - Carry-On | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 supplies 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Descension of Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C V Necessary Me olants (joint) ems - Checl ns - Carry-On 2 1 1 | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 supplies 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Damaged Ite 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines 5 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing I Disability (Not V Disability (Not | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 sage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | 1 |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Descension of Property - Special Handling Property - Special Handling - Damaged It Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing I Disability (Not V ems - Carry-On aged/Missing I rrayed Items-C Necessary Me plants (joint) ems - Checl ns - Carry-On 2 1 1 1 1 | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 sage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 1 1 | 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 | 2 | 1 |
| 2024 | Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It 4 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines 5 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing I Disability (Not V Disability (Not | temsC Wheelchair 1 1 temsCarry-on or | or Scooter | 4 1 1 1 sage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 | 1 | 1 4 2 1 1 1 | 1 | 1 1 1 2 2 | 1 1 | 2 | 1 |

| | | 15 | A Contact | Center 1ra | veier Comp | naints Rep | ort | | | | | | |
|---|---------------|-----------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer | (general) Not | Breast Ca | ncer | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged | Items - Checl | ked | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Ite | ems - Checke | d | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | 2 | | | | 1 | | | 1 | | 5 |
| Screening - Crew Member or Airline Em | ployee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | | | | 2 |
| 2024 | | | 1 | 1 | | | | 1 | 1 | 1 | | | 5 |
| Customer Service | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service - TSO | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | ems - Carry-O | n | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | | | | 2 |

| | | TS | | | veler Com | | | | | | | | |
|---|------------|-----------|-----------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MOB | 5 | 1 | 1 | l 1 | 1 | 4 | 1 | 3 | 3 | 3 | 6 | 3 | 32 |
| 2023 | 2 | | | | | 1 | 1 | 1 | | 1 | 3 | 2 | 11 |
| Civil Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | |
| Customer Service | 1 | | | | | | | | | | 1 | 1 | 3 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | 1 | | 2 |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Screening | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| Screening - Procedures/Process | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| 2024 | 1 | 1 | 1 | l 1 | 1 | 3 | | 2 | 3 | 2 | 3 | 1 | 19 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 1 | | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | 10 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | 1 | | 1 | 1 | 1 | | | 2 | 1 | 1 | 1 | Ç |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | iggage | | | | 1 | | | | | |
| Patdown | | | 1 | 1 | | | | | | | | | |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | 1 | | | 1 | 1 | 1 | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | 1 | | | 3 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |

| | | 15 | A Contact | Center Tra | veler Com | piaints Repo | ort | | | | | | |
|--|------------------|-----------|-------------|------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MOT | 3 | 1 | | 1 | | 1 | 1 | 1 | 3 | | 9 | 3 | 2 |
| 2023 | 1 | 1 | | | | | | | | | 5 | 2 | |
| Customer Service | | 1 | | | | | | | | | 1 | | |
| Customer Service - CSM | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | i aged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | |
| Screening | 1 | | | | | | | | | | 4 | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 4 | 1 | |
| 2024 | 1 | | | 1 | | 1 | 1 | 1 | 3 | | 4 | 1 | 1 |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Locks | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | ı aged/Missir | g ItemsC | arry-on Lug | ggage | | | | | | | 1 | | |
| Property - Special Handling | | | | | | 1 | | 1 | 1 | | | | |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | 1 | | 1 | 1 | | | | |
| Screening | 1 | | | 1 | | | 1 | | 2 | | 2 | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | 1 | | 2 | | |
| 2025 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |

| | | TS | A Contact (| | | | | | | | | | |
|---|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MRY | 1 | 1 | 2 | 1 | 1 | 2 | | 3 | 2 | 5 | | 2 | 2 |
| 2023 | | 1 | 2 | | 1 | 1 | | 3 | 1 | 2 | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | 1 | | | |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | arry-on Lug | gage | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dar | naged/Missir | ng ItemsC | hecked Bag | gage | | | | 1 | | 1 | | | |
| Patdown | | | 1 | | | | | | 1 | | | | |
| Patdown - Flyer | | | 1 | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Service | Animals | | | | | | | 1 | | | | | |
| Screening | | 1 | 1 | | 1 | | | | | 1 | | | |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | |
| 2024 | 1 | | | 1 | | 1 | | | 1 | 3 | | 2 | |
| Airline | | | | | | | | | | | | 1 | |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | |
| Civil Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | | |
| Customer Service | 1 | | | | | | | | | 1 | | 1 | |
| Customer Service - TSO | 1 | | | | | | | | | 1 | | 1 | |
| Patdown | | | | | | 1 | | | | 1 | | | |
| Patdown - Flyer | | | | | | 1 | | | | | | | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | |
| Screening | | | | 1 | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------|-----------|---------------------|--------|-----------------------|-----------------------|-----------------------|-------------------------------|-------------------------------|---------------------------------------|-------------------------------|---------------------------------------|-------------------------------|
| | 1 | | 1 | | 1 | | | | | | | 3 |
| | 1 | | 1 | | 1 | | | | | | | 3 |
| formation | | | 1 | | | | | | | | | 1 |
| nt Informatio | n - EMAIL | ONLY | 1 | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | formation | 1 1 formation | 1 1 | 1 1 1 1 1 formation 1 | 1 1 1 1 1 formation 1 | 1 1 1 1 1 formation 1 | 1 1 1 1 1 1 formation 1 | 1 1 1 1 1 1 formation 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 formation 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 formation 1 |

| | | TS | | | raveler Con | · | oort | | | | | | |
|--|-------------------|-------------|----------|--------------|-------------|-----|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-De | | | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSN | 12 | 4 | | 1 | | | 3 4 | | | 14 | | 6 | 87 |
| 2023 | 3 | 3 | | | 1 | | 5 2 | | 7 | 7 | 3 | 2 | 39 |
| Civil Rights | | | | | | 2 | | 1 | | | | | 3 |
| Civil Rights - Profiling | | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 2 |
| Customer Service | 1 | | | | 1 | 2 | | | 3 | 3 | | 1 | 15 |
| Customer Service - TSO | 1 | | | | 1 | 2 | 2 1 | 1 | 3 | 3 | 2 | 1 | 15 |
| Human Capital | | | | | | | | | | 1 | | | 1 |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | | ig ItemsC | arry-on | Luggage | | | | | | | 1 | | 1 |
| Patdown | 1 | 1 | | | | 1 | | | 1 | | | | 4 |
| Patdown - Flyer | 1 | 1 | | | | 1 | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | 2 | | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Ment | al Disab | ility | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | Medication | and Me | edical Suppl | es | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | | | | | | 1 | | | | 1 |
| Screening | 1 | 2 | | | | 1 1 | 1 1 | | 1 | 3 | | 1 | 11 |
| Screening - Crew Member or Airline Emp | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | 1 1 | 1 1 | | 1 | 2 | | 1 | 8 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | 1 |
| 2024 | 2 | 1 | | 1 | 6 | 4 1 | 1 2 | 2 3 | 4 | 7 | 6 | 4 | 41 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | 2 | 2 | 2 | 2 1 | 4 | 2 | 2 | 1 | 18 |
| Customer Service - TSO | | 1 | | 1 | | 2 | 2 | | | 2 | | 1 | 18 |
| Mishandling of Passenger Property | | | | | _ | _ | - | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | ı naged/Missir | a ItemsC | hecked | Baggage | | | | | | | 1 | | 1 |
| No Jurisdiction | l | ig itomo c | TIOOROG | Daggago | 1 | | | | | 2 | | | 3 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | 1 | | | 1 |
| Ombudsman | | | | | | | | | | ' | 1 | | 1 |
| Ombudsman - General | | | | | | | | | | | 1 | | 1 |
| Patdown | 1 | | | | | | | | | 1 | - ' | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 2 | 4 | | 2 |
| | | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General |) | | - D-d- | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | іе воау | | | | | | | - 4 | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooler/ | Segway | | | | | | | | 1 | | | 1 |
| Screening | | | | | | 1 1 | | 2 | | | 1 | 2 | 10 |
| Screening - Inconsistency | | | | | 1 | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | 1 1 | | | | | 1 | 2 | 6 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | 1 | | | | | | | | 1 |
| 2025 | 7 | | | | | | | | | | | | 7 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | - ' |

| Catagorias | 40.044 | | | | eler Comp | | | OF Mari | 00 1 | 07 1' | 00 4 | 00 0 | T-4-! |
|--|-----------------|------------|-------------|-------------|-----------|--------|--------|---------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSO | 2 | 1 | | 4 | 3 | | | 3 | 6 | | | 3 | 34 |
| 2023 | 1 | | | 1 | 1 | | | | | 3 | 4 | 1 | 11 |
| Civil Rights | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Race | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | 1 | | | | | | | | | 1 | 1 | | 3 |
| Customer Service - TSO | 1 | | | | | | | | | 1 | 1 | | 3 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsC | hecked Bag | ggage | | | | | | | | 1 | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 1 | 2 | | 4 |
| Screening - Crew Member or Airline Em | ployee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | 1 | | | 2 |
| 2024 | 1 | 1 | | 3 | 2 | | | 3 | 6 | | 5 | 2 | 23 |
| Additional Information Required/Insufficient I | nformation | | | | 1 | | | | | | | | 1 |
| Additional Information Required/Insuffici | ent Information | n - EMAIL | ONLY | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | 1 | | | 2 | 1 | | 2 | | 7 |
| Customer Service - TSO | | | | 1 | 1 | | | 2 | 1 | | 2 | | 7 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 2 | | | | 2 |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsC | arry-on Luc | ggage | | | | | 2 | | | | 2 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Medical | IIv Necessarv | Medication | and Medic | al Supplies | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Metal In | | | | - '' | | | | 1 | | | | | 1 |
| Property - Special Handling | 1 , | | | | | | | | | | 2 | | 2 |
| Property - Special Handling - Damaged | Items - Carry | -On | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Ite | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | 2 | | | | | 1 | | 1 | 1 | 6 |
| Screening - Inconsistency | · | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 1 | | | - 1 | | | | | 1 | | 1 | | 1 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|----------------|-------------|--------|--------|----------|--------|--------|--------|--------|--------|--------|-------|
| MSP | 90 | 60 | 64 | 58 | 47 | 79 | 63 | 63 | 91 | 107 | 85 | | 880 |
| 2023 | 35 | 27 | 28 | 31 | 24 | 37 | 31 | 41 | 41 | 43 | 35 | 33 | 406 |
| Additional Information Required/Insufficient Info | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL ON | LY | | | | | | | | 1 | | 1 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Wheelchair Assistance Civil Rights | 3 | 3 | 3 | 1 2 | 1 | 3 | 6 | 3 | 2 | | 4 | 1 | 1 |
| Civil Rights - Age | 3 | 3 | 3 | | ı | 3 | 0 | 3 | | 4 | 1 | I | 35 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | 1 | 1 | | | 3 |
| Civil Rights - National Origin | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Not Specified | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Profiling | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | 1 | 1 | 3 | 1 | 1 | 1 | 4 | 2 | 1 | 1 | 2 | 1 | 19 |
| Civil Rights - Screening of Religious Cultu | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | 2 | 2 | 1 | | 1 | | | 6 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 14 | 8 | 11 | 10 | 6 | 10 | 13 | 20 | 10 | 8 | 6 | | 125 |
| Customer Service - TSO | 14 | 8 | 11 | 10 | 6 | 10 | 13 | 20 | 10 | 8 | 6 | 9 | 125 |
| Locks | | 2 | | | | | | | | 1 | 1 | | 4 |
| Locks - General | | 1 | | | | | | | | 4 | - 1 | | 1 |
| Locks - Missing or Damaged Lock | 2 | 1 | 2 | | 2 | 2 | | 1 | | 1 | 1 | | 3 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 | I | 3 | | 3 | 3 | | 1 | 2 | 3 | 2 | 5 | 13 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | | | 3 | 3 | | 1 | 2 | 1 | 1 | 3 | 9 |
| Mishandling of Passenger Property - Disa | | 1 | 3 | | | | | 1 | | - 1 | 1 | 3 | 5 |
| No Jurisdiction | 1 | 1 | 1 | 2 | | 1 | | | 2 | 1 | 2 | 1 | 12 |
| No Jurisdiction - No Referral | ' | ' | | 1 | | | | | 1 | 1 | | ' | 3 |
| No Jurisdiction - Refer to CBP | 1 | 1 | | 1 | | 1 | | | 1 | | 1 | 1 | 7 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | 1 | | 1 | 1 | 2 |
| Patdown | 2 | 3 | | 3 | 1 | 2 | | 3 | 3 | 2 | 3 | 1 | 23 |
| Patdown - Children | _ | | | | | | | 1 | | | 1 | | 2 |
| Patdown - Flyer | 2 | 2 | | 2 | 1 | 1 | | 2 | 2 | 2 | 2 | 1 | 17 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | | 1 | | | | 3 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 2 | 1 | | 6 | 3 | 3 | 4 | 2 | 3 | 3 | 30 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | 3 | | | | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Mental D | isability | | | 2 | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | 1 | | | 1 | 2 | | 1 | | 1 | 9 |
| Persons w/ Disabilities (PWD) - Mobility D | | | or Scooter) | | | | | 1 | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 3 | 2 | 3 | 1 | 2 | 4 | 3 | 5 | 3 | | 33 |
| Property - Special Handling - Damaged Ite | | 1 | 1 | | | | 1 | 2 | 1 | 1 | 2 | 2 | 13 |
| Property - Special Handling - Damaged Ite | | | 4 | | 0 | | 4 | 4 | | 3 | | | 3 |
| Property - Special Handling - Missing Item | | 1 | 1 1 | 2 | 1 | 1 | 1 | 1 1 | 2 | 1 | 1 | 1 | 8 |
| Property - Special Handling - Missing Item Screening | 8 | 7 | 5 | 10 | 10 | 11 | 7 | 7 | 13 | 17 | 10 | 10 | 115 |
| Screening - Crew Member or Airline Empl | 1 | , | 3 | 10 | 10 | 11 | - 1 | 1 | 13 | 17 | 10 | 10 | 2 |
| Screening - Inconsistency | 1 | 2 | | 1 | 3 | 3 | | 1 | 4 | 4 | 3 | | 22 |
| Screening - Lengthy Lines | 1 | | 1 | 2 | 1 | | 1 | 1 | | 3 | 2 | | 16 |
| Screening - Procedures/Process | 4 | 3 | 3 | 7 | 5 | 8 | 6 | 4 | 9 | 10 | 4 | 5 | 68 |
| Screening - Retrieving Abandoned/Confis | 1 | 2 | 1 | • | 1 | | | | | | 1 | 1 | 7 |
| 2024 | 25 | 33 | 36 | 27 | 23 | 42 | 32 | 22 | 50 | 64 | 50 | 40 | 444 |
| Airline | _ | 1 | 1 | | | | | | 3 | 1 | 1 | | 7 |
| Airline - Lost Baggage | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | 1 | | | | | | 2 | 1 | 1 | | 6 |
| Civil Rights | 4 | 1 | 3 | 4 | | | 1 | | | 3 | | | 16 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Not Specified | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Profiling | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | 2 | | 1 | 1 | | | | | | 2 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | 1 | | | | | 1 | | | | | | 3 |
| Civil Rights - Transgender Screening | | | | 2 | | | | | | | | | 2 |
| Customer Service | 8 | 12 | 14 | 10 | 7 | 18 | 13 | 7 | 13 | 24 | 17 | 13 | 156 |
| Customer Service - CSM | | | | 1 | | 1 | | | | | | | 2 |
| Customer Service - Others | | 40 | 1 | 0 | 7 | 47 | 40 | 7 | 40 | 0.4 | 1 | 40 | 2 |
| Customer Service - TSO | 8 | 12 | 13 | 9 | 7 | 17 | 13 | 7 | 13 | 24 | 16 | 13 | 152 |
| Locks | | | 1 1 | 1 | | <u> </u> | | 1 1 | | | 1 | 1 | 6 |
| Locks - Missing or Damaged Lock Lost and Found | | | 1 | 1 | 1 | 2 | | I | 1 | 3 | 1 | I | 10 |
| Lost and Found - Airport/TSA | | | 1 | 1 | 1 | 2 | | | 1 | 3 | 1 | | 10 |
| Mishandling of Passenger Property | 3 | 2 | 1 | 2 | 3 | 3 | 3 | 1 | 5 | 3 | 6 | 3 | 35 |
| Mishandling of Passenger Property - Dam | | | | 1 | 3 | 2 | 2 | 1 | 4 | 2 | 5 | | 19 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 2 riemscarry | 1 | 1 | 3 | 1 | 1 | ı | 1 | 1 | 1 | 1 | 14 |
| Mishandling of Passenger Property - Disa | | | 1 | - 1 | 3 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 |
| No Jurisdiction | | 2 | 1 | | 3 | 2 | | 1 | 2 | 1 | 2 | 4 | 18 |
| No Jurisdiction - No Referral | | | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | | 8 |
| No Jurisdiction - Refer to CBP | | 2 | | | 2 | 1 | | | 1 | | ' | 2 | 7 |
| No Jurisdiction - Refer to Other | | | | | _ | | | | 1 | | 1 | 1 | 3 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | • | | | • | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | 1 | | | | | | | 1 |
| Patdown | | 2 | 2 | 3 | | 1 | | 2 | 2 | 1 | 2 | | 15 |
| | | | | | | | | | | | | | |

| itegories | 10.004 | | | Center Tra | | | | OE May | 06 1 | 07 11 | 00 4 | 00 800 | Total |
|--|--|-------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | 10-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 | | | _ | | _ | | |
| Patdown - Flyer | | 2 | 2 | | | | | 2 | 2 | 1 | 2 | | 1 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 3 | 5 | | 4 | 5 | 3 | 3 | 9 | 6 | 9 | 7 | 5 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | 1 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | ental /Ment | 1 | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/D | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 2 | | 2 | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devi | ces | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Att | ached to th | e Body | | | | | 1 | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | 1 | 1 | | | 2 | | | 4 | 2 | 3 | 1 | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (No | t Wheelch | 2 | | 2 | 1 | | | 1 | | 1 | 3 | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain | trauma) | | | | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | | 1 | | 2 | | | | | | |
| Property - Special Handling | 1 | 5 | 2 | | | 1 | | | 3 | 3 | 1 | 2 | 2 |
| Property - Special Handling - Damaged It | - | 1 | | | | • | 1 | | 2 | 1 | 1 | | |
| Property - Special Handling - Damaged It | | 2 | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | 1 | 1 | | 1 | 1 | 2 | 1 | 1 | | 2 | |
| Property - Special Handling - Missing Iter | | 2 | 1 | | | | | | | 1 | | | |
| Request for Assistance | III - OTICORC | | | | | | | | | 2 | | | |
| Request for Assistance - Other | | | | | | | | | | 2 | | | |
| Screening | 8 | 5 | 5 | 5 | 5 | 8 | 10 | 5 | 12 | 17 | 10 | 10 | 10 |
| | 0 | 5 | U | | 3 | 0 | 10 | 3 | 12 | 17 | 10 | 10 | 10 |
| Screening - Children | | | | | | | | | I | | | | |
| Screening - Crew Member or Airline Emp | | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | 1 | 1 | | | 1 | 2 | 1 | 1 | |
| Screening - Lengthy Lines | 1 | | 1 | | 1 | 3 | | | 3 | 2 | 6 | 2 | 2 |
| Screening - Procedures/Process | 5 | 5 | 3 | | 3 | | | | 7 | 13 | 3 | 7 | (|
| Screening - Retrieving Abandoned/Confis | | | 1 | 1 | | 1 | | 1 | | | | | |
| 2025 | 30 | | | | | | | | | | | | 3 |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 2 | | | | | | | | | | | | |
| CLEAR | 1 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 1 | | | | | | | | | | | | |
| Customer Service | 4 | | | | | | | | | | | | |
| Customer Service - TSO | 4 | | | | | | | | | | | | |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer | 1 1 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 1 1 1 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | 1 1 1 3 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im | 1 1 1 3 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch | 1 1 1 3 1 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | 1 1 1 3 1 4 1 4 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It | 1 1 1 3 1 1 4 4 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | 1 1 1 3 3 1 1 4 4 4 1 3 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening | 1 1 1 3 1 4 1 4 4 1 3 8 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency | 1 1 1 3 3 1 1 4 4 4 1 3 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines | 1 1 1 3 1 1 4 4 4 1 3 8 1 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency | 1 1 1 3 1 4 1 4 4 1 1 3 8 | | | | | | | | | | | | |

| | | | - Comuco | oonto. ma | 10.0. 00p | name nop | 0 | | | | | | |
|---------------------------|--------|--------|----------|-----------|-----------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSS | | | 2 | | 1 | | | 1 | | | | | 4 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2024 | | | 2 | | 1 | | | | | | | | 3 |
| Customer Service | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | | | 2 | | | | | | | | | | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |

| Octobridge | | | | | | laints Repo | | | | | | | |
|---|-------------------|------------------|------------|----------|--------|-------------|--------|--------|----------|--------|--------|--------|-------|
| Categories | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSY | 97 | 57 | 39 | 34 | 40 | 47 | 58 | 71 | 53 | 70 | 64 | | 696 |
| 2023 | 23 | 26 | 20 | 20 | 20 | 26 | 35 | 33 | 21 | 31 | 27 | 27 | 309 |
| Additional Information Required/Insufficient In | | | | | | | 1 | | 1 | | 1 | | 3 |
| Additional Information Required/Insufficie | nt Information - | EMAIL ONL | Υ | | | | 1 | | 1 | | 1 | | 3 |
| Airline | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Airline - Lost Baggage | | | 1 | 1 | | | 1 | | | | | | 3 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 4 | 3 | 1 | 1 | 1 | 1 | 2 | | 5 | 2 | 4 | 1 | 25 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | 1 | | | | 2 |
| | Imployee) | 1 | | | | 1 | | | <u> </u> | | | | |
| Civil Rights - Perceived Religion | _ | 4 | 4 | - | | I | | | | | | 4 | 1 |
| Civil Rights - Race | 2 | 1 | 1 | 1 | | | 2 | | 2 | | 2 | 1 | 12 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Screening of Religious or Co | | S | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | 1 | | | | 1 | 1 | | | 6 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | | 1 | | 1 |
| Customer Service | 5 | 8 | 8 | 8 | 9 | 8 | 5 | 4 | 8 | 10 | 11 | 8 | 92 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 8 | 7 | 8 | 9 | 8 | 5 | 4 | 8 | 10 | 11 | 8 | 91 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | 1 | 1 | 2 | 1 | 1 | | 1 | | 7 |
| | | | | | 1 | 1 | 2 | 1 | 1 | | 1 | | 7 |
| Locks - Missing or Damaged Lock | | | | | - 1 | I | | | ı | | - 1 | | |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | 1 | 1 | | 4 | 4 | 4 | 1 | 3 | 2 | | 28 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 2 | 3 | 1 | 1 | | 2 | 1 | 12 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 1 | | 1 | | 3 | | 2 | | | 11 |
| Mishandling of Passenger Property - Disa | irrayed Items0 | Carry-on or C | Checked | | | 1 | 1 | | | 1 | | 2 | 5 |
| No Jurisdiction | | - | 1 | | | | 3 | | | | | 1 | 5 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | 2 | | | | | 1 | 4 |
| Notice of Violation/Civil Penalties | | | ' | | 1 | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | -01 | | | | 1 | | | | | | | | 1 |
| | | | | | 1 | | | | 4 | | | 4 | |
| Patdown | 4 | 2 | 3 | 2 | | 3 | 2 | 2 | 1 | 4 | 3 | 4 | 30 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | 4 | 1 | 3 | 2 | | 3 | 2 | 2 | 1 | 3 | 2 | 3 | 26 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | 1 | 2 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | | | 2 | 2 | 4 | 5 | | 2 | 1 | 1 | 19 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | | east Cancer | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | • | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | ' | | | | | | | | 1 |
| , , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | 1 | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | dication and | Medical S | Supplies | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not V | Vheelchair o | r Scooter) | | | | | 3 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | | 1 | | | 1 | | 1 | 4 |
| Property - Special Handling | 2 | 2 | 1 | 2 | 1 | 3 | 2 | 3 | 1 | 2 | 1 | | 20 |
| Property - Special Handling - Damaged It | 2 | 1 | | 1 | | | | 1 | | | 1 | | 6 |
| Property - Special Handling - Damaged It | | | | 1 | 1 | 3 | 1 | | | | | | 6 |
| Property - Special Handling - Missing Iten | | | | | | | | 1 | 1 | | | | 2 |
| Property - Special Handling - Missing Item | | 1 | 1 | | | | 1 | 1 | ' | 2 | | | 6 |
| Screening | 6 | 6 | 4 | 4 | 4 | 4 | 9 | 14 | 3 | 7 | 3 | 6 | 70 |
| | О | | 4 | 4 | 4 | 1 | | | 3 | | 3 | 1 | |
| Screening - Inconsistency | | 3 | | | | | 5 | 2 | | 3 | | 1 | 15 |
| Screening - International Screening | _ | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | _ | 1 | | | 1 | 1 | 1 | | | 1 | | 7 |
| Screening - Procedures/Process | 4 | 3 | 2 | 3 | 4 | 1 | 3 | 11 | 3 | 4 | 2 | 5 | 45 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 1 | | | | | | | | | 2 |
| TWIC | | | | 1 | 1 | | | | | | | 1 | 3 |
| TWIC - General | | | | 1 | 1 | | | | | | | 1 | 3 |
| 2024 | 25 | 31 | 19 | 14 | 20 | 21 | 23 | 38 | 32 | 39 | 37 | 39 | 338 |
| Airline | | | 1 | | | | | | 1 | | | 1 | 3 |
| Airline - Lost Baggage | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | 1 | | | • | 2 |
| Civil Rights | 1 | | 1 | 1 | 3 | 2 | 2 | 1 | · · | 3 | 3 | 3 | 20 |
| Civil Rights - Age | ' | | 1 | 1 | 3 | 1 | | - 1 | | 3 | 3 | 1 | 20 |
| | | | | | | 1 | | 1 | | | | - 1 | 1 |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | | |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | I | | 1 | 1 | 2 | 1 | 1 | | | 1 | 2 | 2 | 11 |
| Civil Rights - Screening of Religious or Co | | S | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Claims | | 1 | | | | | | | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | 8 | 10 | 11 | 10 | 6 | 8 | 8 | 18 | 8 | 10 | 7 | 13 | 117 |
| | δ | 10 | 11 | 10 | Ö | 8 | ŏ | | ď | 10 | | 13 | |
| Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Customer Service - TCC | | | | | | | | | | 2 | | | 2 |
| Customer Service - TSO | 8 | 10 | 11 | 10 | 6 | 8 | 8 | 17 | 8 | 8 | 7 | | 114 |
| Hazardous Materials Safety | | | | | | | | | | | 2 | | 2 |
| Hazardous Materials Safety - General | | | | | | | | | | | 2 | | 2 |
| Locks | 1 | 1 | | | | | 1 | | 1 | 1 | 1 | | 6 |
| | | | | | | | | | | | | | |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | laints Repo | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------|------------|----------------|----------|--------|-------------|--------|----------|--------|--------|--------|--------|-------|
| | | | | U I-Jaii | UZ-Feb | U3-IVIAI | | US-IVIAY | | | | 03-3eb | TOtal |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | 1 | | 1 | 1 | 1 | | |
| Lost and Found | | | | | | | 3 | | | 1 | 1 | | |
| Lost and Found - Airport/TSA | | 1 | | | | | 3 | | | 1 | 1 | | |
| Mishandling of Passenger Property | | 1 | | | 1 | 1 | 3 | 2 | | 5 | 1 | 2 | |
| Mishandling of Passenger Property - Dam | 0 | 1 | | | | | 1 | 1 | | 2 | 1 | 1 | |
| Mishandling of Passenger Property - Dam | | | | | 1 | 1 | 2 | 1 | | 3 | | | |
| Mishandling of Passenger Property - Disar | rayed Items | sCarry-or | or Checked | d | | | | | | | | 1 | |
| No Jurisdiction | | | | | 1 | | | 1 | 1 | | 1 | | |
| No Jurisdiction - Refer to Department of S | tate | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | 1 | | | 1 | | | 1 | | |
| Patdown | 6 | | 1 | | 2 | 2 | 3 | 1 | 4 | 5 | 5 | 3 | |
| Patdown - Children | | | | | 1 | | | | | | | | |
| Patdown - Flyer | 6 | | 1 | | 1 | 2 | 3 | 1 | 4 | 5 | 5 | 3 | |
| Persons w/ Disabilities (PWD) | 5 | 4 | | | 2 | 3 | 2 | | 7 | 5 | 7 | 4 | |
| ` ' | | 4 | | 1 | | 3 | | 4 | | 5 | | 4 | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | 2 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Men | tal Disability | | | | | | 2 | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | 1 | | | | 1 | 1 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dr | essings/M | asks | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Internal M | edical Devi | ces | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | | | ne Body | | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | 1 | 1 | 1 | | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | • | 1 | |
| Persons w/ Disabilities (PWD) - Metal IIII | 1 | 1 | | | | 1 | | | | 1 | 1 | | |
| ` ' | | | | | | ı | | | | - 1 | - 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | 2 | 1 | | 1 | 1 | |
| Property - Special Handling | 2 | 5 | 1 | 1 | 2 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | |
| Property - Special Handling - Damaged Ite | 2 | 1 | | | 1 | | 1 | 1 | 2 | 1 | 2 | | |
| Property - Special Handling - Damaged Ite | ms - Checl | 1 | | 1 | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-O | 1 | 1 | | 1 | | | 1 | | 1 | | 3 | |
| Property - Special Handling - Missing Item | | 2 | | | | | | 1 | 1 | 1 | 1 | | |
| Screening | 2 | 7 | | 1 | 3 | 4 | | 8 | 7 | 6 | 6 | 10 | |
| Screening - Inconsistency | | 1 | | | | | | 2 | 2 | 1 | 1 | 2 | |
| Screening - Lengthy Lines | | | | | 1 | 2 | | 2 | 1 | | | 3 | |
| | 2 | 6 | 2 | 1 | 2 | 2 | | 4 | 4 | 5 | 5 | 5 | |
| Screening - Procedures/Process | 2 | | | 1 | | | | 4 | 4 | 5 | 5 | 5 | |
| TWIC | | 1 | | | | | | | | | | | |
| TWIC - General | | 1 | 2 | | | | | | | | | | |
| 2025 | 49 | | | | | | | | | | | | |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Age | 2 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | 16 | | | | | | | | | | | | |
| Customer Service - TSO | 16 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 10 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 3 | | | | | | | | | | | | |
| Property - Special Handling | 4 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | |
| 1 7 1 | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 14 | | | | | | | | | | | | |
| | 1.1 | | | | | | | | | | | | |
| Screening Screening - Lengthy Lines | 4 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | : 01-Ja | n 02-Fe | b | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------------|----------|----------|---------|---------|---|--------|--------|--------|--------|--------|--------|--------|-------|
| MTJ | 5 | 5 | | 7 | 5 | 5 | 6 | | 3 | 4 | 9 | 9 | 4 | 62 |
| 2023 | | | | 4 | | 4 | 3 | | • | 3 | 2 | 7 | 4 | 27 |
| Customer Service | | | | | | 2 | | | | 2 | 1 | 2 | 2 | 9 |
| Customer Service - TSO | | | | | | 2 | | | | 2 | 1 | 2 | 2 | g |
| Mishandling of Passenger Property | | | | | | | 2 | | | | | | _ | 2 |
| Mishandling of Passenger Property - Dam | ı aged/Missin | g ItemsC | hecked E | Baggage | | | 2 | | | | | | | 2 |
| Patdown | | | | 1 | | | | | | 1 | | 4 | | 6 |
| Patdown - Flyer | | | | 1 | | | | | | 1 | | 3 | | 5 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 2 | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | 2 | | | | | | | | 2 |
| Screening | | | | 2 | | | 1 | | | | 1 | 1 | 2 | 7 |
| Screening - Lengthy Lines | | | | 2 | | | | | | | 1 | 1 | | 4 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 2 | 3 |
| 2024 | 2 | 5 | | 3 | 5 | 1 | 3 | | 3 | 1 | 7 | 2 | | 32 |
| Airline | | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Race | | 1 | | | | | | | | | 1 | | | 2 |
| Customer Service | 1 | 3 | | 2 | 3 | 1 | 2 | | 1 | 1 | | 1 | | 15 |
| Customer Service - TSO | 1 | 3 | | 2 | 3 | 1 | 2 | | 1 | 1 | | 1 | | 15 |
| No Jurisdiction | | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | 1 | | | | | | | | | 1 |
| Screening | 1 | 1 | | 1 | 1 | | | | 2 | | 3 | 1 | | 10 |
| Screening - Lengthy Lines | 1 | | | | 1 | | | | 1 | | 1 | 1 | | 5 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | 1 | | 2 | | | 5 |
| 2025 | 3 | | | | | | | | | | | | | 3 |
| Patdown | 1 | | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | | 1 |

| | | 13 | A Contact | Center ma | veier com | σιαιτιέο τίσρ | Oit | | | | | | |
|--------------------------------|--------|--------|-----------|-----------|-----------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MVY | | 1 | | | | | | | | 4 | 3 | 1 | 9 |
| 2023 | | | | | | | | | | 4 | 2 | 1 | 7 |
| Civil Rights | | | | | | | | | | | 1 | 1 | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | 1 | 2 |
| Customer Service | | | | | | | | | | 3 | | | 3 |
| Customer Service - TSO | | | | | | | | | | 3 | | | 3 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | 1 | | | | | | | | | 1 | | 2 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MWA | 2 | | | | 1 | | | | | | | | 3 |
| 2024 | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 2 | | | | | | | | | | | | 2 |

| | 10.0 | | Contact Ce | | | | | A- 17 | • | | ••• | | |
|---|--|------------------------------|-----------------|----------|-------|--------|-------------|--------|---------|---|---------|---------------------------------|-----------|
| gories | | 1-Nov | | | 2-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| /R 2023 | 16 8 | 12 6 | 5 2 | 5 3 | 2 | 4 2 | 13 7 | 7 5 | 16 8 | 16 6 | 14 9 | 16 1 | 120 59 |
| Additional Information Required/Insufficient In | | | | 1 | | | | 3 | 0 | | 3 | ' | 3. |
| Additional Information Required/Insufficie | | EMAIL O | NLY | 1 | | | | | | | | | |
| Civil Rights | 1 | 1 | 1 | | | | 4 | | | 1 | 1 | | |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | |
| Civil Rights - Not Specified | | 1 | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | 3 | | | | 1 | | |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | |
| Customer Service | 1 | 1 | | 1 | | | 1 | | 2 | 3 | 1 | | 1 |
| Customer Service - TSO | 1 | 1 | | 1 | | | 1 | | 2 | 3 | 1 | | 1 |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | 2 | | 2 | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | | | 1 | | 1 | | |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCh | ecked Bagga | ige | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on c | or Checked | | | | | | 1 | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | 2 | | 1 | | | | |
| Patdown - Children | | | | | | | 1 | | 1 | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | 1 | 2 | | | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Attac | hed to the | Body | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | Supplies | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | 1 | arra moundar | опрршоо | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | 1 | 1 | | 2 | 1 | | | | |
| Property - Special Handling - Damaged It | ı ems - Carry-O | า | | 1 | 1 | | | 1 | | | | | |
| Property - Special Handling - Damaged It | | | | ' | ' | 1 | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | ' | | | 1 | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | 1 | - 1 | | | | |
| Request for Assistance | is - Checked | 1 | | | | | | - ' | | | | | |
| Request for Assistance - Other | | 1 | | | | | | | | | | | |
| Screening | 5 | 2 | | | 1 | | | 2 | 1 | | 4 | | 1 |
| Screening - Crew Member or Airline Emp | 1 | | | | - 1 | | | | - 1 | | 4 | | - ' |
| Screening - Crew Member of Affiline Emp | 1 | 1 | | | | | | 1 | | | 1 | | |
| Screening - Inconsistency Screening - Lengthy Lines | | | | | | | | - ' | | | 1 | | |
| Screening - Procedures/Process | 3 | 1 | | | 1 | | | 1 | 1 | | 2 | | |
| 2024 | 3 | 6 | 3 | 2 | ' | 2 | 6 | 2 | 8 | 10 | 5 | 15 | 6 |
| Civil Rights | J | | • | | | | 1 | | | 10 | | 10 | |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | |
| Customer Service | 1 | 4 | | 1 | | 2 | 1 | | 5 | 4 | 1 | 5 | 2 |
| Customer Service - Others | ' | 4 | | - ' | | | ' | | 3 | 1 | - 1 | - 3 | |
| Customer Service - Others Customer Service - TCC | 1 | | | | | | | | | - 1 | | | |
| | ı | 4 | | 1 | | 2 | 4 | | | 2 | 1 | <i>E</i> | 2 |
| Customer Service - TSO | | 4 | | ı | | 2 | 1 | | 5 | 3 | | 5 | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dan | | | | | | | 2 | | | | | 4 | |
| iviisnandiind of Passender Property - Dan | | M | 2 | | | | 2 | | | 1 | | 1 | |
| | | | 2 | | | | 1 | | 1 | 1 | | | |
| Mishandling of Passenger Property - Disa | | | 2 | | | | 2 1 1 | | 1 | 1 | | 1 | |
| Mishandling of Passenger Property - Disa Patdown | | | 2 | | | | 1 | | 1 | 1 | | | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children | | Carry-on o | 2 | | | | 1 | | 1 | 1 | | 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer | | | 2 | | | | 1 | | 1 | 1 | | 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | rrayed Items | Carry-on o | 2 | | | | 1 | | 1 | 1 | 2 | 1 1 1 4 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. | ancer | Carry-on o | 2 or Checked | | | | 1 | | 1 | 1 | | 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (a | ancer | Carry-on o | 2 or Checked | | | | 1 | | 1 | 1 | 1 | 1 1 1 4 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes | ancer | Carry-on o | 2 or Checked | | | | 1 | | 1 | 1 | | 1 1 4 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im | ancer general) Not Bi | Carry-on o | 2 or Checked | | | | 1 | | 1 | 1 | 1 | 1 1 1 4 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling | ancer general) Not Bi | Carry-on o | 2 or Checked | | | | 1 1 | | 1 | 1 | 1 1 | 1 1 4 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It | ancer general) Not Bi lants (joint) 1 ems - Carry-O | Carry-on o | 2 or Checked | | | | 1 | | 1 | 1 | 1 | 1 1 4 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons W Disabilities (PWD) Persons W/ Disabilities (PWD) - Breast C Persons W/ Disabilities (PWD) - Cancer (Persons W/ Disabilities (PWD) - Diabetes Persons W/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | ancer general) Not Bi lants (joint) 1 ems - Carry-O | Carry-on o | 2 or Checked | | | | 2 | | 1 | 1 | 1 1 | 1 1 4 1 1 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. Persons w/ Disabilities (PWD) - Cancer (general content of the persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | ancer general) Not Bi loolants (joint) 1 ems - Carry-O | Carry-on of 1 1 reast Cano | 2 or Checked | | | | 1 1 | | 1 1 1 | 1 1 1 | 1 1 1 | 1 1 4 1 1 2 | |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer ((Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening | ancer general) Not Bi lolants (joint) 1 ems - Carry-On 1 | Carry-on o | 2 or Checked | 1 | | | 2 | 2 | 1 | 1 1 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer ((Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines | ancer general) Not Bi loolants (joint) 1 ems - Carry-O | Carry-on of 1 1 reast Cano | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. Persons w/ Disabilities (PWD) - Cancer (compared to the persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Improperty - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process | ancer general) Not Bi Jolants (joint) 1 ems - Carry-On 1 1 | Carry-on o | 2 or Checked | 1 | | | 2 | 2 2 | 1 1 1 | 1 1 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process | ancer general) Not Bi colants (joint) 1 ems - Carry-On 1 1 5 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service | ancer general) Not Bi clants (joint) 1 ems - Carry-O 1 1 5 3 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TCC | ancer general) Not Bi lants (joint) 1 ems - Carry-O 1 ns - Carry-O 5 3 1 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. Persons w/ Disabilities (PWD) - Cancer (compared to the persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imperoperty - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TCC Customer Service - TSO | ancer general) Not Bi lolants (joint) 1 1 ems - Carry-On 1 1 5 3 1 2 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer ((Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TCC Customer Service - TSO Locks | ancer general) Not Bi Jolants (joint) 1 1 s - Carry-On 1 1 5 3 1 2 1 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C. Persons w/ Disabilities (PWD) - Cancer (compared to the persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Imperoperty - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TCC Customer Service - TSO | ancer general) Not Bi lolants (joint) 1 1 ems - Carry-On 1 1 5 3 1 2 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 1 |
| Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer ((Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TCC Customer Service - TSO Locks | ancer general) Not Bi Jolants (joint) 1 1 s - Carry-On 1 1 5 3 1 2 1 | Carry-on o | 2 or Checked | | | | 2 | | 1 1 1 | 1 | 1 1 1 | 1 1 1 4 1 1 2 | 111 |

| | | 10 | A Contact | Center ma | veier comp | nanns nep | OΓL | | | | | | |
|---------------------------------------|-----------------|--------|-----------|-----------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| NYL | | | | | 1 | 1 | 2 | 1 | | 1 | | 2 | 8 |
| 2023 | | | | | 1 | | 1 | 1 | | 1 | | 1 | 5 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing | items - Carry-C |)n | | | | | | 1 | | | | | |
| Screening | | | | | 1 | | 1 | | | | | 1 | 3 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | 1 | 2 |
| 2024 | | | | | | 1 | 1 | | | | | 1 | 3 |
| Customer Service | | | | | | 1 | 1 | | | | | | 2 |
| Customer Service - TSO | | | | | | 1 | 1 | | | | | | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | | veler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|--------------|--------|--------|----------------------|---------------|--------|--------|----------|-------------|-------------|--------|-------|
| OAJ | 3 | | | 3 | 02-reb 1 | US-IVIAI 1 | | | 06-Jun 4 | 07-Jui 6 | vo-Aug 3 | | 10tai |
| 2023 | 1 | | | 3 1 | 1 | 1 | | 2 | 2 | 5 | 3 | 2 | 20 |
| Civil Rights | | | | 1 | | ' | | 1 | | 1 | 3 | | 20 |
| Civil Rights - Age | | | | | | | | 1 | | - 1 | | | |
| Civil Rights - Age Civil Rights - Sex/Gender/Gender Identity- | Not Transc | nender | | | | | | 1 | | 1 | | | |
| Customer Service | · NOL ITALIS | gender | | | | | | 1 | 1 | | 1 | 1 | |
| Customer Service - TSO | | | | | | | | 1 | 1 | | 1 | 1 | |
| Locks | | | | | | | | 1 | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Patdown | | | | | | | | | | 2 | 1 | ı | |
| Patdown - Flyer | | | | | | | | | | 2 | 1 | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical D |)evices - Δt | tached to th | e Body | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | C Dody | | | | | | | | | | |
| Property - Special Handling | | ' | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | | | 1 | | | |
| Screening | onis - Oarry | 1 | | 1 | 1 | 1 | | | 1 | 1 | | | |
| Screening - Crew Member or Airline Empl | ovee | ' | | | 1 | ' | | | ' | ' | | | |
| Screening - Inconsistency | 0,00 | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | 1 | | | 1 | 1 | | | |
| 2024 | | | | 2 | | | 1 | 2 | 2 | 1 | | | |
| Civil Rights | | | | - | | | • | _ | 1 | • | | | |
| Civil Rights - Race | | | | | | | | | 1 | | | | |
| Customer Service | | | | | | | | 1 | | 1 | | | |
| Customer Service - Others | | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | na ItemsC | | 2 | | | | | | | | | |
| Patdown | -3 | .5 | | _ | | | | 1 | 1 | | | | |
| Patdown - Flyer | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | - |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | | | 1 | | | | | | |
| 2025 | 2 | | | | | | | | | | | | : |
| Civil Rights | 1 | | | | | | | | | | | | - |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |

| Categories | 40.0-4 | | ontact Cen | | | | | 05.14 | 00 1 | 07 1 | 00 4 | 00.0 | T-4-1 |
|---|--|-------------|--------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| <u> </u> | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OAK | 40 | 25 | 23 | 21 | 23 | 39 | 40 | 38 | 32 | 25 | | | 376 |
| 2023 | 14 | 16 | 7 | 12 | 9 | 16 | 17 | 15 | 14 | 9 | | 12 | 152 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 2 | 2 | | 1 | 1 | 2 | 1 | 2 | 2 | 3 | | | 16 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 2 | | | | 2 |
| Civil Rights - Race | 1 | | | 1 | 1 | 1 | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgend | der | | | | 1 | 1 | 1 | | 3 | | | 6 |
| Civil Rights - Transgender Screening | 1 | 1 | | | | | | 1 | | | | | 3 |
| Customer Service | 3 | 4 | 1 | 5 | 1 | 2 | 1 | 4 | 4 | | 1 | | 26 |
| Customer Service - TSO | 3 | 4 | 1 | 5 | 1 | 2 | 1 | 4 | 4 | | 1 | | 26 |
| DHS TRIP | | 1 | | | | | | | | | | | 1 |
| DHS TRIP - General | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | 2 | 2 | 2 | 3 | 2 | 1 | - 1 | 2 | 2 | |
| | | | , on Lug | 1 | 1 | 2 | | | Į. | | | | 19 |
| Mishandling of Passenger Property - Dam | | emscarry | r-on Lug | | | 0 | 2 | 1 | 4 | | 1 | | 6 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | 1 | | | 2 |
| No Jurisdiction - Refer to FAA | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | 1 | 3 | 1 | 1 | | | 2 | | 1 | | | 10 |
| Patdown - Flyer | 1 | 1 | 2 | 1 | 1 | | | 2 | | 1 | | | 9 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 3 | 1 | | 1 | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | | ed to the B | ody | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | unnlies | 1 | | 1 | | 1 | | | ' | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | | | | арриоо | ' | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | or occorren) | | | | | | | | 1 | | 1 |
| | 1 | | | | - | | 4 | | 0 | | | | |
| Property - Special Handling | 3 | 3 | 2 | | 1 | | 1 | 1 | 2 | | 1 | 1 | 15 |
| Property - Special Handling - Damaged Ite | | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Ite | | 2 | | | 1 | | 1 | | | | 1 | | 5 |
| Property - Special Handling - Missing Item | | | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | 1 2 | 1 | 1 | | | | | 1 | 1 | | | | 6 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Request for Assistance - Other | | | | | | 1 | | | | | | | 1 |
| Screening | 2 | 4 | 1 | 3 | 2 | 6 | 9 | 4 | 4 | 3 | 5 | 8 | 51 |
| Screening - Crew Member or Airline Empl | 1 1 | | | | | | | | | | 1 | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | 1 | 1 | 3 |
| Screening - Lengthy Lines | | | | | | 1 | 2 | 1 | 1 | | | 3 | 8 |
| Screening - Opposite Gender | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 4 | 1 | 3 | 2 | 4 | 6 | 3 | 3 | 2 | 3 | 4 | 36 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |
| 2024 | 13 | 9 | 16 | 9 | 14 | 23 | 23 | 23 | 18 | 16 | 28 | 19 | 211 |
| Airline | | | | | | | | | 1 | | 1 | | 2 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights | 1 | | 1 | | 1 | 1 | 4 | 1 | 1 | | 3 | | 13 |
| Civil Rights - Civil Rights Violation (TSA E | -mplovee) | | | | | | 1 | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | 1 | | | | 2 |
| Civil Rights - Race | 1 | | | | 1 | | 1 | 1 | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | lar | 1 | | 1 | | | 1 | | | 2 | | 3 |
| Civil Rights - Sexual Orientation - Not Tra | | 101 | - 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | lisgender | | | | | 1 | 1 | | | | - 1 | | |
| | | | | | | | 1 | | | | | | 2 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - Status | | | | | | 1 | | | | | | | 1 |
| Customer Service | 3 | 3 | 7 | 5 | 3 | 11 | 4 | 5 | 3 | 4 | 7 | 4 | 59 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 3 | 3 | 6 | 5 | 3 | 10 | 4 | 5 | 3 | 4 | 7 | 4 | 57 |
| Lost and Found | | | 1 | | | | | | 2 | 1 | | | 4 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | 2 | 1 | | | 4 |
| Mishandling of Passenger Property | 1 | | | | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 22 |
| Mishandling of Passenger Property - Dam | 1 1 | | | | | 3 | 1 | | | 2 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Dam | naged/Missing It | emsChec | ked Baggag | ge | 2 | | 1 | 2 | 3 | | 1 | 3 | 12 |
| No Jurisdiction | | | 1 | | | | 1 | | 1 | 2 | 1 | 1 | 7 |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | 1 | 1 | 3 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | 1 | | | | 2 |
| Patdown | | | 1 | | | | | | 1 | | 2 | | 4 |
| Patdown - Children | | | • | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | 1 | | | | | | 1 | | 1 | | 3 |
| • | | 2 | | | 2 | 2 | | | - 1 | - 1 | | | |
| Persons w/ Disabilities (PWD) | | 2 | 2 | | 2 | 2 | | | | 1 | 2 | | 13 |
| Persons w/ Disabilities (PWD) - General | L | 1 | 1 | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | dication an | d Medical S | upplies | | 2 | | | | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | animals | 1 | | | | | | | | | 1 | | 2 |
| | | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | | 1 | | | | | | | | |
| Property - Special Handling | air/ Scooter/ Seg | gway 2 | 1 | | 1 2 | 1 | 3 | 1 | | | 1 | 3 | 14 |
| Property - Special Handling Property - Special Handling - Damaged Ite | air/ Scooter/ Seo 1 1 | | 1 | | | 1 | 3 | 1 | | | 1 | 3 | |
| Property - Special Handling | air/ Scooter/ Seo 1 1 | | 1 | | | 1 | 3 | 1 | | | 1 | 3 | 14 |
| Property - Special Handling Property - Special Handling - Damaged Ite | air/ Scooter/ Seg 1 1 ems - Checked | | 1 | | 2 | 1 | 3 | 1 | | | 1 | 2 | 14 1 1 |

| | | | | Center Trav | | | | | | | | | |
|--|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | 1 | | 1 | | | 1 | 1 | |
| Screening | 7 | 1 | 3 | 4 | 4 | 4 | 9 | 14 | 6 | 6 | 8 | 5 | |
| Screening - Children | | | | | | | | | 2 | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | 1 | | | |
| Screening - Lengthy Lines | 2 | | 1 | | 1 | 4 | 7 | 6 | 1 | 1 | 3 | 1 | |
| Screening - Procedures/Process | 4 | 1 | | 3 | 3 | | 2 | 8 | 3 | 4 | 4 | 4 | |
| Screening - Retrieving Abandoned/Confis | 1 | | | 1 | | | | | | | 1 | | |
| Screening - Security Breach | | | 1 | | | | | | | | | | |
| TWIC | | 1 | | | | | | | | | | | |
| TWIC - General | | 1 | | | | | | | | | | | |
| 2025 | 13 | | | | | | | | | | | | |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Gate Pass | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| Categories | | 10-Oct | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------|---|----------------|------------|--------------|------------|--------|--------|--------|----------|--------|--------|--------|--------|----------|
| OGG | | 32 | 22 | | 1 30 | | 25 | 29 | 21 | 23 | 19 | 22 | 16 | 280 |
| 2023 | | 21 | 19 | | 7 22 | | 16 | 17 | 14 | 9 | 10 | 5 | 6 | 169 |
| Ci | ivil Rights | | 2 | 2 | 1 | | | | | | | | | 3 |
| | Civil Rights - Race | | 1 | 1 | 1 | | | | | | | | | 2 |
| | Civil Rights - Transgender Screening | _ | 1 | | | | | | | | | | | 1 |
| Cı | ustomer Service | 2 | 2 | 2 | 4 8 | 3 | 3 | 8 | 5 | 2 | 6 | 3 | 3 | 49 |
| | Customer Service - TCC Customer Service - TSO | 2 | 2 |) | 4 8 | 3 | 3 | 1 | 5 | 2 | 6 | 3 | 3 | 48 |
| 10 | ocks | | | 2 | 4 0 | 3 | 3 | 1 | 5 | | 0 | 3 | 3 | 1 |
| | Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mi | ishandling of Passenger Property | 1 | | | 1 1 | 1 | 1 | 2 | 1 | | 1 | 1 | 2 | 12 |
| | Mishandling of Passenger Property - Dam | aged/Missing | Items0 | 0 | 1 | 1 | | 1 | 1 | | 1 | | 1 | 6 |
| | Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | 1 | | | | 1 | 1 | 6 |
| No | o Jurisdiction | | | | | | | | | 2 | | | | 2 |
| | No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| D- | No Jurisdiction - Refer to Other | | | • | F 4 | 4 | 4 | | 4 | 1 | | 4 | | 1 |
| Pa | atdown Patdown - Flyer | | 1 | | 5 1 5 1 | | 1 | | <u> </u> | 1 | | 1 | | 12 |
| Pe | ersons w/ Disabilities (PWD) | 16 | 6 | | 1 1 | | 1 | 3 | 4 | 3 | 1 | | 1 | 38 |
| | Persons w/ Disabilities (PWD) - Autism S | | | | | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Cognitive | | ntal /Men | ital Disabil | ity | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) - General | | 1 | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to t | he Body | | | | | 1 | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledicatio | n and Med | lic 1 | | | | 1 | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Metal Imp | | | 5 | 1 | | 1 | 1 | | 1 | 1 | | | 24 |
| | Persons w/ Disabilities (PWD) - Mobility [| | Wheelcl | hair or Sco | oter) | | | 1 | 1 | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | 2 | | , | 4 | | | 1 | 1 | 1 | | | | 5 |
| Pr | roperty - Special Handling | 0.000 | 1 | 1 | 1 1 | | 2 | | | | | | | 7 |
| | Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | | | 1 | | 1 | 1 | | | | | | | 2 |
| | Property - Special Handling - Missing Item Property - Special Handling - Missing Item | | | 1 | 1 | 1 | 1 | | | | | | | 3 |
| Sc | creening | 2 | - | | 4 10 | | 8 | 3 | 3 | 1 | 2 | | | 45 |
| - 00 | Screening - Children | | , | | 4 10 | 3 | 0 | 1 | 3 | - 1 | 1 | | | 2 |
| | Screening - Crew Member or Airline Empl | lovee | | | | | | ' | | 1 | ' | | | 1 |
| | Screening - Inconsistency | | 1 | 1 | 2 2 | 1 | 2 | | 1 | | | | | 9 |
| | Screening - Lengthy Lines | | | | 1 | | 1 | | | | | | | 2 |
| | Screening - Procedures/Process | 2 | 6 | 3 | 2 7 | 4 | 5 | 2 | 2 | | 1 | | | 31 |
| 2024 | | 6 | 3 | 3 | 4 8 | 7 | 9 | 12 | 7 | 14 | 9 | 17 | 10 | 106 |
| Ci | ivil Rights | | | | 1 | | | | 1 | | 1 | 1 | 3 | 7 |
| | Civil Rights - Age | | | | | | | | 1 | | | | | 1 |
| | Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| | Civil Rights - Race | L | | | 1 | | | | | | | | 2 | 3 |
| | Civil Rights - Sex/Gender/Gender Identity | | nder | | | | | | | | | 1 | | 1 |
| 0: | Civil Rights - Sexual Orientation - Not Tra | | | 1 | 1 0 | 0 | _ | 0 | 2 | _ | 4 | 7 | 1 | 1 |
| | ustomer Service Customer Service - TSO | 2 2 | 1 | | 1 2 | | 5 | 2 | 3 | 5 5 | 4 | 7 | 1 1 | 35 35 |
| | ocks | | | ı | 1 2 | | 3 | | 1 | 3 | 4 | - 1 | - 1 | 1 |
| Lo | Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lo | ost and Found | | | | | | | | | | 1 | | | 1 |
| | Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mi | ishandling of Passenger Property | | 1 | 1 | | 1 | 1 | | | 2 | | 3 | | 8 |
| | Mishandling of Passenger Property - Dam | naged/Missing | Items(| Carry-on Li | uggage | 1 | 1 | | | 2 | | 1 | | 5 |
| | Mishandling of Passenger Property - Dam | naged/Missii | 1 | 1 | | | | | | | | 2 | | 3 |
| No | o Jurisdiction | 1 | | | | | | | | | | 2 | | 3 |
| | No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| | No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| | No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Pa | atdown Patdown - Children | 2 | | | 1 | 1 | 2 | 5 | | | 1 | | | 12 |
| | Patdown - Flyer | 2 | | | 1 | 1 | 2 | 2 | | | 1 | | | 9 |
| | Patdown - Flyer as Observer | | | | 1 | | | 1 | | | ı | | | 1 |
| Pe | ersons w/ Disabilities (PWD) | 1 | | | 1 1 | 1 | 1 | 1 | 1 | 3 | | 2 | 1 | 13 |
| | Persons w/ Disabilities (PWD) - Autism S | | | | | 1 | 1 | - ' | 1 | 2 | | 1 | 1 | 4 |
| | Persons w/ Disabilities (PWD) - Cognitive | | ntal /Men | tal Disabil | ity | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Hearing I | | | | , | | | | | 1 | | | 1 | 2 |
| | Persons w/ Disabilities (PWD) - Medical [| | ched to t | he Body | 1 | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | | | | | | | 1 | | 3 |
| | Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | 1 | 1 | | | | | | 2 |
| Pr | roperty - Special Handling | | 1 | 1 | 2 | 1 | | 2 | | 1 | | | 1 | 8 |
| | Property - Special Handling - Damaged It | | | | 1 | | | | | 1 | | | | 2 |
| | Property - Special Handling - Missing Iten | | 1 | 1 | 1 | | | 2 | | | | | 1 | 5 |
| | Property - Special Handling - Missing Iten | ns - Checked | | | _ | 1 | | | | | | | | 1 |
| So | creening | | | | 3 | | | 2 | 1 | 3 | 2 | 2 | 4 | 18 |
| | Screening - Crew Member or Airline Empl Screening - Gate Pass | loyee I | | | 1 | | | 1 | | | | | | 1 |
| | Screening - Gate Pass Screening - Inconsistency | | | | | | | ı | 1 | | 1 | | 1 | 3 |
| | Screening - Inconsistency Screening - Lengthy Lines | | | | | | | | 1 | 1 | 1 | | - 1 | 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process | | | | 2 | 1 | | 1 | | 2 | 1 | 2 | 3 | 12 |
| | 55.551mg 1 1000ddicon 100655 | - | | | | ı | | 1 | | | ı | | 3 | 5 |
| 2025 | | | | | | | | | | | | | | 1 |
| 2025 | ustomer Service | 5 | | | | | | | | | | | | |
| | ustomer Service Customer Service - TSO | | | | | | | | | | | | | 1 |
| Cu | | 1 | | | | | | | | | | | | 1 1 |
| Cu | Customer Service - TSO | 1 1 | | | | | | | | | | | | 1 1 1 |
| Cu Pa | Customer Service - TSO atdown | 1 1 1 | | | | | | | | | | | | 1 1 1 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| OGS | | | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |

| Categories | 10-Oct | | | Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|--------------|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|
| окс | 18 | 14 | 19 | 10 | 20 | 17 | 12 | 21 | 18 | 27 | 20 | 16 | 212 |
| 2023 | 2 | 2 | 8 | 5 | 12 | 6 | 3 | 3 | 10 | 13 | 10 | 5 | 79 |
| Civil Rights | | | | | 1 | | | 1 | | 1 | | | 3 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening Customer Service | 1 | 2 | 1 | 1 | 1 | 3 | | 1 | | 1 1 | | | 10 |
| Customer Service - Others | 1 | 1 | I | - ' | ı | 3 | | | | · · | | | 10 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | 1 | 3 | | | | 1 | | | 9 |
| Mishandling of Passenger Property | | | | | 2 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsChe | ecked Baggage | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on o | r Checked | | 1 | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | | | | | | | 2 | | 2 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other | | | | | | | | | | | 1 1 | | 1 |
| Patdown | | | 1 | | | 1 | | | | 3 | 2 | 1 | 8 |
| Patdown - Flyer | | | 1 | | | 1 | | | | 3 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not I | Breast Cano | er | | | | | | | | | 1 | 1 |
| Property - Special Handling | | _ | 1 | | 1 | | | | 3 | 1 | 1 | | 7 |
| Property - Special Handling - Damaged It | | | 1 | | 1 | | | | 0 | 1 | | | 3 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Item | | | | | | | | | 1 | | 1 | | 1 |
| Screening Screening | 1 | | 5 | 4 | 7 | 2 | 3 | 2 | 6 | 7 | 4 | 3 | 44 |
| Screening - Crew Member or Airline Empl | loyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | 1 | 3 | 1 | | | 1 | 1 | | | 8 |
| Screening - Lengthy Lines | | | 1 | 1 | 1 | | | | 3 | 1 | 2 | 1 | 10 |
| Screening - Procedures/Process | 1 | | 2 | 2 | 3 | 1 | 3 | 2 | 2 | 5 | 2 | 2 | 25 |
| 2024 | 6 | 12 | 11 | 5 | 8 | 11 | 9 | 18 | 8 | 14 | 10 | 11 | 123 |
| Additional Information Required/Insufficient Information Required/Insufficien | | | | | | | | | | | | | 1 1 |
| Airline Additional information Required/insumcles | 1 | | | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | |
| Animals | | 1 | | | | | | | | | | | 1 |
| Animals - Carry-On | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | 3 | | 2 | | | 6 |
| Civil Rights - Age | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transac | ondor | 1 | | | | | 1 | | 1 1 | | | 2 |
| CLEAR | - Not Transy | ender | | | | | | 1 | | ı | 1 | | 2 2 |
| CLEAR - Registered Traveler | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | 1 | 3 | 7 | | 3 | 5 | 6 | 4 | 3 | 2 | 4 | 4 | 42 |
| Customer Service - Others | | | | | | 2 | | | | | | | 2 |
| Customer Service - TSO | 1 | 3 | 7 | | 3 | 3 | 6 | 4 | 3 | 2 | 4 | 4 | 40 |
| DHS TRIP | | | | | | | | | | 1 | | | 1 |
| DHS TRIP - General | | | | | | | | | | 1 | | | 1 |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Human Capital | 1 | | | | | | | | | | | 1 | |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 2 | | 2 | | 4 | 1 | 1 | 12 |
| Mishandling of Passenger Property - Dam | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | | | | 1 | 1 | 1 | | 1 | | 4 | | | 8 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | | | | ge | | | | 1 | | | 1 | | 1 |
| No Jurisdiction | linayeu items | Carry-orr c | or Criecked | | 1 | | | | | 1 | I | | 2 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | 1 | | | 2 |
| Patdown | | 2 | | | | 1 | 1 | 2 | 1 | 1 | 1 | | 9 |
| Patdown - Children | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | 2 | | | | 1 | 1 | 1 | 1 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | | | | | | 1 | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [| | Medication a | and Medical Sup | oplies | | | | | | 1 | | 1 | 1 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | | 1 | | | 1 | 1 | 1 | 1 | | 8 |
| Property - Special Handling - Damaged It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | | | | | 1 | 1 | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | 1 | | | | | 1 | 1 | | 3 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 4 | | 4 | 2 | 2 | 2 | 5 | 3 | | 2 | 4 | 30 |
| Screening - Inconsistency | 1 | | | 2 | 1 | 1 | 1 | 1 | | | 1 | 2 | 8 |
| Screening - Lengthy Lines Screening - Procedures/Process | 1 | 4 | | 2 | 1 | | 1 | 4 | 3 | | 1 | 1 | 18 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 4 | | | 1 | 1 | I | 4 | 3 | | 1 | <u>1</u> | 2 |
| 2025 | 10 | | | | | | | | | | | | 10 |
| Civil Rights | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Civil Rights Violation (TSA E | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 2 | | | | | | | | | | | | 2 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct 1 | 1-Nov | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------------|------------|----------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|
| OMA | 31 | 20 | 17 | 19 | 26 | 16 | 22 | 38 | 25 | 33 | 30 | 29 | 306 |
| 2023 | 9 | 5 | 8 | 12 | 16 | 12 | 13 | 20 | 13 | 26 | 19 | 14 | 167 |
| Additional Information Required/Insufficient In | formation | | | | | 1 | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Information - | EMAIL O | NLY | | | 1 | | | | | | | 1 |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | 1 | 1 | | 1 | 1 | 1 | | 4 | 4 | 1 | 1 | 15 |
| Civil Rights - Age Civil Rights - National Origin | | | | | | | | | 1 | 1 | | | 1 |
| Civil Rights - Race | | | 1 | | 1 | | 1 | | 2 | 2 | 1 | | 8 |
| Civil Rights - Sex/Gender/Gender Identity | ı - Not Transgen | der | | | | 1 | | | 1 | 1 | | 1 | 4 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 5 | 1 | 2 | 4 | 5 | 2 | 6 | 10 | 3 | 10 | 5 | 4 | 57 |
| Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 5 | 1 | 2 | 4 | 5 | 2 | 6 | 9 | 3 | 10 | 5 | 4 | 56 |
| Locks Missing or Domogod Lock | | | | | | | | | | | 2 | | 2 |
| Locks - Missing or Damaged Lock Mishandling of Passenger Property | | 1 | | 2 | 3 | | | 1 | | 1 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Dam | l naged/Missii | 1 | | | 2 | | | ' | | 1 | ' | 1 | 5 |
| Mishandling of Passenger Property - Dam | | temsCh | ecked Bag | 2 | 1 | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | 2 | | 2 | 2 | 4 | 3 | | 14 |
| Patdown - Children | 4 | | | | | 4 | | 0 | 0 | 1 | 1 | | 2 |
| Patdown - Flyer | 1 | | | | | 1 1 | | 2 | 2 | 3 | 2 | | 11 |
| Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | | | | 2 | | - 1 | 2 | | 1 | 2 | | 2 | 9 |
| Persons w/ Disabilities (PWD) - Breast Ca | l ancer | | | | | | 1 | | ' | 1 | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | hed to the | Body | 2 | | | | | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not V | Vheelchai | ir or Scooter) | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ Se | egway | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | 2 | 1 | | | | 1 | 3 | | 9 |
| Property - Special Handling - Damaged It | | | 1 | | 1 | | | | | | 2 | | 4 |
| Property - Special Handling - Damaged It | | | | 1 | | 1 | | | | 1 | 1 | | 4 |
| Property - Special Handling - Missing Iten | | 0 | | 0 | 1 | | 0 | 7 | 0 | | 4 | 0 | 1 |
| Screening Screening - Inconsistency | 2 | 2 | 4 | 3 | 5 | 5 1 | 3 | 7 | 2 1 | 4 | 2 | 6 | <u>47</u> 5 |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | 1 | | | 1 | - 1 | | 2 | - 1 | 1 | 1 | 1 | 8 |
| Screening - Procedures/Process | 1 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 1 | 3 | 1 | 5 | 33 |
| Screening - Retrieving Abandoned/Confis | - | | 1 | | | | | | • | | | | 1 |
| TWIC | | | | | | | | | 1 | | | | 1 |
| TWIC - General | | | | | | | | | 1 | | | | 1 |
| 2024 | 14 | 15 | 9 | 7 | 10 | 4 | 9 | 18 | 12 | 7 | 11 | 15 | 131 |
| Civil Rights | 1 | 1 | | | 1 | | | 2 | | | 2 | | 7 |
| Civil Rights - National Origin Civil Rights - Race | 1 | 1 | | | 1 | | | 1 | | | 1 | | 5 |
| Civil Rights - Screening of Religious Cultu | | | e | | 1 | | | - 1 | | | 1 | | 1 |
| Customer Service | 6 | 4 | 4 | | 2 | 1 | | 7 | 5 | 3 | 3 | 3 | 38 |
| Customer Service - TSO | 6 | 4 | 4 | | 2 | 1 | | 7 | 5 | 3 | 3 | 3 | 38 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | | 3 | | 2 | 1 | 1 | 3 | 2 | 2 | 3 | 18 |
| Mishandling of Passenger Property - Dam | | temsCa | rry-on Lug | 3 | | | 1 | | 2 | | 1 | 1 | 8 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | 2 | | 1 | 1 | 2 | 1 | 2 | 10 |
| No Jurisdiction | | | | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction - No Referral Patdown | 2 | | | 1 1 | 2 | | 1 1 | 1 | 1 | 4 | | 2 | 2 |
| Patdown - Flyer | 3 | 1 | 2 | 1 | 3 | | 1 | 1 | 1 | 1 1 | | 2 | 17 15 |
| Patdown - Flyer as Observer | 3 | 1 | | ' | 3 | | - ' | 1 | 1 | ' | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | | 2 | 1 | | 1 | 1 | | 1 | 2 | 11 |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | | east Cano | cer | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | - | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dress | sings/Mas | sks | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N | Andinal Davisor | _ | | | 1 | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | Rody | | 1 | 1 | | | | | | | <u>'</u> |
| Persons w/ Disabilities (PWD) - Medically | | | | Supplies | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | парриос | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | 4 | | 1 | | 1 | 7 |
| Property - Special Handling - Damaged It | ems - Carry-Or | 1 | | | | | | 3 | | | | 1 | 4 |
| Property - Special Handling - Damaged It | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | | | | | 1 | | | 1 |
| Screening | 2 | 6 | 3 | 1 | 2 | | 6 | 2 | 2 | | 3 | 3 | 30 |
| Screening - Inconsistency | | | | | 2 | | 1 | | | | | 1 | 4 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 4 | | | 1 | 1 | | | 1 | | 7 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | 5 | 1 | 1 | | | 4 | 1 | 1 | | 2 | 2 | 18 |
| 2025 | 8 | | | | | | | | I | | | | 8 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | | 1 |
| Customer Service | 4 | | | | | | | | | | | | 4 |
| | | | | | | | | | | | | | 4 |
| Customer Service - TSO | 4 | | | | | | | | | | | | - |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| OME | | | 1 | | | | | | | | | | 1 |
| 2023 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--|--|--|--|--------|--------|-----------------------------------|--|---|---------------------------------|---|---|---|
| ONT | 46 | 20 | 22 | 16 | 11 | 22 | 38 | 30 | 42 | 28 | 36 | 24 | 335 |
| 2023 | 8 | 11 | 14 | 5 | 5 | 15 | 14 | 15 | 12 | 19 | 13 | 3 | 134 |
| Airline | | 1 | | | | | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | 1 | | 2 |
| Civil Rights | 1 | 1 | 1 | | | | 2 | 2 | | | 1 | | 8 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | 1 | 1 | | | | | | | | | 1 | | 3 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | | 1 | | | | 1 | 1 | | | | | 3 |
| Customer Service | | 3 | 1 | 1 | 3 | 5 | 6 | 3 | 4 | 3 | 3 | 1 | 33 |
| Customer Service - TSO | | 3 | 1 | 1 | 3 | 5 | 6 | 3 | 4 | 3 | 3 | 1 | 33 |
| 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 | 0 | 2 | 2 | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 | 1 | 2 | | 1 | 2 1 | 1 | 1 | 1 | 2 | | | 15 7 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | 1 | 1 | 1 | - 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Disa | | 1 | - ' | | 1 | | | | | | | | 3 |
| Patdown | 1 | ' | | 1 | ' | | 1 | 3 | 1 | 5 | 2 | | 14 |
| Patdown - Children | | | | ' | | | | 0 | 1 | | | | 1 |
| Patdown - Flyer | | | | 1 | | | 1 | 3 | | 5 | 2 | | 12 |
| Patdown - Non-Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | | 1 | | 2 | 2 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | | Breast Cance | er | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal N | ledical Dev | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | Wheelch | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 4 | | 1 | 1 | 1 | | 1 | 1 | 1 | | 12 |
| Property - Special Handling - Damaged Ite | | On | 2 | | 1 | | | | | 1 | | | 4 |
| Property - Special Handling - Damaged Ite | | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | | 1 | 2 | | | | | | 1 | | 1 | | 5 |
| Screening | 2 | 2 | 3 | 3 | | 7 | 2 | 4 | 4 | 5 | 3 | 1 | 36 |
| Screening - Crew Member or Airline Empl | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 2 | 1 | | 2 | | | | 1 | 1 | 1 | 1 | | 9 |
| Screening - Lengthy Lines | | 4 | 0 | 4 | | 1 | 0 | 0 | 0 | | 0 | 1 | 2 |
| Screening - Procedures/Process | aatad Itama | 1 | 2 | 1 | | 5 | 2 | 3 | 3 | 4 | 2 | | 23 |
| Screening - Retrieving Abandoned/Confise 2024 | 9 | 9 | 8 | 11 | 6 | 7 | 24 | 15 | 30 | 9 | 23 | 21 | 172 |
| Airline | | <u> </u> | | • | | • | | 10 | 1 | <u> </u> | 20 | | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | 1 | | | | 1 |
| Civil Rights | 3 | | | | | 1 | 1 | 1 | 2 | 2 | | 2 | 12 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | |
| | | | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | 1 | 1 |
| | 1 | | | | | | 1 | 1 | 1 1 | 1 | | 1 | |
| Civil Rights - Not Specified | 1 2 | | | | | 1 | 1 | 1 | | 1 | | 1 | 2 |
| Civil Rights - Not Specified Civil Rights - Race | | 4 | 2 | 3 | 3 | 1 2 | 7 | 1 | | 1 | 8 | 1 4 | 2 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 2 | 4 | 2 | 3 | 3 | 1 2 | | | 1 | | 8 | 1 | 5 4 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service | 2 | 4 | 2 | 3 | 3 | 1 2 | | | 1 | | | 1 | 2 5 4 49 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM | 2 | | | | | | 7 | 4 | 1 8 | 2 | 1 | 1 4 | 2 5 4 49 1 48 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock | 2 | 4 | 2 | 3 | 3 | 2 | 7 | 4 | 8 8 1 1 | 2 | 1 | 1 4 1 1 | 2 5 4 49 1 48 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 2 2 | 4 1 1 | 2 | 3 | | | 7 7 2 | 4 | 8 8 1 1 2 | 2 | 1 7 | 1 4 1 1 3 | 2 5 4 49 1 48 3 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 2 2 1 aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 | 3 | 2 | 7 | 4 4 | 8 8 1 1 | 2 | 7 | 1 4 1 1 3 | 2 5 4 49 1 48 3 3 17 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 2 2 2 1 aged/Missing | 4 1 1 | 2 | 3 | 3 | 2 | 7 7 2 1 | 4 | 8 8 1 1 2 | 2 | 1 7 | 1 4 1 1 3 | 2 5 4 49 1 48 3 3 17 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 2 2 2 1 aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 | 3 | 2 | 7 7 2 | 4 4 | 8 8 1 1 2 1 | 2 2 1 1 | 1 1 1 | 1 4 1 1 3 | 2 5 4 49 1 48 3 3 17 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 2 2 2 1 aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 | 3 | 2 | 7 7 2 1 | 4 4 | 8 8 1 1 2 1 | 2 2 1 1 1 | 1 1 1 | 1 4 1 1 3 | 2 5 4 49 1 48 3 3 17 5 9 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 2 2 2 1 aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 | 3 | 2 | 7 7 2 1 | 2 2 | 8 8 1 1 2 1 | 2 2 1 1 | 1 1 1 | 1 4 1 1 3 | 2 5 4 49 1 1 488 3 3 177 5 9 9 3 3 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 | 3 | 2 | 7 7 2 1 | 2 2 | 8 8 1 1 2 1 | 2 2 1 1 1 | 1 1 1 | 1 4 1 1 3 | 2 5 4 49 1 8 8 3 3 17 5 9 9 3 3 3 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 | 2 y-on Lugga | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 | 2 | 7 7 2 1 1 | 2 2 | 8 8 1 1 2 1 | 2 2 1 1 1 | 1 1 1 1 | 1 4 1 1 3 1 2 | 2 5 4 49 1 1 48 3 3 3 17 5 9 3 3 3 3 1 17 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 nge 1 | 3 | 2 | 7 7 2 1 1 1 3 | 4 4 2 2 2 | 8 8 1 1 2 1 1 1 1 | 2 2 1 1 1 | 1 1 1 1 2 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 48 3 3 3 17 5 9 9 3 3 3 3 1 17 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 | 2 y-on Lugga | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 | 2 | 7 7 2 1 1 1 3 3 3 3 | 4 4 2 2 2 1 1 1 1 1 | 8 8 1 1 2 1 1 1 1 1 2 2 2 | 2 2 1 1 1 | 1 1 1 1 2 2 2 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 48 3 3 17 5 9 3 3 3 3 1 17 17 11 11 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 | 2 y-on Lugga | 3 1 nge 1 | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 2 | 8 8 1 1 2 1 1 1 1 | 2 2 1 1 1 | 1 1 1 1 2 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 1 48 3 3 17 5 9 9 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca | 2 2 2 1 aged/Missing aged/Missing | 4 1 1 1 ItemsCarr I ItemsC | 2 ry-on Lugga 2 | 3 1 nge 1 | 3 | 2 | 7 7 2 1 1 1 3 3 3 3 | 4 4 2 2 2 1 1 1 1 1 | 8 8 1 1 2 1 1 1 1 1 2 2 2 | 2 2 1 1 1 | 1 1 1 1 1 2 2 4 4 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 1 8 3 3 3 17 5 9 9 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca | 2 2 2 1 aged/Missing aged/Missing 1 al | 4 1 1 g ItemsCarr g ItemsC | 2 ry-on Lugga 2 | 3 1 nge 1 | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 2 1 1 1 1 1 | 8 8 1 1 2 1 1 1 1 1 2 2 2 | 2 2 1 1 1 | 1 7 1 1 1 1 2 2 4 4 1 1 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 1 8 3 3 3 17 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C | 2 2 2 1 aged/Missing aged/Missing 1 al | 4 1 1 g ItemsCarr g ItemsC | 2 ry-on Lugga 2 2 | 1 1 1 1 | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 2 1 1 1 1 1 | 8 8 1 1 2 1 1 1 1 1 2 2 2 | 2 2 1 1 1 1 1 1 | 1 1 1 1 1 2 2 4 4 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 8 3 3 3 17 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I | 2 2 2 2 1 aged/Missing aged/Missing 1 1 ancer Garments/Dre Devices - Atta | 4 1 1 y ItemsCarr y ItemsC | 2 ry-on Lugga 2 2 ss Body nd Medical | 3 1 1 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 1 2 2 1 | 2 2 1 1 1 | 1 7 1 1 1 1 2 2 4 4 1 1 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 1 7 5 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mo Jurisdiction No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalI | 2 2 2 2 1 aged/Missing aged/Missing 1 1 al ancer Garments/Dre Devices - Atta Necessary N Disability (Not | 4 1 1 1 ItemsCarr ItemsC ItemsC Ssings/Mask ched to the E Idedication ar Wheelchair | 2 ry-on Lugga 2 2 ss Body nd Medical | 3 1 1 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 2 1 1 1 1 1 | 8 8 1 1 2 1 1 1 1 1 2 2 2 | 2 2 1 1 1 1 1 1 | 1 7 1 1 1 1 2 2 4 4 1 1 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 8 3 3 3 17 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I | 2 2 2 2 2 1 aged/Missing aged/Missing 1 al al ancer Cerments/Dre Devices - Atta Necessary N Disability (Notersion (pain/te | 4 1 1 gltemsCarr gltemsC gltemsC Wheelchair rauma) | 2 ry-on Lugga 2 2 ss Body nd Medical | 3 1 1 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 3 3 | 4 4 2 2 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 1 | 1 7 1 1 1 1 2 2 4 4 1 1 1 | 1 4 4 1 1 3 1 2 | 2 5 4 49 1 1 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av | 2 2 2 2 2 1 aged/Missing aged/Missing 1 al al ancer Cerments/Dre Devices - Atta Necessary N Disability (Notersion (pain/te | 4 1 1 gltemsCarr gltemsC gltemsC Wheelchair rauma) | 2 ry-on Lugga 2 2 ss Body nd Medical | 3 1 1 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 1 1 | 4 4 2 2 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 1 | 1 7 1 1 1 1 2 2 4 4 1 1 1 1 | 1 4 4 1 1 3 3 1 2 2 2 2 1 1 | 2 5 4 49 1 1 8 3 3 177 5 9 9 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mo Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility L Persons w/ Disabilities (PWD) - Mobility L Persons w/ Disabilities (PWD) - Mobility L Persons w/ Disabilities (PWD) - Touch Av | 2 2 2 2 2 1 aged/Missing aged/Missing 1 al ancer Garments/Dre Devices - Atta Necessary N Disability (Not ersion (pain/t | 4 1 1 g ItemsCarr g ItemsC g ItemsC Sesings/Mask ched to the Item Medication Wheelonair rauma) Segway | 2 ry-on Lugga 2 2 See Sody and Medical or Scooter | 3 1 gge 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 1 1 | 4 4 2 2 2 1 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 1 1 | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 4 1 1 3 3 1 2 2 2 2 1 1 | 2 5 4 49 1 1 8 3 3 3 177 5 9 9 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av | 2 2 2 2 2 1 aged/Missing aged/Missing 1 al ancer Garments/Dre Devices - Atta Necessary N Disability (Not ersion (pain/t aiir/ Scooter/ S ems - Carry | ssings/Mask ched to the E dedication ar Wheelchair rauma) Segway | 2 ry-on Lugga 2 2 ss Body nd Medical or Scooter | 3 1 gge 1 1 1 Supplies | 3 | 2 | 7 7 1 1 1 3 3 3 3 1 1 | 4 4 2 2 1 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 1 1 | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 4 1 1 3 3 1 2 2 2 2 1 1 | 2 5 4 49 1 1 8 3 3 17 5 9 9 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Welchal Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities | 2 2 2 2 2 2 3 3 4 aged/Missing | ssings/Mask ched to the Edecication are Wheelchair rauma) Segway 3 2 1 | 2 ry-on Lugga 2 2 ss Body and Medical or Scooter 1 1 | 3 1 1 1 1 1 Supplies) 3 2 1 1 | 1 1 | 1 1 | 7 7 1 1 1 2 2 2 2 1 1 1 | 4 4 2 2 1 1 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 1 1 2 2 1 1 | 2 2 1 1 1 1 | 1 7 1 1 1 1 1 1 1 4 2 2 2 2 | 1 4 1 1 3 1 2 2 2 2 1 | 2 5 4 49 1 1 8 3 3 3 1 7 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 2 2 2 2 2 2 1 aged/Missing aged/Missing 1 al ancer Garments/Dre Devices - Atta Necessary N Disability (Not ersion (pain/t air/ Scooter/ S ems - Carry ems - Checl as - Carry-On s - Checked 3 1 2 | ssings/Mask ched to the Edecication are Wheelchair rauma) Segway 3 2 1 | 2 ry-on Lugga 2 2 ss Body and Medical or Scooter 1 1 | 3 1 1 1 1 1 1 1 1 Supplies) 3 3 2 1 1 3 | 3 1 1 | 1 1 | 7 7 7 1 1 1 1 2 2 2 1 1 1 6 | 4 4 2 2 1 1 1 1 1 1 1 | 1 8 8 1 1 2 1 1 1 1 1 1 2 2 1 1 | 2 2 1 1 1 1 1 | 1 7 1 1 1 1 1 1 1 1 4 2 2 3 3 | 1 4 1 1 3 1 2 2 2 2 1 | 2 5 4 49 1 1 8 3 3 3 17 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 2 5 6 6 6 6 6 6 6 6 6 6 6 6 6 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis | 2 2 2 2 2 2 2 2 1 aged/Missing aged/Missing 1 al al ancer Garments/Dre Devices - Atta Necessary N Disability (Not ersion (pain/t air/ Scooter/ \$ ems - Carry ems - Checl as - Carry-On s - Checked 3 1 2 cated Items | ssings/Mask ched to the following auma) Segway 3 2 1 | 2 ry-on Luggar 2 ss Body nd Medical or Scooter | 3 1 1 1 Supplies) 3 3 3 1 1 | 2 | 1 1 3 | 7 7 7 1 1 1 1 2 2 2 2 1 1 1 6 6 3 | 4 4 2 2 1 1 1 1 1 1 1 1 1 1 | 1 8 8 1 1 1 2 1 1 1 1 1 2 2 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 | 1 7 1 1 1 1 1 1 4 2 2 2 3 3 | 1 4 4 1 1 1 3 3 1 1 2 2 2 2 1 1 1 2 2 1 1 6 3 3 | 2 5 4 49 1 1 48 3 3 3 1 7 5 9 3 3 3 1 1 1 1 1 1 1 1 1 1 2 2 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Modically Persons w/ Disabilities (PWD) - Mobility L Persons w/ Disabilities (PWD) - Mobility L Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confise | 2 2 2 2 2 2 2 2 3 3 aged/Missing aged/Missin | ssings/Mask ched to the following auma) Segway 3 2 1 | 2 ry-on Luggar 2 ss Body nd Medical or Scooter | 3 1 1 1 Supplies) 3 3 3 1 1 | 2 | 1 1 3 | 7 7 7 1 1 1 1 2 2 2 2 1 1 1 6 6 3 | 4 4 2 2 1 1 1 1 1 1 1 1 1 1 | 1 8 8 1 1 1 2 1 1 1 1 1 2 2 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 | 1 7 1 1 1 1 1 1 1 1 4 2 2 3 3 | 1 4 4 1 1 1 3 3 1 1 2 2 2 2 1 1 1 2 2 1 1 6 3 3 | 2 5 4 49 1 1 8 3 3 3 3 1 7 5 9 9 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - CSM Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis | 2 2 2 2 2 2 2 2 1 aged/Missing aged/Missing 1 al al ancer Garments/Dre Devices - Atta Necessary N Disability (Not ersion (pain/t air/ Scooter/ \$ ems - Carry ems - Checl as - Carry-On s - Checked 3 1 2 cated Items | ssings/Mask ched to the following auma) Segway 3 2 1 | 2 ry-on Luggar 2 ss Body nd Medical or Scooter | 3 1 1 1 Supplies) 3 3 3 1 1 | 2 | 1 1 3 | 7 7 7 1 1 1 1 2 2 2 2 1 1 1 6 6 3 | 4 4 2 2 1 1 1 1 1 1 1 1 1 1 | 1 8 8 1 1 1 2 1 1 1 1 1 2 2 1 1 1 1 2 2 1 | 2 2 1 1 1 1 1 | 1 7 1 1 1 1 1 1 1 1 4 2 2 3 3 | 1 4 4 1 1 1 3 3 1 1 2 2 2 2 1 1 1 2 2 1 1 6 3 3 | 2 5 4 4 49 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | | A Contact | Center ma | veier com | παιτιές ιχέρ | OIL | | | | | | |
|--|--------|--------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 9 | | | | | | | | | | | | ç |
| Customer Service - TSO | 9 | | | | | | | | | | | | ć |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 3 | | | | | | | | | | | | 3 |
| Patdown - Flyer | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | 2 |
| Screening | 10 | | | | | | | | | | | | 10 |
| Screening - Lengthy Lines | 5 | | | | | | | | | | | | 5 |
| Screening - Procedures/Process | 5 | | | | | | | | | | | | 5 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------|-----------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ORD | 221 | 111 | 141 | 124 | 87 | 127 | 138 | 172 | 181 | 177 | 189 | 187 | 1,855 |
| 2023 | 52 | 55 | 67 | 54 | 47 | 63 | 69 | 66 | 86 | 69 | 89 | 77 | 794 |
| Additional Information Required/Insufficient In | | 33 | U/ | J-4 | | 03 | 03 | 00 | 00 | 03 | 03 | 2 | 3 |
| Additional Information Required/Insufficie | | | | | | | | | | | | 2 | 3 |
| Airline | 1 | 1 | 1 | 2 | 1 | 1 | | | 1 | 1 | 1 | 1 | 11 |
| Airline - Lost Baggage | | 1 | | 1 | | | | | 1 | | 1 | 1 | 5 |
| Airline - Policy/Regulations/Service | 1 | | 1 | 1 | 1 | 1 | | | | 1 | | | 6 |
| Cargo | | | | | | | 1 | | | | | | 1 |
| Cargo - Known Shipper | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 4 | 3 | 4 | 1 | 1 | 2 | 3 | 2 | 9 | 4 | 7 | 4 | 44 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | 1 | | | 1 | | | 1 | | 4 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 3 | 2 | 3 | | | 1 | 1 | 1 | 3 | 4 | 4 | 4 | 26 |
| Civil Rights - Screening of Religious Cultu | | monial Items | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | 2 | | 1 | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | 2 | | | | 3 |
| Claims | | | | 1 | | | 1 | | | | | | 2 |
| Claims - Status | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service | 16 | 20 | 32 | 15 | 25 | 24 | 29 | 25 | 21 | 21 | 40 | 26 | 294 |
| Customer Service - Others | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service - TCC | 10 | 00 | 1 | 45 | 0.5 | 0.4 | 00 | 05 | 0.4 | 0.4 | 40 | 00 | 1 |
| Customer Service - TSO DHS TRIP | 16 | 20 | 30 | 15 | 25 | 24 | 28 | 25 | 21 | 21 | 40 | 26 | 291 |
| DHS TRIP - General | | | | | | | | | | | 2 | 1 | 3 |
| Hazardous Materials Safety | | | | 1 | | | | | | 1 | | 1 | 3 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | 1 | | | 2 |
| Intranet/Internet Inquiries | | | | ı | | | | | 1 | | | | |
| Intranet/Internet Inquiries - General | | | | | | | | | 1 | | | | 1 |
| Locks | | 1 | | 3 | | | 1 | 3 | 2 | | 3 | 1 | 14 |
| Locks - General | | | | 0 | | | - ' | 1 | | | 0 | ' | 1 |
| Locks - Missing or Damaged Lock | | 1 | | 3 | | | 1 | 2 | 2 | | 3 | 1 | 13 |
| 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 | 7 | 3 | 2 | 6 | 3 | 7 | 6 | 7 | 7 | 5 | 6 | 9 | 68 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 2 | 1 | 2 | 1 | 4 | 5 | 2 | 3 | 1 | 4 | 28 |
| Mishandling of Passenger Property - Dam | | 1 | | 3 | 1 | 5 | 2 | 2 | 5 | 1 | 5 | 5 | 35 |
| Mishandling of Passenger Property - Dam | naged/Missing | g ItemsUnsp | ecified Lu | ggage | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | 2 | | | | | | 1 | | | 4 |
| No Jurisdiction | | 2 | 4 | 3 | 4 | 1 | 2 | 3 | 2 | 3 | 2 | 3 | 29 |
| No Jurisdiction - No Referral | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| No Jurisdiction - Refer to CBP | | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | | 1 | 2 | 15 |
| No Jurisdiction - Refer to Other | | 1 | 2 | | 1 | | 1 | | | 3 | 1 | 1 | 10 |
| Patdown | 1 | 3 | 3 | 1 | 3 | 3 | 2 | | 2 | 4 | 2 | 2 | 26 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 1 | 3 | 2 | 1 | 3 | 2 | 2 | | 2 | 4 | 2 | 2 | 24 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 3 | | 2 | 1 | 1 | 6 | 1 | 10 | 5 | 4 | 4 | 42 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (| ٦ | | N I. 1116 . | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Jisability | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 4 | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I | mnoirment | 1 | | | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | | school to the B | Pody | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | iched to the B | ouy | 1 | 1 | | 1 | 1 | 1 | | 3 | 2 | 10 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | 1 | ' | 1 | | 3 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | | | 1 | | | 2 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | ' | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | 1 | | | | | 2 | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | | | | | | | 3 | 1 | | 1 | 5 |
| Property - Special Handling | 2 | 7 | 2 | 4 | 1 | 6 | 6 | 8 | 8 | 7 | 4 | 5 | 60 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | 1 | 1 | | 1 | | | | 1 | | | 5 |
| Property - Special Handling - Damaged It | | 2 | | | 1 | 1 | 2 | 1 | 2 | | 2 | 1 | 13 |
| Property - Special Handling - Missing Iter | | 2 | | | | 2 | 1 | 3 | 2 | 3 | | 3 | 17 |
| Property - Special Handling - Missing Iter | ns - Checke | 2 | 1 | 3 | | 2 | 3 | 4 | 4 | 3 | 2 | 1 | 25 |
| Screening | 14 | 12 | 18 | 15 | 7 | 17 | 12 | 17 | 22 | 17 | 18 | 17 | 186 |
| Screening - Children | | 1 | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | 1 1 | 1 | 2 | | | 1 | | | 1 | | | | 6 |
| Screening - Inconsistency | | 3 | 4 | 6 | 2 | | 2 | 1 | 6 | 1 | 1 | 2 | 28 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 1 | | 2 | | 1 | | 2 | 6 | 3 | 19 |
| Screening - Procedures/Process | 11 | 5 | 9 | 6 | 5 | 13 | 9 | 15 | 14 | 14 | 10 | 11 | 122 |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | 1 | 2 | | 1 | 1 | | 1 | | 1 | 1 | 10 |
| TWIC | | | | | | | | | | | | 1 | 1 |
| TWIC - General | | | | | | | | | | | | 1 | 1 |
| 2024 | 71 | 56 | 74 | 70 | 40 | 64 | 69 | 106 | 95 | 108 | 100 | 110 | 963 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Fly | | | | | | | | | | | 1 | | 1 |
| Airline | 1 | | 2 | 1 | | 1 | | 3 | 6 | 3 | 5 | 2 | 24 |
| Airline - Lost Baggage | 1 | | | | | | | | | 1 | 2 | _ | 4 |
| Airline - Policy/Regulations/Service | | | 2 | 1 | | 1 | | 3 | 5 | 2 | 2 | 2 | 18 |

| | | TSA C | ontact Cen | nter Travele | r Complair | nts Report | | | | | | | |
|---|---------------|----------|------------|--------------|------------|------------|---------|---------|-------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 1-Nov 1 | 2-Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar 0 | 4-Apr 0 | 5-May 0 | 6-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline - Wheelchair Assistance | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights | 4 | 1 | 5 | 5 | 3 | 8 | 2 | 6 | 3 | 6 | 8 | 5 | 56 |
| Civil Rights - Age | | 1 | | | | 1 | | 1 | | | 1 | 1 | 5 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | | | 1 | 1 | | | 1 | 2 | 1 | | 6 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | 2 | 1 | |
| Civil Rights - Perceived Religion | | | | | 1 | 1 | | | | | | | |
| | | | | 4 | 1 | 1 | | | | | | | |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 2 | | 3 | 2 | 1 | 3 | 1 | 3 | 1 | 4 | 1 | 2 | 23 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | der | 1 | | | 1 | | 1 | 1 | | | | 4 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | 1 | | | 1 | | | | 2 | | 5 |
| Civil Rights - Transgender Screening | | | 1 | 1 | | | | | | | | 1 | 3 |
| Claims | 1 | | 1 | | | | | | | | | | 2 |
| Claims - General | | | 1 | | | | | | | | | | |
| Claims - Status | 1 | | | | | | | | | | | | |
| CLEAR | | | | | | | | | | | 1 | 1 | 2 |
| CLEAR - Registered Traveler | | | | | | | | | | | 1 | 1 | 2 |
| | 25 | 20 | 20 | 20 | 40 | 00 | 22 | 20 | 20 | 20 | | | |
| Customer Service | 25 | 20 | 28 | 29 | 18 | 23 | 33 | 29 | 30 | 39 | 34 | 28 | 336 |
| Customer Service - CSM | | | | | | | | 1 | 1 | | | | |
| Customer Service - Others | | | 1 | | | 1 | | | | 1 | 1 | | 4 |
| Customer Service - TCC | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 25 | 20 | 26 | 29 | 18 | 22 | 33 | 28 | 29 | 38 | 33 | 28 | 329 |
| DHS TRIP | | | | | 1 | 1 | | | | 1 | | 1 | 4 |
| DHS TRIP - General | | | | | 1 | 1 | | | | 1 | | 1 | |
| Hazardous Materials Safety | 1 | 1 | 1 | | | | | | | | 1 | | |
| Hazardous Materials Safety - General | 1 | 1 | 1 | | | | | | | | 1 | | |
| | 1 | į | 1 | | | | | | | | 1 | | |
| Human Capital | Lucial TO 4 | | | | | | | | | | | 1 | |
| Human Capital - Prospective Employmen | | | | | | | | | | | | 1 | |
| Locks | 1 | 1 | 1 | 2 | | | 2 | | 1 | 2 | 3 | | 15 |
| Locks - General | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | 1 | 1 | 1 | 2 | | | 2 | | 1 | 2 | 3 | 1 | 14 |
| Lost and Found | 2 | 3 | 1 | | 1 | | 1 | 5 | 2 | 6 | 1 | 5 | 27 |
| Lost and Found - Airport/TSA | 2 | 3 | 1 | | 1 | | 1 | 5 | 2 | 6 | 1 | 5 | 2 |
| Mishandling of Passenger Property | 2 | 3 | 8 | 7 | 4 | 4 | 9 | 13 | 12 | 10 | 9 | | 98 |
| | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 2 | | 1 | 2 | 3 | 8 | 7 | 5 | 6 | | 46 |
| Mishandling of Passenger Property - Dam | | 2 | 5 | 5 | 2 | 2 | 4 | 5 | 3 | 4 | 2 | | 40 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | 1 | | 1 | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | 1 | 1 | 1 | | 2 | | 1 | 1 | | | 3 |
| No Jurisdiction | 3 | 1 | 1 | 3 | 1 | 4 | 3 | 3 | 4 | 5 | 9 | 2 | 39 |
| No Jurisdiction - No Referral | 2 | | 1 | | | 3 | 1 | | 1 | 1 | 5 | 1 | 15 |
| No Jurisdiction - Refer to CBP | | 1 | | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | | 18 |
| No Jurisdiction - Refer to Other | 1 | | | 1 | | | | 1 | | 1 | 1 | 1 | 6 |
| Patdown | 2 | 1 | 3 | 2 | | 1 | 4 | 5 | 3 | 2 | 3 | | 3 |
| Patdown - Flyer | 2 | 1 | 3 | 2 | | 1 | 2 | 5 | 3 | 2 | 3 | | 29 |
| | | | 3 | | | | | 3 | 3 | | | | |
| Patdown - Flyer as Observer | _ | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 5 | 5 | 7 | 4 | 1 | 9 | 5 | 10 | 15 | 10 | 5 | | 91 |
| Persons w/ Disabilities (PWD) - Autism S | | | 2 | | 1 | | 1 | 1 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmenta | al /Ment | 1 | 1 | | | 1 | | | 1 | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | 1 | | 3 | 2 | 2 | 1 | 1 | | 2 | 13 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | 2 | | | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Hearing I | mnairment | | 1 | | | | | | | 2 | 1 | | - |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | - ' | | | | | | 2 | | | | 3 |
| | | |) l | 4 | | | | | | 4 | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | ouuy | 1 | | | | | _ | 1 | | | - 4 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | 1 | 3 | 2 | | 1 | 1 | 10 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility I | | 1 | 1 | 1 | | | | 2 | 5 | 3 | | 2 | 16 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | i 1 | | | | | 4 | | | 1 | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | 2 | | | | | | 3 | 1 | | 3 | 10 |
| Property - Special Handling | | 3 | 7 | 9 | 3 | 1 | 3 | 10 | 6 | 10 | 10 | | |
| | 8 | | - 1 | | 3 | | 3 | | | | | | 77 |
| Property - Special Handling - Damaged It | | 1 | _ | 1 | | 1 | | 2 | 2 | 2 | 2 | 2 | 16 |
| Property - Special Handling - Damaged It | | | 3 | 1 | 1 | | | 2 | | 1 | | | 9 |
| Property - Special Handling - Missing Iten | | 2 | 3 | 2 | 2 | | 2 | 5 | 2 | 4 | 3 | | 33 |
| Property - Special Handling - Missing Iten | 1 | | 1 | 5 | | | 1 | 1 | 2 | 3 | 5 | | 19 |
| Screening | 16 | 17 | 9 | 8 | 8 | 11 | 7 | 22 | 13 | 14 | 10 | 19 | 154 |
| Screening - Children | | 1 | | | | | | | | | | | |
| Screening - Crew Member or Airline Empl | loyee | | | | | | 1 | | | | | | |
| Screening - Gate Pass | ľ | | | | | | | | 1 | | | | |
| Screening - Inconsistency | 3 | 1 | | 2 | 2 | 1 | | 3 | 2 | 2 | | 2 | 18 |
| | | 1 | | _ | _ | | | J | 1 | | | | |
| Screening - International Screening | 4 | | | | 4 | - | 0 | | | | | | |
| Screening - Lengthy Lines | 1 | - 10 | 2 | _ | 1 | 5 | 2 | 4 | 3 | 4 | 1 | | 23 |
| Screening - Procedures/Process | 12 | 13 | 7 | 5 | 4 | 5 | 4 | 14 | 5 | 8 | 8 | 17 | 102 |
| Screening - Retrieving Abandoned/Confis | cated Items | 2 | | 1 | 1 | | | 1 | 1 | | 1 | | |
| TWIC | | | | | | 1 | | | | | | | |
| TWIC - Status | | | | | | 1 | | | | | | | |
| 2025 | 98 | | | | | | | | | | | | 98 |
| Airline | 6 | | | | | | | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 3 | | | | | | | | | | | | 3 |
| Airline - Wheelchair Assistance | 2 | | | | | | | | | | | | 2 |
| Civil Rights | 11 | | | | | | | | | | | | 11 |
| Civil Rights - Age | 2 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|---|--------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | 1 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 25 | | | | | | | | | | | | 25 |
| Customer Service - TSO | 25 | | | | | | | | | | | | 25 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Lost and Found | 4 | | | | | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 4 | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 7 | | | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 7 | | | | | | | | | | | | 7 |
| No Jurisdiction | 4 | | | | | | | | | | | | 4 |
| No Jurisdiction - No Referral | 2 | | | | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 17 | | | | | | | | | | | | 17 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 10 | | | | | | | | | | | | 10 |
| Property - Special Handling - Damaged Ite | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 5 | | | | | | | | | | | | 5 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Screening | 12 | | | | | | | | | | | | 12 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 10 | | | | | | | | | | | | 10 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------------|-------------|----------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| ORF | 33 | 29 | 16 | 12 | 12 | 21 | 24 | 23 | 26 | 21 | 38 | 34 | 289 |
| 2023 | 14 | 16 | 7 | 9 | 6 | 6 | 5 | 7 | 10 | 9 | 12 | 12 | 113 |
| Airline | | 2 | | | | | | | | 1 | | | 3 |
| Airline - Policy/Regulations/Service | | 2 | | | | | | | | 1 | | | 3 |
| Civil Rights Civil Rights - Race | | 1 | | | | | | 1 1 | | | 1 | 1 1 | 4 |
| Claims | | 1 | | | | | | ı | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | 5 | 4 | 1 | 3 | 1 | 1 | 1 | 3 | 4 | 3 | | 4 | 30 |
| Customer Service - TSO | 5 | 4 | 1 | 3 | 1 | 1 | 1 | 3 | 4 | 3 | | 4 | 30 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | 4 | | | 4 | | 4 | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | lissiM/hansi | 2 | 3 1 | | 1 | 2 | | 1 | | 1 1 | 5 2 | | 16 8 |
| Mishandling of Passenger Property - Dan | | 1 | 2 | | 1 | | | 1 | | ı | 3 | | 8 |
| Notice of Violation/Civil Penalties | | • | | | | 1 | 1 | | | | | | 2 |
| Notice of Violation/Civil Penalties - Gener | ral | | | | | 1 | 1 | | | | | | 2 |
| Patdown | 2 | 2 | | 1 | 1 | | | 1 | | 1 | 4 | 1 | 13 |
| Patdown - Children | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | 2 | 2 | | 1 | 1 | | | 1 | | 1 | 3 | 1 | 12 |
| Persons w/ Disabilities (PWD) | /Dovolopmo | ntal /Manta | l Dicability | | 1 | | 2 1 | | 3 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | | ı | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | | | | | 1 | | | | ' | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | | , | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | rauma) | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | 1 | 2 | 1 | | 1 | | 1 | 1 | | 1 | | 2 | 10 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged It | | | 4 | | 1 | | 4 | 4 | | 1 | | | 2 |
| Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter | | 1 | 1 | | | | 1 | 1 | | | | 1 | 2 |
| Screening | 5 | 1 | 2 | 5 | 1 | 2 | | | 3 | 1 | 1 | 4 | 25 |
| Screening - Children | 1 | | | | | _ | | | | | | | 1 |
| Screening - Inconsistency | 2 | 1 | 1 | 1 | 1 | | | | 1 | | | | 7 |
| Screening - Procedures/Process | 2 | | 1 | 4 | | 2 | | | 2 | 1 | 1 | 3 | 16 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | 1 | 1 |
| 2024 | 8 | 13 | 9 | 3 | 6 | 15 | 19 | 16 | 16 | 12 | 26 | 22 | 165 |
| Airline Raggaga Raguiroments | | 1 | | | | | | | 1 | | | | 2 |
| Airline - Baggage Requirements Airline - Policy/Regulations/Service | | 1 | | | | | | | 1 | | | | |
| Civil Rights | 1 | ' | | 1 | | 1 | | 1 | 2 | | 1 | | 7 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | 2 | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | 4 | | 1 |
| Claims Claims - General | | | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | 6 | 2 | 2 | 3 | 7 | 7 | 3 | 5 | | 5 | 5 | 48 |
| Customer Service - TSO | 3 | 6 | 2 | 2 | 3 | 7 | 7 | 3 | 5 | | 5 | 5 | 48 |
| DHS TRIP | | | | | | | | | | | 2 | | 2 |
| DHS TRIP - General | | | | | | | | | | | 2 | | 2 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks Locks - Missing or Damaged Lock | | | 1 1 | | | 1 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | 2 | | | 2 | 2 | 2 | | 1 | 2 | 2 | 14 |
| Mishandling of Passenger Property - Dam | | | 1 | | | 1 | | 1 | | 1 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Dam | | ItemsC | 1 | | | 1 | 1 | 1 | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsUn | specified Lug | ggage | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| Patdown | | 1 | 2 | | 1 | 1 | 1 | 1 | 3 | 3 | 5 | 3 | 21 |
| Patdown - Children Patdown - Flyer | | 1 | 2 | | 1 | 1 | | 1 | 3 | 2 | 3 | 3 | 1 |
| Patdown - Flyer as Observer | | I | | | ı | | 1 | I | 3 | | 3 | 3 | 17 |
| Patdown - General | | | | | | | ' | | | | 1 | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 2 | 2 | 2 | 2 | 3 | 3 | 15 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | I Disability | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | 4 | 1 |
| Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N | | 00 | | | | | | | | 1 | | 1 | <u>1</u> |
| Persons w/ Disabilities (PWD) - Medically | | | and Medical | Supplies | | | | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Im | | | ana moaroa | опрроо | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | Wheelcha | ir or Scooter) |) | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | | | | | | | 1 | | 1 | | | 2 |
| Property - Special Handling | 1 | 1 | 1 | | 1 | 1 | | | | 2 | | 1 | 8 |
| Property - Special Handling - Damaged It | | nd . | 4 | | a a | 4 | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | | ed 1 | 1 | | 1 | 1 | | | | 1 | | 1 | 2 |
| Screening | 2 | 4 | 1 | | | 2 | 7 | 7 | 3 | 4 | 7 | 6 | 43 |
| Screening - Children | | 7 | 1 | | | | - 1 | - 1 | 1 | 4 | - 1 | U | 1 |
| g | 1 | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Comp | olaints Repo | ort | | | | | | |
|--|-------------|--------|-----------|------------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | 1 | | 1 | | 2 |
| Screening - Inconsistency | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Screening - Lengthy Lines | | | | | | 1 | 1 | 1 | | | 2 | | 5 |
| Screening - Military | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 4 | | | | 1 | 6 | 4 | 1 | 3 | 3 | 5 | 29 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | 1 |
| 2025 | 11 | | | | | | | | | | | | 11 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | | | | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iter | 2 | | | | | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact | Center Tra | veler Comp | laints Repo | ort | | | | | | |
|---|--------|--------|-----------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ORH | 2 | | 1 | | | 2 | 1 | 3 | | 1 | 1 | 1 | 1 |
| 2023 | | | 1 | | | 1 | | 1 | | | | 1 | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | | | | | | 1 | | | | | | 1 | |
| Customer Service - TSO | | | | | | 1 | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2024 | | | | | | 1 | 1 | 2 | | 1 | 1 | | |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| No Jurisdiction | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 1 | | |
| Screening | | | | | | | 1 | 1 | | | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ОТН | 1 | | | | | | 2 | | | | | | 3 |
| 2023 | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | 1 | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| OTZ | | 1 | | 1 | 1 | | | | | | 1 | 1 | 5 |
| 2023 | | | | 1 | 1 | | | | | | | | 2 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | 1 | | | | | | | | 2 |
| 2024 | | 1 | | | | | | | | | 1 | 1 | 3 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged I | tems - Carry | /-On | | | | | | | | | | 1 | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | | | veler Comp | | | | | | | | |
|---|---------------|------------|-----------|--------------|------------|---|---|-------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | | | 5-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PAE | 4 | 1 | | 1 | 3 | 2 | 1 | | 3 | 2 | 1 | 3 | |
| 2023 | 1 | | | | 1 | 1 | 1 | | 1 | 1 | 1 | 3 | • |
| Customer Service | | | | | | | | | | | | 1 | |
| Customer Service - TSO | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | | 1 | | | | | | |
| Patdown | | | | | | 1 | | | | | 1 | | |
| Patdown - Flyer | | | | | | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism | Spectrum | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Ite | ems - Checke | d | | | 1 | | | | | | | | |
| Screening | 1 | | | | | | | | 1 | | | 2 | |
| Screening - Crew Member or Airline Em | ployee | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | | 1 | | | 1 | |
| 2024 | 1 | 1 | | 1 | 2 | 1 | | | 2 | 1 | | | |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Sexual Orientation - Not T | ransgender | | | | 1 | | | | | | | | |
| Customer Service | 1 | | | | | | | | 1 | | | | |
| Customer Service - TSO | 1 | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | 1 | | | 1 | | | | |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dis | sarrayed Item | sCarry-or | or Checke | d | | | | | 1 | | | | |
| Patdown | | | | 1 | 1 | | | | | | | | |
| Patdown - Children | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary | Medication | and Medic | cal Supplies | | | | | | 1 | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Conf | iscated Items | 1 | | | | | | | | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PAH | 1 | | | | | 1 | | 1 | | | | | 3 |
| 2023 | 1 | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| 2024 | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PBG | | | | 1 | | | 1 | | | | | | 2 |
| 2024 | | | | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct 11 | | 2-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--|--|---------------------------------------|------------------------------------|-----------------------|---|--|--|-----------------------|--------|---|--|---|
| PBI | 34 | 27 | 29 | 29 | 32 | 42 | 45 | 33 | 29 | 17 | 22 | 23 | 362 |
| 2023 | 9 | 16 | 17 | 11 | 20 | 19 | 20 | 17 | 11 | 12 | 9 | 6 | 167 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | 2 | | | 1 | 2 | 1 | 2 | 1 | | | | 9 |
| Civil Rights - Age Civil Rights - Perceived Religion | | | | | | 1 | | 1 | | | | | 1 |
| Civil Rights - Race | | 1 | | | | 1 | | I | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans | 1 | | | 1 | | | 1 | | | | | 3 |
| Civil Rights - Transgender Screening | ì | | | | | | 1 | | 1 | | | | 2 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Customer Service | 4 | 6 | 6 | 5 | 6 | 7 | 8 | 6 | 6 | 3 | 5 | 3 | 65 |
| Customer Service - TSO | 4 | 6 | 6 | 5 | 6 | 7 | 8 | 6 | 6 | 3 | 5 | 3 | 65 |
| Locks Missing or Damaged Lock | | | | | 1 1 | 1 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock Mishandling of Passenger Property | | 3 | 3 | | 2 | 1 | 1 | | | 2 | 1 | | 13 |
| Mishandling of Passenger Property - Dan | l naged/Missir | 1 | 2 | | | 1 | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Dan | | 1 | 1 | | 2 | | 1 | | | 1 | 1 | | 7 |
| Mishandling of Passenger Property - Disa | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | 1 | | | 1 | | | | | | 2 |
| Patdown | 1 | | 2 | 1 | | | | 1 | | 1 | | | 6 |
| Patdown - Flyer | 1 | | 2 | 1 | 4 | 4 | | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) | 'n o otri im | 2 | 1 | | 1 | 4 | 3 | 1 | 2 | 2 | 1 | | 17 |
| Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes | 1 | | - 1 | | 1 | 1 | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | · · | 1 | | | ı | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medicall | I v Necessarv Med | dication an | d Medical S | Supplies | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Im | | | aoaoa o | арриос | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | | heelchair (| or Scooter) | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees and | Casts | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual In | npairment | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | | | | 2 | | | | | | | 3 |
| Property - Special Handling | 2 | | 2 | 2 | 1 | | 1 | 3 | 1 | 1 | 2 | | 15 |
| Property - Special Handling - Damaged II | | | 1 | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Iter | | | | 2 | 1 | | | 3 | 1 | | | | 7 |
| Property - Special Handling - Missing Iter | 1 2 | | 1 | | | | 1 | | | 1 | 1 | | 6 |
| Request for Assistance | | | | | | | 1 1 | | | | | | 1 |
| Request for Assistance - Other Screening | 2 | 3 | 2 | 1 | 8 | 4 | 4 | 4 | 1 | 3 | | 3 | 35 |
| Screening - Inconsistency | | 1 | | | 0 | | 1 | 4 | 1 | 1 | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | | 1 | | | | | | 2 |
| Screening - Opposite Gender | | | | | 1 | | | | 1 | | | | 2 |
| Screening - Procedures/Process | 2 | 2 | 2 | 1 | 6 | 3 | 2 | 4 | | 2 | | 3 | 27 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | 1 |
| 2024 | 6 | 11 | 12 | 18 | 12 | 23 | 25 | 16 | 18 | 5 | 13 | 17 | 176 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | 4 | | 4 | 2 | 4 | | | 1 | 4 | | | 3 | 1 |
| Civil Rights | 1 | | 1 | | 1 | 3 | 1 | 1 | 1 | | | | 16 |
| | | | | | | | | | | | 2 | | - 1 |
| Civil Rights - National Origin | | | | | | | 1 | 1 | 1 | | | | 1 4 |
| Civil Rights - Not Specified | | | | 2 | | | 1 | 1 | 1 | | 2 | 1 | 1 4 |
| | | | | Z | | 1 | 1 | 1 | 1 | | Z | | 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion | /- Not Transgend | er | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 2 | 1 | |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race | /- Not Transgend | er | 1 | | 1 | | 1 | 1 | 1 | | | 1 | 1 2 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service | /- Not Transgend | er 6 | 1 4 | 1 | 1 8 | | 13 | 3 | 6 | 2 | | 1 | 1 2 6 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM | 1 | | | 1 1 | | 1 | | | 6 | 2 | 2 | 1 1 1 | 1 2 6 2 74 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others | 1 1 | 6 | 4 | 1 1 10 | 8 | 11 | 13 | 3 | 6 | 1 | 2 4 | 1 1 1 | 1 2 6 2 74 1 5 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO | 1 1 | | 4 | 1 1 | | 11 | | | 6 | | 2 | 1 1 1 | 1 2 6 2 74 1 5 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks | 1 1 | 6 | 4 | 1 1 10 | 8 | 11 11 1 | 13 | 3 | 6 | 1 | 2 4 | 1 1 1 | 1 2 6 2 74 1 5 68 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock | 1 1 | 6 | 4 | 1 1 10 | 8 | 11 11 1 1 | 13 | 3 | 6 | 1 | 2 4 | 1 1 1 | 1 2 6 2 74 1 5 68 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found | 1 1 | 6 | 4 | 1 1 10 | 8 | 11 11 1 1 1 1 | 13 | 3 | 6 | 1 | 2 4 | 1 1 1 | 1 2 6 2 74 1 5 68 1 1 1 3 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA | 1 1 | 6 | 1 3 | 1 1 10 | 8 | 11 11 1 1 | 13 | 3 | 6 | 1 | 2 4 1 3 | 1 1 1 1 6 | 1 2 6 2 74 1 5 68 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 1 1 1 | 6 | 4 | 1 1 10 | 8 | 11 11 1 1 1 1 | 13 13 2 2 2 3 | 3 | 6 | 1 | 2 4 | 1 1 1 | 1 2 6 2 74 1 5 68 1 1 1 3 3 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC | 1 3 | 1 1 10 | 8 | 11 11 1 1 1 1 | 13 | 3 | 6 | 1 | 2 4 1 3 | 1 1 1 1 6 | 1 2 6 2 74 1 5 68 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC | 4 1 3 2 1 1 | 1 1 10 10 | 8 | 11 11 1 1 1 1 | 13 13 2 2 2 3 | 3 | 6 | 1 | 2 4 1 3 | 6 | 1 2 6 2 74 1 5 68 1 1 1 3 3 3 10 5 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC | 4 1 3 2 1 1 | 1 1 10 10 | 8 | 11 11 1 1 1 1 | 13 13 2 2 2 3 | 3 3 2 2 1 | 6 | 1 | 2 4 1 3 | 6 | 1 2 6 2 74 1 5 68 1 1 1 3 3 10 5 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or | 4 1 3 2 1 1 | 1 1 10 10 | 8 | 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 13 13 2 2 2 3 3 | 3 3 2 1 1 | 6 2 4 | 1 1 | 2 4 1 3 1 1 1 1 2 | 6 | 1 2 6 2 74 1 5 68 1 1 3 3 10 5 4 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or 2 | 4 1 3 2 1 1 | 1 1 10 | 8 8 1 1 1 | 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 1 | 2 4 1 3 3 | 6 | 1 2 6 2 74 1 5 68 1 1 3 3 3 10 5 4 1 17 2 15 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found A Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or | 4 1 3 2 1 1 | 1 1 10 10 | 8 8 | 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 13 13 2 2 2 3 3 | 3 3 2 1 1 1 | 6 2 4 | 1 | 2 4 1 3 1 1 1 1 2 | 1 1 1 1 6 6 1 1 1 2 2 3 | 1 2 6 2 74 1 5 68 1 1 1 3 3 3 10 5 4 1 1 7 2 15 14 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or 2 1 | 4 1 3 2 1 1 Checked | 1 1 10 10 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 | 2 4 1 3 3 | 6 | 1 2 6 2 74 1 5 68 1 1 1 3 3 3 10 5 4 1 1 17 2 15 14 2 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/ | naged/Missing It naged/ | 6 6 emsC emsC arry-on or 2 1 | 4 1 3 2 1 1 Checked | 1 1 10 | 8 8 1 1 1 | 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 | 2 4 1 3 3 | 1 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 5 68 1 1 1 3 3 3 10 5 4 1 1 17 2 15 14 2 2 2 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I | naged/Missing It naged/Missing It arrayed ItemsC 2 2 pectrum Garments/Dress Medical Devices | 6 6 emsC emsC arry-on or 2 1 ings/Masks | 4 1 3 2 1 1 Checked | 1 1 10 10 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 | 2 4 1 3 3 | 1 1 1 1 6 6 1 1 1 2 2 3 | 1 2 6 2 74 1 5 68 1 1 1 3 3 10 5 4 1 1 17 2 15 14 2 2 1 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical | naged/Missing It naged/Missing It rarayed ItemsC 2 2 Spectrum Garments/Dress Medical Devices Devices - Attach | 6 6 6 emsC emsC arry-on or 2 1 ings/Masks | 4 1 3 2 1 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 | 2 4 1 3 1 1 1 2 2 | 1 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 5 68 1 1 3 3 10 5 4 1 17 2 15 14 2 2 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Children Patdown - Silver Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an | 4 1 3 2 1 Checked | 1 1 10 10 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 | 1 | 2 4 1 3 3 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 1 5 68 1 1 1 3 3 3 10 5 4 1 1 17 2 15 14 2 2 1 1 1 2 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair | 4 1 3 2 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 | 1 1 1 | 1 | 2 4 1 3 1 1 1 2 2 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 5 68 1 1 3 3 10 5 4 1 17 2 15 14 2 2 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Children Patdown - Silver Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical | naged/Missing It naged/ | 6 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair | 4 1 3 2 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 1 | 1 1 1 | 1 | 2 4 1 3 1 1 1 2 2 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 1 5 68 1 1 1 3 3 3 100 5 4 1 1 7 2 15 14 2 2 2 1 1 1 2 2 2 2 2 2 |
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| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Nebelch Property - Special Handling | naged/Missing It naged/Missing It naged/Missing It naged/Missing It naged/Missing It arrayed ItemsC 2 pectrum Garments/Dress Medical Devices Devices - Attach y Necessary Met Disability (Not W ry and Inhaler E air/ Scooter/ ems - Carry-On | 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair ciquipment | 4 1 3 2 1 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 1 | 1 1 1 1 | 1 1 | 2 4 1 3 1 1 2 2 1 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 5 68 1 1 3 3 10 5 4 1 17 2 15 14 2 2 1 1 1 2 2 2 1 3 3 19 3 19 3 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Respirat | naged/Missing It naged/ | 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair ciquipment 1 | 4 1 3 2 1 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 1 1 1 | 1 1 1 1 1 | 1 1 1 | 2 4 1 3 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 1 5 68 1 1 1 3 3 3 10 5 14 1 1 7 2 15 14 2 2 1 1 1 2 2 2 1 1 3 19 3 2 2 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Nobility | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair of | 4 1 3 2 1 1 Checked | 1 1 10 10 11 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 3 3 1 1 1 2 | 3 3 2 1 1 1 1 1 5 1 | 1 1 1 1 5 5 1 1 2 | 1 1 | 2 4 1 3 1 1 1 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 1 5 68 1 1 1 3 3 3 100 5 14 1 1 7 2 15 14 2 2 1 1 1 2 2 2 1 1 3 19 3 3 2 7 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Respirat | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 6 6 emsC emsC arry-on or 2 1 ings/Masks ed to the B dication an heelchair ciquipment 1 | 4 1 3 2 1 1 Checked | 1 1 10 10 1 1 1 | 8 8 1 1 1 | 11 11 11 1 1 1 1 1 1 1 3 2 1 | 13 13 2 2 2 3 3 3 | 3 3 2 1 1 1 1 1 1 | 1 1 1 1 1 | 1 1 1 | 2 4 1 3 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 1 1 2 2 3 1 | 1 2 6 2 74 1 1 5 68 1 1 1 3 3 3 10 5 14 1 1 7 2 15 14 2 2 1 1 1 2 2 2 1 1 3 19 3 2 2 |

| | | 15 | A Contact | Center Tra | veler Comp | ilaints Rep | ort | | | | | | |
|--|--------|--------|-----------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Children | | | | | | | | | | 1 | | | |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | 1 | | | | | |
| Screening - Inconsistency | | | | | | 1 | | 1 | | | | | |
| Screening - Procedures/Process | | 1 | 4 | 2 | 1 | | 1 | | 4 | | | 2 | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | 1 | | | | | | |
| 2025 | 19 | | | | | | | | | | | | |
| CLEAR | 1 | | | | | | | | | | | | |
| CLEAR - Registered Traveler | 1 | | | | | | | | | | | | |
| Customer Service | 4 | | | | | | | | | | | | |
| Customer Service - TSO | 4 | | | | | | | | | | | | |
| Lost and Found | 2 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 6 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | 2 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | |

| Calcagnation 10-Calc 11-New 12-New 12- | Catamania | 100 | | | | | laints Repo | | | | | ••• | | | |
|--|--|-------------------|------------------|------------|------|----|-------------|----|-----|----|----|-----|----|-----|--|
| Additional information flees incolorant filter to be improved in the control of | | | | | | | | • | | | | | | | |
| Additional immutant Regular softwarfacter Information 1 | | | | | | | | | | | | | | | |
| Additional internation Regularise/millional internation Regularise/millional Regularise (1974). A color of Color (1974). A color of Color (1974). A color of | | | 30 | 31 | 15 | 21 | 16 | 32 | 27 | 21 | 23 | 34 | 22 | 299 | |
| Cut Rights | | | | 1 | | | | | | | | | | 1 | |
| Coli lights - Lege | Additional Information Required/Insufficie | nt Information | ı - EMAIL | 1 | | | | | | | | | | 1 | |
| Covir Signs - Rein Pederade Organis | Civil Rights | 2 | | 3 | | 1 | | 1 | 1 | | 2 | 3 | 1 | 14 | |
| Colis Rigids - National Origin Chill Rights - National Original Original Chill Rights - National Child Rights - National Child Rights - National Chill Rights - Nation | Civil Rights - Age | | | 1 | | | | | | | 1 | 1 | | 3 | |
| Cuit Rights - Not Specified 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 | |
| Cost lights - Reconser Selegion 1 | Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 | |
| Cuit Rights - Race Cuit Rights - Co-Widendric Berkiny No. Transpersore Cuit Profess Co-Widendric Control Berkiny No. Transpersore Customer Services Customer | Civil Rights - Not Specified | | | | | 1 | | | | | | | | 1 | |
| Cuit Rights - Race Cuit Rights - Co-Widendric Berkiny No. Transpersore Cuit Profess Co-Widendric Control Berkiny No. Transpersore Customer Services Customer | Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Cock lights - Bendingstrown Forces 1 | | | | 2 | | | | | 1 | | | | 1 | 4 | |
| Coulomb Experience FOSO | | - Not Transa | ender | | | | | | | | | 1 | | 1 | |
| Cautherne Sincolo Cauthone Service (150) Cauthone Service (150) February (1 | | l | | | | | | | | | 1 | 1 | | 2 | |
| Customs Services - TCC Customs Plant to a 1 to 1 to 1 to 1 to 1 to 1 to 1 t | | 6 | 14 | 7 | 7 | 4 | 5 | 11 | 12 | 5 | 4 | 14 | 12 | | |
| Customer Gentron TSO | | , and the second | | | | | | | | | | | | | |
| Harman Capital Harman | | 6 | 14 | 7 | 7 | Λ | 5 | 11 | 12 | 5 | 1 | | 12 | | |
| Human Capital - Prospective Employment with TSA 1 | | 0 | 14 | - 1 | - ' | | | | 12 | 3 | | 10 | 12 | | |
| Locks Control | · | t with TSA | | | | | | | | | | | | | |
| Locks - General 1 | | | | 1 | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock Loci and Tourid - Appat/TDA Mishanding of Passenger Popethy - Damaged Loci and Loc | | | | 1 | | | | ı | 1 | | | | | | |
| Lots and Found and Found Append ISA Lots and Found Append ISA Lots and Found Append ISA Michandring of Pasceage Property - Dams 1 2 3 1 5 2 2 4 1 1 1 1 1 1 1 1 1 | | 1 | | | | | | | | | | | | | |
| Lost and Found - ApproxITSA | | | | 1 | | | | 1 | 1 | | | | | | |
| Michandring of Passenger Property - Dar 1 2 2 3 1 5 2 2 4 1 28 Michandring of Passenger Property - Dar 1 2 1 1 1 4 2 2 4 1 155 Michandring of Passenger Property - Dar 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | | |
| Michandring of Passenger Property - Chart 1 | • | | | | | | | | | | | | | | |
| Milahanding of Passenger Property - Demark 2 | | | 1 | 2 | | | | | 2 | | | | | | |
| Mithandrilig of Passenger Property - Disamped Mithandril Share Carry-nor Cheoked 1 | Mishandling of Passenger Property - Dam | 1 | | | 1 | 1 | 1 | 4 | | 2 | 4 | | 1 | 15 | |
| Methandring of Pasanquer Procesty - Debarrayed Items—Carry-on or Checked No Jurisdiction No J | | | | 2 | 1 | 1 | | 1 | 1 | | | | | 8 | |
| No Jurisdiction Refer to Other No Jurisdiction - Refer to Other Patroom 4 2 1 2 3 1 2 3 3 3 3 2 2 2 2 3 1 2 3 3 3 3 | | | | | | | | | | | | | | 1 | |
| No Jurisdiction Refer to Other No Jurisdiction - Refer to Other Patroom 4 2 1 2 3 1 2 3 3 3 3 2 2 2 2 3 1 2 3 3 3 3 | | | Carry-on or | Checked | | 1 | | | 1 | | | | | 2 | |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | 1 | | 1 | | |
| Patform - Flyer | No Jurisdiction - Refer to Other | | | | | | | | 1 | | 1 | | 1 | | |
| Pattown - Flyer a Clusever | | 4 | 2 | 1 | 2 | 3 | 1 | 2 | | 3 | | 3 | | | |
| Pattorn - Flyer as Observer | | | | | | | 1 | | | | | | | | |
| Petroson w Disabilities (PWD) - Autism Spectrum 1 | | | | | | | | | | | | | | | |
| Persons w Disabilities (PWD) - Autism Spectrum | • | | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Congritive Developmental Mental Disability 1 1 1 1 3 1 3 3 1 1 | | 2 | 2 | 3 | 1 | 2 | 1 | 1 | 1 | 2 | | 2 | 2 | | |
| Persons w/ Disabilities (PWD) - Cancer (general) Nol 1 1 1 1 1 1 1 1 1 1 | | | | 3 | ' | | 4 | | - 1 | | | | | | |
| Persona w Disabilities (PWD) - Cognitive Developmental Mental Disability | | | 4 | | | | | ı | | | | | | | |
| Persons w/ Disabilities (PWD) - Indemail 1 | | | | Nicobility | | | 4 | 4 | | | | | 4 | | |
| Persons w Disabilities (PWD) Medically Necessary 1 | . , , , , , , , , , , , , , , , , , , , | : /Developme I | ntai /ivientai L | isability | | | 1 | I | | | | | ı | | |
| Persons w Disabilities (PWD) - Medical Devices - Attached to the Body 1 1 2 1 1 7 7 Persons w Disabilities (PWD) - Mobility 1 1 2 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 | | | |
| Persons w Disabilities (PWD) Medically Necessary 1 | | | | | | | | | | | | | | | |
| Persons W Disabilities (PWD) Nobility 1 | | | | - | | 1 | | | | | | 1 | | | |
| Persons w Disabilities (PWD)) - Prostries (Ampulates and Casts 1 1 1 1 1 1 1 2 1 2 3 3 3 2 1 2 2 2 2 1 2 3 3 3 2 1 2 2 2 2 2 2 1 2 3 3 3 2 1 2 2 2 2 2 2 2 2 | | | 1 | 1 | | | 2 | 1 | 1 | 1 | | | | | |
| Persons w Disabilities (PWD) - Respiratory and helder Equipment 1 | | | | | 1 | | | | | | | | 1 | | |
| Persons w Disabilities (PWD) - Wheelchair/ Segway 2 | | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | er Equipment | | | 1 | | | | | | | | 1 | |
| Property - Special Handling - Damaged Illem - Check 3 Property - Special Handling - Damaged Illem - Check 3 Property - Special Handling - Missing Item 1 Property - Special Handling - Missing Item 2 Property - Dam 3 Property - Special Handling - Missing Item 2 Property - Dam 3 Property - Special Handling - Missing Item 2 Property - Dam 3 Property - Special Handling - Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Special Handling Item 2 Property - Dam 3 Property - Dam 4 Property - Dam | | | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Items - Checked 1 | | | | | | 2 | 1 | 2 | | 3 | | 2 | 1 | | |
| Property - Special Handling - Missing Items - Checked | Property - Special Handling - Damaged It | 1 | 1 | 1 | 1 | | | | 2 | 1 | | | | 7 | |
| Property - Special Handling - Missing Items - Checked | Property - Special Handling - Damaged It | ems - Checl | 3 | | | | | | | | | | | 3 | |
| Request for Assistance | Property - Special Handling - Missing Iten | 1 | | 2 | | 1 | | 1 | | | | 2 | | 7 | |
| Request for Assistance - Other | Property - Special Handling - Missing Iten | ns - Checked | | 1 | | 1 | 1 | 1 | 1 | 2 | | | 1 | 8 | |
| Screening | Request for Assistance | | | | | | | | | | | | 1 | 1 | |
| Screening | Request for Assistance - Other | | | | | | | | | | | | 1 | 1 | |
| Screening - Crew Member or Airline Empl 1 | | 7 | 7 | 9 | 2 | 6 | 4 | 5 | 3 | 5 | 8 | 10 | 3 | | |
| Screening - Inconsistency | | - | | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | 1 | | | 2 | 1 | | | | 1 | | | | |
| Screening - Procedures/Process 6 6 6 2 2 2 4 2 4 6 6 3 49 | | | ' | 2 | | | | 1 | | 1 | | | | | |
| Screening - Retrieving Abandoned/Confiscated Items | | 6 | 6 | | 2 | | | | 2 | | | | 2 | | |
| Screening - Security Breach 1 | | | 0 | | | | | 4 | | 4 | 0 | | 3 | | |
| 2024 34 18 23 13 18 21 28 24 32 18 32 34 295 | | Jaieu IIEIIIS | | 1 | | | | | I | | | 1 | | | |
| Airline Airline - Policy/Regulations/Service Civil Rights | | | 40 | 00 | - 40 | | | | ~ 4 | | | | | | |
| Airline - Policy/Regulations/Service | | 34 | 18 | 23 | 13 | 18 | 21 | | 24 | 32 | | 32 | | | |
| Civil Rights | | | | | | | | | | | | | | | |
| Civil Rights - Age | | _ | | | | | | | | | | | | | |
| Civil Rights - National Origin 1 | | 2 | | 1 | 1 | | 3 | 2 | 1 | 2 | 2 | 2 | | | |
| Civil Rights - Not Specified 1 1 1 2 2 8 Civil Rights - Transgender Screening 1 1 2 2 2 8 Customer Service 14 5 10 3 7 4 9 5 9 3 11 8 88 Customer Service - CSM 1 1 2 2 1< | | | | | | 1 | | | | | | | 1 | | |
| Civil Rights - Race 1 1 1 2 2 8 Civil Rights - Transgender Screening 1 1 2 2 2 8 Customer Service 14 5 10 3 7 4 9 5 9 3 11 8 88 Customer Service - CSM Customer Service - TCC 1 Customer Service - TCC 1 T 1 T 1 T 1 1 1 8 8 8 8 8 9 3 11 8 86 DHS TRIP 1 <td row<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td> | <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> | | | | | | | 1 | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | | | | | | | | | |
| Customer Service 14 5 10 3 7 4 9 5 9 3 11 8 88 Customer Service - CSM 1 <td rowsp<="" td=""><td></td><td>1</td><td></td><td>1</td><td></td><td></td><td></td><td></td><td>1</td><td>1</td><td>2</td><td></td><td></td><td></td></td> | <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>1</td> <td>2</td> <td></td> <td></td> <td></td> | | 1 | | 1 | | | | | 1 | 1 | 2 | | | |
| Customer Service - CSM 1 1 1 1 1 1 1 1 1 1 8 8 6 DHS TRIP 1 2 1 1 2 1 1 2 1 1 | Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | | |
| Customer Service - TCC 1 1 1 1 1 8 86 DHS TRIP 1 <td< td=""><td>Customer Service</td><td>14</td><td>5</td><td>10</td><td>3</td><td>7</td><td>4</td><td>9</td><td>5</td><td>9</td><td>3</td><td>11</td><td>8</td><td>88</td></td<> | Customer Service | 14 | 5 | 10 | 3 | 7 | 4 | 9 | 5 | 9 | 3 | 11 | 8 | 88 | |
| Customer Service - TSO 13 5 10 3 7 4 9 4 9 3 11 8 86 DHS TRIP 1 | Customer Service - CSM | | | | | | | | 1 | | | | | 1 | |
| DHS TRIP 1 1 DHS TRIP - General 1 1 Human Capital 1 1 Human Capital - Current Employee 1 1 Locks 1 2 1 1 Locks - General 1 2 1 1 4 Locks - Missing or Damaged Lock 2 1 1 4 Lost and Found 1 2 1 1 4 Lost and Found - Airport/TSA 1 2 1 2 3 Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 3 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 | Customer Service - TCC | 1 | | | | | | | | | | | | 1 | |
| DHS TRIP 1 1 DHS TRIP - General 1 1 Human Capital 1 1 Human Capital - Current Employee 1 1 Locks 1 2 1 1 Locks - General 1 2 1 1 4 Locks - Missing or Damaged Lock 2 1 1 4 Lost and Found 1 2 1 1 4 Lost and Found - Airport/TSA 1 2 1 2 3 Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 3 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 | | | 5 | 10 | 3 | 7 | 4 | 9 | 4 | 9 | 3 | 11 | 8 | | |
| DHS TRIP - General 1 1 Human Capital 1 1 Human Capital - Current Employee 1 1 1 Locks 1 2 1 1 5 Locks - General 1 2 1 1 4 Locks - Missing or Damaged Lock 2 1 1 4 Lost and Found 1 2 1 4 Lost and Found - Airport/TSA 1 2 3 3 Mishandling of Passenger Property 7 3 1 4 2 1 4 3 4 2 3 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 18 Mishandling of Passenger Property - Dam 3 1 1 4 2 1 1 2 18 | | | - | | | | | | | | | | | | |
| Human Capital | | | | | | | | | | | | | | | |
| Human Capital - Current Employee | | | | | | | | | | 1 | | | | | |
| Locks 1 2 1 1 5 Locks - General 1 1 - 1 1 1 1 1 4 1 2 1 1 4 4 2 1 1 2 3 3 3 3 3 3 3 3 3 4 2 3 3 4 2 3 3 4 2 3 4 2 3 4 2 3 4 2 3 4 2 3 4 2 3 4 2 3 3 4 2 3 3 4 2 3 4 2 3 4 2 3 3 4 2 3 3 4 2 3 3 2 1 3 3 2 1 3 3 2 1 3 3 2 1 3 3 2 1 | · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | | | | |
| Locks - General | | | | | 4 | | | | 2 | | | | 4 | | |
| Locks - Missing or Damaged Lock 2 1 4 Lost and Found 1 2 3 Lost and Found - Airport/TSA 1 2 3 Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 32 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 3 2 1 2 1 2 1 2 13 | | | | | | | | | | 1 | | | 1 | | |
| Lost and Found 1 2 3 Lost and Found - Airport/TSA 1 2 3 Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 32 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 3 2 1 2 13 2 13 | | | | | 1 | | | | _ | 4 | | | | | |
| Lost and Found - Airport/TSA 1 2 3 Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 32 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 3 2 1 2 13 | | | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property 7 3 1 1 4 2 1 4 3 4 2 32 Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 1 3 2 1 2 13 | | | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam 3 2 4 2 1 1 1 2 16 Mishandling of Passenger Property - Dam 3 1 1 3 2 1 2 13 | | | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam 3 1 1 3 2 1 2 13 | | | | 1 | 1 | | | | | | | | | | |
| | | | | | | 4 | | 2 | 1 | | | | | | |
| Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified I 1 | | | | | | | | | | 3 | 2 | 1 | 2 | | |
| | Mishandling of Passenger Property - Dam | naged/Missin | g ItemsUnsp | ecified I | 1 | | | | | | | | | 1 | |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | laints Repo | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---|---------------|---------------|------------|---------------------|-------------|--------|----------|---------|--------|--------|--------|--------|
| - | | 11-1404 | 12-060 | U I-Jaii | 02-1 C D | UJ-IVIAI | U4-Api | UJ-IVIAY | 00-5011 | 07-Jul | 1 1 | оэ-оер | I Otal |
| Mishandling of Passenger Property - Disa | - 1 | | | 4 | | | | 0 | | | 1 | | |
| No Jurisdiction | | | | 1 | | | | 2 | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | 1 | | | | 1 | | | | | |
| Ombudsman | | | | | | | | 1 | | | | | |
| Ombudsman - General | | | | | | | | 1 | | | | | |
| Patdown | 1 | | 5 | | 2 | 3 | 3 | 4 | 3 | | 1 | 3 | 2 |
| Patdown - Children | | | | | 1 | | | | | | | | |
| Patdown - Flyer | 1 | | 5 | | 1 | 3 | 3 | 4 | 3 | | 1 | 3 | 2 |
| Persons w/ Disabilities (PWD) | 2 | | | 1 | 1 | 4 | 3 | | 2 | 3 | 6 | 3 | 2 |
| Persons w/ Disabilities (PWD) - Autism Sp | oectrum | | | | | 2 | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Ment | al Disability | , | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devi | ces | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical D | | | e Body | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 1 | | | 1 | 3 | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | and modio | аг оаррпоо | | 1 | - ' | | | ' | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility D | | | air or Scoot | or) | | | | | 1 | | - 1 | | |
| | | ot writeeldii | all of Scool | lei) | | | | | - 1 | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/(| | and Cast- | | | | | | | | 4 | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | and Casts | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | 1 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | 1 | | | | | | |
| Property - Special Handling | 3 | 5 | | | 2 | 1 | 2 | 1 | 3 | 2 | 3 | 3 | 2 |
| Property - Special Handling - Damaged Ite | 2 | 2 | | 1 | | 1 | | 1 | 1 | 1 | | 1 | 1 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | 1 | | 1 | | 2 | | 2 | 1 | |
| Property - Special Handling - Missing Item | s - Carry-C | 1 | 2 | | 1 | | 1 | | | 1 | 1 | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | | | | | | | | | | 1 | |
| Request for Assistance | | | | | 1 | | | | | | | | |
| Request for Assistance - Other | | | | | 1 | | | | | | | | |
| Screening | 5 | 5 | 4 | 4 | | 6 | 6 | 5 | 5 | 4 | 4 | 10 | 5 |
| Screening - Inconsistency | | | | 1 | | 1 | 1 | | | 1 | | 1 | |
| Screening - International Screening | | | | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | 1 | 3 | | | | | | 1 | | 1 | 2 | |
| Screening - Procedures/Process | 5 | 3 | | | | 3 | 4 | 4 | | 3 | | 7 | 3 |
| Screening - Retrieving Abandoned/Confisc | | 3 | - 1 | 1 | | 2 | 7 | | 2 | J | | , | |
| | bated Items | 1 | | - 1 | | | | | | | | | |
| Screening - Security Breach | | 1 | | | | | | | | | | | |
| 2025 | 34 | | | | | | | | | | | | 3 |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Screening of Religious Cultu | 1 | | | | | | | | | | | | |
| Customer Condes | | | | | | | | | | | | | 1 |
| Customer Service | 10 | | | | | | | | | | | | |
| Customer Service Customer Service - TSO | 10 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Customer Service - TSO Locks | 10 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock | 10 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 10 1 1 4 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 10 1 1 4 2 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 10 1 1 4 2 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 10 1 1 4 2 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown | 10 1 1 4 2 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer | 10 1 1 4 2 1 1 2 2 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 10 1 1 4 2 1 1 2 2 3 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism St | 10 1 1 4 2 1 1 2 2 3 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General | 10 1 1 4 2 1 1 2 2 2 3 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | 10 1 1 4 2 1 1 2 2 3 1 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | 10 1 1 4 2 1 1 2 2 2 3 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | 10 1 1 4 2 1 1 2 2 3 1 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | 10 1 1 4 2 1 1 2 2 2 3 1 1 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Iten | 10 1 1 4 2 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency | 10 1 1 4 2 1 1 2 2 3 1 1 1 1 1 2 9 | | | | | | | | | | | | |
| Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling Property - Special Handling - Missing Iten Screening | 10 1 1 4 2 1 1 2 2 3 1 1 1 1 1 2 9 | | | | | | | | | | | | |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------|--------|--------|--------|--------|--------|--------|---|--------|----------|--------|--------|-------|
| | | 1 | | | | | | | | | 1 | 2 |
| | | 1 | | | | | | | | | 1 | 2 |
| | | | | | | | | | | | 1 | 1 |
| | | | | | | | | | | | 1 | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | 10-Oct | | | | • | • | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 1 1 1 1 1 1 1 | · | <u>'</u> | · | · | • • |

| | | TS | A Con | tact Center | Trav | | | ort | | | | | | |
|--|---------------|------------|----------|-------------|------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-D | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PGD | 5 | 4 | | 6 | 5 | 5 | 5 | 6 | 8 | 4 | 4 | 2 | 2 | 56 |
| 2023 | | 1 | | 2 | 1 | 1 | 4 | 3 | 3 | 2 | 1 | 1 | | 19 |
| Civil Rights | | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - Race | | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | 1 | 1 | 1 | 1 | | | | 5 |
| Customer Service - TSO | | | | 1 | | | 1 | 1 | 1 | 1 | | | | 5 |
| Mishandling of Passenger Property | | | | | | | 1 | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dan | | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | Checked | d Baggage | | | | | | 1 | | | | 1 |
| Patdown | | | | | | 1 | 1 | 1 | | | | | | 3 |
| Patdown - Flyer | | | | | | 1 | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 2 | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devi | ces | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | 6 | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Respirate | ory and Inhal | er Equipm | ent | | | | | 1 | 1 | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 1 | | 1 | | | | | | | 2 |
| 2024 | 1 | 3 | | 4 | 4 | 4 | 1 | 3 | 5 | 2 | 3 | 1 | 2 | 33 |
| Customer Service | | | | 1 | | 2 | | 2 | 2 | | 1 | | | 8 |
| Customer Service - Others | | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | 1 | | 2 | 2 | | 1 | | | 7 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | Carry-or | n Luggage | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | | | 1 | 1 | | | | 4 |
| Patdown - Children | 1 | | | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | 1 | | | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | n | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | 6 | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | 1 | 3 |
| Property - Special Handling - Missing Iter | ns - Carry-Oı | n | | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iter | ns - Checked | i | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | 1 | 3 | 2 | 1 | | 1 | | 1 | 1 | 1 | 12 |
| Screening - Children | | | | | 1 | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | | | 1 | 1 |
| Screening - Gate Pass | | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | 2 | 1 | | | 1 | | 1 | 1 | | 8 |
| 2025 | 4 | | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | 1 | | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | | 1 |
| 0 0, | - | | | | | | | | | | | | | |

| | | 10 | A Contact | Center ma | veiei coiii | Jiaiiilo nep | OΓL | | | | | | |
|---|----------------|-----------|-----------|-----------|-------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PGV | | 2 | 1 | 1 | | | 2 | 2 | | 2 | 3 | 1 | 14 |
| 2023 | | 1 | | | | | | 1 | | 1 | 2 | | 5 |
| Customer Service | | 1 | | | | | | | | 1 | | | 2 |
| Customer Service - TSO | | 1 | | | | | | | | 1 | | | 2 |
| Screening | | | | | | | | 1 | | | 2 | | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2024 | | 1 | 1 | 1 | | | 2 | 1 | | 1 | 1 | 1 | 9 |
| Customer Service | | | | | | | 2 | | | 1 | | | 3 |
| Customer Service - TSO | | | | | | | 2 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Da | maged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dis | arrayed Item | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheeld | hair/ Scooter/ | Segway | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Ite | ms - Checked | d | 1 | 1 | | | | | | | | | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |

| | | | A Contact | Octilet trav | reiei Goilip | namita itep | ,011 | | | | | | |
|---|-------------|--------------|-------------|--------------|--------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHF | 1 | | | 2 | 1 | | 2 | 2 | 1 | | 1 | 2 | 12 |
| 2023 | | | | 1 | 1 | | | | | | 1 | 1 | 4 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | ly Necessar | / Medication | n and Medic | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | 1 | | | 1 | | | 2 | 2 | 1 | | | 1 | 8 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | 1 | | | 1 | 1 | | | | | 3 |
| Customer Service - TSO | | | | 1 | | | 1 | 1 | | | | | 3 |
| Screening | 1 | | | | | | 1 | 1 | 1 | | | | |
| Screening - Procedures/Process | 1 | | | | | | 1 | 1 | 1 | | | | 4 |

| Categories | 10.0-4 | | | | | aints Report | | OE Marr | 06 1 | 07 11 | 00 A | 00 80- | Total |
|--|--------------------------------------|---------------------------------|-------------|-------|----------|--------------|--------|---------|--------|--------|--------|--------|--|
| | | | | 1-Jan | 02-Feb | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHL | 165 | 73 | 89 | 96 | 67 | 90 | 119 | 108 | 147 | 160 | 139 | 126 | 1,379 |
| 2023 | 41 | 34 | 33 | 44 | 38 | 43 | 50 | 44 | 53 | 65 | 48 | 43 | 536 |
| Airline Airline - Lost Baggage | 1 | | | | | | 1 | 1 | | 1 | 1 | | 6 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | 1 | | | | | | 1 | 1 | | 1 | 1 | | 4 |
| Airline - Wheelchair Assistance | 1 | | | | | | - 1 | ' | | 1 | - 1 | | 1 |
| Civil Rights | 1 | 1 | 5 | 4 | 1 | 1 | 6 | 5 | 3 | | 1 | 1 | 29 |
| Civil Rights - Age | · · | ' | 1 | - 4 | | | U | J | 3 | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA | T Employee) | | ' | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | 1 | 2 | 2 | 1 | 1 | 4 | 2 | | | 1 | | 15 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | | | | | | 2 | 3 | 2 | | | 1 | 8 |
| Civil Rights - Transgender Screening | | | 2 | | | | | | | | | | 2 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 11 | 13 | 11 | 13 | 15 | 17 | 14 | 15 | 21 | 28 | 17 | 19 | 194 |
| Customer Service - TCC | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | 11 | 13 | 11 | 13 | 15 | 17 | 14 | 15 | 21 | 27 | 17 | 19 | 193 |
| HAZMAT Endorsement | 1 | | | | | | | | | | | | 1 |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | 2 | 1 | 1 | 1 | 1 | | | | 1 | | | 8 |
| Locks - Missing or Damaged Lock | 1 | 2 | 1 | 1 | 1 | 1 | | | | 1 | | | 8 |
| Lost and Found | 2 | | | | 1 | | | 1 | 1 | | | 1 | 6 |
| Lost and Found - Airport/TSA | 2 | | | | 1 | | | 1 | 1 | | | 1 | 6 |
| Mishandling of Passenger Property | 1 | 4 | 3 | 4 | 3 | 5 | 5 | 2 | 1 | 7 | 2 | 1 | 38 |
| Mishandling of Passenger Property - Dar | | 1 | 1 | 3 | 1 | 3 | 3 | | | 2 | 2 | | 16 |
| Mishandling of Passenger Property - Dar | | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 4 | | 1 | 19 |
| Mishandling of Passenger Property - Dis | | 1 | | ' | | 1 | | | ' | 1 | | ' | 3 |
| No Jurisdiction | 1 | 2 | 1 | 2 | | | | | 1 | 3 | 2 | 4 | 16 |
| No Jurisdiction - No Referral | ' | 1 | ' | | | | | | 1 | - 0 | 1 | | 3 |
| No Jurisdiction - Refer to CBP | 1 | | | 2 | | | | | ' | 1 | 1 | 2 | 7 |
| No Jurisdiction - Refer to Other | ' | 1 | 1 | | | | | | | 2 | ' | 2 | 6 |
| Ombudsman | | | ' | | | | 1 | | | | | | 1 |
| Ombudsman - General | | | | | | | 1 | | | | | | 1 |
| Patdown | 5 | 3 | 1 | 2 | 10 | 3 | 7 | 3 | 8 | 2 | 6 | 4 | 54 |
| Patdown - Children | | 0 | ' | | 10 | 0 | ' | | 1 | | 1 | | 2 |
| Patdown - Flyer | 5 | 3 | 1 | 1 | 9 | 3 | 6 | 3 | 7 | 2 | | 4 | 48 |
| Patdown - Flyer as Observer | | 0 | ' | 1 | <u> </u> | 0 | - | | ' | | 1 | | 2 |
| Patdown - General | | | | ' | 1 | | | | | | ' | | 1 |
| Patdown - Non-Flyer | | | | | ' | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | 1 | 3 | 6 | 2 | 1 | 4 | 2 | 3 | 25 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | ' | 1 | 0 | | ' | | 1 | 3 | 3 |
| Persons w/ Disabilities (PWD) - Cognitiv | | ntal /Mental F | | | | ' | | | | 1 | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | itai /ivieritai L | risability | | | | 1 | | | 2 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | ' | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing | | | 1 | | | | | 1 | ' | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical | | ched to the B | lody | | | | | ' | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | | cried to trie L | louy | | | | | | | ' | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | | Wheelchair | or Scooter) | | | 1 | 3 | 1 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 01 0000101) | | 1 | • | 2 | | | | | | 3 |
| Property - Special Handling | Δ | 3 | | 6 | 2 | 4 | 4 | 8 | 3 | 6 | 4 | 4 | 48 |
| Property - Special Handling - Damaged I | te 3 | 1 | | | | • | 1 | 3 | 2 | | 3 | 2 | 15 |
| Property - Special Handling - Damaged I | | | | | 1 | 1 | 2 | 3 | | | | | 7 |
| Property - Special Handling - Missing Ite | | 2 | | 3 | | 1 | 1 | 2 | | 6 | 1 | | 17 |
| Property - Special Handling - Missing Ite | | | | 3 | 1 | 2 | | | 1 | | | 2 | 9 |
| Request for Assistance | | | | | | | | | | 1 | 2 | | 3 |
| Request for Assistance - Other | | | | | | | | | | 1 | 2 | | 3 |
| Screening | 11 | 6 | 9 | 12 | 4 | 9 | 6 | 7 | 14 | 11 | 11 | 6 | 106 |
| Screening - Crew Member or Airline Emp | | | 1 | 1 | 1 | | | | 1-7 | | | | 3 |
| Screening - Inconsistency | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 17 |
| Screening - International Screening | · . | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | | 1 | 2 | | | | | 2 | 2 | 1 | 1 | 11 |
| Screening - Procedures/Process | 7 | 5 | 5 | 6 | 2 | 7 | 5 | 6 | 9 | 7 | 7 | 4 | 70 |
| Screening - Retrieving Abandoned/Confi | | | | 1 | | | | | 1 | | 1 | | 4 |
| 2024 | 36 | 39 | 56 | 52 | 29 | 47 | 69 | 64 | 94 | 95 | 91 | 83 | 755 |
| Additional Information Required/Insufficient Ir | | | | | | •• | 1 | • | • • • | | 1 | | 2 |
| Additional Information Required/Insufficie | | - FMAIL ON | ΙΥ | | | | 1 | | | | 1 | | 2 |
| Airline | | 3 | | 2 | 1 | | 3 | | 1 | 3 | 1 | | 14 |
| Airline - Policy/Regulations/Service | | 3 | | 2 | 1 | | 2 | | 1 | 2 | 1 | | 12 |
| Airline - Wheelchair Assistance | | | | | | | 1 | | | 1 | • | | 2 |
| Civil Rights | | | | | | | | | | | | | |
| Orth Fugino | 1 | 2 | 3 | 2 | 2 | 2 | 4 | 3 | 4 | 5 | 2 | 4 | :34 |
| Civil Rights - Age | 1 | 2 | 3 | 2 | 2 | 2 | 4 | 3 | 4 | 5 | 2 | 4 | 34 |
| Civil Rights - Age | 1 | 2 | 3 | 2 | 2 | 2 | | 3 | 1 | 5 1 | 2 | | 3 |
| Civil Rights - National Origin | 1 | 2 | 3 | 2 | 2 | | 2 | | 1 | | 2 | 2 | 3 4 |
| Civil Rights - National Origin Civil Rights - Not Specified | 1 | 2 | | 2 | 2 | | | 1 | | | 2 | | 3 4 2 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling | | | 1 | 2 | | 1 | 2 | 1 | 1 | 1 | | 2 | 3 4 2 1 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race | 1 | 1 | | | 2 | | | | 1 | | | | 3 4 2 1 19 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult | 1 ural and Cere | 1 monial Items | 1 | 1 | | 1 | 2 | 1 | 1 | 3 | | 2 | 3 4 2 1 19 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity | 1 ural and Cere | 1 monial Items ender | 1 | | | 1 | 2 | 1 | 1 | 1 | | 2 | 3 4 2 1 19 1 3 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | 1 ural and Cere | 1 monial Items | 1 | 1 1 | | 1 | 2 | 1 2 | 1 | 3 | 2 | 2 | 3 4 2 1 19 1 3 1 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims | 1 ural and Cere | 1 monial Items ender | 1 | 1 1 | | 1 | 2 | 1 | 1 | 3 | | 2 | 3 4 2 1 19 1 3 1 3 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 1 ural and Cere | 1 monial Items ender | 1 | 1 1 | | 1 | 2 | 1 2 | 1 | 3 | 2 | 2 | 3 4 2 1 19 1 3 1 3 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status | 1 ural and Cere y- Not Transge | 1 monial Items ender 1 | 1 2 | 1 1 1 | 2 | 1 | 2 | 1 2 | 1 2 | 3 | 1 | 1 | 3 4 2 1 19 1 3 1 3 1 2 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 1 ural and Cere | 1 monial Items ender | 1 | 1 1 | | 1 | 2 | 1 2 | 1 | 3 | 1 1 34 | 2 | 3 4 2 1 19 1 3 1 3 |

| | | TSA Co | ntact Cen | iter Travele | er Complair | nts Report | | | | | | | |
|---|-----------------|-----------------|-----------|--------------|-------------|------------|-------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 12 | -Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar 04 | 4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - TCC | | | | | 1 | | | | | 1 | | | 2 |
| Customer Service - TSO | 11 | 16 | 29 | 28 | 11 | 20 | 19 | 32 | 39 | 32 | 34 | 26 | 297 |
| DHS TRIP | | | | | | | | | 1 | | | 1 | 2 |
| DHS TRIP - General | | | | | | | | | 1 | | | 1 | 2 |
| | 0 | | | | 4 | | 4 | 4 | - 1 | 4 | | ı | |
| Locks | 3 | | | 2 | 1 | | 1 | 1 | | 1 | | | 9 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 2 | | | 2 | 1 | | 1 | 1 | | 1 | | | 8 |
| Lost and Found | 1 | | | | | | 2 | 1 | 2 | 3 | 1 | | 10 |
| Lost and Found - Airport/TSA | 1 | | | | | | 2 | 1 | 2 | 3 | 1 | | 10 |
| Mishandling of Passenger Property | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 2 | 2 | 6 | 8 | 6 | 52 |
| | | | | | 3 | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | 2 | 2 | 3 | | 3 | 3 | 1 | 1 | 5 | 4 | 2 | 28 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | | 2 | 1 | 2 | 1 | | 1 | 4 | 3 | 18 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on or C | hecked | | 1 | | | | 1 | | | 1 | 3 |
| No Jurisdiction | 1 | 1 | 1 | | | 2 | 3 | 1 | 1 | 3 | 3 | 1 | 17 |
| No Jurisdiction - No Referral | - | | 1 | | | 2 | 1 | | | | 2 | | 6 |
| No Jurisdiction - Refer to CBP | | | ' | | | | 1 | | 1 | 1 | 1 | | 4 |
| | 4 | 4 | | | | | | - | | | | 4 | |
| No Jurisdiction - Refer to Other | 1 | 1 | | | | | 1 | 1 | | 2 | | 1 | 7 |
| Patdown | 4 | 4 | 3 | 2 | 1 | | 4 | 2 | 4 | 4 | 6 | 5 | 39 |
| Patdown - Children | | 1 | 1 | | | | | | | 1 | | | 3 |
| Patdown - Flyer | 4 | 3 | 1 | 2 | 1 | | 4 | 2 | 4 | 3 | 6 | 4 | 34 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 2 | 3 | 2 | 1 | 2 | 4 | 5 | 5 | 9 | 7 | 6 | 8 | 54 |
| | | 3 | | ! | | | J | 3 | | , | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | 1 | 1 | | | 3 | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | jeneral) Not E | Breast Cancer | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmei | ntal /Mental Di | sability | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | · | | | | | | | | 1 | 1 | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | | | | | 1 | 1 | | 2 | | 6 |
| | mnairmant | - ' | ' | | | | | ' | - ' | 4 | | 4 | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Internal M | | es | | | | | 1 | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical D | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | 1 | 1 | | 1 | 2 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | 1 | | 1 | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | . , | | | 1 | 1 | 1 | | | 2 | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | | | 1 | | | 1 |
| | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | - 1 | | | |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | 2 | 1 | 2 | | | | | 5 |
| Property - Special Handling | 1 | 2 | 3 | 2 | 1 | 6 | 4 | 5 | 6 | 6 | 8 | 7 | 51 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | 1 | | 2 | | 2 | 2 | 4 | 1 | 14 |
| Property - Special Handling - Damaged Ite | | d | 1 | | | | 1 | 1 | | | 2 | 2 | 7 |
| Property - Special Handling - Missing Item | | 1 | ' | 1 | | 4 | ' | 3 | 2 | 3 | 1 | 1 | 16 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | is - Checke | 1 | 1 | 1 | | 2 | 1 | 1 | 2 | 1 | 1 | 3 | 14 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Request for Assistance - Other | | | | | | | | | | 1 | | | 1 |
| Screening | 8 | 4 | 10 | 8 | 6 | 9 | 17 | 11 | 25 | 21 | 20 | 25 | 164 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | 2 | 1 | | | 1 | | 3 | | 2 | 4 | 14 |
| | | | | | 4 | | | | 3 | | | | |
| Screening - International Screening | | | | | 1 | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | 2 | | 4 | 2 | | 2 | 5 | 1 | 4 | 6 | 3 | 3 | 32 |
| Screening - Procedures/Process | 4 | 4 | 4 | 5 | 5 | 7 | 10 | 10 | 17 | 14 | 15 | 17 | 112 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | 1 | 1 | | | 3 |
| SIDA (Security Identification Display Area) | | | 1 | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area |) - General | | 1 | | | | | | | | | | 1 |
| 2025 | 1 | | - 1 | | | | | | | | | | |
| | 88 | | | | | | | | | | | | 88 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Customer Service | 26 | | | | | | | | | | | | 26 |
| Customer Service - TSO | 26 | | | | | | | | | | | | 26 |
| 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 | 12 | | | | | | | | | | | | 12 |
| Mishandling of Passenger Property - Dam | 8 | | | | | | | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 13 | | | | | | | | | | | | 13 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling | 9 | | | | | | | | | | | | 9 |
| Property - Special Handling - Damaged Ite | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 5 | | | | | | | | | | | | 5 |
| Screening | 22 | | | | | | | | | | | | 22 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 16 | | | | | | | | | | | | 16 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |

| - | | | | | | nts Report | | | | | | | |
|--|-----------------|----------|---------|----------|----------|------------|-----------|----------|----------------|--------|-------------|--------|--------------------------------|
| Categories | 10-Oct ' | 11-Nov 1 | 2-Dec 0 |)1-Jan (|)2-Feb (|)3-Mar 0 |)4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHX | 234 | 134 | 172 | 142 | 134 | 156 | 168 | 177 | 163 | 170 | 161 | 156 | 1,967 |
| 2023 | 75 | 60 | 81 | 67 | 65 | 77 | 93 | 96 | 71 | 68 | 73 | 83 | 909 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | 1 | | 2 |
| Additional Information Required/Insufficier | | | | | | | | | | | 1 | | 2 |
| Airline | | | 1 | 1 | | | 1 | | | | 1 | | 4 |
| Airline - Baggage Requirements | | | - ' | ' | | | 1 | | | | | | 1 |
| | | | | | | | 1 | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | 1 | | 2 |
| Airline - Positive Bag Match Program | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | 1 | 2 | 1 | 2 | 4 | 1 | 2 | 5 | 4 | 3 | 4 | 30 |
| Civil Rights - Age | | | | | | | | 1 | 1 | 1 | | | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Headwear | | | | | 1 | | | | | | | | 1 |
| | | | | | ' | | | | | | | | |
| Civil Rights - National Origin | | 1 | | | | | | | | | 1 | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Race | 1 | | 1 | | 1 | 3 | | | 3 | 2 | 1 | 1 | 13 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nder | 1 | 1 | | 1 | 1 | 1 | | | | 2 | 7 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Claims | | | 1 | | | | | | | | 1 | | 2 |
| | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | - 1 | | | | | | | | | | |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 23 | 24 | 27 | 18 | 23 | 27 | 33 | 28 | 18 | 18 | 22 | 27 | 288 |
| Customer Service - Others | | | | | | | 1 | 1 | 1 | | | | 3 |
| Customer Service - TCC | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 23 | 24 | 27 | 18 | 23 | 27 | 32 | 26 | 17 | 18 | 22 | 27 | 284 |
| DHS TRIP | 20 | | | 10 | 20 | | 02 | 1 | | - 10 | | | 1 |
| | | | | | | | | | | | | | |
| DHS TRIP - General | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety | | | | | | 1 | 1 | | | 1 | | | 3 |
| Hazardous Materials Safety - General | | | | | | 1 | 1 | | | 1 | | | 3 |
| Locks | 2 | | 2 | | 2 | | 1 | 4 | 1 | 1 | 1 | | 14 |
| Locks - General | 1 | | 1 | | | | | | | 1 | | | 3 |
| Locks - Missing or Damaged Lock | 1 | | 1 | | 2 | | 1 | 4 | 1 | - ' | 1 | | 11 |
| Lost and Found | 1 | | 1 | | | | ' | | | | | 4 | |
| | | | | | | | | 3 | 2 | | 3 | | 11 |
| Lost and Found - Airport/TSA | 1 | | 1 | | | | | 3 | 2 | | 3 | | 11 |
| Mishandling of Passenger Property | 4 | 7 | 8 | 5 | 3 | 6 | 8 | 10 | 7 | 6 | 6 | 6 | 76 |
| Mishandling of Passenger Property - Dam | 2 | 5 | 4 | | 2 | 3 | 4 | 4 | 1 | 5 | 2 | 3 | 35 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | 3 | 1 | 3 | 3 | 6 | 5 | 1 | 3 | 2 | 32 |
| Mishandling of Passenger Property - Disa | | 1 | 2 | 2 | | | 1 | | 1 | | 1 | | 9 |
| No Jurisdiction | l | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | | · · | 7 |
| | | ı | | ı | | ı | | | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | 1 | | 1 | | | | 1 | | | 4 |
| Ombudsman | | | | | | | | 1 | | | | | 1 |
| Ombudsman - General | | | | | | | | 1 | | | | | 1 |
| Patdown | 3 | 5 | 2 | 6 | 6 | 2 | 5 | 6 | 5 | 5 | 8 | 8 | 61 |
| Patdown - Children | 0 | | 1 | 0 | 0 | 1 | | 0 | 0 | 2 | 1 | | 5 |
| | | | | | | | _ | | | | | | |
| Patdown - Flyer | 2 | 5 | 1 | 6 | 6 | 1 | 5 | 6 | 3 | 3 | 5 | | 50 |
| Patdown - Flyer as Observer | 1 | | | | | | | | 2 | | 2 | | 5 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 5 | 6 | 8 | 2 | 4 | 4 | 13 | 8 | 7 | 3 | 5 | 8 | 73 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | 1 | | | 2 | 2 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | • | | | | | 1 | | | | | 2 |
| | | + 0 | _ | 4 | | | | <u>'</u> | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | | Г | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | 1 | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/D | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | | - | 1 | | | | ' | | 4 | | | | 2 |
| , | | | - 1 | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medical D | | 1 | | | | | | 3 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 2 | 1 | 1 | | 3 | 1 | 3 | | | 2 | 15 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | 1 | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | Wheelch | 2 | | | | 1 | | 1 | 1 | | 3 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | 1 | | 1 | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | | | | | 1 |
| . , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | | | 1 | 3 | 2 | 2 | 1 | 1 | | 11 |
| Property - Special Handling | 5 | 6 | 6 | 11 | 7 | 9 | 6 | 13 | 12 | 8 | 5 | 10 | 98 |
| Property - Special Handling - Damaged Ite | ems - Carry | 2 | 2 | 3 | 2 | 4 | 4 | 2 | 2 | 3 | | 2 | 26 |
| Property - Special Handling - Damaged Ite | | 1 | | 2 | 1 | 1 | 1 | 1 | 1 | | 4 | | 16 |
| Property - Special Handling - Missing Item | | | 3 | 5 | 3 | 3 | 1 | 5 | 3 | 2 | 1 | | 32 |
| | | 2 | | | | | ı | | | | | | |
| Property - Special Handling - Missing Item | | 3 | 1 | 1 | 1 | 1 | | 5 | 6 | 3 | | 2 | 24 |
| Request for Assistance | 1 | 1 | | | | | | | 1 | | | | 3 |
| Request for Assistance - Other | 1 | 1 | | | | | | | 1 | | | | 3 |
| Screening | 29 | 9 | 22 | 22 | 18 | 23 | 23 | 20 | 12 | 21 | 17 | 19 | 235 |
| Screening - Children | | - | | | - | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Empl | 2 | | 6 | 4 | | 1 | | 1 | | | 1 | | 15 |
| | | | | | | | 4 | | 4 | | | | |
| | _ | 3 | 1 | 6 | 3 | 3 | 4 | 1 | 1 | 2 | 3 | | 35 |
| Screening - Inconsistency | 6 | | | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 14 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| · | | 5 | 14 | 11 | 11 | 16 | 18 | 15 | 10 | 17 | 11 | 15 | 161 |
| Screening - Lengthy Lines Screening - Procedures/Process | 1 18 | 5 1 | 14 1 | | 11 3 | 16 1 | 18 | 15 | 10 | 17 | 11 | 15 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 1 18 | | | | | | 18 | | 10 | 17_ | 11 | 15 | 8 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash | 1 18 2 | 1 | 1 | 11 | 3 | 1 | | 1 | | | | | 8 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Traveling with Cash | 1 18 | | 91 | 75 | | | 75 | 1 81 | 92 | 102 | 88 | 73 | 972 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Traveling with Cash 2024 Airline | 1 18 2 | 1 | 1 | 11 | 3 | 1 | | 1 | 92 1 | | | | 8 1 972 7 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Traveling with Cash 2024 Airline Airline - Lost Baggage | 1 18 2 | 1 | 91 | 75 | 3 | 1 | 75 | 1 81 | 92 | 102 | | 73 | 8 1 972 7 1 |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Traveling with Cash 2024 Airline | 1 18 2 | 1 | 91 | 75 | 3 | 1 | 75 | 1 81 | 92 1 | 102 | | 73 | 8 1 972 7 |

| Catamania | 1001 | | | | | laints Rep | | | | | | | |
|---|-----------------|--------------|---------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 3 | 1 | 2 | 5 | 3 | 4 | 4 | 4 | 6 | 9 | | | 48 |
| Civil Rights - Age | | 1 | 1 | | | | | | | 1 | 1 | | 4 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | | | | | | 2 | | | 1 | 3 |
| Civil Rights - Not Specified | | | | | | | | | | | 2 | | 2 |
| Civil Rights - Perceived Religion | | | | | 1 | | | 1 | | | | | 2 |
| | | | | | | | | 1 | | | | | |
| Civil Rights - Profiling | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | 3 | | 1 | 2 | | 3 | 5 | | | 14 |
| Civil Rights - Sex/Gender/Gender Identi | | | | 1 | 1 | 3 | 2 | 1 | | 3 | | 2 | 15 |
| Civil Rights - Sexual Orientation - Not T | ansgender | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | 1 | | | | | 2 | 1 | | | | 5 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 14 | 21 | 41 | 34 | 33 | 28 | 28 | 22 | 30 | 26 | 21 | 23 | 321 |
| Customer Service - Others | 14 | 21 | | 34 | 33 | 20 | | 22 | 30 | | 21 | 23 | |
| | | | 1 | | | | 1 | | | 1 | | | 3 |
| Customer Service - TCC | | | | 2 | | | 1 | | | | | | 3 |
| Customer Service - TSO | 14 | 21 | 40 | 32 | 33 | 28 | 26 | 22 | 30 | 25 | 21 | 23 | 315 |
| DHS TRIP | | | | | | | | 1 | | | | 1 | 2 |
| DHS TRIP - General | | | | | | | | 1 | | | | 1 | 2 |
| Locks | | | 3 | 2 | | 1 | 1 | | | 1 | | | 8 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| | | | | 0 | | - | 4 | | | 4 | | | |
| Locks - Missing or Damaged Lock | . | | 2 | 2 | | 1 | | | | 1 | | | 7 |
| Lost and Found | 1 | | 1 | 1 | | 2 | | 3 | 1 | 1 | 1 | | 12 |
| Lost and Found - Airport/TSA | 1 | | 1 | 1 | | 2 | 1 | 3 | 1 | 1 | 1 | | 12 |
| Mishandling of Passenger Property | 7 | 6 | 12 | 2 | 8 | 7 | 4 | 10 | 3 | 18 | 10 | 6 | 93 |
| Mishandling of Passenger Property - Da | m 3 | 1 | 4 | | 4 | 3 | 1 | 2 | 1 | 9 | 4 | 4 | 36 |
| Mishandling of Passenger Property - Da | | 4 | 7 | 1 | | | | 8 | 2 | 7 | | | 49 |
| | | | | | | | | 0 | | 1 | | | |
| Mishandling of Passenger Property - Da | | | 1 | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dis | | 1 | | 1 | | | | | | 1 | 1 | | 5 |
| No Jurisdiction | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | 1 | | | 3 | 12 |
| No Jurisdiction - No Referral | | | | 1 | 2 | 1 | 1 | | 1 | | | 2 | 8 |
| No Jurisdiction - Refer to CBP | | 1 | 1 | | | | | | | | | 1 | 3 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 7 | 5 | 7 | 6 | 5 | 4 | 4 | 4 | 8 | 10 | 4 | 4 | 68 |
| | | 5 | - 1 | 0 | 5 | 4 | 4 | | 0 | | | 4 | |
| Patdown - Children | 1 | | | | | | | 1 | | 2 | | | 4 |
| Patdown - Flyer | 5 | 5 | 7 | 5 | 5 | 4 | 3 | 3 | 8 | 7 | 4 | 4 | 60 |
| Patdown - Flyer as Observer | 1 | | | 1 | | | | | | | | | 2 |
| Patdown - General | | | | | | | | | | 1 | | | 1 |
| Patdown - Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 12 | 5 | 4 | 7 | 8 | | 9 | 16 | 19 | 18 | 9 | 123 |
| | | | | | | 0 | | | 10 | | | | |
| Persons w/ Disabilities (PWD) - Autism | | 1 | 1 | 1 | | | 2 | 1 | | 3 | 3 | 1 | 13 |
| Persons w/ Disabilities (PWD) - Breast | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer | (1 | | | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | e /Developm | ental /Menta | al Disability | | | | 2 | | 2 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Diabete | s 1 | 1 | 1 | 1 | 1 | 3 | 3 | 2 | | 4 | . 1 | 1 | 19 |
| Persons w/ Disabilities (PWD) - Diapers | /Garments/Di | ressings/Ma | sks | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Genera | | 2 | ono | | 1 | | 1 | • | 1 | 1 | 1 | | 7 |
| | | | | | | | 1 | | - ' | | | | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | 1 | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal | | | | | 1 | | 1 | | 2 | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Medica | Devices - At | 1 | | 1 | 1 | | | | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Medica | ly Necessary | 3 | 1 | | | | | | 2 | 2 | . 2 | | 10 |
| Persons w/ Disabilities (PWD) - Metal Ir | nplants (ioint) | 1 | 1 | | | | | 1 | 1 | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Mobility | | | | 1 | 2 | 2 | | 2 | 6 | | 3 | 1 | 22 |
| Persons w/ Disabilities (PWD) - Prosthe | | | | | | 1 | | | 1 | 1 | | | 5 |
| | | | 4 | | | | | | - 1 | | · | | |
| Persons w/ Disabilities (PWD) - Respira | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | /trauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual I | mpairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheeld | ha 1 | 1 | | | | 1 | 1 | 1 | | 2 | . 4 | 2 | 13 |
| Property - Special Handling | 7 | 11 | 8 | 12 | 6 | 10 | 7 | 11 | 6 | 6 | 7 | 9 | 100 |
| Property - Special Handling - Damaged | lte 2 | 4 | 1 | 4 | 1 | 1 | 2 | 5 | 1 | 2 | . 1 | 4 | 28 |
| Property - Special Handling - Damaged | | 1 | 1 | 3 | | | | 3 | 2 | 1 | | | 22 |
| Property - Special Handling - Missing Ite | | 1 | 1 | 3 | | | | 1 | | 1 | | | 18 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Ite | n 1 | 5 | 5 | 2 | | 5 | | 2 | 3 | | | 1 | 32 |
| Request for Assistance | | | | | | | 1 | | | 1 | | | 2 |
| Request for Assistance - Other | | | | | | | 1 | | | 1 | | | 2 |
| Screening | 27 | 17 | 10 | 7 | 5 | 13 | 13 | 16 | 20 | 10 | 23 | 14 | 175 |
| Screening - Children | | 1 | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Em | pl 3 | | 1 | | 1 | | | | 2 | | | | 7 |
| | 3 | 4 | 1 | - 1 | | | - | 2 | | 2 | 1 | | 22 |
| Screening - Inconsistency | | 4 | | 1 | | 2 | | 2 | | 3 | | | |
| Screening - Lengthy Lines | 3 | 1 | 1 | | | 2 | | | | | 1 | | 12 |
| Screening - Procedures/Process | 17 | 11 | 6 | 6 | 3 | 8 | 4 | 13 | 15 | 6 | 18 | 11 | 118 |
| Screening - Retrieving Abandoned/Conf | s 1 | | 1 | | 1 | 1 | 3 | 1 | | | 3 | | 11 |
| Screening - Security Breach | | | | | | | | | 3 | | | | 3 |
| Screening - Shoe Screening | | | | | | | | | | 1 | | | 1 |
| 2025 | 86 | | | | | | | | | - ' | | | 86 |
| | | | | | | | | | | | | | |
| Civil Rights | 6 | | | | | | | | | | | | 6 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 4 | | | | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identi | y. 1 | | | | | | | | | | | | 1 |
| CLEAR | 1 | | | | | | | | | | | | 1 |
| CLEAR - TSA PreCheck Application Pro | | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Customer Service | 21 | | | | | | | | | | | | 21 |
| Customer Service - TSO | 21 | | | | | | | | | | | | 21 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Lost and Found | 2 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|--------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 6 | | | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 4 | | | | | | | | | | | | 4 |
| Patdown | 10 | | | | | | | | | | | | 10 |
| Patdown - Flyer | 10 | | | | | | | | | | | | 10 |
| Persons w/ Disabilities (PWD) | 17 | | | | | | | | | | | | 17 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | ; |
| Persons w/ Disabilities (PWD) - Mobility [| 3 | | | | | | | | | | | | ; |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | 4 | | | | | | | | | | | | 4 |
| Property - Special Handling | 9 | | | | | | | | | | | | 9 |
| Property - Special Handling - Damaged It | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | r 5 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | 2 |
| Screening | 13 | | | | | | | | | | | | 13 |
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 9 | | | | | | | | | | | | Ç |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| | | TS | A Contact | Center Trav | eler Com | olaints Repo | ort | | | | | | |
|---|--------------|------------|------------|--------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 3 | 1 | | 2 | | 1 | 4 | 4 | 2 | 1 | 1 | 2 | 21 |
| 2023 | 1 | | | 1 | | | 1 | 2 | 2 | | 1 | 1 | 9 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | 1 | 2 | | | 1 | |
| Customer Service - TSO | | | | | | | | 1 | 2 | | | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lu | ggage | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| 2024 | 1 | 1 | | 1 | | 1 | 3 | 2 | | 1 | | 1 | 11 |
| Customer Service | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | 2 |
| Human Capital | | | | | | 1 | | | | | | | 1 |
| Human Capital - Prospective Employmen | t with TSA | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | 1 | | 1 | | | |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lu | ggage | | | | 1 | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | 1 | | | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | cal Supplies | | | 1 | | | | | | 1 |
| Screening | 1 | 1 | | | | | | | | | | 1 | 3 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | 1 | 3 |
| 2025 | 1 | | | | | | | | | | | | • |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| | | | A Contact | Octiles 114 | veier com | mannes ixep | Oit | | | | | | |
|---|--------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PIB | | 1 | | | 1 | | | 1 | 2 | 1 | | 1 | 7 |
| 2023 | | | | | | | | 1 | 2 | | | 1 | 4 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Ite | ems - Checke | ed | | | | | | 1 | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | | 1 | | | 1 | | | | | 1 | | | 3 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 4 |

| Categories | 10-Oct | 11-Nov | 12-Dec | t Center Tra | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|-------------------|----------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PIE | | 11-NOV 8 | | 3 5 | | | | 05-May | | | | | Total |
| | 11 | | | | | 10 | 11 | 11 | | 9 | | 4 | 9 |
| 2023 | 4 | 4 | | 2 2 | | 4 | 5 | 4 | | 2 | 2 | 1 | : |
| Civil Rights Rose | | 1 | | | 1 | 1 | | 2 | | | | | |
| Civil Rights - Race | No. 6 Townson | 1 | | | 1 | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | | | | | | 1 | | | | | |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | |
| Customer Service | | 2 | | 2 | | 3 | 2 | 1 | | 1 | | | |
| Customer Service - TSO | | 2 | | 2 | | 3 | 2 | 1 | 1 | 1 | 1 | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Dama | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dama | aged/Missing | ItemsC | hecked B | aggage | | | 1 | | | | | | |
| Patdown | 3 | | | 1 | 1 | | | | | | | | |
| Patdown - Flyer | 3 | | | 1 | | | | | | | | | |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | ledication | and Med | lical Supplies | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ S | Segway | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | 2 | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry-C |)n | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | 1 | | | | |
| Screening | 1 | 1 | | 1 | 1 | | 1 | 1 | | 1 | | | |
| Screening - Inconsistency | 1 | | | | | | | | | 1 | | | |
| Screening - Opposite Gender | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | 1 | | 1 | 1 | | 1 | | | | | | |
| 2024 | 3 | 4 | | 1 3 | | 6 | 6 | 7 | 5 | 7 | 2 | 3 | |
| Airline | | | | | | | | - | | 1 | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | |
| Civil Rights | | | | | | | | | | • | 1 | 2 | |
| Civil Rights - Age | | | | | | | | | | | | 1 | |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Customer Service | 2 | 2 | | 1 2 | 2 | 2 | 4 | 4 | 4 | 3 | 1 | 1 | 2 |
| Customer Service - TSO | 2 | 2 | | 1 2 | | | 4 | 4 | | 3 | | 1 | |
| Mishandling of Passenger Property | | 1 | | 1 2 | | 1 | 4 | 4 | 4 | 3 | - ' | 1 | - |
| | ngod/Missir | 1 | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dama | | 1 | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | 1 | | | | | | | |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (N⊢ | 1 | | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | s - Carry-On | | | | | | | | | 1 | | | |
| Screening | | | | | 1 | 2 | 2 | | | 2 | | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | 1 | 2 | 2 | | | 1 | | | |
| 2025 | 4 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PIH | 1 | | | | | 2 | | | | | | | 3 |
| 2024 | 1 | | | | | 2 | | | | | | | 3 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | ggage | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PIR | | 1 | | | 1 | | | | | 1 | | | 3 |
| 2024 | | 1 | | | 1 | | | | | 1 | | | 3 |
| Civil Rights | | | | | 1 | | | | | 1 | | | 2 |
| Civil Rights - Race | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missii | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 01- | | | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--|--|---|-----------------------|-------|-----|---------------------|-----------------|---|---|------------------------------|---------|--|
| PIT | 52 | 16 | 31 | 15 | 17 | 16 | 23 | 27 | 30 | 49 | 36 | 35 | 347 |
| 2023 | 16 | 7 | 12 | 5 | 8 | 6 | 5 | 11 | 6 | 15 | 9 | 9 | 109 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Baggage Requirements | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 1 | 1 | | | | 1 | 1 | | 1 | 1 | | | 6 |
| Civil Rights - Age Civil Rights - Race | | 1 | | | | 1 | 1 | | | 1 | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | | | | | | | | 1 | ı | | | 1 |
| Civil Rights - Transgender Screening | 1 | iluci | | | | | | | ' | | | | 1 |
| Customer Service | 7 | 2 | 6 | 2 | 1 | 2 | 1 | 4 | 3 | 5 | 2 | | 35 |
| Customer Service - TSO | 7 | 2 | 6 | 2 | 1 | 2 | 1 | 4 | 3 | 5 | 2 | | 35 |
| Hazardous Materials Safety | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| Locks | | 1 | | | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | | | | | | | | 2 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | 4 | | | | 4 | 4 | 4 | 1 | | | | 1 |
| Mishandling of Passenger Property | 2 | ltomo Cor | n, on Luggogo | | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 11 3 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | ry-on Luggage | | 1 | 1 | 1 | | | | 1 | | 6 |
| Mishandling of Passenger Property - Disa | | | r Checked | | ' | ' | | 1 | 1 | | | | 2 |
| No Jurisdiction | 1 | ourly on o | r onconca | | | | | 1 | | | 1 | | 3 |
| No Jurisdiction - No Referral | 1 | | | | | | | 1 | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Patdown | | 1 | | | 2 | 1 | 2 | 1 | | 3 | 2 | | 12 |
| Patdown - Flyer | | 1 | | | 2 | | 2 | 1 | | 3 | 2 | | 11 |
| Patdown - Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | 2 | 1 | 3 | 7 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | | and Casts | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | air/ Scooter/ S | segway | 4 | 1 | | 1 | | | | 1 1 | | | 1 |
| Property - Special Handling - Damaged It | ems - Chacka | nd | 1 | 1 | | 1 | | 1 | | 1 | 1 | 2 | 2 |
| Property - Special Handling - Missing Iter | | u | | 1 | | ' | | | | | | 2 | 3 |
| Property - Special Handling - Missing Iter | | | 1 | - ' | | | | 1 | | 1 | | | 3 |
| Request for Assistance | 1 | | • | | | | | | | | | | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 |
| Screening | 4 | 1 | 4 | 1 | 2 | | | 2 | | 3 | 1 | 3 | 21 |
| Screening - Crew Member or Airline Emp | 1 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | 1 | | | | | | 1 | 1 | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | 1 | | 1 | 3 |
| Screening - Procedures/Process | 3 | | 4 | 1 | | | | 2 | | 2 | | 1 | 13 |
| 2024 | 12 | 9 | 19 | 10 | 9 | 10 | 18 | 16 | 24 | 34 | 27 | 26 | 214 |
| Additional Information Required/Insufficient In Additional Information Required/Insufficie | | - EMAIL OF | VII V | | | | | | | | 1 | | 1 |
| Additional information required/insumole Airline | Inclinionnation | - LIVIAIL OI | 1 | | | | 1 | | 1 | 2 | - ' | 1 | 6 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| | | | | | | | | | 1 | 1 | | | 5 |
| Airline - Policy/Regulations/Service | | | 1 | | | | 1 | | | | | 1 | |
| Airline - Policy/Regulations/Service Civil Rights | | | 1 | 1 | 1 | | 1 | 1 | | 1 | 3 | 1 | 8 |
| | | | 1 1 | 1 | 1 | | 1 | 1 | | 1 | 3 | 1 | 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified | | | 1 | 1 | 1 | | 1 | 1 | ' | 1 | 3 | 1 | 8 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race | | | 1 | 1 | 1 | | 1 | 1 | ' | 1 | | 1 | 3 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | | | 1 | | | | | | | 1 | 2 | | 3 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service | 4 | 6 | 1 1 6 | 2 | 4 | 4 | 7 | 6 | 8 | 1 1 8 | 2 10 | 9 | 3 3 74 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO | | | 1 1 6 6 | 2 2 | | 4 4 | 7 7 | | | 1 | 2 10 10 | | 3 3 74 74 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks | 4 | 6 | 1 1 6 6 1 | 2 2 1 | 4 | | 7 7 1 | 6 | 8 | 1 1 8 | 2 10 10 | 9 | 3 3 74 74 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock | 4 | 6 | 1 1 6 6 | 2 2 | 4 | | 7 7 | 6 | 8 8 | 1 1 8 | 2 10 10 | 9 | 3 3 74 74 4 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found | 4 | 6 | 1 1 6 6 1 | 2 2 1 | 4 4 | | 7 7 1 | 6 6 | 8 8 | 1 1 8 | 2 10 10 | 9 | 3 3 74 74 4 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 4 | 6 | 1 1 6 6 1 1 | 2 2 1 | 1 1 | 4 | 7 7 1 1 | 6 | 8 8 1 1 | 1 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found | 4 4 | 6 | 1 1 6 6 1 1 | 2 2 1 | 4 4 | | 7 7 1 | 6 6 | 8 8 | 1 1 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 4 4 4 naged/Missing | 6 6 ltemsC | 1 1 6 6 1 1 | 2 2 1 | 1 1 | 4 | 7 7 1 1 | 6 6 | 8 8 1 1 | 1 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 1 1 1 | 2 2 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 | 8 8 1 1 | 1 8 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 4 11 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan | 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 1 1 1 | 2 2 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 11 3 7 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan | 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 1 1 1 | 2 2 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 11 3 7 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Possenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 1 1 1 | 2 2 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 2 2 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 9 | 3 3 74 74 4 4 4 4 11 3 7 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other | 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 1 1 1 | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 2 2 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 9 9 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Modurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General | 4 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 2 2 1 1 1 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 9 9 | 3 3 74 74 4 4 4 11 3 7 1 4 2 2 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General | aged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 6 1 1 1 1 1 | 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 8 8 8 | 2 10 10 | 9 9 | 3 3 74 74 4 4 4 11 3 7 1 4 2 2 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer | 4 4 4 anaged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 2 2 1 1 1 | 8 8 1 1 1 | 1 8 8 8 | 2 10 10 | 2 2 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 1 1 7 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mojurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer | aged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 | 2 10 10 1 1 | 2 2 1 1 | 3 3 74 74 4 4 4 111 3 7 7 1 4 2 2 2 1 1 7 6 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mojurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) | aged/Missing aged/Missing aged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 | 6 6 6 1 1 1 1 1 | 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 8 8 8 1 1 1 1 1 1 1 | 2 10 10 | 2 2 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing aged/Missing aged/Missing aged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 | 2 10 10 1 1 1 | 2 2 1 1 | 3 3 74 74 4 4 4 111 3 7 7 1 4 2 2 2 1 1 7 6 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C | aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 1 2 2 2 2 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 1 1 1 1 1 1 1 | 2 10 10 1 1 | 2 2 1 1 | 3 3 74 74 4 4 4 4 4 11 3 7 1 4 2 2 2 1 1 7 1 1 7 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 1 1 1 1 1 1 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 4 11 3 3 7 1 4 2 2 2 1 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Modurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes | aged/Missing aged/Missing aged/Missing aged/Missing aged/Missing aged/Missing | 6 6 6 ItemsC | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 1 2 2 2 2 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 1 1 1 1 1 1 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 17 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam More Mishandling of Passenger Property - D | aged/Missing aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer Impairment Devices - Atta | 6 6 6 ltems-C ltems-C ltems-Uns | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 1 2 2 2 2 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 8 8 8 1 1 1 1 1 1 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 17 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mojurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I | aged/Missing aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer Impairment Devices - Atta v Necessary N | 6 6 6 ltems-C ltems-C ltems-Uns | 1 1 6 6 6 1 1 1 5 2 3 specified Luggar | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 8 8 8 1 1 1 1 1 1 1 2 2 | 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mojurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I | aged/Missing aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer Impairment Devices - Atta v Necessary M | 6 6 6 Items-C Items-C Items-Uns | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar 1 1 2 2 Body 1 | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 1 1 1 | 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | aged/Missing naged/Missing naged/Missing 1 1 1 pectrum ancer Impairment Devices - Atta y Necessary M 1 Disability (Not | 6 6 6 I ItemsC ItemsC ItemsUns Ched to the Medicatior Wheelchair | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar 1 1 2 2 Body 1 | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 8 8 8 1 1 1 1 1 1 1 2 2 | 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 4 4 11 3 7 1 1 7 6 1 17 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mo Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medicall I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I | aged/Missing aged/Missing aged/Missing aged/Missing aged/Missing 1 1 1 pectrum ancer Impairment Devices - Atta v Necessary N 1 Disability (Not is/Amputees a | 6 6 6 I ItemsC ItemsC ItemsUns Ched to the Medicatior Wheelchair | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar 1 1 2 2 Body 1 | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 1 1 1 2 2 1 1 | 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 11 3 7 1 4 2 2 1 1 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Ombudsman Ombudsman - General Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | aged/Missing naged/Missing naged/Missing 1 1 1 1 pectrum ancer Impairment Devices - Atta y Necessary N 1 Disability (Not | 6 6 6 Iltems—C Items—C Items—Uns Ched to the Medication Wheelchair | 1 1 6 6 6 1 1 1 1 5 2 3 specified Luggar 1 1 2 2 Body 1 | 2 2 1 1 1 | 1 1 1 | 2 | 7 7 1 1 1 1 1 1 1 2 | 6 6 6 1 1 1 1 1 | 8 8 8 1 1 1 1 1 1 1 2 2 | 1 | 2 10 10 1 1 1 | 2 2 1 | 3 3 74 74 4 4 4 4 4 4 11 3 7 1 1 7 6 1 17 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| egories | 10-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) - Wheelcha | air/ Scooter/ | Segway | 1 | | | | | | | | | | |
| Property - Special Handling | 2 | 2 | | | | | 1 | 1 | 2 | 1 | | 3 | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | 1 | | | | | 1 | |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | 1 | 2 | 1 | | 1 | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | 1 | |
| Request for Assistance | | | | | | | | | | | | 1 | |
| Request for Assistance - Other | | | | | | | | | | | | 1 | |
| Screening | 4 | 1 | 2 | 1 | 2 | 4 | 5 | 4 | 8 | 17 | 8 | 8 | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | | | | | 1 | 1 | | | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | | 1 | 1 | 1 | 5 | 8 | 2 | 2 | |
| Screening - Procedures/Process | 3 | 1 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 5 | 5 | 5 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 2 | | 1 | |
| Screening - Security Breach | | | 1 | | | | | | | | | | |
| Screening - Traveling with Cash | | | | | | | | | | 1 | | | |
| 2025 | 24 | | | | | | | | | | | | |
| Customer Service | 7 | | | | | | | | | | | | |
| Customer Service - TSO | 7 | | | | | | | | | | | | |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 11 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 4 | | | | | | | | | | | | |
| Screening - Procedures/Process | 7 | | | | | | | | | | | | |

| | | | A Contact | ounter ma | • | namico nep | 0.1 | | | | | | |
|--------------------------------------|--------|--------|-----------|-----------|---|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PKB | 1 | | | | | | | 1 | | | | 2 | 4 |
| 2023 | | | | | | | | | | | | 2 | 2 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| 2024 | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |

| | | 13 | A Contact | Center ma | veier Com | Jiaiiils Rep | υιι | | | | | | |
|--|--------|--------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PLN | 1 | | | | | 1 | 1 | | 2 | | 1 | | 6 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | | | | | | | 1 | | 2 | | 1 | | 4 |
| Customer Service | | | | | | | 1 | | 2 | | 1 | | 4 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | | | 2 | | 1 | | 3 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------------|-------------|-------------|----------|--------|--------|--------|----------|--------|---------|--------|----------|----------|
| PNS | 26 | 12 | 16 | 14 | 20 | 26 | 32 | 35 | 44 | 20 | 24 | 18 | 287 |
| 2023 | 4 | 2 | 7 | 6 | 4 | 7 | 7 | 13 | 22 | 4 | 10 | 3 | 89 |
| Civil Rights | | | 2 | 2 | | | | 1 | 1 | | | | 6 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | Nat Tananan | | 2 | 1 | | | | 1 | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service | | ender 1 | 1 | 1 | 1 | 2 | 2 | 7 | 7 | 3 | 4 | 1 | 1 |
| Customer Service - TSO | 2 2 | 1 | 1 | 1 | 1 | 2 | 2 | 7 | 7 | 3 | 4 | 1 | 32 |
| Locks | | ' | ' | ' | | | | - 1 | 1 | 3 | | ' | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | | | | age | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on o | or Checked | | | | | 1 | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other Patdown | 1 | | 1 1 | | 1 | 2 | | | | | | | 5 |
| Patdown - Flyer | 1 | | 1 | | 1 | 2 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | ' | | ' | 1 | ' | | 1 | | | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | ı Garments/Dre | essings/Mas | sks | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | Supplies | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | 2 | | | | | | 3 |
| Property - Special Handling - Damaged Ite | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | 1 | | | | | | 2 |
| Screening | 1 | 1 | 1 | 1 | 2 | 3 | 2 | 4 | 13 | | 4 | 1 | 33 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | 1 | | | | | 1 | 2 |
| Screening - Gate Pass | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | 5 | | | | 6 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | 2 | 3 | | 2 | 8 | | 4 | | 23 |
| Screening - Retrieving Abandoned/Confis 2024 | | 40 | • | | 40 | 40 | 0.5 | 1 | 20 | 40 | 4.4 | 45 | 1 |
| Airline | 10 | 10 | 9 | 8 | 16 | 19 | 25 | 22 | 22 | 16 1 | 14 | 15 | 186 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | 1 | 5 | 1 | | | 1 | | | 8 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | 1 | 2 | | | | | | | 3 |
| Claims | | 2 | | | | | | | | | | | 2 |
| Claims - General | | 2 | | | | | | | | | | | 2 |
| Customer Service | 3 | 1 | 6 | 3 | 8 | 3 | 10 | 8 | 9 | 2 | 3 | 6 | 62 |
| Customer Service - TCC | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 3 | | 6 | 3 | 8 | 3 | 10 | 8 | 9 | 2 | 3 | 6 | 61 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | 0 | | | | 4 | | 4 | | 1 | | 0 | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | l agad/Missis | 1 | | | | 1 | 2 | 1 | 2 | 5 | 3 | 2 | 20 17 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | | | | I | | ı | 1 | 5 | 3 | | 2 |
| Mishandling of Passenger Property - Disa | | | or Checked | | | | | | 1 | | | | 1 |
| No Jurisdiction | l l | -Oarry-Orr | or Oricence | | | | | | | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Patdown | 1 | 1 | | | | | 2 | 4 | 1 | 1 | 1 | | 11 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | 1 | 1 | | | | | 2 | 4 | 1 | | 1 | | 10 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | 1 | 1 | 1 | | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not l | Breast Can | cer | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dre | ssings/Mas | sks | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication | and Medical | Supplies | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ \$ | | | | | | | 1 | 1 | | | 1 | 3 |
| Property - Special Handling | | 1 | 1 | | | | 2 | 4 | | 1 | | | 9 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | 1 | 2 | | 1 | | | 6 |
| Property - Special Handling - Missing Iten | | | | - | 7 | | 1 | 2 | 7 | | 0 | 0 | 3 |
| Screening | 5 | <u>3</u> | 2 | 5 | 7 | 9 | 7 | <u>4</u> | 7 | 4 | 3 | 6 | 62 |
| Screening - Inconsistency Screening - Lengthy Lines | 3 | ı | 2 | 2 | 2 | 3 | 3 | 1 | 5 | | | 2 | 23 |
| Screening - Procedures/Process | 2 | 2 | 2 | 3 | 5 | 5 | 4 | 1 | 2 | 4 | 3 | 3 | 34 |
| Screening - Retrieving Abandoned/Confis | | | | 3 | | 1 | | 1 | | | - 3 | <u> </u> | 2 |
| 2025 | 12 | | | | | ' | | ' | | | | | 12 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | 5 | | | | | | | | | | | | 5 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

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

| | | | - Comunication | oontor ma | 0.0. 00p | iuiiito itop | 0 | | | | | | |
|---|-----------|------------|----------------|-----------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PPG | | | 1 | 1 | | | | | | | 1 | | 3 |
| 2023 | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items | - Checked | i | 1 | | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | | | | 1 | | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically N | Necessary | Medication | and Medic | 1 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PQI | | | | | | 1 | | | | | 1 | 1 | 3 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| 2024 | | | | | | 1 | | | | | 1 | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |

| | | | | | • | | | | | | | | |
|--|--------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PRC | 2 | | | | | 1 | | | | | 1 | | 4 |
| 2023 | 1 | | | | | 1 | | | | | 1 | | 3 |
| Customer Service | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-or | or Checke | d | | 1 | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PSC | 4 | 5 | 3 | | 1 | 2 | . 1 | 4 | | 1 | 2 | 2 | 25 |
| 2023 | 2 | 1 | 2 | | 1 | 2 | 1 | 1 | | | 1 | 1 | 12 |
| Customer Service | 1 | | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checked | | 1 | | | | | | | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | | | | | | |
| Screening | 1 | | 1 | | | 2 | | 1 | | | 1 | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | 1 | | 1 | | | 1 | | 1 | | | 1 | | |
| 2024 | | 4 | 1 | | | | | 3 | | 1 | 1 | 1 | 11 |
| Customer Service | | 3 | | | | | | 1 | | 1 | 1 | | (|
| Customer Service - Others | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | 3 | | | | | | 1 | | 1 | | | |
| HAZMAT Endorsement | | | 1 | | | | | | | | | | |
| HAZMAT Endorsement - General | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 2 | | | | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | A Contact | Jeniter ma | reiei Goinp | nannts itep | ,011 | | | | | | |
|---|----------------|--------|-----------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PSE | 3 | | 2 | 2 | 2 | | | 1 | | 1 | | | 11 |
| 2023 | 2 | | 2 | 1 | 1 | | | | | | | | 6 |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | | 1 | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing I | tems - Carry-C |)n | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| 2024 | 1 | | | 1 | 1 | | | 1 | | 1 | | | 5 |
| Customer Service | | | | 1 | 1 | | | | | | | | 2 |
| Customer Service - TSO | | | | 1 | 1 | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | 1 | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PSG | | | | | | | 2 | | | 1 | 1 | 1 | 5 |
| 2023 | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | | | | | | | 1 | | | | 1 | 1 | 3 |
| Customer Service | | | | | | | 1 | | | | 1 | | 2 |
| Customer Service - TSO | | | | | | | 1 | | | | 1 | | 2 |
| No Jurisdiction | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to FAA | | | | | | | | | | | | 1 | 1 |

| | | 15 | A Contact | enter ira | veier Comp | naints Repo | prτ | | | | | | |
|---|--------------|-----------|------------|-----------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PSM | 1 | | 1 | | | 1 | 1 | | 1 1 | | | | (|
| 2023 | | | 1 | | | 1 | | | 1 | | | | 3 |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to FAA | | | | | | | | | 1 | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2024 | | | | | | | 1 | | 1 | | | | : |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Bag | gage | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | Impairment | | | | | | | | 1 | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |

| | | | | | r Complaiı | - | | | | | | | |
|---|--|---------------|-----------------------|---------|------------|-----------------------|-----|-------------|---|---|---|-------|---|
| Categories | | | | | | | | • | | | | 9-Sep | Total |
| PSP | 16 | 3 | 11 | 11 | 15 | 22 | 13 | 17 | 9 | 5 | 6 | 9 | 137 |
| 2023 | 1 | 1 | 6 | 7 | 10 | 5 | 7 | 5 | 2 | 3 | 4 | 5 | 56 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 3 | 1 | 3 | 1 | | 3 | | | 2 | 2 | 15 |
| Customer Service - TSO | | | 3 | 1 | 3 | 1 | | 3 | | | 2 | 2 | 15 |
| 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 | 2 | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Dan | | msC | 2 | ' | 1 | 1 | ' | | | | | | 4 |
| Mishandling of Passenger Property - Dan | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | | | | ' | | - ' | 1 | | | | | | |
| Patdown | irayed itemsCa | arry-orr or c | JIIEUKEU 4 | | | | 1 | | | 1 | | 1 | 4 |
| | | | 1 | | | | | | | 1 | | 1 | |
| Patdown - Flyer | | 4 | 1 | 0 | | | 1 | | 0 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | | 1 | | 2 | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal I | | | | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medicall | | lication and | d Medic | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees and | Casts | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 1 | 3 | 2 | 1 | 2 | | | | | 9 |
| Property - Special Handling - Damaged I | ems - Carry-On | | | | 3 | 2 | | 1 | | | | | 6 |
| Property - Special Handling - Missing Iter | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iter | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | 2 | 1 | | 1 | | | 1 | 2 | 1 | 9 |
| Screening - Crew Member or Airline Emp | lovee | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | 2 | | | 1 | | | 1 | 2 | 1 | 8 |
| 2024 | 6 | 2 | 5 | 4 | 5 | 17 | 6 | 12 | 7 | 2 | 2 | 4 | 72 |
| Airline | | | | | | 1 | | 12 | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| | | | 1 | | | 1 | 4 | 2 | | | | 2 | 7 |
| Civil Rights | | | ı | | | 1 | 1 | | | | | | |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | 2 | | | | 1 | 4 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | 1 | | | | | | | | | 1 | 2 |
| Customer Service | 2 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | 1 | | 2 | | 21 |
| Customer Service - TSO | 2 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | 1 | | 2 | | 21 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 2 | 1 | 3 | 3 | 1 | | | 11 |
| Mishandling of Passenger Property - Dan | naged/Missing Ite | emsC | 1 | | | 1 | | 1 | 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Dan | naged/Missing Ite | emsChecl | ked Baggag | je | | 1 | 1 | 2 | 2 | | | | 6 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | | | |
| Databassa | | | | | | | | | 1 | | | | 1 |
| Patgown | 1 | | | | 2 | 2 | | | 1 | | | | 1 |
| Patdown - Flver | | | | | 2 | 2 | | | | | | | 6 |
| Patdown - Flyer | 1 | | | | | 2 1 1 | | | | | | | 6 |
| Patdown - Flyer Patdown - Flyer as Observer | | | | | 1 | 1 | | | | | | | 6 3 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General | 1 | | 1 | | 1 | 1 | | 2 | 1 | | | | 6 3 2 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | 1 1 3 | | 2 | 1 | | | | 6 3 2 1 7 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C | 1 1 ancer | liegtion one | | unnliee | 1 | 1 1 3 2 | | | 1 | | | | 6 3 2 1 7 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall | 1 1 ancer Necessary Med | lication and | d Medical S | upplies | 1 | 1 1 3 | | 1 | 1 | | | | 6 3 2 1 7 2 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility | 1 1 ancer Necessary Med | lication and | d Medical S | upplies | 1 | 1 1 3 2 | | 1 | 1 | | | | 6 3 2 1 7 2 2 2 3 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling | 1 1 ancer y Necessary Mec | lication and | d Medical S | upplies | 1 | 1 1 3 2 | 1 | 1 1 1 | 1 | | | | 6 3 2 1 7 2 2 2 3 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I | 1 ancer / Necessary Mec 1 1 ems - Carry-On | lication and | d Medical S 1 1 | upplies | 1 | 1 1 3 2 | 1 1 | 1 | 1 | | | | 6 3 2 1 7 2 2 2 3 4 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I's Property - Special Handling - Missing Iter | 1 ancer y Necessary Mec 1 1 ems - Carry-On | lication and | d Medical S | upplies | 1 | 1 1 3 2 | | 1 1 1 | 1 | | | | 6 3 2 1 7 2 2 3 4 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter | 1 ancer y Necessary Mec 1 1 ems - Carry-On ns - Carry-On | lication and | d Medical S 1 1 | | 1 1 | 1 1 3 2 1 | 1 | 1 1 1 | 1 | | | | 6 3 2 1 7 2 2 3 4 2 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening | 1 ancer y Necessary Mec 1 1 ems - Carry-On | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | | 1 1 1 | 1 | 1 | | 2 | 6 3 2 1 7 2 2 2 3 4 2 1 1 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children | 1 ancer y Necessary Med 1 ems - Carry-On ns - Carry-On 1 1 | lication and | d Medical S 1 1 | | 1 1 | 1 1 3 2 1 | 1 | 1 1 1 | 1 | 1 | | 2 | 6 3 2 1 7 2 2 3 4 4 2 1 1 1 3 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On ms - Checked 1 | ication and | d Medical S 1 1 | 1 | 1 1 | 1 1 3 2 1 | 1 | 1 1 1 | 1 | • | | | 6 3 2 1 7 2 2 3 4 2 1 1 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp | 1 ancer y Necessary Med 1 ems - Carry-On ns - Carry-On 1 1 | lication and | d Medical S 1 1 | 1 | 1 1 | 1 1 3 2 1 | 1 | 1 1 1 | 1 | 1 | | 2 | 6 3 2 1 7 2 2 3 3 4 2 1 1 1 3 2 2 1 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On ms - Checked 1 | ication and | d Medical S 1 1 | 1 | 1 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | • | | | 6 3 2 1 7 2 2 3 4 2 1 1 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On ms - Checked 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | • | | | 6 3 2 1 7 2 2 3 3 4 2 1 1 1 3 2 2 1 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On ms - Checked 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | • | | 1 | 6 3 2 1 7 2 2 3 4 4 2 1 1 1 3 2 1 6 6 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 1 1 ancer / V Necessary Mec 1 1 ems - Carry-On ns - Carry-On ns - Checked 1 1 loyee 1 | ication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 3 4 4 2 1 1 1 3 2 1 6 6 6 6 7 6 7 6 7 6 7 7 6 7 6 7 7 7 7 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service | 1 ancer y Necessary Med 1 ems - Carry-On ms - Checked 1 loyee 1 9 2 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 3 4 4 2 1 1 1 3 2 1 6 2 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO | 1 1 ancer y Necessary Med 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | ication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 3 4 4 2 1 1 1 3 2 1 5 6 6 6 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On 1 loyee 1 9 2 2 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 2 3 4 4 2 1 1 3 2 2 1 6 2 2 2 2 2 2 2 2 2 2 2 1 3 2 2 2 2 2 2 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged II Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found - Airport/TSA | 1 ancer y Necessary Med 1 ems - Carry-On ns - Carry-On s - Checked 1 loyee 1 9 2 2 1 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 3 3 4 2 1 1 3 2 1 6 2 2 2 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged In Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Property - Special Handling | 1 ancer y Necessary Mec 1 1 ems - Carry-On ns - Carry-On s - Checked 1 loyee 1 9 2 2 1 1 1 2 | ication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 3 3 4 2 1 1 1 3 2 2 2 2 9 9 9 9 9 9 9 9 9 1 1 1 1 1 2 2 2 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Property - Special Handling Property - Special Handling | 1 1 ancer y Necessary Med 1 1 ems - Carry-On ns - Carry-On ns - Checked 1 1 loyee 1 9 2 2 2 1 1 1 2 4 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 2 3 4 4 2 1 1 1 3 2 1 6 6 2 2 2 2 2 1 1 1 2 2 1 2 2 2 2 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Property - Special Handling Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter | 1 ancer y Necessary Med 1 ems - Carry-On ms - Checked 1 loyee 1 9 2 2 1 1 2 1 1 2 1 1 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 3 4 4 2 1 1 1 3 2 1 6 2 2 2 2 1 1 1 2 2 1 1 1 2 2 2 1 1 1 2 2 1 1 1 1 2 2 1 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Children Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Property - Special Handling - Damaged I' Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Screening | 1 ancer y Necessary Med 1 ems - Carry-On ms - Carry-On 1 loyee 1 9 2 2 1 1 1 2 1 4 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 2 3 3 4 2 1 1 3 2 2 2 3 1 6 2 2 2 2 2 3 2 2 1 1 1 1 2 2 2 2 2 2 2 2 |
| Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Property - Special Handling Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter | 1 ancer y Necessary Med 1 ems - Carry-On ms - Checked 1 loyee 1 9 2 2 1 1 2 1 1 2 1 1 1 | lication and | d Medical S 1 1 | 1 | 1 | 1 1 3 2 1 | 1 | 1 1 1 1 1 | 1 | | | 1 | 6 3 2 1 7 2 2 2 3 4 4 2 1 1 1 3 2 1 6 2 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 1 2 1 1 1 1 2 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PUB | | | | | | 1 | 1 | | | 1 | | | 3 |
| 2024 | | | | | | 1 | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | iaged/Missii | ng ItemsC | arry-on Lug | gage | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Bag | ggage | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| | | | A Contact | Octiler 11a | veier com | mannes itep | OIL | | | | | | |
|--------------------------------|--------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PUW | 2 | | | | | 1 | 1 | | | | | | 4 |
| 2023 | 2 | | | | | | 1 | | | | | | 3 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2024 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PVC | | | | | | | | | | 1 | | | 1 |
| 2024 | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Screening of Religious Cultu | ral and Cer | emonial Ite | ms | | | | | | | 1 | | | 1 |

| | | | | Center Trav | | | | | | | | | |
|---|-------------------|----------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PVD | 30 | 10 | 18 | 4 | 8 | 5 | 11 | 10 | 13 | 13 | 21 | 14 | 157 |
| 2023 | 4 | 3 | 3 | 2 | 1 | 2 | 4 | 5 | 6 | 4 | 6 | 7 | 47 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | 4 | | | | | | 1 | | 1 |
| Civil Rights Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | 5 | 2 | 1 | 5 | 20 |
| Customer Service - Others | ' | 1 | 1 | | | 1 | - 1 | - 1 | 5 | | 1 | 5 | 1 |
| Customer Service - TCC | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | 1 | 1 | 1 | | | 1 | 1 | 1 | 4 | 2 | 1 | 5 | 18 |
| 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 | | | | | | 1 | 2 | | | | | 1 | 4 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked Bag | gage | | 1 | 2 | | | | | 1 | 4 |
| Patdown | | | | | | | 1 | 1 | | | | 1 | 3 |
| Patdown - Flyer | | | | | | | 1 | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | | ed | | 1 | | | | 1 | | | | | 2 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 |
| Screening | ļ | 2 | 1 | 1 | | | | 2 | | 2 | 4 | | 12 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | 4 | | | | 1 | | 1 | 2 | | 4 |
| Screening - Procedures/Process | ooted Items | | - 4 | 1 | | | | 1 | | 1 | 2 | | 5 |
| Screening - Retrieving Abandoned/Confis 2024 | 1 | 7 | 1 15 | 2 | 7 | 3 | 7 | - | 7 | 9 | 45 | 7 | 1 |
| Airline | 14 | 7 | 15 | | | | | 5 | 1 | 9 | 15 | 1 | 98 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | I - Not Transc | 1 | | | | | | | | | | | 1 |
| Customer Service | 6 | 3 | 8 | | 4 | 1 | | 1 | 2 | 1 | 3 | 3 | 32 |
| Customer Service - TSO | 6 | 3 | 8 | | 4 | 1 | | 1 | 2 | 1 | 3 | 3 | 32 |
| Mishandling of Passenger Property | 1 | | 2 | 1 | | | 4 | | 1 | 2 | 2 | | 13 |
| Mishandling of Passenger Property - Dam | า naged/Missin | g ItemsC | arry-on Lug | gage | | | 2 | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | | | 2 | 1 | | | 1 | | 1 | 1 | 2 | | g |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | or Checked | d | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Patdown | 1 | | 1 | 1 | 2 | | | 1 | | 3 | 1 | | 10 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | 1 | | 1 | 1 | 1 | | | 1 | | 3 | 1 | | 9 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | es | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling | | _ | 1 | | | | 1 | | | 1 | 2 | | 5 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | | | | | | | | | | | 2 | | 2 |
| Property - Special Handling - Missing Iten Screening | | 3 | 3 | | 1 | 1 | 1 | | 3 | 1 2 | 6 | 3 | 2 |
| Screening - Inconsistency | 5 | 3 | 3 | | 1 | 1 | | 3 | 3 | | О | 3 | 31 |
| Screening - Inconsistency Screening - Lengthy Lines | ' | | 2 | | | | 1 | | 2 | 1 | 1 | 1 | 8 |
| Screening - Procedures/Process | 4 | 3 | 1 | | | 1 | - 1 | 3 | 1 | 1 | 4 | 2 | 20 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 3 | | | 1 | | | 3 | | ı | 1 | | 2 |
| 2025 | 12 | | | | | | | | | | | | 12 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | 4 | | | | | | | | | | | | 4 |
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | | | | veler Comp | | | | | | | | |
|--|--------------|-----------|-------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PVU | | 2 | 4 | 1 | 1 | 3 | | 4 | 4 | 2 | 1 | 2 | |
| 2023 | | | | 1 | | 1 | | 3 | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Patdown | | | | | | | | 2 | | | | | |
| Patdown - Children | | | | | | | | 1 | | | | | |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | | 1 | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | | 2 | 4 | | 1 | 2 | | 1 | 4 | 2 | 1 | 2 | |
| Customer Service | | 1 | 1 | | | 1 | | | 1 | 1 | 1 | | |
| Customer Service - TSO | | 1 | 1 | | | 1 | | | 1 | 1 | 1 | | |
| Locks | | | | | | | | | 1 | | | | |
| Locks - General | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsC | arry-on Lug | gage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | |
| Patdown | | | 3 | | | | | | 1 | | | 1 | |
| Patdown - Flyer | | | 3 | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | | | | 1 | | | | | |
| Screening | | | | | 1 | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | |

| tegories | 10-Oct 1 | | ontact Cen | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-4116 | 09-Sep | Total |
|---|-----------------|------------|------------|--------------|-----|---------------|-------------|----------|-------------|---------|-------------|--------------|-------|
| PWM | 10-001 | 1-NOV 12 | -Dec 0 | ı-Jan (2 | 1 1 | us-iviar 3 | 04-Apr 4 | U5-IVIAY | 06-Jun 4 | 20 | 08-Aug 9 | 09-Sep 16 | Total |
| 2023 | 3 | 5 | 1 | 1 | 1 | 3 | 2 | 1 | 4 | 20 8 | | | |
| | 3 | ð | 1 | 1 | | | | | | 1 | 4 | 1 | 2 |
| Civil Rights | | | | | | | | | | 1 | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | | |
| Customer Service | | | | | | | 1 | | | 3 | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | | 3 | | 1 | |
| Locks | | | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | 1 | | | | 1 | | | | 1 | | |
| Mishandling of Passenger Property - Dan | | | | | | | 1 | | | | 1 | | |
| Mishandling of Passenger Property - Disa | arrayed ItemsC | arry-on | 1 | | | | | | | | | | |
| Patdown | 1 | 2 | | | | | | | | | | | |
| Patdown - Flyer | 1 | 2 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | y 1 | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | | | 1 | | | |
| Screening | | 1 | | | | | | | | 3 | | 2 | |
| Screening - Inconsistency | | | | | | | | | | | 1 | 1 | |
| Screening - Inconsistency Screening - Lengthy Lines | | | | | | | | | | 1 | ļ. | ! | |
| Screening - Opposite Gender | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | 1 | 2 | 1 | |
| 2024 | 5 | 2 | 1 | 1 | 4 | • | 2 | 1 | | 12 | | 12 | |
| | 5 | | 1 | 1 | 1 | 3 | | 1 | 4 | 12 | | 12 | |
| Civil Rights | | | | | | 1 | 1 | | | | 2 | | |
| Civil Rights - Race | | | | | | 1 | 1 | | | | 1 | | |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | | 1 | | |
| Customer Service | 2 | | | | 1 | 1 | | | 2 | 3 | 1 | 8 | |
| Customer Service - Others | | | | | | 1 | | | | | | | |
| Customer Service - TSO | 2 | | | | 1 | | | | 2 | 3 | 1 | 8 | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Lost and Found | | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property - Dan | naged/Missing I | emsCarry | on Lug | 1 | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | | | | | |
| Patdown | | | | | | | 1 | | | 1 | | | |
| Patdown - Flyer | | | | | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medical | | | | | | | | | <u>'</u> | | | | |
| Persons w/ Disabilities (PWD) - Respirate | | Equipment | | | | | | | | 1 | | | |
| | 1 | _quipinent | | | | 1 | | | | ' | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iter | | 1 | | | | | | | | | | _ | |
| Screening | 1 | | 1 | | | | | 1 | | 5 | 2 | 3 | |
| Screening - Inconsistency | | | | | | | | | | 1 | | 2 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | 1 | |
| Screening - Procedures/Process | 1 | | 1 | | | | | 1 | | 2 | 1 | | |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | | | | 1 | | | |
| Screening - Security Breach | | | | | | | | | | | 1 | | |
| 2025 | 6 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Flyer | 2 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| | e T | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-1 | | 01-Jan | eler Comp 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------------|-----------|--------|----------|-------------|---------------------|------------|--------|----------|--------|-------------|--------|--------|----------|
| RAP | 10-001 | 11-NOV | | Jec 4 | 01-Jan 4 | 02-reb 2 | 03-IVIAI 2 | 04-Apr | US-IVIAY | 18 | 07-Jul 6 | | 12 | |
| 2023 | 12 | 2 | | 1 | 1 | 2 | 2 | | 11 | 18 | 2 | | | 87 27 |
| Civil Rights | | | | 1 | | | | | 1 | 1 | 1 | 0 | | 2 |
| Civil Rights - Race | | | | | | | | | | - 1 | 1 | | | 2 |
| Civil Rights - Race Civil Rights - Transgender Screening | | | | | | | | | | 1 | ı | | | 1 |
| Customer Service | | | | | | 2 | | | | ı | | 1 | 4 | 7 |
| Customer Service - TSO | | | | | | 2 | | | | | | 1 | 4 | 7 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 4 | 1 |
| Mishandling of Passenger Property - Da | magad/Missin | a Itoma C | orn/ o | n Lugar | 200 | | | | | | | 1 | | 1 |
| Patdown | Tiageu/iviissiii | y itemsc | arry-0 | II Lugga | age | | | | | | | - 1 | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 4 | | | 1 | 1 | 1 2 |
| | | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - General | | C = ===== | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelc | Tair/ Scooler/ | Segway | | - | | | | | 1 | | | | | 1 |
| Property - Special Handling | toma Commi |) n | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged | | | | 1 | | | | | | | | | | |
| Screening | 2 | 2 | | | 1 | | | | | 1 | 1 | 5 | 1 | 13 |
| Screening - Children | | | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | | | | | | 1 | 1 | 4 |
| Screening - Procedures/Process | 1 | 1 | | | 1 | | | | | | 1 | 4 | | 8 |
| 2024 | 4 | | | 3 | 3 | | 2 | | 10 | 16 | 4 | 6 | 6 | 54 |
| Customer Service | 4 | | | 2 | 1 | | 2 | | 5 | 7 | 1 | 1 | 1 | 24 |
| Customer Service - TSO | 4 | | | 2 | 1 | | 2 | | 5 | 7 | 1 | 1 | 1 | 24 |
| Locks | | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property - Da | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missin | g ItemsC | hecke | d Bagg | age | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | | 1 | | 1 | | 2 |
| Patdown - Flyer | | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Internal | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Respira | tory and Inhal | er Equipm | ent | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | 2 | | | | | 3 |
| Property - Special Handling - Missing Ite | | | | | | | | | 2 | | | | | 2 |
| Property - Special Handling - Missing Ite | ms - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | 1 | | | | 3 | 5 | 2 | 3 | 5 | 20 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | | | | | 4 | | 1 | 2 | 7 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | 2 | 1 | 2 | 2 | 2 | 11 |
| 2025 | 6 | | | | | | | | | | | | | 6 |
| Customer Service | 2 | | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | | 2 |

| | | 13 | - Contact | Center ma | veier comp | mannes itep | | | | | | | |
|--------------------------------------|----------------|--------|-----------|-----------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RDD | 2 | 1 | 1 | | | | | 1 | | 1 | 1 | | 7 |
| 2023 | 2 | 1 | | | | | | | | | 1 | | 4 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Screening | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| 2024 | | | 1 | | | | | 1 | | 1 | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Retrieving Abandoned/Con | fiscated Items | | | | | | | 1 | | | | | 1 |

| | | TS | A Contact (| Center Trav | veler Comp | laints Rep | ort | | | | | | |
|--|---------------|--------|-------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RDM | 4 | 3 | 2 | 2 | 2 | 2 | 1 | 3 | 3 | | | 2 | 2 |
| 2023 | 2 | 2 | 2 | 1 | | 2 | 1 | 1 | 2 | | | 2 | 1 |
| Customer Service | | | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Screening | 1 | 2 | 2 | 1 | | 2 | | 1 | 1 | | | 1 | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | 1 | | | | | | | |
| Screening - Military | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | 1 | 1 | | | | 1 | 1 | | | 1 | |
| 2024 | 1 | 1 | | 1 | 2 | | | 2 | 1 | | | | |
| Customer Service | | 1 | | | 1 | | | 1 | 1 | | | | |
| Customer Service - Others | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | 1 | | | 1 | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | 1 | | | | | | | | | |
| Screening | 1 | | | | 1 | | | 1 | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------------|---------------|-----------------|----------|--------|----------|--------|--------|--------|---------|--------|----------|---------------------|
| RDU | 87 | 36 | 43 | 33 | 41 | 57 | 58 | 75 | 74 | 69 | 53 | 65 | 691 |
| 2023 | 22 | 19 | 27 | 13 | 19 | 24 | 19 | 18 | 13 | 34 | 22 | 32 | 262 |
| Additional Information Required/Insufficient In | formation | | | | | 1 | | | | | | 4 | 5 |
| Additional Information Required/Insufficient | nt Information | ı - EMAIL ONI | _Y | | | 1 | | | | | | 4 | 5 |
| Airline | | | 1 | 1 | | | | 1 | | | | | 3 |
| Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | | | 1 | 4 | | | | 1 | | | | | 2 |
| Civil Rights | 2 | | | 1 2 | 1 | 1 | | 1 | 1 | 1 | 3 | 1 | 13 |
| Civil Rights - Constitutional Rights | | | | 2 | ' | - ' | | ' | ' | | 0 | - ' | 2 |
| Civil Rights - Race | 1 | | | | 1 | | | | | 1 | 2 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Claims | | | | | | | | | | | | 1 | 1 |
| Claims - Status | | | | | | | | | | | | 1 | 1 |
| Customer Service Customer Service - TSO | 6 | 7 | 15 | 4 | 2 | 4 | 5 5 | 8 | 5 | 14 | 6 | 10 | 86 |
| Locks | 6 | 7 | 15 | 4 | 2 1 | 4 | 5 | 8 | 5 | 14 1 | 6 | 10 | 86 |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | | | | | 1 | | | 3 |
| Mishandling of Passenger Property | 4 | 4 | 2 | 1 | 5 | 4 | 4 | 2 | 1 | 3 | 3 | 2 | 35 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 2 | 1 | 3 | 3 | 4 | 2 | 1 | | 2 | 2 | 24 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | 2 | 1 | | | | 3 | 1 | | 10 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | 2 | 1 | | | | 1 | 1 | 6 |
| No Jurisdiction - No Referral | | | | | | 1 | 4 | | | | 4 | 4 | 1 |
| No Jurisdiction - Refer to CBP | | | 1 | | | 1 | 1 | | | | 1 | 1 | 3 |
| No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties | | | - 1 | | | 1 | | | 1 | | | | 2 |
| Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | l al | | | | | | | | 1 | | | | 1 |
| Patdown | 3 | | 1 | 1 | 1 | 3 | 3 | | 1 | 1 | 2 | 5 | 21 |
| Patdown - Children | | | | | | <u> </u> | 1 | | ' | ' | | | 1 |
| Patdown - Flyer | 3 | | 1 | 1 | 1 | 2 | 2 | | 1 | 1 | 2 | 5 | 19 |
| Patdown - General | Ŭ | | | | • | 1 | _ | | | | | <u> </u> | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 2 | | | 7 | 1 | | 11 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 2 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dre | essings/Masks | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General | L | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | 1.84 - 12 - 1.4 | 0 | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | d Medical 3 | Supplies | | 4 | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 4 | 2 | 2 | 1 | 2 | 2 | - 1 | 1 | 2 | 1 | 7 |
| Property - Special Handling Property - Special Handling - Damaged It | 2 | 2 | 1 | 3 2 | 3 2 | | 2 | 1 | 1 1 | - 1 | 3 | 1 | 27 16 |
| Property - Special Handling - Damaged It | | | 1 | 1 | | | | 1 | - 1 | | 3 | | 3 |
| Property - Special Handling - Missing Iten | | - | 2 | | 1 | | | | | 1 | | | 5 |
| Property - Special Handling - Missing Iten | | 2 | | | | | | 1 | | | | | 3 |
| Screening | 5 | 3 | 3 | 1 | 6 | 8 | 2 | 3 | 3 | 6 | 3 | 6 | 49 |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Screening - Lengthy Lines | 2 | | 1 | | 1 | 1 | | | | | | 1 | 6 |
| Screening - Opposite Gender | 1 | | | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | 2 | 3 | 1 | 1 | 4 | 5 | 1 | 2 | 3 | 5 | 3 | 4 | 34 |
| Screening - Retrieving Abandoned/Confis TWIC | cated Items | | | | | 1 | | | | | | | <u>1</u> |
| TWIC - General | | | | | | | | | | | | 1 | 1 |
| 2024 | 18 | 17 | 16 | 20 | 22 | 33 | 39 | 57 | 61 | 35 | 31 | 33 | 382 |
| Additional Information Required/Insufficient Information | | | | | | | | 1 | | | | | 1 |
| Additional Information Required/Insufficient | nt Information | - EMAIL ON | _Y | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er | | | | | | | | 1 | | | | 1 |
| Airline | | | | | | | | 2 | 1 | 1 | | | 4 |
| Airline - Policy/Regulations/Service | | | | | | | | 2 | 1 | | | | 3 |
| Airline - Wheelchair Assistance | | | 4 | - | | A | | A | | 1 | | | 1 |
| Civil Rights Civil Rights - National Origin | | 1 | 1 | 2 | | 1 | | 4 | 3 | | | 2 | 14 |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | 1 | <u>1</u> |
| Civil Rights - Profiling | | | | 1 | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | 1 | | | 1 | | 1 | 2 | | | | 5 |
| Civil Rights - Screening of Religious or Cu | ı ultural Garme | nts | | | | • | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | 1 | | | | | | | | | 2 |
| Claims | | | | | | | 1 | | 1 | | | | 2 |
| Claims - General | | | | | | | 1 | | 1 | | | | 2 |
| CLEAR TO A Pro Charles A self-self-self-self-self-self-self-self- | | | | | | | | 1 | | | | | 1 |
| CLEAR - TSA PreCheck Application Prog | | 4 | 4.4 | - | 4.4 | 4.4 | 40 | 1 | 07 | 4.2 | 40 | | 1 1 1 1 1 1 1 1 1 1 |
| Customer Service Others | 7 | 4 | 11 | 7 | 14 | 14 | 19 | 20 | 27 | 11 | 10 | 8 | 152 |
| Customer Service - Others Customer Service - TCC | | | 2 | | A | | | | 1 | | | | 3 |
| Customer Service - TCC Customer Service - TSO | 7 | 4 | 9 | 7 | 13 | 14 | 19 | 20 | 26 | 11 | 10 | 8 | 148 |
| Locks | , | 4 | 9 | - 1 | 13 | 14 | 19 | 20 | | 1 | 10 | 0 | 3 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | 1 | 1 | | | 3 |
| Lost and Found | | | | | | 1 | | 1 | 1 | 1 | 1 | | 3 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | 1 | | 1 | | 3 |
| Mishandling of Passenger Property | 2 | 2 | 2 | 2 | 2 | 4 | 5 | 3 | 6 | 3 | 3 | | 34 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | 2 | 2 | | 20 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 1 | 1 | 1 | 2 | | 3 | 1 | 1 | | 13 |
| | | | | | | | | | | | | | |

| | | | A Contact C | | | | | | | | | | |
|---|-----------------|-------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | | 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 | | Carry-on | or Checked | | | | 1 | | | | | | |
| No Jurisdiction | 1 | | | | | 2 | | 3 | | 1 | | 2 | |
| No Jurisdiction - No Referral | | | | | | 2 | | 3 | | 1 | | 1 | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Notice of Violation/Civil Penalties | | | | | | | | | 1 | | | | |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | 1 | | | | |
| Patdown | 2 | 4 | | 1 | 4 | | 2 | 3 | 2 | | 2 | 3 | 2 |
| Patdown - Children | | | | | | | | 1 | 1 | | 1 | | |
| Patdown - Flyer | 2 | 4 | | 1 | 4 | | 2 | 2 | 1 | | 1 | 3 | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | 2 | 4 | 3 | 7 | 3 | 4 | 4 | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | 1 | | | | | | 1 | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | 2 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | es | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical [| | | ne Body | | | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | | | al Sunnlies | | · · | 1 | 1 | 1 | 2 | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | viculcatioi | i and ividuo | ai oupplies | | | - 1 | ' | 1 | | - 1 | ' | |
| | | t Whooloh | air or Socot | ar) | | | | | 2 | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi | | | | 51 <i>)</i> | | | | | | 1 | | | |
| · , | | | | | | | | | | ı | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | ent | 4 | | - | | - | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ : | | | 1 | | 1 | | 1 | | | • | 1 | |
| Property - Special Handling | 1 | 1 | | 4 | | 2 | 1 | 2 | 2 | 5 | | | |
| Property - Special Handling - Damaged It | | 1 | | 3 | | 2 | 1 | 2 | 1 | 1 | 3 | | |
| Property - Special Handling - Damaged It | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | 1 | | 3 | |
| Property - Special Handling - Missing Iten | ns - Checked | | | 1 | | | | | | 3 | | 1 | |
| Request for Assistance | | | | 1 | | | | | | | | | |
| Request for Assistance - Other | | | | 1 | | | | | | | | | |
| Screening | 5 | 4 | 2 | 1 | 2 | 7 | 7 | 14 | 8 | 10 | 8 | 10 | |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | 1 | | | |
| Screening - Inconsistency | 1 | 1 | | | | | | 1 | | 2 | | 2 | |
| Screening - Lengthy Lines | 1 | 1 | 1 | 1 | | 4 | 1 | 6 | 3 | | | | |
| Screening - Procedures/Process | 3 | 2 | | | 2 | 2 | 5 | 7 | 5 | 6 | 8 | 8 | |
| Screening - Retrieving Abandoned/Confis | | | | | | | 1 | | | 1 | | | |
| 2025 | 47 | | | | | | | | | | | | - |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | |
| Additional Information Required/Insufficie | | | | | | | | | | | | | |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 2 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | 14 | | | | | | | | | | | | |
| Customer Service - TSO | 14 | | | | | | | | | | | | |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 4 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 4 | | | | | | | | | | | | |
| Patdown | 4 | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 7 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | | | | |
| , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | |
| Screening | 10 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 6 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |

| | | 13 | A Contact | center ma | veiei Coili | piaiiils nep | iOiτ | | | | | | |
|---|---------------|--------------|------------|-------------|-------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RFD | | 3 | 1 | 1 | | | | 1 | | 3 | | 1 | 10 |
| 2023 | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | 1 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| 2024 | | 2 | | 1 | | | | 1 | | 3 | | 1 | 8 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | | | | | | | | 1 | | 1 | 3 |
| Customer Service - CSM | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Da | maged/Missi | ng ItemsC | hecked Bag | 1 | | | | | | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical | lly Necessary | / Medication | and Medic | al Supplies | | | | 1 | | 1 | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RHI | | | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lug | gage | | | | | | | | 1 | 1 |

| Categories | 10-Oct | | 2-Dec 01-J | | | | 4-Apr (| 05-May 0 | 6-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------------|---------------|---------------------|-------|---|----|---------|----------|-------|--------|--------|--------|---------|
| RIC | 44 | 27 | 26 | 14 | 7 | 18 | 18 | 26 | 28 | 25 | 24 | 26 | 283 |
| 2023 | 13 | 13 | 8 | 9 | 3 | 12 | 8 | 12 | 11 | 12 | 12 | 11 | 124 |
| Additional Information Required/Insufficient In | | EMAIL ON | V | | | | | | 1 | | | | 1 |
| Additional Information Required/Insufficie | nt information | - EMAIL ON | LY | 1 | | | | | 1 | | | | 1 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Animals | | | | | | | | | | 1 | | | 1 |
| Animals - Carry-On | | | | | | | | | | 1 | | | 1 |
| Civil Rights Rose | | | | | | | | | 1 | 1 | | | 3 |
| Civil Rights - Race Civil Rights - Transgender Screening | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | 3 | 5 | 5 | 4 | | 4 | 2 | 4 | 3 | 3 | 7 | 6 | 46 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 3 | 5 | 5 | 3 | | 4 | 2 | 4 | 3 | 3 | 7 | 6 | 45 |
| Locks Locks - Missing or Damaged Lock | 1 | | | | | 1 | | | 1 | | | | 3 |
| Mishandling of Passenger Property | 1 | 2 | | 1 | 1 | ı | 2 | | ı | | 1 | | 8 |
| Mishandling of Passenger Property - Dam | - | | -on Luggage | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | | 1 | | | | 1 | | 5 |
| Mishandling of Passenger Property - Disa | arrayed Item | 1 | | | 1 | 4 | | | | 4 | | | 2 |
| No Jurisdiction No Jurisdiction - Refer to Other | | | | | | 1 | | | | 1 | | | 2 |
| Patdown | 3 | | | 1 | | 2 | | 1 | | 4 | | 3 | 14 |
| Patdown - Flyer | 3 | | | 1 | | 2 | | 1 | | 4 | | 3 | 14 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | 2 | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | , , | | | | | | | 1 | | | | | 2 |
| Property - Special Handling | 1 | 1 | 1 | 2 | 1 | | | | 1 | | | | 7 |
| Property - Special Handling - Damaged It | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged It | | d | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | 4 | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten Request for Assistance | 1 | 1 | | | | | | | | | | 1 | 1 |
| Request for Assistance - Other | | | | | | | | | | | | 1 | 1 |
| Screening | 2 | 5 | 2 | | 1 | 4 | 4 | 5 | 3 | 2 | 2 | 1 | 31 |
| Screening - Inconsistency | 1 | 1 | | | | | | 1 | | | | 1 | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | 2 | | | | 3 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 1 1 | 4 | 2 | | 1 | 3 | 4 | 4 | 1 | 1 1 | 2 | | 22 |
| 2024 | 8 | 14 | 18 | 5 | 4 | 6 | 10 | 14 | 17 | 13 | 12 | 15 | 136 |
| Additional Information Required/Insufficient In | 1 | | | | | | | | 1 | | | | 1 |
| Additional Information Required/Insufficie | nt Information | - EMAIL ON | LY | | | | | | 1 | | | | 1 |
| Airline | | 1 | 1 | 1 | | | | | 1 | | | | 4 |
| Airline - Policy/Regulations/Service Civil Rights | 1 | 1 | 2 | 1 | | | | | 1 | | 2 | 1 | 6 |
| Civil Rights - National Origin | ' | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | | | 2 | | 2 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 5 | 5 | 7 | 2 | 2 | 3 | 6 | 6 | 8 | 4 | 4 | 6 | 58 |
| Customer Service - Others Customer Service - TSO | 5 | 5 | 2 5 | 2 | 2 | 3 | 6 | 6 | 8 | 4 | 4 | 6 | 2 56 |
| Locks | 3 | 1 | 1 | | | 1 | 0 | 0 | 0 | | | 0 | 3 |
| Locks - Missing or Damaged Lock | | 1 | 1 | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | 1 | 3 | | | | | 2 | 2 | 2 | 1 | 1 | 12 |
| Mishandling of Passenger Property - Dam | | ItemsCarry | | | | | | 1 | 2 | 2 | | 1 | 6 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | - | Items_Linen | 3 ecified Luggaa | 10 | | | | 1 | | | 1 | | 2 |
| Patdown | lageu/iviissirig | 2 | ecilieu Luggag | 2 | | | | ı | 1 | | 1 | | 6 |
| Patdown - Flyer | | 2 | | 2 | | | | | 1 | | 1 | | 6 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | 1 | 1 | | 2 | 2 | 2 | | 2 | 12 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | lmn airm ant | 1 | | | | | | 1 | 0 | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically | | ledication an | d Medical Sun | nlies | | 1 | | | 2 | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Metal Im | | iodiodilon di | a Modical Cup | 31100 | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelchair o | or Scooter) | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees a | nd Casts | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | 2 | | | 4 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | | | 1 | | | | | | | 1 | | | 2 |
| Request for Assistance | IIs - Checked | | | | | | | | | | | 1 | 1 |
| Request for Assistance - Other | | | | | | | | | | | | 1 | 1 |
| Screening | 1 | 3 | 2 | | 1 | 1 | 4 | 4 | 2 | 3 | 4 | 4 | 29 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | 1 | 1 | | 2 | - | 4 | 4 |
| Screening - Lengthy Lines Screening - Procedures/Process | 1 | 3 | 2 | | | 1 | 2 | 3 | 2 | 1 | 2 | 4 | 6 17 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 3 | | | 1 | | | 3 | | | | | 17 |
| 2025 | 23 | | | | | | | | | | | | 23 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Oran raignis - reacional Origin | <u> </u> | | | | | | | | | | | | 1 |

| | | | A Contact | ociitei iia | veier com | mannes ixep | 011 | | | | | | |
|---|--------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 8 | | | | | | | | | | | | 8 |
| Customer Service - TSO | 8 | | | | | | | | | | | | 8 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Screening | 6 | | | | | | | | | | | | 6 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 5 | | | | | | | | | | | | 5 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RIW | 1 | | 1 | 1 | | | | | | | | | 3 |
| 2023 | | | 1 | 1 | | | | | | | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RKS | 1 | | 1 | | | | | | 1 | | | | 3 |
| 2023 | | | 1 | | | | | | 1 | | | | 2 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|---------------|------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| RNO | 36 | 22 | 13 | 12 | 12 | 18 | 23 | 15 | 25 | 25 | 25 | 21 | 247 |
| 2023 | 11 | 13 | 6 | 7 | 8 | 12 | 10 | 9 | 12 | 17 | 11 | 13 | 129 |
| Civil Rights | 1 | | | 1 | | | | | 1 | | | 3 | 6 |
| Civil Rights - Race | 1 | | | | | | | | | | | 1 | 2 |
| Civil Rights - Screening of Religious Cult | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | 4 | | | | | | | | 1 | 1 |
| Civil Rights - Sexual Orientation - Not Tra | ansgender I | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 4 | 3 | 1 | 1 | 2 | 3 | 1 | 1 | 2 | 4 | 1 | 29 |
| Customer Service - TSO | 6 | 4 | 3 | 1 | 1 | 2 | 3 | 1 | 1 | 2 | 4 | 1 | 29 |
| Locks | | | | 1 | 1 | _ | | 1 | | 2 | • | | 5 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | 1 | | 2 | | | 5 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 2 | | 4 | 1 | 1 | | 2 | 1 | 1 | 14 |
| Mishandling of Passenger Property - Dan | | 1 | | 1 | | 2 | | 1 | | | | | 5 |
| Mishandling of Passenger Property - Dan | | Corni on or | Chaokad | 1 | | 2 | 1 | | | 1 1 | 1 | 1 | 8 |
| Mishandling of Passenger Property - Disa Patdown | arrayed items | Carry-on or | Checked | | 2 | | 1 | 3 | 4 | 2 | 2 | 1 | 1 16 |
| Patdown - Flyer | 1 | | | | 2 | | 1 | 3 | 4 | 2 | 2 | 1 | 16 |
| Persons w/ Disabilities (PWD) | 1 | 3 | | 1 | 1 | | | 2 | 1 | | 1 | 4 | 14 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | Devices - At | 1 | | | | | | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | 1 | 3 | 5 |
| Persons w/ Disabilities (PWD) - Respirate | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 2 | | | 1 | | | | | | | | 3 |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | 2 |
| Property - Special Handling - Damaged It | | | 2 | 4 | | | - | 1 | - | | | 1 | 2 |
| Screening Screening - Inconsistency | 1 | 5 1 | 3 | 1 | 2 1 | 6 1 | 5 | | 5 1 | 9 | 3 1 | 2 | 42 |
| Screening - International Screening | | I | | | ı | 1 | | | ı | ı | I | | 1 |
| Screening - Lengthy Lines | 1 | | | | | 1 | 1 | | 2 | 1 | | | 6 |
| Screening - Procedures/Process | | 4 | 3 | 1 | 1 | 3 | 4 | | 2 | 7 | 2 | 2 | 29 |
| 2024 | 8 | 9 | 7 | 5 | 4 | 6 | 13 | 6 | 13 | 8 | 14 | 8 | 101 |
| Airline | | | | | | 1 | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights | | 1 | | | | 1 | 1 | 1 | 1 | 3 | 1 | | 9 |
| Civil Rights - Civil Rights Violation (TSA | Employee) | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | No. t. Townson | 1 | | | | | | | 1 | | 1 | | 3 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service | 7- Not Transg | ender 1 | 4 | | 2 | 1 1 | 1 1 | | 3 | 3 2 | 2 | 1 | 5 |
| Customer Service - Others | 1 | | 4 | | | 1 | ļ | | 3 | | | 1 | 19 |
| Customer Service - TSO | 1 | 1 | 4 | | 2 | 1 | 1 | | 3 | 2 | 2 | 1 | 18 |
| Mishandling of Passenger Property | 2 | 2 | • | | | | 3 | | 4 | | 1 | 2 | 14 |
| Mishandling of Passenger Property - Dan | | 1 | | | | | 1 | | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Dan | naged/Missi | 1 | | | | | | | 2 | | | 1 | 4 |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on or | Checked | | | | 2 | | 1 | | | | 3 |
| No Jurisdiction | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | 1 | 1 | | 1 | | 5 |
| Patdown - Flyer Persons w/ Disabilities (PWD) | | | 1 | 1 | 1 | 2 | 2 | 4 | 1 2 | | 1 | 1 | 5 14 |
| Persons w/ Disabilities (PWD) - Breast C | ancer | | | 1 | 1 | | | 1 | | | 1 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | ' | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | y Necessary I | Medication ar | nd Medical | Supplies | | 1 | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 1 | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | | | 4 | | | 4 | 2 | | | 4 | | 2 |
| Property - Special Handling Property - Special Handling - Damaged It | lome Corn | 1 1 | | 1 | | | 1 | | | | 1 | | 5 2 |
| Property - Special Handling - Damaged II | | | | 1 | | | | | | | 1 | | |
| Property - Special Handling - Missing Iter | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Screening | 3 | 4 | 2 | 2 | | 1 | 5 | | 2 | 3 | 6 | 4 | 32 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | 1 | 1 | 2 | 5 |
| Screening - Lengthy Lines | 1 | | | 1 | | | 2 | | | | 1 | 1 | 6 |
| Screening - Procedures/Process | 2 | 4 | | 1 | | | 3 | | 2 | 2 | 4 | 1 | 19 |
| Screening - Retrieving Abandoned/Confis | | | | | | 1 | | | | | | | 1 |
| 2025 | 17 | | | | | | | | | | | | 17 |
| Civil Rights Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | 2 |
| Claims Claims | 1 | | | | | | | | | | | | 1 |
| Claims - General | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | | | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 5 | | | | | | | | | | | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |

| oto a o vio o | 40.0-4 | | | | | | laints Rep | | 05.14 | 00 1 | 07 1-1 | 00.4 | 00.0 | T.4.1 |
|--|---|-----------|----------|--------|----------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | | 1-Nov | 12-De | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ROA | 5 | 1 | | 2 | 2 | 1 | 2 | 1 | - | 2 | 3 | | 5 | 3 |
| 2023 | | | | 1 | | 1 | 1 | | 3 | 1 | 1 | 2 | 1 | 1 |
| Airline | | | | | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | | |
| Civil Rights | | | | | | | | | | 1 | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | der | | | | | | | | 1 | | | | |
| Customer Service | | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | | 1 | | | 1 | | |
| Locks | | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsC | arry-on | Lugga | ge | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsC | | 1 | | | | | | | | | | |
| Patdown | 0 | | | | | | | | | | 1 | | 1 | |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | edication | and Me | edical | Supplies | | | | 1 | | | | | |
| Screening | , | | | | | | | | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | | |
| 2024 | 1 | 1 | | 1 | 2 | | 1 | 1 | 4 | 1 | 2 | 3 | 4 | - : |
| Civil Rights | • | • | | • | | | • | • | | • | 1 | • | | |
| Civil Rights - Age | | | | | | | | | | | 1 | | | |
| Customer Service | | 1 | | | 1 | | | | | 1 | 1 | 2 | 1 | |
| Customer Service - TSO | | 1 | | | 1 | | | | | 1 | 1 | 2 | 1 | |
| Patdown | | - 1 | | | ' | | | - 1 | 1 | - 1 | - 1 | | | |
| Patdown - Flyer | | | | | | | | 1 | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Cognitive | /D = = = = = = = + | -1 /1 /1 | al Diaal | .1114. | 1 | | | | | | | | - 1 | |
| | | | | onity | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | s/Amputees an | id Casis | | | | | | | | | | | 1 | |
| Screening | 1 | | | 1 | | | 1 | | 3 | | | 1 | 2 | |
| Screening - Inconsistency | | | | 1 | | | 1 | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | | 2 | | | 1 | 1 | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | | | 1 | | | | | |
| 2025 | 4 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | | |
| Screening | 3 | | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | | |

| Categories | 10-Oct | | Contact Cer | iter i rav 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|---------------|--------------|---------------------|-------------|------------|--------|----------|-------------|--------|--------|--------|----------------|
| ROC | 10-001 | 5 5 | 6 | 1-Jan 7 | 02-reb 9 | US-IVIAI 3 | 04-Apr | US-IVIAY | 06-Jun 5 | 7-Jul | 16 | 09-Sep | 10tai |
| 2023 | 4 | 2 | 2 | 2 | 3 | 1 | 1 | 3 | 1 | 1 | 8 | 3 | 3′ |
| Civil Rights | 1 | _ | | _ | | • | • | | • | • | 1 | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | ' | | |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | nder | | | | | | | | | 1 | | |
| Customer Service | | 1 | | | | | 1 | | | 1 | 1 | 1 | |
| Customer Service - TSO | | 1 | | | | | 1 | | | 1 | 1 | 1 | į |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on or | Checker | 1 | | | | | | | | | |
| Patdown | l í | 1 | | | 1 | | | | | | 1 | | |
| Patdown - Flyer | | 1 | | | | | | | | | 1 | | 2 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Breast C | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Ostomy/ | Ostomates | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling - Missing Iter | ms - Carry-On | | | | | | | | | | 1 | 1 | |
| Screening | 2 | | 2 | | 2 | 1 | | 3 | 1 | | 3 | | 14 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | 2 | | 2 | 1 | | 3 | 1 | | 3 | | 13 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| 2024 | 1 | 3 | 4 | 5 | 6 | 2 | 3 | 4 | 4 | 6 | 8 | 5 | 5 [.] |
| Civil Rights | | | | | | 2 | | 1 | | | 1 | 1 | |
| Civil Rights - Age | | | | | | | | | | | | 1 | |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | ansgender | | | | | | | | | | 1 | | |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | |
| Customer Service | 1 | | 1 | 1 | 3 | | 1 | | 2 | 2 | 1 | 1 | 13 |
| Customer Service - TSO | 1 | | 1 | 1 | 3 | | 1 | | 2 | 2 | 1 | 1 | 13 |
| Locks | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Dan | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsChe | cked Bagga | ge | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | 1 | | | | | | | | | | |
| No Jurisdiction | | 1 | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | |
| Patdown | | | | | 2 | | 1 | | | | | | |
| Patdown - Children | | | | | | | 1 | | | | | | • |
| Patdown - Flyer | | | | | 2 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | | | | | 1 | 3 | 3 | 10 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) - Cancer (| | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental I | Disability | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medicall | | edication ar | nd Medical S | supplies | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Service | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | 1 | | | | | - | | | | - 2 |
| Property - Special Handling | | _ | | | | | | | 2 | | | | 2 |
| Property - Special Handling - Damaged It | | п | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iter | ms - Checked | | | | | | | - | 1 | | | | |
| Screening | | 1 | 2 | 1 | 1 | | | 3 | | 2 | 1 | | 11 |
| Screening - Children | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | 1 | 1 | | | | _ | | | | | |
| Screening - Procedures/Process | | 1 | 1 | | 1 | | | 3 | | 1 | 1 | | 3 |
| 2025 | 7 | | | | | | | | | | | | |
| Customer Service Others | 2 | | | | | | | | | | | | - 2 |
| Customer Service - Others | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| No Jurisdiction Refer to Other | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling Property - Special Handling - Missing Iter | 1 1 | | | | | | | | | | | | • |

| | | TS | A Contact (| Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|--------------|------------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ROW | | | 1 | | 2 | 2 | 1 | | 1 | 3 | | 6 | 10 |
| 2023 | | | 1 | | | 1 | 1 | | 1 | 1 | | 2 | |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary | Medication | and Medic | al Supplies | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter | / Segway | | | | 1 | | | | | | | |
| Screening | | | | | | | 1 | | | 1 | | 1 | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | | | | | 2 | 1 | | | | 2 | | 4 | |
| Civil Rights | | | | | | | | | | | | 2 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Civil Rights - Sex/Gender/Gender Identity | ,- Not Trans | gender | | | | | | | | | | 1 | |
| Customer Service | | | | | 1 | 1 | | | | | | | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | hecked Bag | gage | 1 | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Iter | ms - Checke | d | | | | | | | | | | 1 | |
| Screening | | | | | | | | | | 2 | | 1 | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | 1 | |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | plaints Rep 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------------|-----------|-------------|--------|---------|-----------------------|--------|---------|---------|--------|---------|--------|-------|
| RST | 5 | 2 | 12-000 | 1 | 02-1 00 | UU-IVIGI | 5-Api | 00-inay | 00-0uii | 1 | 6 - Aug | 00-оср | 20 |
| 2023 | 2 | 1 | | • | | | 4 | | | • | 2 | | |
| Customer Service | 1 | • | | | | | 2 | | | | 1 | | |
| Customer Service - Others | 1 | | | | | | | | | | ' | | 1 |
| Customer Service - TSO | | | | | | | 2 | | | | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | ı ıaged/Missir | a ItemsC | hecked Ba | ggage | | | | | | | 1 | | - 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | | 33-3- | | | | | | | | | - 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | - 1 |
| Screening | · | 1 | | | | | 2 | | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | 2 | | | | | | - 2 |
| 2024 | 1 | 1 | | 1 | | | 1 | | | 1 | 4 | | ç |
| Airline | - | 1 | | | | | | | | | | | |
| Airline - Lost Baggage | | 1 | | | | | | | | | | | |
| Civil Rights | | | | 1 | | | | | | | 1 | | - 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | jender | | 1 | | | | | | | 1 | | - 1 |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | 1 | 2 | | - |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Internal N | ledical Devi | ces | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | air or Scoo | ter) | | | | | | 1 | | | 1 |
| 2025 | 2 | | | | | | | | | | | | - 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | - |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |

| | | | | | | laints Repo | | | | | | | |
|---|--------------------|--------------|---------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|---------|
| Categories | 10-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 | 33 | 27 | 31 | 41 | 48 | 60 | 41 | 39 | 27 | 34 | 36 | 39 | 456 |
| 2023 | 5 | 13 | 10 | 17 | 16 | 17 | 19 | 14 | 10 | 14 | 18 | 17 | 170 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | 1 |
| · · · · · · · · · · · · · · · · · · · | | EMAIL ON | JI V | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | nt iniormation | - EIVIAIL OF | NL T | | | | | | | | | | |
| Airline | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | 1 | 1 | | 1 | 1 | | | | 1 | | 5 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | I - Not Transce | nder | | 1 | | | | | | | 1 | | 2 |
| | l | ildei | | - 1 | | 4 | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | _ | | | 1 |
| Customer Service | 4 | 3 | 2 | 6 | 5 | 5 | 5 | 4 | 2 | 5 | 8 | | 52 |
| Customer Service - Others | | | | | 1 | | | | | | | 1 | 2 |
| Customer Service - TSO | 4 | 3 | 2 | 6 | 4 | 5 | 5 | 4 | 2 | 5 | 8 | 2 | 50 |
| Hazardous Materials Safety | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| HAZMAT Endorsement | | | | | | 1 | | | | | | | 1 |
| | | | | | | | | | | | | | |
| HAZMAT Endorsement - General | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | 2 |
| Lost and Found | | | | | | 1 | | | | 1 | | 1 | 3 |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | 1 | | 1 | 3 |
| Mishandling of Passenger Property | | 1 | 1 | 6 | 1 | 1 | 1 | 2 | 2 | 3 | | · · | 18 |
| | | | | | | | | | | 3 | | | |
| Mishandling of Passenger Property - Dam | | | - | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 3 | 1 | | 1 | 1 | 2 | 2 | | | 12 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on or | Checked | 2 | | 1 | | | | 1 | | | 4 |
| No Jurisdiction | | | | | | | | | | | 1 | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| | | | - 1 | 0 | 4 | 2 | | | 0 | 0 | | | |
| Patdown | | | 1 | 2 | 1 | 2 | | | 2 | 2 | | 1 | 12 |
| Patdown - Children | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | 1 | 2 | 1 | 2 | | | 2 | 2 | | 1 | 11 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | 11 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 1 |
| . , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees a | nd Casts | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | Equipment | t | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | 1 | 1 | | | | 2 |
| Property - Special Handling | | 4 | 1 | 1 | 2 | 2 | 1 | 2 | | 1 | | 3 | 17 |
| | omo Corni | | | - 1 | | | | | | ' | | | |
| Property - Special Handling - Damaged It | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | 1 | | 2 | | | | 1 | 5 |
| Property - Special Handling - Missing Iten | ns - Carry-C | 1 | | | | | 1 | | | | | 1 | 3 |
| Property - Special Handling - Missing Iten | ns - Checke | 1 | 1 | 1 | 1 | 1 | | | | 1 | | 1 | 7 |
| Request for Assistance | | | | 1 | | | | | | | | | 1 |
| Request for Assistance - Other | | | | 1 | | | | | | | | | 1 |
| Screening | | 5 | 3 | ' | 6 | 3 | 9 | 3 | 2 | 2 | 6 | 4 | 43 |
| | | 3 | 3 | | 0 | 1 | 9 | 3 | | | | 4 | |
| Screening - Crew Member or Airline Emp | loyee | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | 2 | | | | 1 | 1 | | | 5 |
| Screening - Lengthy Lines | | 1 | | | 1 | 1 | 1 | | | | | | 4 |
| Screening - Procedures/Process | | 3 | 2 | | 3 | 1 | 7 | 2 | 1 | 1 | 6 | 4 | 30 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | 1 | 1 | | | | | 3 |
| 2024 | 12 | 14 | 21 | 24 | 32 | 43 | 22 | 25 | 17 | 20 | 18 | 22 | 270 |
| | | 14 | 21 | 24 | 32 | 43 | 22 | 23 | 17 | 20 | | 22 | |
| Additional Information Required/Insufficient In | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficie | nt Information | - EMAIL OF | NLY | | | | | | | | 1 | | 1 |
| Animals | | 1 | | | | | | | | | | | 1 |
| Animals - Carry-On | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | 2 | 1 | 2 | 1 | | | 1 | | | 8 |
| Civil Rights - Age | 1 | | | _ | 1 | 1 | | | | | | | 3 |
| Civil Rights - Constitutional Rights | ' | | | 1 | | ı | | | | | | | 1 |
| | | | | 1 | | | | | | | | | <u></u> |
| Civil Rights - Race | l | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | 1 | | 1 | | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | 1 | | | 1 |
| Customer Service | 3 | 5 | 11 | 11 | 20 | 18 | 10 | 8 | 9 | 6 | 10 | 6 | 117 |
| Customer Service - Others | 1 | | | | | 1 | | | | | | 1 | 3 |
| Customer Service - TSO | 2 | 5 | 11 | 11 | 20 | 17 | 10 | 8 | 9 | 6 | 10 | | 114 |
| | | 3 | 1.1 | - 11 | 20 | 17 | 10 | 0 | 9 | 0 | | | |
| Hazardous Materials Safety | | | | | | | | | | | 1 | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | 1 | | 1 |
| Human Capital | | | | | | | | | | | | 1 | 1 |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| | | | | | | 1 | | ı | | | | | |
| Lost and Found | | | | | | | | | | | 1 | | 2 |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 2 | 1 | 4 | 1 | 2 | 3 | 3 | 4 | 3 | 6 | | 3 | 32 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 1 | 1 | | 2 | 1 | 1 | 2 | | | 11 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | 1 | 2 | 1 | 2 | 2 | 3 | | 2 | 16 |
| Mishandling of Passenger Property - Disa | | | 1 | | ' | 1 | | 1 | | 1 | | 1 | 5 |
| | ayou nems- | | | | | 1 | 4 | | | - ' | | | |
| No Jurisdiction | | 1 | 1 | | | | 1 | 1 | | | | | 5 |
| No Jurisdiction - No Referral | | 1 | 1 | | | 1 | | | | | | | 3 |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |
| Patdown | 1 | 1 | 3 | 2 | 1 | 2 | 1 | | 1 | | | 2 | 14 |
| Patdown - Flyer | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | 1 | | | 2 | 11 |
| | · · | | | - ' | - ' | | | | - ' | | | | |

| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|---------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | |
| Patdown - Non-Flyer | | | | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 2 | 2 | 3 | 3 | 5 | | 2 | 2 | 5 | |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | | | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical D | evices - Att | ached to th | e Body | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | 1 | | 1 | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | ot Wheelch | air or Scoo | t 1 | | 2 | | 1 | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Respirato | ry and Inha | ler Equipme | ent | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain | /trauma) | | | | | | 1 | | 1 | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | Segway | | | 1 | | 1 | | | 1 | | | |
| Property - Special Handling | | 4 | | 2 | 2 | 2 | | 2 | 2 | 2 | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 2 | | | 2 | 1 | | 2 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | 1 | | | | | 1 | 1 | | | |
| Property - Special Handling - Missing Item | s - Carry-O | 2 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | d | | 1 | | 1 | | | 1 | 1 | | | |
| Screening | 5 | 1 | 2 | 4 | 4 | 11 | 3 | 4 | 2 | 3 | 3 | 5 | |
| Screening - Inconsistency | | | | | 1 | 1 | 1 | | 1 | | 1 | | |
| Screening - Lengthy Lines | 1 | | 1 | 2 | | 1 | 1 | 1 | | | | | |
| Screening - Procedures/Process | 3 | 1 | 1 | 2 | 3 | 9 | 1 | 2 | 1 | 3 | 2 | 5 | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| Screening - Security Breach | | | | | | | | 1 | | | | | |
| 2025 | 16 | | | | | | | | | | | | |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 9 | | | | | | | | | | | | |
| Screening - Procedures/Process | 8 | | | | | | | | | | | | |
| Screening - Shoe Screening | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RUT | | | | | | | 1 | | | | 1 | | 2 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | | 1 | | 1 |
| 2024 | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| | | | | | | | | | | | | | |

| tagariaa | 40.0-4 | | | Center Trav | | | | 05.14- | 00.1 | 07 1 | 00.4 | 00.0 | T.4.1 |
|--|---------------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| tegories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAF | 11 | 5 | 3 | 3 | 4 | 3 | | - | 1 | 5 | | | 4 |
| 2023 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 3 | | 4 | 2 | 1 | 1 |
| Civil Rights | | | | | | | 1 | 1 | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | nder | | | | | | 1 | | | | | |
| Customer Service | 1 | | 1 | 1 | | | | | | | 2 | | |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | 2 | | |
| Locks | | | | | 1 | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | 1 | | | | | | | |
| No Jurisdiction | | | | | | | | | | 4 | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 2 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 2 | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling - Missing Item | ns - Checked | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | | 2 | | | | | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2024 | 8 | 4 | 1 | 2 | 2 | 2 | 3 | 1 | 1 | 1 | 1 | | 2 |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| Customer Service | 2 | 2 | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | | | 1 |
| Customer Service - TSO | 2 | 2 | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lug | gage | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | , , | 0 0 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cancer (g | eneral) Not E | Breast Can | icer | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | 1 | | | | | | |
| Screening | 4 | 1 | | | | | 1 | 1 | | | | | |
| Screening - Inconsistency | | 1 | | | | | 1 | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | 1 | | | | | |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------|--------------|--------------|--------|--------|--------|----------|--------|--------|--------|--------|--------|----------|
| SAN | 111 | 58 | 74 | 70 | 55 | 74 | 63 | 74 | 77 | 82 | 93 | 57 | 888 |
| 2023 | 40 | 36 | 36 | 40 | 30 | 33 | 35 | 37 | 32 | 38 | 47 | 28 | 432 |
| Additional Information Required/Insufficient In | formation | | | | 1 | | | 1 | | | | | 2 |
| Additional Information Required/Insufficie | nt Information | ı - EMAIL ON | NLY | | 1 | | | 1 | | | | | 2 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 4 | | 1 | | 4 | 4 | 0 | 4 | | | | 4 | 1 |
| Civil Rights Civil Rights - Constitutional Rights | 1 | | | 5 1 | 1 | 1 | 2 | 1 | | 2 | | 1 | 14 |
| Civil Rights - Headwear | | | | 1 | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | 3 | | 1 | 1 | | | 1 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | 4 1 | | | 1 | | | 1 | 1 | | 1 | | 1 | 6 |
| Customer Service | 9 | 12 | 10 | 11 | 6 | 5 | 15 | 11 | 8 | 16 | 14 | 10 | 127 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 9 | 12 | 9 | 11 | 6 | 5 | 14 | 11 | 8 | 16 | 14 | 10 | 125 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Locks | | 1 | 1_ | | | | 1 | 1 | | | 1 | 1 | 6 |
| Locks - General | | 1 | 1 | | | | 1 | 1 | | | 1 | 1 | 1 5 |
| Locks - Missing or Damaged Lock Lost and Found | 1 | ı | | | 1 | | 1 | ı | | | 2 | 1 | 4 |
| Lost and Found - Airport/TSA | 1 | | | | 1 | | | | | | 2 | | 4 |
| Mishandling of Passenger Property | 4 | 1 | 6 | 9 | 2 | 4 | | 4 | 3 | 2 | 8 | 2 | 45 |
| Mishandling of Passenger Property - Dan | | ' | 2 | 6 | 1 | 1 | | 3 | 1 | 1 | 5 | 2 | 23 |
| Mishandling of Passenger Property - Dan | | 1 | 3 | 3 | 1 | 3 | | 1 | 2 | | 3 | | 19 |
| Mishandling of Passenger Property - Dan | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | 1 | | | 2 |
| No Jurisdiction | | 1 | 1 | | | | | 2 | | 1 | 1 | | 6 |
| No Jurisdiction - Refer to CBP | | 1 | 1 | | | | | 1 | | 1 | 1 | | 5 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | | | 1 |
| Patdown | 3 | 2 | 1 | 2 | 2 | 4 | 3 | | 2 | 4 | 3 | | 26 |
| Patdown - Flyer | 3 | 2 | 1 | 1 | 2 | 3 | 1 | | 2 | 4 | 3 | | 22 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | 1 | | | | | | 3 |
| Patdown - Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 3 | 3 | 3 | 2 | 1 | 2 | 2 | 3 | 4 | 3 | 2 | 34 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | 4 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - General | Doubles Atte | abad to th | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically | | icried to tr | 1 | | | | | | 1 | 3 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Medically | | 2 | | | | | | | | 1 | - 1 | 2 | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | | and Casts | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirate | | | | | • | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | 2 | | 1 | 1 | | | 1 | 2 | 1 | | | | 8 |
| Property - Special Handling | 7 | 7 | 3 | 1 | 3 | 1 | 2 | 3 | 5 | 3 | 3 | 7 | 45 |
| Property - Special Handling - Damaged It | | 2 | 1 | 1 | 1 | | 1 | 1 | 2 | 3 | | 2 | 19 |
| Property - Special Handling - Damaged It | | 3 | 1 | | | 1 | | | 1 | | 2 | 2 | 11 |
| Property - Special Handling - Missing Iter | | | | | 2 | | | 1 | 1 | | 1 | 2 | 7 |
| Property - Special Handling - Missing Iter | | 2 | 1 | | | | 1 | 1 | 1 | | 10 | 1 | 8 |
| Screening | 8 | 9 | 10 | 9 | 12 | 17 | 10 | 12 | 11 | 6 | 12 | 5 | 121 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency | | 4 | 2 | | 4 | 0 | | 1 | 2 | 2 | | | 1 |
| Screening - Inconsistency Screening - Lengthy Lines | 1 1 | 4 | 2 1 | 5 1 | 3 | 2 | 1 | 1 | 1 | 2 | 1 | | 22 11 |
| Screening - Opposite Gender | · ' | 1 | | - 1 | 3 | | | ı | | | | | 1 |
| Screening - Procedures/Process | 6 | 4 | 6 | 3 | 8 | 12 | 9 | 10 | 8 | 4 | 8 | 5 | 83 |
| Screening - Retrieving Abandoned/Confis | | | 1 | | - 0 | 1 | <u> </u> | 10 | - 0 | | 1 | | 3 |
| 2024 | 38 | 22 | 38 | 30 | 25 | 41 | 28 | 37 | 45 | 44 | 46 | 29 | 423 |
| Airline | | | | | 1 | | | - | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | 1 | 2 |
| Civil Rights | 3 | | 2 | 2 | 2 | 1 | 6 | 1 | 6 | 3 | 6 | 1 | 33 |
| Civil Rights - Constitutional Rights | | | 1 | | | | 1 | | | | | | 2 |
| Civil Rights - National Origin | | | | | | | | | | | 3 | | 3 |
| Civil Rights - Not Specified | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | 1 | | 1 | 2 | | 1 | 2 | | 3 | 1 | 3 | 1 | 15 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | | | | 3 | 1 | 2 | 1 | | | 7 |
| Civil Rights - Sexual Orientation - Not Tra | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | 1 | | | 10 | 1 | 1 | | | 3 |
| Customer Service | 17 | 6 | 17 | 11 | 9 | 17 | 5 | 13 | 16 | 11 | 9 | 4 | 135 |
| Customer Service - Others | 1 | | | 1 | | | | | | | | | 1 |
| Customer Service - TCC Customer Service - TSO | 16 | 6 | 17 | 10 | 9 | 17 | 5 | 13 | 16 | 11 | 9 | 4 | 133 |
| DHS TRIP | 10 | 0 | 17 | 10 | 1 | 17 | 3 | 13 | 10 | - 11 | 1 | 4 | 3 |
| DHS TRIP - General | | | | | 1 | 1 | | | | | 1 | | 2 |
| DHS TRIP - Status | | | | | ' | 1 | | | | | ' | | 1 |
| Locks | | | | | 1 | | 1 | 1 | | | 1 | 2 | 6 |
| Locks - Missing or Damaged Lock | | | | | 1 | | 1 | 1 | | | 1 | 2 | 6 |
| Lost and Found | | | | | 1 | | | 1 | | | 1 | 1 | 4 |
| Lost and Found - Airport/TSA | | | | | 1 | | | 1 | | | 1 | 1 | 4 |
| Mishandling of Passenger Property | 4 | 1 | 4 | 3 | 3 | 2 | 3 | 6 | 5 | 6 | 2 | 3 | 42 |
| Mishandling of Passenger Property - Dan | | 1 | 4 | 2 | 1 | 1 | 1 | 3 | 3 | 3 | 1 | 3 | 25 |
| Mishandling of Passenger Property - Dan | | | | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | | 14 |
| Mishandling of Passenger Property - Dan | | g ItemsUns | pecified Lug | ggage | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | 1 | | | | | 2 |
| No Jurisdiction | 1 | 1 | 1 | | | | 1 | | 1 | 2 | | 2 | 8 |

| gories | 10-Oct | 11-Nov | 12-Dec | Center Trav 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--|------------|----------------|-----------------------|---------|----------|--------|----------|--------|-------------|--------|-------------------|-------|
| No Jurisdiction - No Referral | 10-001 | . 1-14UV | 1 2-Dec | V I-Jaii | 02-1 CD | UU-IVIAI | 04-Api | 00-iviay | oo-oun | 07-3ui 2 | | 03-3ер | TOTAL |
| No Jurisdiction - Refer to CBP | | 1 | 1 | | | | - 1 | | | | | 1 | |
| No Jurisdiction - Refer to Other | | - 1 | | | | | | | 1 | | | 1 | |
| Notice of Violation/Civil Penalties | | | | | | | | | 1 | | | | |
| Notice of Violation/Civil Penalties - General | -ol | | | | | | | | 1 | | | | |
| Patdown | | | 4 | 2 | 2 | 4 | 2 | | | | 2 | 2 | |
| | 2 | | 1 | 3 | 3 | | | | 2 | | 2 | 3 | 2 |
| Patdown - Children | | | | | | 1 | | | | | | | |
| Patdown - Flyer | 2 | | 1 | 3 | 3 | | | | 2 | | 2 | 3 | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 5 | 3 | | 4 | 1 | 1 | 7 | 7 | | 4 | 4 |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | 1 | | | 2 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Ment | 1 | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | 1 | | | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Hearing In | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal M | Medical Device | es | 1 | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Atta | ched to th | e Body | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | 1 | 1 | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | Wheelcha | air or Scoot | 1 | | | | | 2 | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 2 | | | 2 | | | 2 | 3 | | | |
| Property - Special Handling | 4 | 3 | 3 | 2 | 2 | | | 2 | 1 | 5 | | 3 | |
| Property - Special Handling - Damaged Ite | | 2 | 2 | | 1 | | | 2 | | 4 | | 2 | |
| Property - Special Handling - Damaged Ite | - | | | 1 | | 1 | | | 1 | 1 | | | |
| Property - Special Handling - Missing Item | | Ju | 1 | | 1 | 2 | | | ' | | | 1 | |
| | | 1 | 1 | 1 | - 1 | 1 | | | | | | - 1 | |
| Property - Special Handling - Missing Item | | | | | | | | 40 | | 40 | 45 | | |
| Screening | 7 | 10 | 5 | 6 | 2 | 8 | 9 | 12 | 6 | 10 | | 5 | |
| Screening - Children | | | | | | | | | | 1 | | | |
| Screening - Crew Member or Airline Empl | - | 1 | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | 1 | | | 1 | | 1 | |
| Screening - Lengthy Lines | 2 | 3 | 2 | 1 | 2 | 5 | 7 | 8 | 1 | 1 | 4 | 1 | |
| Screening - Military | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 4 | 6 | 3 | 4 | | 3 | | 4 | 5 | 6 | 9 | 3 | 4 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | 1 | | | | 1 | | |
| 2025 | 33 | | | | | | | | | | | | |
| Civil Rights | 4 | | | | | | | | | | | | |
| Civil Rights - Race | 3 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 5 | | | | | | | | | | | | |
| Customer Service - TSO | 5 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - Refer to FAA | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| | 2 | | | | | | | | | | | | |
| Potdown Elvor | | | | | | | | | | | | | |
| Patdown - Flyer | 0 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 8 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | 1 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General | 1 1 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility D | 1 1 1 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Av | 1 1 1 1 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 1 2 2 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 1 2 2 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite | 1 1 1 1 2 2 3 3 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 1 2 2 3 3 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite | 1 1 1 1 2 2 3 3 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten | 1 1 1 1 1 2 2 3 4 2 | | | | | | | | | | | | |

| Catamanian | 1001 | | | | | aints Repo | | | | | | | |
|--|--|--|--|----------------------------|-------------|------------|----------------------------|--------|--------|-----------|---|-------------|--|
| Categories | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAT | 35 | 31 | 22 | 33 | 18 | 25 | 26 | 37 | 22 | 19 | 17 | | 315 |
| 2023 | 8 | 7 | 11 | 16 | 7 | 9 | 9 | 16 | 12 | 5 | 7 | | 120 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficient | nt Information - | EMAIL ONL | Υ. | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | | 1 | | | 1 | | | 1 | | | 1 | 5 |
| Civil Rights - Race | | | 1 | | | 1 | | | 1 | | | | 3 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | | | 1 | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 2 | 4 | 4 | 1 | 5 | 3 | 4 | 3 | 1 | 1 | 2 | 30 |
| Customer Service - TSO | | 2 | 4 | 4 | 1 | 5 | 3 | 4 | 3 | 1 | 1 | 2 | 30 |
| Federal Air Marshall Service (FAMS) | | | | 1 | | | | | | | | | 1 |
| Federal Air Marshall Service (FAMS) - Ge | eneral | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | | | 1 | | 1 | 1 | | 3 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 4 | 1 | 1 | 3 | 5 | 4 | 1 | | | 22 |
| Mishandling of Passenger Property - Dam | | - ' | | 2 | | 1 | | 1 | 2 | 1 | | | 8 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | 1 | - 1 | 2 | 1 | 2 | - 1 | | | 8 |
| | | | | | l l | | | 1 | | | | | 0 |
| Mishandling of Passenger Property - Dam | | | ecilled Lugg | | | | 4 | | | | | | |
| Mishandling of Passenger Property - Disa | irrayed items0 | arry-on | 1 | 1 | | | 1 | 2 | | | | | 5 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| Patdown | | 1 | | | | 1 | 1 | 2 | | | | | 5 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | 1 | | 2 | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | 1 | | | | 2 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | dication and | Medical S | upplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees an | d Casts | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhaler | Equipment | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling | 2 | 1 | 1 | 1 | 2 | | | 1 | 1 | 1 | 1 | 1 | 12 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | | | 1 | | | 1 | 6 |
| Property - Special Handling - Damaged It | | | | 1 | 1 | | | | | | 1 | | 3 |
| Property - Special Handling - Missing Iten | | | | ' | 1 | | | 1 | | 1 | | | 3 |
| Screening | 4 | 1 | 3 | 5 | 3 | 1 | 1 | 2 | 3 | 1 | 2 | 5 | 31 |
| Screening - Crew Member or Airline Empl | | - 1 | 1 | 3 | 3 | - 1 | - ' | | 3 | - 1 | | | 1 |
| | | 4 | ı | 2 | 0 | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | 3 | 2 | | | | | | 1 | | 8 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 3 | | 2 | 2 | 1 | 1 | 1 | 2 | 3 | 1 | 1 | 4 | 21 |
| TWIC | | | | | | | | | | | | 1 | 1 |
| TWIC - General | | | | | | | | | | | | 1 | 1 |
| 2024 | 12 | 24 | 11 | 17 | 11 | 16 | 17 | 21 | 10 | 14 | 10 | | 180 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | 1 | 1 | 2 | | 1 | | | | 2 | 7 |
| Civil Rights - Age | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | 1 | 2 | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | | | 1 | 1 | | | | | | | | 4 |
| | Not Transgen | der | | 1 | 1 | | | | | | | 1 | 1 |
| Customer Service | - Not Transgen 6 | der 8 | 5 | 9 | 3 | 10 | 7 | 9 | 5 | 3 | 1 | 1 7 | 1 73 |
| | | | 5 5 | | | 10 10 | 7 | 9 | 5 5 | 3 | | | 1 |
| Customer Service | 6 | 8 | | 9 | 3 | | | | | | | | 1 73 |
| Customer Service Customer Service - TSO DHS TRIP | 6 | 8 | | 9 | 3 | | | | | | 1 | | 1 73 73 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General | 6 | 8 | | 9 | 3 | | | | | | 1 | | 1 73 73 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks | 6 6 | 8 | | 9 | 3 | | 7 | | | | 1 | | 1 73 73 1 1 2 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock | 6 | 8 | 5 | 9 | 3 | 10 | 7 1 1 | 9 | 5 | 3 | 1 1 1 | 7 | 1 73 73 1 1 2 2 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 6 6 1 1 | 8 | 2 | 9 9 | 3 | 10 | 7 1 1 4 | 9 | 5 | | 1 1 1 | 7 | 1 73 73 1 1 2 2 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 6 6 1 1 | 8 8 temsCarry | 2 | 9 9 | 3 | 10 | 7 1 1 | 9 | 5 | 3 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 2 14 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 6 6 1 1 1 aaged/Missing I | 8 8 temsCarry | 5 2 -on Luggag | 9 9 2 e | 3 | 10 | 1 1 4 3 | 9 | 5 | 3 | 1 1 1 | 7 | 1 73 73 1 1 2 2 2 14 7 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag 1 ecified Lugg | 9 9 2 e | 3 | 10 | 7 1 1 4 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag | 9 9 2 e | 3 3 | 10 | 1 1 4 3 | 9 | 5 | 3 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 4 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag 1 ecified Lugg | 9 9 2 e | 3 | 10 | 1 1 4 3 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag 1 ecified Lugg | 9 9 2 e | 3 3 | 10 | 1 1 4 3 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 4 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag 1 ecified Lugg | 9 9 2 e | 2 | 10 | 1 1 4 3 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 4 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 6 6 1 1 1 aaged/Missing I aaged/Missing I rrrayed Items—0 | 8 8 temsCarry temsC temsUnspe Carry-on | 5 2 -on Luggag 1 ecified Lugg | 9 9 | 3 3 | 1 1 1 1 | 1 1 4 3 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown | 6 6 1 1 1 naged/Missing I naged/Missing I | 8 8 temsCarry temsC temsUnspe | 5 2 -on Luggag 1 ecified Lugg | 9 9 2 e | 2 | 10 | 1 1 4 3 | 9 | 5 | 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children | 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 temsCarry temsC temsUnspe Carry-on | 5 2 -on Luggag 1 ecified Lugg | 9 9 9 2 e 2 gage 1 | 2 | 1 1 1 1 | 1 1 4 3 | 9 | 5 | 1 1 | 1 1 1 2 2 1 | 7 | 1 73 73 1 1 1 2 2 14 7 4 1 2 3 1 1 1 1 6 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 temsCarry temsC temsUnspec Carry-on | 2 -on Luggagi 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 | 1 1 1 | 5 | 1 1 1 1 1 | 1 1 1 2 1 1 | 1 1 | 1 73 73 1 1 2 2 2 14 7 4 1 2 3 1 1 1 1 6 1 5 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 ttemsCarry-temsC temsUnspec Carry-on | 5 2 -on Luggag 1 ecified Lugg | 9 9 9 2 e 2 gage 1 | 2 | 1 1 1 1 | 7 1 1 4 3 1 | 9 | 5 | 1 1 | 1 1 1 2 1 1 | 1 1 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 1 1 6 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missing I aged/Missing I aged/Missing I arrayed Items0 1 1 1 pectrum | 8 8 8 ttemsCarry temsC ttemsUnspec Carry-on | 2 -on Luggagi 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 | 1 1 1 | 5 | 1 1 1 1 1 | 1 1 1 2 1 1 | 1 1 | 1 73 73 1 1 2 2 2 14 7 4 1 2 3 1 1 1 1 6 1 5 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | aged/Missing I aged/Missing I aged/Missing I arrayed Items0 1 1 1 pectrum | 8 8 8 ttemsCarry temsC ttemsUnspec Carry-on | 2 -on Luggagi 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 1 1 1 | 5 | 1 1 1 1 1 | 1 1 1 2 1 1 | 1 1 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 1 1 6 |
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| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (6 | aged/Missing I aged/M | 8 8 8 ttemsCarry ttemsC ttemsUnspec Carry-on | 2 -on Luggagi 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 1 1 1 | 5 | 1 1 1 1 1 | 1 1 1 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 1 1 6 1 5 27 2 |
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| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N | 6 6 6 1 1 1 aged/Missing I aged/Missing I arrayed Items—(1 1 1 pectrum general) Not Bri mpairment Medical Devices | 8 8 8 ttemsCarry-temsCarry-on | 2 -on Luggagr 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 9 | 5 | 1 1 1 1 1 | 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 2 1 1 1 1 5 2 7 2 1 1 1 2 2 1 1 1 2 2 1 1 1 1 2 2 1 |
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| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 temsCarry-temsC temsUnspectorry-on 1 1 4 1 east Cancer 1 | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 5 | 1 1 1 2 | 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 2 14 7 4 1 2 3 1 1 1 1 6 1 5 2 7 2 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | aged/Missing I aged/Aliasing I aged/Aliasi | 8 8 8 temsCarry temsC temsUnspe Carry-on 1 1 4 1 east Cancer 1 | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 2 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 5 | 1 1 1 2 | 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 14 7 4 1 2 3 1 1 1 6 1 5 27 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | temsCarry temsC temsUnspec carry-on 1 1 4 1 east Cancer 1 | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 1 | 1 1 1 2 | 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 2 1 1 1 1 1 1 1 6 1 1 1 1 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (s Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medicall [Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | temsCarry temsC temsUnspec carry-on 1 1 4 1 east Cancer 1 | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 2 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 1 | 1 1 2 2 | 2 1 1 | 1 1 3 | 1 73 73 1 1 2 2 2 1 1 1 1 5 2 7 2 1 1 1 1 6 2 2 3 3 1 2 2 1 1 1 2 2 3 3 1 2 2 3 3 1 2 2 3 3 1 2 2 3 3 1 2 2 3 3 1 2 2 3 3 3 1 2 2 3 3 3 1 2 2 3 3 3 3 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Prosthesi | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 temsCarry-temsC temsUnspectorry-on 1 1 4 1 east Cancer 1 | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage | 2 1 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 1 | 1 1 1 2 | 1 | 1 1 3 1 | 1 73 73 1 1 2 2 2 1 1 1 1 5 2 7 2 1 1 1 1 6 2 2 3 1 1 2 2 1 1 1 2 2 1 1 1 1 6 2 2 3 1 1 2 2 1 1 1 1 1 1 6 1 1 1 1 1 1 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nespirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 temsCarrytemsC temsUnspectorry-on 1 1 4 1 east Cancer 1 3 hed to the Both 1 Equipment | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage 1 1 1 1 | 2 1 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 1 | 1 1 2 2 | 2 1 1 | 1 1 3 1 | 1 73 73 1 1 2 2 1 1 1 1 2 2 1 1 1 1 6 2 3 1 1 1 1 1 6 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | 2 -on Luggage 1 ecified Lugg 1 | 9 9 9 2 e 2 gage 1 1 1 1 1 | 2 1 1 1 1 1 | 10 | 7 1 1 4 3 1 | 5 | 1 1 | 1 1 2 2 | 1 1 1 1 2 1 1 1 | 1 1 1 1 1 1 | 1 73 73 1 1 2 2 1 1 1 1 2 1 1 1 1 6 2 2 3 1 1 1 1 1 6 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 8 8 8 temsCarrytemsC temsUnspectorry-on 1 1 4 1 east Cancer 1 3 hed to the Both 1 Equipment | 2 -on Luggag 1 ecified Lugg 1 | 9 9 9 2 e 2 gage 1 1 1 1 | 2 1 1 1 | 1 1 1 1 | 7 1 1 4 3 1 | 5 | 1 | 1 1 2 2 | 1 | 1 1 1 1 1 1 | 1 73 73 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| to moving | 100 | | | | | laints Rep | | | | A= 1 : | ••• | | |
|--|----------------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-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 It | | 1 | 1 | 1 | | | | 1 | 1 | | | | |
| Property - Special Handling - Damaged It | | | | 1 | | 1 | | | | | 1 | | |
| Property - Special Handling - Missing Iter | | 1 | | | 1 | | | 1 | 1 | | | 1 | |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | 1 | | | | | 1 | | | 1 | | |
| Screening | 3 | 8 | | 1 | 2 | | 1 | 2 | 2 | 7 | 1 | 2 | |
| Screening - Crew Member or Airline Emp | loyee | | | | 1 | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | 1 | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | 1 | | | |
| Screening - Military | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | 2 | 6 | | 1 | | | | | 1 | 5 | 1 | 2 | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | 1 | 1 | | | | | |
| 2025 | 15 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | [/] 1 | | | | | | | | | | | | |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | 1 | | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | | |
| Screening | 6 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 4 | | | | | | | | | | | | |
| Screening - Security Breach | 1 | | | | | | | | | | | | |

| | | | | t Center Tra | | | | | | | | | |
|---|--------------------|-----------|----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAV | 10 | 11 | | 3 | | | | 14 | 10 | 9 | 11 | 12 | 123 |
| 2023 | 4 | 7 | | 8 2 | 2 3 | | 5 | 7 | 1 | 4 | 5 | 4 | 52 |
| Airline Policy/Pogulations/Sorvice | | | | | | 1 | | | | 2 | | 1 1 | 4 |
| Airline - Policy/Regulations/Service Civil Rights | 1 | | | | | 1 | | | | 2 | 1 | 1 | 3 |
| Civil Rights - Constitutional Rights | ı | | | | | I | | | | | 1 | | |
| Civil Rights - Race | 1 | | | | | | | | | | - 1 | | 1 |
| Civil Rights - Nace Civil Rights - Sex/Gender/Gender Identity | | ender | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 1 | | 1 | l 1 | | | 2 | | 2 | | | 10 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 1 | | | l 1 | | | 2 | | 2 | | | 9 |
| Mishandling of Passenger Property | _ | | | 1 | 1 | | 2 | | | | 1 | | 5 |
| Mishandling of Passenger Property - Dam | ı naged/Missin | g ItemsC | | 1 | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | | | | aggage | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | | | | 1 | | | | | | 1 |
| Patdown | _ | | | 1 | | | | | | | 1 | | 2 |
| Patdown - Flyer | | | | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | 2 | | 1 | | | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | 1 | | 1 | 2 | | | | | 6 |
| Property - Special Handling - Damaged Ite | | | | | | | | 2 | | | | | 2 |
| Property - Special Handling - Missing Item | | 1 | | 1 | | | 1 | | | | | | 3 |
| Property - Special Handling - Missing Item | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | 3 | | 3 | | | 2 | 2 | 1 | | 2 | 3 | 18 |
| Screening - Crew Member or Airline Empl | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | 1 | | | 1 | | 1 | | | | 3 |
| Screening - Procedures/Process | 1 | 2 | | 2 | | | 4 | 2 | | | 2 | 2 | 12 |
| Screening - Retrieving Abandoned/Confise 2024 | | | | | | _ | 9 | | | | • | | 1 |
| Airline | 1 | 4 | | 5 2 | 2 5 | 5 | 9 | 7 | 9 | 5 | 6 | 8 | 66 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | 2 | | | | | 1 | 1 | | | 4 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | 1 | | | | 1 |
| Customer Service | I | 1 | | 1 | 4 | 3 | 3 | 6 | 4 | 1 | 2 | 2 | 27 |
| Customer Service - TSO | | 1 | | 1 | 4 | | | 6 | 4 | 1 | 2 | 2 | 27 |
| Human Capital | | | | | | | | | | | 1 | | 1 |
| Human Capital - Prospective Employment | t with TSA | | | | | | | | | | 1 | | 1 |
| Locks | | 1 | | | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | | 1 | | | | | | 2 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | 2 | 4 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Check | ed | | | | | | | | 1 | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Patdown | | 1 | | 1 ' | | | | | 1 | | 1 | 1 | 6 |
| Patdown - Flyer | | 1 | | 1 | | | 0 | | 1 | 4 | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) | <u> </u> | | | | | | 2 | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | 1 | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Visual Imp | | | | | | | 1 | | | I | | | 1 |
| Property - Special Handling | Pannioni | 1 | | 1 | ı | 1 | | 1 | 1 | 2 | | 2 | 10 |
| Property - Special Handling - Damaged Ite | ı ems - Carrv-ı | | | • | | | | 1 | 1 | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | 1 | | ı | | 1 | 2 |
| Property - Special Handling - Missing Item | | | | | | 1 | | | 1 | | | 1 | 3 |
| Property - Special Handling - Missing Item | | 1 | | | l | | | | | 1 | | • | 3 |
| Screening | 1 | | | | . 1 | | 1 | | 1 | | 1 | | 5 |
| Screening - Crew Member or Airline Empl | - | | | | | | | | | | | | 1 |
| | | | | | 1 | | 1 | | 1 | | 1 | | 4 |
| Screening - Procedures/Process | | | | | | | | | | | | | 5 |
| 2025 | 5 | | | | | | | | | | | | |
| | 5 | | | | | | | | | | | | 3 |
| 2025 | | | | | | | | | | | | | |
| 2025 Customer Service | 3 | | | | | | | | | | | | 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SAW | 1 | | | | | | 1 | | | | | | 2 |
| 2024 | 1 | | | | | | 1 | | | | | | 2 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |

| Data waste | 10.0 | | | | eler Comp | | | A= 1- | ••• | | | •• • | |
|---|-----------------|----------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | -Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBA | 10 | 4 | 5 | 6 | 2 | 4 | 5 | | 8 | 5 | | | 66 |
| 2023 | 3 | 3 | 2 | 2 | 1 | 2 | 2 | | 3 | 2 | 3 | 7 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 2 | | | | | 1 | | 1 | | | | 4 |
| Customer Service - TSO | | 2 | | | | | 1 | | 1 | | | | 4 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dam | | emsCa | | gage | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | 1 | 3 |
| Patdown | | | | 1 | | | | | | | | 2 | 3 |
| Patdown - Flyer | | | | 1 | | | | | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | dication | and Medica | I Supplies | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | 1 | 1 | 1 | | 2 | 1 | | | | 3 | | 12 |
| Screening - Inconsistency | | | 1 | | | | | | | | 1 | 2 | 4 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | | | 2 | | | | | 2 | | 7 |
| 2024 | 2 | 1 | 3 | 4 | 1 | 2 | 3 | 3 | 5 | 3 | 3 | 1 | 31 |
| Civil Rights | | | | 1 | | | | | | | 1 | | 2 |
| Civil Rights - Race | | | | 1 | | | | | | | 1 | | 2 |
| Customer Service | | | 2 | | | | 1 | | | 1 | 2 | | 6 |
| Customer Service - TCC | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | 2 | | | | 1 | | | | 2 | | 5 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | 1 | 1 | 2 | | | | 6 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | 1 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing It | emsCh | necked Bag | gage | | | 1 | | 2 | | | | 3 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | dication | and Medica | I Supplies | | | | | 1 | | | | 1 |
| Property - Special Handling | ĺ | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry-On | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | 1 | 2 | 1 | 1 | 2 | 2 | | 1 | 11 |
| Screening - Procedures/Process | 1 | | | | | 2 | | 1 | 2 | 1 | | 1 | 9 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | 1 | | | 2 |
| 2025 | 5 | | | | | | | | | | | | 5 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| r didomir i iyo | | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | 2 |

| | | 13 | A Contact | Center ma | veier com | Jiaiiila Kepi | υιι | | | | | | |
|---|-------------|-----------|-----------|-----------|-----------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBD | 2 | | | 1 | | 1 | 1 | | | | 1 | | 6 |
| 2023 | 2 | | | | | 1 | 1 | | | | 1 | | 5 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | | | | 2 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | na ItemsC | hecked Ba | (1 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | Center Trav | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-------------------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SBN | 2 | 2 | | 2 2 | 1 | 1 | | | | 4 | | 4 | 2 |
| 2023 | 1 | _ | - | | | 1 | - | _ | • | 3 | - | 2 | 1 |
| Civil Rights | | | | | - | - | | - | | 1 | | 1 | - |
| Civil Rights - Race | | | | | | | | | | 1 | | 1 | |
| Customer Service | | | | 1 | 1 | 1 | 2 | | | | | | |
| Customer Service - TSO | | | | 1 | 1 | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | _ | | | 1 | | 1 | |
| Mishandling of Passenger Property - Dan | ı naged/Missiı | ng ItemsC | arry-on Lu | ggage | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | 1 | |
| Patdown | | 5 | | 33 3 | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Breast C | ancer | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | and Casts | | | | | | | | | 1 | | |
| Screening | 1 | | | 1 | | | | 1 | | | | | |
| Screening - Procedures/Process | 1 | | | 1 | | | | 1 | | | | | |
| 2024 | | 2 | | 2 | | | 1 | 1 | 1 | 1 | 3 | 2 | |
| Civil Rights | | | | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Customer Service | | | | | | | | | | 1 | | 1 | |
| Customer Service - TCC | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | |
| Mishandling of Passenger Property - Dan | naged/Missii | ng ItemsC | arry-on Lu | ggage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-on | or Checke | ed | | | | 1 | | | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Department of S | State | 1 | | | | | | | | | | | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | | | | 1 | | |
| Screening | | 1 | | 1 | | | 1 | | | | | 1 | |
| Screening - Procedures/Process | | 1 | | 1 | | | 1 | | | | | 1 | |
| 2025 | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |

| | | | | | eler Comp | | | | | | | | |
|---|--------------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBP | 7 | 5 | 2 | 1 | 2 | 4 | 3 | 5 | 3 | 3 | 3 | 6 | 4 |
| 2023 | 1 | | 1 | 1 | 1 | 2 | 1 | | | 1 | | 3 | 1 |
| Customer Service | | | | | 1 | | | | | | | | |
| Customer Service - TSO | | | | | 1 | | | | | | | | |
| Patdown | 1 | | 1 | | | 2 | | | | | | | |
| Patdown - Children | | | | | | 1 | | | | | | | |
| Patdown - Flyer | 1 | | 1 | | | 1 | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | 1 | | | | | | | | | |
| Screening | | | | | | | 1 | | | 1 | | 3 | |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | 3 | |
| 2024 | 4 | 5 | 1 | | 1 | 2 | 2 | 5 | 3 | 2 | 3 | 3 | 3 |
| Airline | 1 | | | | | | | 1 | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | 1 | | | | | |
| Civil Rights | 1 | | | | | | | | | | | 1 | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | |
| Customer Service | | 2 | 1 | | 1 | 2 | 1 | 4 | 1 | 1 | 3 | | 1 |
| Customer Service - CSM | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | 2 | 1 | | 1 | 1 | 1 | 4 | 1 | 1 | 3 | | 1 |
| Locks | | | | | | | 1 | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | nimals | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | | | | | 1 | |
| Screening | 1 | 2 | | | | | | | 2 | 1 | | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | 2 | | | | | | | 1 | | | | |
| 2025 | 2 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| | | | A Contact | ocinci iia | veier comp | mannes nep | OIL | | | | | | |
|--------------------------------------|----------------|--------|-----------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBY | 1 | | | | | | | 1 | 1 | 2 | | 1 | 6 |
| 2023 | | | | | | | | 1 | 1 | 1 | | | 3 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Retrieving Abandoned/Con | fiscated Items | | | | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | 1 | 2 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| | | 13/ | 4 Contact | Center may | verer comp | iaiiiis nep | OIL | | | | | | |
|---|-------------|------------|-----------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories 1 | 0-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SCK | | 1 | | 1 | 1 | 1 | 1 | | 1 | 1 | | 1 | 8 |
| 2023 | | 1 | | 1 | | | | | | 1 | | | 3 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impair | rment | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Items | s - Carry-0 | On | | | | | | | | 1 | | | 1 |
| 2024 | | | | | 1 | 1 | 1 | | 1 | | | 1 | 5 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| DHS TRIP | | | | | | 1 | | | | | | | |
| DHS TRIP - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Cancer (gene | eral) Not l | Breast Car | ncer | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Ne | ecessary l | Medication | and Medic | al Supplies | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/A | mputees | and Casts | | | | | | | | | | 1 | 1 |

| Categories | 10-Oct | | 2-Dec 01- | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------------------|---------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SDF | 19 | 13 | 17 | 12 | 10 | 8 | 17 | 7 | 13 | 22 | 16 | 17 | 171 |
| 2023 | 3 | 6 | 8 | 8 | 5 | 3 | 5 | 2 | 8 | 8 | 10 | 5 | 71 |
| Airline Policy/Pagulations/Sarvice | | | | | | | | 1 1 | | | | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | | | | 1 | | | 1 | 1 | 1 | | | | 3 |
| Civil Rights - Constitutional Rights | | | | 1 | | | 1 | | · · | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | 1 | | | | 2 |
| Customer Service | 2 | 1 | | 1 | | | | 1 | | 1 | 1 | 1 | 8 |
| Customer Service - TSO | 2 | 1 | | 1 | | | | 1 | | 1 | 1 | 1 | 8 |
| Locks Locks - General | | | | | | | | | | 3 | 1 | 1 | 5 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 2 | 1 | 1 | 3 |
| Mishandling of Passenger Property | | 2 | 1 | 1 | 1 | 1 | 1 | | 1 | 3 | | | 11 |
| Mishandling of Passenger Property - Dam | | | /-on Luggage | | 1 | | | | 1 | 2 | | | 4 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | | | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Dam | | | | ge | | 1 | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa No Jurisdiction | irrayed items | -Carry-on or | Criecked | | | | | | 1 | 1 | | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | 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) - Breast Ca Persons w/ Disabilities (PWD) - General | ancer I | | 4 | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | / Necessary M | ledication an | d Medical Sur | nlies | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | u Medicai Sup | plies | · | | | | | | 1 | | 1 |
| Property - Special Handling | | -3) | 2 | | | | | | | 1 | 1 | 1 | 5 |
| Property - Special Handling - Damaged It | | | 1 | | | | | | | 1 | 1 | | 3 |
| Property - Special Handling - Damaged Ite | | d | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | 1 | 1 |
| Screening Screening - Crew Member or Airline Empl | 1 1 | 2 | 3 | 5 1 | 3 | 2 | 3 | | 5 | | 6 | | 30 |
| Screening - Crew Member of Alriine Empl | 1 | 1 | | 1 | 1 | | 1 | | 1 | | | | 5 |
| Screening - International Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | 1 | 3 | 3 | 1 | 2 | 2 | | 3 | | 6 | | 21 |
| 2024 | 8 | 7 | 9 | 4 | 5 | 5 | 12 | 5 | 5 | 14 | 6 | 12 | 92 |
| Airline Airline - Policy/Regulations/Service | 1 | | | 1 | | | | | | 1 | | | 3 |
| Civil Rights | 1 | | | ı | | 1 | 1 | | | | | | 2 |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | 3 | 5 | | 1 | 1 | 1 | 1 | 1 | 3 | | | 18 |
| Customer Service - TSO | 2 | 3 | 5 | | 1 | 1 | 1 | 1 | 1 | 3 | | | 18 |
| Locks Missing or Demograd Lock | | | 1 | | | | | 1 | | | | | 2 |
| Locks - Missing or Damaged Lock Lost and Found | | | 1 | | | | | - 1 | | | | 2 | 3 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | 2 | 3 |
| Mishandling of Passenger Property | | | 2 | | | 2 | 3 | | 2 | 2 | 1 | 1 | 13 |
| Mishandling of Passenger Property - Dam | | | /-on Luggage | | | | 1 | | | 1 | 1 | | 3 |
| Mishandling of Passenger Property - Dam | | | 2 | | | 1 | 2 | | 1 | 1 | | | 7 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | | | | ge | | 1 | | | 1 | | | 1 | 2 |
| No Jurisdiction | lirayed iterris | -Carry-Orr Or | Checked | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - Gener | | | | | | | | | | | | 1 | 1 |
| Patdown | 2 | | | | 1 | | | | | 1 | 1 | 1 | 6 |
| Patdown - Flyer Patdown - Non-Flyer | 2 | | | | 1 | | | | | 1 | 1 | 1 | 5 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | 3 | 1 | | 2 | 2 | 1 | 11 |
| Persons w/ Disabilities (PWD) - Cognitive | l /Developmen | | isability | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | | | | | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | 2 | 1 | | | 4 | | 3 |
| Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling | rersion (pain/tr | auma) 1 | | 1 | | | 1 | 2 | | 1 | 1 | | 7 |
| Property - Special Handling - Damaged It | l ' ems - Carrv-O | | | - 1 | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iten | | 1 | | 1 | | | | 1 | | | | | 3 |
| Property - Special Handling - Missing Iten | | | | | | | | 1 | | | | | 2 |
| Screening | 2 | 2 | | 2 | 3 | | 3 | | 2 | 3 | 2 | 6 | 25 |
| Screening - Inconsistency | | 1 | | 1 | 1 | | 2 | | 1 | 1 | | 1 | 7 |
| Screening - Lengthy Lines Screening - Procedures/Process | 2 | 1 | | 1 | 1 | | 1 | | | 1 | 2 | 4 | 13 |
| Screening - Retrieving Abandoned/Confis | | | | • | 1 | | | | 1 | | | | 2 |
| 2025 | 8 | | | | | | | | | | | | 8 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SDY | | | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| | | | | | | aints Report | | | | | | | |
|---|-----------------|-----------------|------------|----------|--------|----------------|--------|--------|--------|--------|--------|----------|-----|
| ries | 10-Oct 1 | 11-Nov 1 | 12-Dec (| 01-Jan 0 | 02-Feb | 03-Mar 0 | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
| | 292 | 156 | 151 | 142 | 140 | 174 | 186 | 208 | 259 | 250 | 263 | 263 | 2 |
| 2023 | 84 | 75 | 78 | 71 | 73 | 98 | 97 | 101 | 151 | 136 | 135 | 120 | 1 |
| Additional Information Required/Insufficient Info | rmation | 2 | | | | | | | | | | | |
| Additional Information Required/Insufficient | | 2 | | | | | | | | | | | |
| Airline | 4 | 2 | | | | | | 1 | | 2 | | 1 | |
| | 1 | 1 | | | | | | | | | | | |
| Airline - Lost Baggage | | | | | | | | | | 2 | | | |
| Airline - Policy/Regulations/Service | 2 | 1 | | | | | | 1 | | | | 1 | |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | |
| Civil Rights | 4 | 7 | 4 | 2 | 3 | 9 | 5 | 7 | 8 | 5 | 10 | 8 | |
| Civil Rights - Age | | | | | | 1 | | | 2 | | 1 | | |
| | | | | | | | | | | | - 1 | | |
| Civil Rights - Constitutional Rights | | | | | 1 | 1 | | | 1 | | | | |
| Civil Rights - National Origin | | 1 | | | | | | 1 | 1 | | | 1 | |
| Civil Rights - Perceived Religion | | | | 1 | | 1 | | | | | | | |
| Civil Rights - Profiling | | | | • | | | | 1 | | | 1 | | |
| | | | | | | | | | | | | | |
| Civil Rights - Race | 3 | 2 | 3 | | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | |
| Civil Rights - Screening of Religious or Cult | tural Garment | ts | | | | | | | | 1 | 1 | | |
| Civil Rights - Sex/Gender/Gender Identity- | | 1 | 1 | | | 3 | 2 | 3 | | 1 | 1 | 4 | |
| | | | | 4 | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | 1 | | | | | | | | 1 | |
| Civil Rights - Transgender Screening | | 3 | | | | 1 | 1 | | 1 | 1 | 3 | | |
| Claims | | | | | 1 | | | | | | | | |
| Claims - Status | | | | | 1 | | | | | | | | |
| | | | | | | | | | | | | | |
| Customer Service | 35 | 21 | 25 | 31 | 24 | 31 | 31 | 30 | 35 | 41 | 34 | 44 | |
| Customer Service - CSM | 1 | | | | | | | | | | | | |
| Customer Service - Others | | | | | | | 2 | | | | | | |
| | - 0.4 | | - 25 | 2.4 | 0.4 | - 24 | | | 0.5 | 4.4 | 0.4 | | |
| Customer Service - TSO | 34 | 21 | 25 | 31 | 24 | 31 | 29 | 30 | 35 | 41 | 34 | 44 | |
| DHS TRIP | | | | | | | | 1 | | | | | |
| DHS TRIP - General | | | | | | | | 1 | | | | | |
| Hazardous Materials Safety | | | | | | | | | | 2 | | | |
| | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | | | | | | | | | 2 | | | |
| HAZMAT Endorsement | | | 1 | | | | | | | | | | |
| HAZMAT Endorsement - Status | | | 1 | | | | | | | | | | |
| | | | | - 4 | | | | | 4 | | 2 | | |
| Locks | | 2 | | 1 | | 2 | | 2 | 1 | | 3 | 1 | |
| Locks - General | | 1 | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | 2 | | 2 | 1 | | 3 | 1 | |
| Lost and Found | | | | | | 1 | 1 | 1 | | 1 | 2 | 1 | |
| | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | 1 | 1 | 1 | | 1 | 2 | 1 | |
| Mishandling of Passenger Property | 4 | 6 | 8 | 3 | 5 | 5 | 6 | 3 | 6 | 6 | 16 | 10 | |
| Mishandling of Passenger Property - Dama | nged/Missir | 3 | 5 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 8 | 2 | |
| | - | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | 3 | 3 | 1 | 3 | | 2 | 2 | 3 | 2 | 6 | 7 | |
| Mishandling of Passenger Property - Disa | 1 | | | | | 1 | 1 | | | 1 | 2 | 1 | |
| No Jurisdiction | | 1 | 3 | | 3 | 1 | | 1 | 3 | 3 | 1 | 1 | |
| No Jurisdiction - No Referral | | | 1 | | 2 | | | | 1 | | | | |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | 2 | | | | | | 1 | 3 | 1 | 1 | |
| No Jurisdiction - Refer to Other | | 1 | | | 1 | 1 | | 1 | 1 | | | | |
| Patdown | 6 | 2 | 2 | 4 | 4 | 7 | 4 | 2 | 13 | 12 | 6 | 4 | |
| Patdown - Children | | | | • | • | | | | | 2 | | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 6 | 2 | 2 | 4 | 4 | 6 | 4 | 2 | 13 | 10 | 6 | 4 | |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | 9 | 5 | 1 | 2 | 6 | 5 | 13 | 10 | 12 | 5 | 11 | |
| , , | | | | • | | 1 | | 1 | 2 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Autism Spo | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Breast Car | ncer | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cancer (ge | eneral) Not Br | east Cance | er | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Cognitive / | | | | | 1 | | | | | 3 | | | |
| | Development | ai /iviciitai L | Jisability | | - 1 | | | | | 3 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | 1 | 1 | | 2 | | | | |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | 2 | | | 2 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Hearing Im | pairment | | | | | | | | | | 1 | | |
| | | had to th | | | | | | | | | - 1 | | |
| Persons w/ Disabilities (PWD) - Medical De | | | 1 | | | 1 | | 2 | | | | | |
| Persons w/ Disabilities (PWD) - Medically I | Necessary | 3 | | | | | 1 | 5 | 1 | 3 | 2 | 7 | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | 2 | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 2 | | | 1 | 1 | 2 | | 1 | | <u> </u> | |
| . , , | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Ostomy/Os | siomates | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Respirator | v and Inhaler | Equipment | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Service An | | , pinent | | | 1 | | | | | ' | | 1 | |
| | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Ave | | auma) | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Visual Imp | airment | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Wheelchai | | 4 | | | | | 1 | 1 | | 3 | | | |
| | | | | | _ | | | | | | _ | | |
| Property - Special Handling | 7 | 9 | 6 | 8 | 5 | 5 | 7 | 4 | 9 | 5 | 8 | 5 | |
| Property - Special Handling - Damaged Ite | 2 | 3 | | 2 | | 3 | 3 | 1 | 1 | 2 | 3 | | |
| Property - Special Handling - Damaged Ite | 1 | 3 | 1 | 3 | 2 | | 2 | | 2 | | | | |
| | | | | 2 | | | 1 | | 5 | 2 | E | | |
| Property - Special Handling - Missing Item | 2 | 2 | 3 | | 2 | | | 2 | | 3 | 5 | 4 | |
| Property - Special Handling - Missing Item | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 1 | | | 1 | |
| Request for Assistance | | | | | | | | | 1 | 1 | | | |
| · | | | | | | | | | 1 | 1 | | | |
| Request for Assistance - Other | | | | | | | | | | | | | |
| Screening | 21 | 14 | 24 | 21 | 26 | 31 | 38 | 36 | 65 | 46 | 50 | 34 | |
| Screening - Children | 1 | | | | | | | | | | 1 | | |
| Screening - Crew Member or Airline Empl | 3 | | 3 | 1 | 2 | | | | | 1 | 1 | | |
| | | | | | | | | | _ | | | | |
| Screening - Inconsistency | 3 | | 1 | 4 | 2 | | 2 | 2 | 7 | 5 | 7 | 4 | |
| | | | | | 2 | | | | | 1 | | | |
| Screening - International Screening | 5 | 12 | 9 | 5 | 7 | 16 | 17 | 17 | 34 | 17 | 22 | 16 | |
| | J | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | 9 | 11 | 13 | 14 | 19 | 16 | 24 | 22 | 18 | 14 | |
| Screening - Lengthy Lines Screening - Procedures/Process | 9 | 2 | | | | | | | | | 1 | | |
| Screening - Lengthy Lines | 9 | 2 | 2 | | | | | 1 | | | | | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | 9 | | 2 | | | 1 | | 1 | | | 1 | | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisco | 9 ated Items | | | | | 1 | | | , | | | | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | 9 ated Items | 81 | 73 | 71 | 67 | 1 76 | 89 | 107 | 108 | 114 | 128 | 143 | |

| | | TSA Co | ntact Ce | nter Travel | er Complai | nts Report | | | | | | | |
|--|----------------|------------------|------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 12 | -Dec (| 01-Jan (| 02-Feb (| 03-Mar (| 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | | | 1 | 3 | | | 1 | | 2 | | 1 | 3 | 11 |
| Airline - Lost Baggage | | | | 1 | | | 1 | | | | 1 | 1 | 4 |
| | | | 4 | | | | ' | | 0 | | ' | | |
| Airline - Policy/Regulations/Service | | | 1 | 2 | | | | | 2 | | | 2 | 7 |
| Civil Rights | 4 | 5 | 8 | 6 | 11 | 7 | 7 | | 5 | 8 | 7 | 9 | 77 |
| Civil Rights - Age | | 1 | | | | | | | | 1 | 3 | 1 | 6 |
| Civil Rights - Civil Rights Violation (TSA I | Employee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 2 | 2 |
| Civil Rights - National Origin | | 1 | 2 | 1 | | | | | 1 | 2 | | 1 | 8 |
| | | ı | | - 1 | | | | | | | | I | |
| Civil Rights - Not Specified | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | 2 | 2 | 3 | 3 | 6 | 3 | 2 | | | 2 | 1 | 4 | 28 |
| Civil Rights - Screening of Religious Culti | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Screening of Religious or C | | | | | 1 | | | | | | | | 1 |
| | | | | | | | _ | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | 2 | 1 | 4 | 5 | | 1 | 1 | 1 | 1 | 18 |
| Civil Rights - Sexual Orientation - Not Tra | ınsgender | | | | 1 | | | | | 1 | | | 2 |
| Civil Rights - Transgender Screening | 1 | | 2 | | | | | | 2 | 1 | 1 | | 7 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | | | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | | |
| Customer Service | 29 | 24 | 36 | 27 | 18 | 25 | 27 | 34 | 36 | 49 | 43 | 37 | 385 |
| Customer Service - CSM | | | | | | 1 | | | 2 | | | | 3 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TCC | | 1 | 1 | | | | • | | | | 1 | | 3 |
| | | | | | | | | | | | | | |
| Customer Service - TSO | 29 | 23 | 35 | 27 | 18 | 24 | 26 | 34 | 34 | 49 | 42 | 37 | 378 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Flying Armed | | | | 1 | | | | | | | | | 1 |
| | | | | 1 | | | | | | | | | 1 |
| Flying Armed - General | | | | 1 | | | | | | | | | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks | 1 | 1 | | | | 2 | 2 | | | | 1 | 2 | 9 |
| | | ' | | | | | | | | | | | |
| Locks - General | | | | | | | 1 | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | 2 | 1 | | | | | 2 | 7 |
| Lost and Found | | 1 | | 1 | | 1 | | 2 | 2 | 1 | 8 | 13 | 29 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | 1 | | 2 | 2 | 1 | 8 | 13 | 29 |
| Mishandling of Passenger Property | 8 | 4 | 3 | 6 | 7 | 9 | 9 | 5 | 10 | 7 | 7 | 13 | 88 |
| | | 4 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | | | 1 | 2 | 4 | 6 | 3 | 3 | 5 | 4 | 5 | 5 | 41 |
| Mishandling of Passenger Property - Dan | 4 | 2 | 2 | 4 | 3 | 3 | 6 | 2 | 5 | 2 | 1 | 6 | 40 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsUnspe | cified Luc | ggage | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Disa | | 2 | | 55 5 | | | | | | | 1 | 1 | 5 |
| | | | | | - | 0 | 0 | 0 | 0 | 0 | | | |
| No Jurisdiction | 4 | | 2 | | 4 | 2 | 2 | 3 | 2 | 2 | 3 | 5 | 29 |
| No Jurisdiction - No Referral | | | 2 | | 1 | 2 | 1 | | 1 | 2 | | 3 | 12 |
| No Jurisdiction - Refer to CBP | 3 | | | | 3 | | 1 | 2 | | | 2 | 2 | 13 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | 1 | 1 | | 1 | | 4 |
| Patdown | 1 | 5 | 3 | 1 | 6 | 4 | 8 | 9 | 8 | 6 | 13 | 3 | 67 |
| | <u>'</u> | J | | | 0 | 4 | 0 | 3 | 0 | 0 | 13 | 3 | |
| Patdown - Children | | | 2 | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | 4 | 1 | 1 | 6 | 3 | 8 | 9 | 8 | 6 | 12 | 3 | 62 |
| Patdown - Flyer as Observer | | 1 | | | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | 3 | 2 | 4 | 6 | 7 | 6 | 7 | 12 | 15 | 9 | 13 | 18 | 102 |
| | | | | 0 | , | 0 | - ' | 12 | 1 | | 10 | 10 | 102 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | - 1 | | | | |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not | Breast Cancer | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | | sability | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | , | 1 | 3 | | 2 | 1 | 2 | | | 3 | 12 |
| Persons w/ Disabilities (PWD) - Diapers/9 | | i/NAI | | 1 | 3 | | | | | 4 | 4 | 3 | |
| . , , | Jarments/Dr | essings/iviasks | | 1 | | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - General | | | 2 | | | | | 1 | | 1 | | 4 | 8 |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | 1 | | | 1 | | | 1 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Internal N | | ces | | | | | 1 | 1 | 1 | | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Medical | | | ndv | | | 1 | | 2 | | | | 1 | 4 |
| . , | | | uy | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | 1 | 2 | 2 | | | 4 | 1 | 2 | 4 | 18 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (No | ot Wheelchair or | r Scoot | 1 | 1 | | 1 | | | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | | and Casts | | | 1 | 1 | · · | | | | | | |
| . , , | | and Odolo | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirate | | | | | | | | | 1 | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | /ersion (pain | /trauma) | | | | | | 2 | 2 | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | 1 | 2 | | | 1 | 4 | 2 | 2 | 6 | 1 | 20 |
| | | | | | 4 | 4 | | | | | | | |
| Property - Special Handling | 11 | 12 | 3 | 8 | 1 | 4 | 10 | 10 | 5 | 13 | 11 | 11 | 99 |
| Property - Special Handling - Damaged It | 4 | 3 | 1 | 2 | | 3 | 3 | 2 | | 4 | 1 | 2 | 25 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | 1 | 2 | 3 | 2 | | 10 |
| Property - Special Handling - Missing Iter | | 5 | 2 | 4 | | | 6 | 4 | 2 | 5 | 5 | 6 | 43 |
| Property - Special Handling - Missing Iter | | 3 | | 2 | 1 | 1 | 1 | 3 | 1 | 1 | 3 | 3 | 21 |
| | | 3 | | | | ' | | | | | 3 | 3 | |
| Request for Assistance | | | | 1 | 1 | | | 1 | | 1 | | | 4 |
| Request for Assistance - Other | | | | 1 | 1 | | | 1 | | 1 | | | 4 |
| Screening | 28 | 27 | 10 | 11 | 12 | 16 | 16 | 31 | 23 | 18 | 21 | 27 | 240 |
| Screening - Crew Member or Airline Emp | | 1 | | | | | | | | | | | 2 |
| | 1 ' | | | | | | | | | | | | |
| Screening - Gate Pass | | 1 | | | | | | | | | | 1 | 2 |
| Screening - Inconsistency | 5 | 4 | 2 | 1 | 1 | | 1 | 2 | 4 | 1 | 1 | 1 | 23 |
| Screening - Lengthy Lines | 9 | 4 | 1 | 3 | 3 | 8 | 7 | 14 | 8 | 3 | 6 | 5 | 71 |
| Screening - Procedures/Process | 13 | 17 | 7 | 6 | 8 | 6 | 6 | 13 | 11 | 12 | 14 | 20 | 133 |
| | | - 17 | | 1 | 0 | 2 | 2 | 2 | - 11 | | 14 | 20 | |
| Screening - Retrieving Abandoned/Confis | l Items | | | 1 | | 2 | 2 | 2 | | 1 | | | 8 |
| Screening - Traveling with Cash | | | | | | | | | | 1 | | | 1 |
| 2025 | 119 | | | | | | | | | | | | 119 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Customer Service | 40 | | | | | | | | | | | | 40 |
| | | | | | | | | | | | | | |

| | | | | | veler Com | | | | | | | | |
|--|--------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 40 | | | | | | | | | | | | 40 |
| 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 | 6 | | | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 2 | | | | | | | | | | | | 2 |
| No Jurisdiction | 4 | | | | | | | | | | | | 4 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 2 | | | | | | | | | | | | 2 |
| No Jurisdiction - Refer to FAA | 1 | | | | | | | | | | | | 1 |
| Patdown | 7 | | | | | | | | | | | | 7 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 5 | | | | | | | | | | | | 5 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 15 | | | | | | | | | | | | 15 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | | 3 |
| Property - Special Handling | 8 | | | | | | | | | | | | 8 |
| Property - Special Handling - Damaged It | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 34 | | | | | | | | | | | | 34 |
| Screening - Inconsistency | 3 | | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | 16 | | | | | | | | | | | | 16 |
| Screening - Procedures/Process | 14 | | | | | | | | | | | | 14 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | 1 |

| Categories | 10 Oct | | | | | laints Repo | | OE Marr | 06 1 | 07 11 | 00 A | 00 00 | Total |
|--|--|---------------|-------------|----------|--------|-------------|--------|---------|--------|--------|--------|--------|-------|
| Categories | _ | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SFB | 19 | 9 | 8 | 8 | 14 | 8 | 7 | | 15 | 24 | | | 150 |
| 2023 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 8 | 10 | 8 | | 58 |
| Airline | | | | | 1 | | | | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | 1 | 2 |
| Civil Rights | | | | 1 | | 1 | 1 | | | | | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | nder | | 1 | | | 1 | | | | | | 2 |
| 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 | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsC | 1 | | | | 1 | | | | 1 | | 3 |
| No Jurisdiction | | items0 | 1 | | | | 1 | | | | ' | | |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| | | | 1 | | - | | | | 4 | - | - | | |
| Patdown | | | | | 1 | 1 | | | 1 | 1 | 1 | | 5 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | 1 | 1 | | | 1 | | | | 3 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | 2 | 3 | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Diabetes | S | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Internal I | Medical Device | es | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary M | ledication an | d Medical S | Supplies | | | | | | 1 | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Im | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | 1 | | | 1 | 3 |
| Property - Special Handling | | 2 | | | | | | 1 | | 1 | | | 4 |
| Property - Special Handling - Damaged I | tome Corn | 1 | | | | | | | | ' | | | 1 |
| | | | | | | | | | | - 4 | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Iter | ms - Checke | 1 | | | | | | 1 | | | | | 2 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Request for Assistance - Other | | | | | | | | | | 1 | | | 1 |
| Screening | 2 | 2 | | 1 | 2 | 1 | 1 | 3 | 4 | 4 | 2 | | 22 |
| Screening - Inconsistency | 1 | | | | | | | | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | 1 | | 2 |
| Screening - Opposite Gender | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | 2 | 1 | 1 | 3 | 4 | 3 | | | 16 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |
| 2024 | 8 | 4 | 4 | 5 | 10 | 5 | 3 | 6 | 7 | 14 | 10 | 8 | 84 |
| Civil Rights | 1 | • | • | | 1 | | | | • | | | 1 | 3 |
| Civil Rights - National Origin | · ' | | | | ' | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | 4 | | | | | | | 1 | |
| | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | / 1 | | | | | | | | | | | | 1 |
| Customer Service | | | 2 | 2 | 2 | 2 | | 1 | 1 | 3 | | | |
| Customer Service - TSO | | | 2 | 2 | 2 | 2 | | 1 | 1 | 3 | 2 | 2 | 17 |
| 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 - Dan | naged/Missing | ItemsCarry | /-on Lug | 1 | | | | | 2 | 1 | | | 4 |
| Mishandling of Passenger Property - Dan | n 1 | | | 1 | | | | | | | 1 | | 3 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| Patdown | 2 | | | | 1 | 1 | | 2 | 1 | 3 | | 1 | 11 |
| Patdown - Children | | | | | ' | - ' | | | 1 | J | | - ' | 1 |
| | | | | | 4 | 4 | | | 1 | | | 4 | |
| Patdown - Flyer | 2 | | | | 1 | 1 | | 2 | | 2 | | 1 | 9 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | 3 | | 2 | |
| Persons w/ Disabilities (PWD) - Medicall | , , | | d Medical S | Supplies | | | 1 | | | 2 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (Not | Wheelch | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/ | Ostomates | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | sis/Amputees a | and Casts | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Respirat | ory and Inhale | r Equipment | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service | Animals | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | rauma) | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual In | | , | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling | 20001017 | | 1 | | 1 | | | | ' | | 3 | | 5 |
| | me Corny On | | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iter | 1 | | 1 | 4 | 3 | 4 | | | | | 3 | | 5 |
| Screening | 3 | 2 | | 1 | 3 | 1 | 1 | 2 | 2 | 4 | 4 | 2 | |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | 1 | | | | 1 | | 2 | | 2 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | | 3 | 1 | 1 | | 2 | 1 | 3 | | 13 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | 1 | | | | | 1 |
| 2025 | 8 | | | | | | | | | | | | 8 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | A CONTRACTOR OF THE PARTY OF TH | | | | | | | | | | | | |
| Custoffiel Service - TSU | 4 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (DM/D) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Autism S | 4 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes | 4 6 1 6 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall | 4 6 1 5 1 y 2 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes | 4 6 1 6 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------------|--------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SFO | 157 | 79 | 69 | 75 | 66 | 77 | 71 | 92 | 106 | 104 | 118 | 114 | 1,128 |
| 2023 | 39 | 32 | 29 | 36 | 31 | 33 | 40 | 51 | 45 | 47 | 44 | 38 | 465 |
| Airline | 1 | | 1 | | • | | -10 | 1 | | | | | 3 |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | | | 1 | | | | | 3 |
| Civil Rights | | 1 | 1 | 3 | | 2 | 2 | 8 | 3 | 3 | 2 | 2 | 27 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Race | | | 1 | | | 1 | | 5 | 1 | 1 | 1 | 1 | 11 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | 2 | | | | 1 | | | 1 | | 4 |
| Civil Rights - Transgender Screening | | | | 1 | | 1 | 2 | 1 | 1 | 1 | | | 7 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | 1 | | | | | | | | | | 1 |
| Customer Service | 14 | 8 | 10 | 13 | 10 | 9 | 11 | 14 | 14 | 13 | 11 | 14 | 141 |
| Customer Service - Others | | | | | | | | | 2 | | | | 2 |
| Customer Service - TSO | 14 | 8 | 10 | 13 | 10 | 9 | 11 | 14 | 12 | 13 | 11 | 14 | 139 |
| DHS TRIP | 1 | | | | | | | 1 | | | | | 2 |
| DHS TRIP - General | 1 | | | | | | | 1 | | | | | 2 |
| Locks | 1 | 2 | | 2 | 2 | | 1 | | | 2 | 1 | 2 | 13 |
| Locks - General | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | 2 | | 1 | 2 | | 1 | | | 2 | 1 | 2 | 12 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 7 | | 2 | 2 | 1 | 4 | 2 | 3 | 3 | 1 | 8 | 1 | 34 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | | 1 | | 1 | 1 | | 1 | 3 | 1 | 4 | | 14 |
| Mishandling of Passenger Property - Dam | 3 | | 1 | 2 | | 2 | 1 | 1 | | | 4 | | 14 |
| Mishandling of Passenger Property - Dam | | ItemsUns | specified Lu | iggage | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | 00 0 | | | | 1 | | | | 1 | 3 |
| No Jurisdiction | 4 | 3 | 1 | 2 | | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 28 |
| No Jurisdiction - No Referral | | 1 | | 1 | | | 1 | 2 | | 1 | | | 6 |
| No Jurisdiction - Refer to CBP | 3 | 2 | | | | 1 | 2 | | 1 | 1 | 2 | 1 | 13 |
| No Jurisdiction - Refer to Other | 1 | | 1 | 1 | | | | 1 | 1 | 1 | 1 | 2 | 9 |
| Notice of Violation/Civil Penalties | | | | | | | | | | 1 | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | 4 | 3 | 1 | | 1 | 1 | 2 | 3 | 3 | | 3 | 22 |
| Patdown - Flyer | 1 | 4 | 2 | 1 | | 1 | 1 | 2 | 3 | 3 | | 2 | 20 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 1 | 5 | 1 | 2 | 2 | 3 | 4 | 3 | 1 | 7 | 1 | 3 | 33 |
| Persons w/ Disabilities (PWD) - Autism S | | | | 1 | | | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Mental | Disability | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | ched to the | Body | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | Douy | 1 | | 1 | | | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelch | 1 | | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | 3 | | | 1 | | 1 | 1 | | 1 | | 1 | 8 |
| Property - Special Handling | 1 | 3 | 2 | 2 | 1 | 2 | 3 | 4 | 4 | 6 | 6 | 1 | 35 |
| Property - Special Handling - Damaged It | ı ems - Carry-C | | | | | 1 | 3 | 1 | | 3 | | | 8 |
| Property - Special Handling - Damaged It | | 1 | 1 | 1 | | | | | | | 1 | | 4 |
| Property - Special Handling - Missing Iten | | | | | 1 | | | 2 | 3 | 2 | 3 | 1 | 13 |
| Property - Special Handling - Missing Iten | | 2 | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | | 10 |
| Screening | 7 | 6 | 7 | 9 | 15 | 11 | 13 | 12 | 15 | 8 | 12 | 8 | 123 |
| Screening - Crew Member or Airline Empl | | | 1 | | 10 | | 10 | 12 | 10 | - | 12 | | 1 |
| Screening - Inconsistency | 2 | 1 | 2 | 2 | 1 | | | 2 | 4 | | 1 | 2 | 17 |
| Screening - Lengthy Lines | _ | | | | | | | | | 1 | 4 | | 5 |
| Screening - Procedures/Process | 5 | 5 | 4 | 7 | 13 | 7 | 13 | 10 | 11 | 7 | 7 | 6 | 95 |
| Screening - Retrieving Abandoned/Confis | | | | ' | 1 | 4 | 10 | 10 | - '' | ' | ' | 0 | 5 |
| SIDA (Security Identification Display Area) | | | | | ' | | | | | | | 1 | 1 |
| SIDA (Security Identification Display Area | l) - General | | | | | | | | | | | 1 | 1 |
| 2024 | 39 | 47 | 40 | 39 | 35 | 44 | 31 | 41 | 61 | 57 | 74 | 76 | 584 |
| Airline | 1 | 7, | 40 | 1 | | 1 | ٠. | 3 | 1 | 3 | | 2 | 12 |
| Airline - Lost Baggage | | | | | | 1 | | | - ' | 2 | | | 3 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | 2 | 1 | 1 | | 1 | 6 |
| Airline - Positive Bag Match Program | | | | | | | | 1 | | | | | 1 |
| Airline - Wheelchair Assistance | | | | 1 | | | | | | | | 1 | 2 |
| Business, Suggestions, and Ideas | | | | | | | | | | | 1 | ! | 1 |
| Business, Suggestions, and Ideas - Gene | ral | | | | | | | | | | 1 | | 1 |
| Civil Rights | 2 | 7 | 3 | 8 | 2 | 8 | 3 | 1 | 2 | 5 | 8 | 8 | 57 |
| Civil Rights - Age | | , | J | U | | 1 | J | | | J | 2 | U | 3 |
| Civil Rights - Age Civil Rights - Constitutional Rights | | | | | 1 | 1 | | | | | | 2 | 4 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear | | 1 | 1 | 3 | 1 | - 1 | | | | | | | 5 |
| Civil Rights - National Origin | | 1 | 1 | 3 | 1 | | | | | | | | 3 |
| Civil Rights - Not Specified | | 1 | 1 | 1 | 1 | | 1 | | | | | | 3 |
| Civil Rights - Not Specified Civil Rights - Perceived Religion | | | 1 | 1 | | 2 | 1 | | | | 2 | | 5 |
| Civil Rights - Perceived Religion Civil Rights - Profiling | | 1 | | | | | 1 | | | | | | 5 |
| Civil Rights - Profiling Civil Rights - Race | 2 | 3 | | 2 | | 2 | | 1 | 1 | 2 | 3 | 2 | 18 |
| | | | | | | | | I | 1 | | 3 | | |
| Civil Rights - Screening of Religious or Cu | | | | 0 | | 1 | A | | | 2 | | 0 | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | 2 | | 1 | 1 | | 1 | 3 | 1 | 2 | 12 |
| Civil Rights - Sexual Orientation - Not Tra | nagenuel | | | | | | | | | | | I | 1 |

| Colling fights - Transpagnes Browning 1 1 1 1 1 1 1 1 1 | | | | | | eler Comp | | ort | | | | | | |
|--|--|-----------------|-----------------|------------|--------|-----------|--------|--------|--------|--------|--------|----------|--------|-------|
| Calain Charme State Dissonance Service - Cold Charme State Charme St | Categories | 10-Oct | 11-Nov 12 | 2-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Column Group | Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Contenter Service - CBM | Claims | | | 1 | | | | | | | | | | 1 |
| Customer Secrice. CRM Customer Service. 100 | Claims - Status | | | 1 | | | | | | | | | | 1 |
| Customer Service - Orders | Customer Service | 11 | 16 | 20 | 15 | 15 | 16 | 8 | 11 | 22 | 23 | 21 | 20 | 198 |
| Casomer Service (1C) Casomer S | Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Content Service SQ | Customer Service - Others | | | | | | 1 | | | | 1 | | | 2 |
| CHESTRIP | Customer Service - TCC | | | | | | 1 | | | | | | | 1 |
| Diff. TRIP - Covered Lock John Ministry and Demograph Look 2 | Customer Service - TSO | 11 | 16 | 20 | 15 | 15 | 13 | 8 | 11 | 22 | 22 | 21 | 20 | 194 |
| Diff Fife - General | DHS TRIP | | | 1 | | | | | | | | | | 2 |
| Locide | DHS TRIP - General | | | 1 | | | | | | | | 1 | | 2 |
| Losies - Massang or Changel Lone | | | 2 | 1 | 1 | 1 | 1 | | 1 | | | | | 7 |
| Loss and Found | | | | 1 | | | | | | | | | | 7 |
| Leaf and Founds - Anger (Party - Description of Description of Description (Party - Desc | | 1 | | | | | | 3 | | 1 | | | | 8 |
| Maintending of Preserge Property 3 | | _ | | | | | | | | | | | | |
| Melanuting of Peaseger Protectly. During Jems-Carry on Lay 1 1 2 1 1 3 2 1 1 3 2 1 1 1 3 3 2 1 1 1 1 | | | | | 2 | 2 | 5 | | | | 1 | 1 | 2 | |
| Mishanding of Placeage Property - Dearwy Mishanding Office Property - Dearwy Misha | | | | on Lua | | | | | | | | | 3 | |
| Metanoning of Postarogre Property - Description 1 | | | - | -on Lug | | | | | | | | | 2 | |
| No. Justicidion - No. Februard 2 | | | | Oh a alva: | | | 3 | | | | | 3 | 3 | |
| No. Jurisdiction. Peter to CBP | | | sCarry-on or C | | | | | | | | | | | |
| No Justidection. Feder's COBPY 1 2 1 2 1 1 2 1 1 1 1 4 4 15 No Justidection. Feder's COBPY 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 | | 2 | | 2 | 1 | 1 | 2 | 1 | | | 2 | | 4 | |
| No Justidicion Refer to Other Ornicularum - General Pational - Type 2 | | | | | | | | | | 1 | | | | 4 |
| Ombidman - Central 1 | | 1 | | 2 | 1 | 1 | 2 | 1 | | | 1 | | 4 | 15 |
| Delibourner - General 1 | No Jurisdiction - Refer to Other | 1 | | | | | | | 1 | 2 | 1 | 2 | | 7 |
| Paddown | Ombudsman | | | 1 | | | | | | | | | 1 | 2 |
| Petrons w Disabilities (PWD) - Add in Septim | Ombudsman - General | | | 1 | | | | | | | | | 1 | 2 |
| Personary Michaelities (PWID) - Julian Spectrum | Patdown | | | | 2 | | | 3 | 1 | 1 | 4 | 3 | 3 | 17 |
| Personary Michaelities (PWID) - Julian Spectrum | | | | | | | | | | | | | | 16 |
| Persons will Disabilities (PWD) - Julian Sporting | | | | | _ | | | | ' | | | | | 1 |
| Persons w Disabilities (PWD) - Auditant Spectrum Persons w Disabilities (PWD) - Cognitive, Cheveloprental Mental Disability 1 | | 2 | 3 | | 2 | 5 | 2 | Λ | 6 | 2 | | 7 | 1./ | |
| Persons w Disabilities (PWD) - Couprise Developmental Mental Disability 1 | | | 3 | | | 3 | 3 | 4 | U | | 0 | | 14 | |
| Persons w Disabilities (PWID) - Centeral 1 1 1 3 1 2 2 6 Persons w Disabilities (PWID) - Centeral 1 1 1 3 3 1 2 2 6 Persons w Disabilities (PWID) - Hearing imperiment 1 1 1 3 3 1 2 2 6 Persons w Disabilities (PWID) - Hearing imperiment 1 1 1 1 2 2 4 Persons w Disabilities (PWID) - Hearing imperiment 1 1 1 1 2 2 4 Persons w Disabilities (PWID) - Medical Devices - Adapticed to the Body 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | antal /Mantal D | ieability | | | | | | 1 | | 1 | | |
| Persons w Deablities (PWD) - Ceanner I | | | | isability | | 1 | | | | | - 1 | | | |
| Persons w Disabilities (PWD) - Horizon Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | | 5 |
| Persons w/ Disabillities (PWD) - Medical Devices - Attached to the Body | | | | | 1 | | 1 | 1 | 3 | 1 | | | | 9 |
| Persons w Disabilities (PWD) - Medically 1 1 1 1 2 7 | · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Media Implicate (pint) 1 | | | | | | 1 | | | 1 | | | | 2 | 4 |
| Persons w Disabilities (PWD) - Mobility (Sabability (Not Wheelchair or Scooter) 1 3 3 3 3 7 | Persons w/ Disabilities (PWD) - Medica | I Devices - Att | ached to the Bo | ody | | | | | | | | | 1 | 1 |
| Persons w Disabilities (PWD) - Notability (Disability (National Persons w) Disabilities (PWD) - Portable 2 | Persons w/ Disabilities (PWD) - Medica | lly 1 | | | | 1 | 1 | 1 | | | | 1 | 2 | 7 |
| Persons w Disabilities (PWD) - Procedules 2 | Persons w/ Disabilities (PWD) - Metal II | mplants (joint) | | | | | | | | | | | 1 | 1 |
| Persons w Disabilities (PVD) - Proorbee 2 | | | t Wheelchair o | r Scoote | er) | | | | | | 1 | 3 | 3 | 7 |
| Persons w Disabilities (PWD) - Vincehard Sooten 2 | | | | | | 1 | | | | | | | | 4 |
| Persons w Disabilities (PWD) - wheelchair/ Scooten 2 | | | /trauma) | | | | 1 | | | | 2 | | | 3 |
| Persons w/Disabilities (PMD) - Wounded Warrior 1 1 6 3 2 2 34 | | | | | | 1 | | 1 | | 1 | | 1 | | 8 |
| Property - Special Handling | · , , | | | | | | | | | - ' | | <u>'</u> | | |
| Property - Special Handling - Damaged Items - Carry-On | . , | | <i>E</i> | | - 1 | 2 | 2 | | 4 | 6 | 2 | 2 | 2 | |
| Property - Special Handling - Damaged Items | | | | 5 | - 1 | | | 1 | 1 | О | 3 | | | |
| Property - Special Handling - Missing Iter 1 4 3 1 1 1 1 1 1 1 1 1 | | | | | | 1 | 1 | | | | | 1 | | |
| Property - Special Handling - Missing Iten 2 | | | | | 1 | | | | 1 | | | | | |
| Request for Assistance - Other 1 | | | | | | | | | | | | | 2 | 13 |
| Request for Assistance - Other 1 | | en 2 | 1 | 2 | | 1 | 1 | 1 | | 1 | 1 | 1 | | 11 |
| Screening | Request for Assistance | | | | 1 | | | | | | | | | 1 |
| Screening - Children | Request for Assistance - Other | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | Screening | 13 | 11 | 6 | 4 | 4 | 6 | 5 | 9 | 17 | 7 | 22 | 19 | 123 |
| Screening - International Screening 1 1 1 2 1 2 4 17 | Screening - Children | | | | 1 | | | | | | | | | 1 |
| Screening - International Screening 1 1 1 2 1 2 4 17 | | 2 | 1 | 1 | | 1 | 1 | | 2 | 3 | 1 | 3 | | 15 |
| Screening - Lengthy Lines | · | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process 8 | | 3 | 1 | 1 | | 1 | 1 | | 1 | 2 | 1 | 2 | | |
| Screening - Retrieving Abandoned/Confiscated Items 2 | | | | | 2 | | | 5 | | | | | | |
| Screening - Security Breach 1 1 1 1 1 1 1 1 1 | | | | 4 | | | | 3 | 0 | | 3 | 17 | 14 | |
| TWIC - General 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | l lettis | | | | | 1 | | | 1 | | | | |
| TWIC - General 1 1 1 1 1 1 1 1 1 | | | | | 1 | | | | | | | | | 1 |
| Maditional Information Required/Insufficient In | | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information | | | | | | 1 | | | | | | | | 1 |
| Additional Information Required/Insufficies 2 Airline | | | | | | | | | | | | | | 79 |
| Airline 3 Airline - Policy/Regulations/Service 3 Civi Rights 9 Civil Rights - Age 1 Civil Rights - Headwar 3 Civil Rights - Perceived Religion 2 Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found of - Airport/TSA 2 Mishandling of Passenger Property - Dam 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | | | | | | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service 3 Civil Rights 9 Civil Rights - Age 1 Civil Rights - Headwear 3 Civil Rights - Perceived Religion 2 Civil Rights - Secening of Religious or Ct 1 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 3 Mishandling of Passenger Property - Dam 3 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | Additional Information Required/Insuffic | | | | | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service 3 Civil Rights — Age 9 Civil Rights - Age 1 Civil Rights - Headwear 3 Civil Rights - Perceived Religion 2 Civil Rights - Perceived Religion 2 Civil Rights - Secening of Religious or Ct 1 Customer Service 2 Civil Rights - Secening of Religious or Ct 1 Customer Service 13 Customer Service 13 Customer Service 15 DHS TRIP 1 DHS TRIP 4 DHS TRIP - General 1 Lost and Found 2 Lost and Found 2 Lost and Found 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam No Jurisdiction - No Referral No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to CHP 1 Patdown - Flyer 2 | Airline | 3 | | | | | | | | | | | | 3 |
| Civil Rights 9 Civil Rights - Age 1 Civil Rights - Headwar 3 Civil Rights - Perceived Religion 2 Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | Airline - Policy/Regulations/Service | 3 | | | | | | | | | | | | 3 |
| Civil Rights - Age 1 Civil Rights - Headwear 3 Civil Rights - Perceived Religion 2 Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction - No Referral 4 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | | | | | | | | | | | | | | 9 |
| Civil Rights - Headwear 3 Civil Rights - Perceived Religion 2 Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | | | | | | | | | | | | | | |
| Civil Rights - Perceived Religion 2 Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mo Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown - Flyer 2 | | | | | | | | | | | | | | 3 |
| Civil Rights - Race 2 Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | |
| Civil Rights - Screening of Religious or Ct 1 Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | |
| Customer Service 13 Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | |
| Customer Service - TSO 13 DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 1 |
| DHS TRIP 1 DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 13 |
| DHS TRIP - General 1 Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 13 |
| Lost and Found 2 Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA 2 Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | Lost and Found | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property 4 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | · | | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam 3 No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 1 |
| No Jurisdiction 6 No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | |
| No Jurisdiction - No Referral 4 No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 3 |
| No Jurisdiction - Refer to CBP 1 No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 6 |
| No Jurisdiction - Refer to Other 1 Patdown 2 Patdown - Flyer 2 | | | | | | | | | | | | | | 4 |
| Patdown 2 Patdown - Flyer 2 | No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer 2 | No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer 2 | Patdown | 2 | | | | | | | | | | | | 2 |
| · | | | | | | | | | | | | | | 2 |
| 1 North W. (1000) 100 | Persons w/ Disabilities (PWD) | 10 | | | | | | | | | | | | 10 |

| | | 13 | A Contact | Center Ira | veier Com | ланиз кер | ort | | | | | | |
|--|--------|--------|-----------|------------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Diapers/0 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 4 | | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 24 | | | | | | | | | | | | 2 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 2 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 4 | | | | | | | | | | | | |
| Screening - Procedures/Process | 16 | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| | | TSA | Contact Ce | | | | | | | | | | |
|--|----------------|----------|-------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | -Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SGF | 8 | 5 | 4 | 2 | 2 | 1 | 9 | 3 | 3 | 9 | 4 | 6 | 56 |
| 2023 | 1 | 3 | 3 | 1 | 1 | | 7 | 1 | 1 | 1 | 3 | 2 | 24 |
| Civil Rights | | 1 | 1 | | | | | 1 | | | | | 3 |
| Civil Rights - Race | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | | | | | 1 | | 1 | 1 | 1 | | 5 |
| Customer Service - TSO | | 1 | | | | | 1 | | 1 | 1 | 1 | | 5 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 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 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Med | lication | and Medical | Supplies | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ | Ostomates | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry-On | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | 1 | | 1 | | 3 | | | | 1 | 2 | 9 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | 1 | 1 | | 1 | | 3 | | | | 1 | 1 | 8 |
| 2024 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 8 | 1 | 4 | 28 |
| Civil Rights | | | | | | | | | | 2 | | | 2 |
| Civil Rights - Profiling | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | | | 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 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 1 | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | 1 | | | | | | 2 |
| Patdown - Flyer | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Med | lication | and Medical | Supplies | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 1 | 1 | | 1 | | | 1 | | 4 | 1 | 3 | 13 |
| Screening - Inconsistency | | | | | | | | 1 | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | | 1 | | | | | 4 | | 2 | 10 |
| 2025 | 4 | | | | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |

| | | TS. | A Contact | Center Tra | veler Com | olaints Repo | ort | | | | | | |
|--|-------------|--------|-----------|------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SGU | 3 | 3 | 1 | | | 2 | 1 | 1 | 1 | 1 | 3 | 2 | 18 |
| 2023 | | 1 | 1 | | | | 1 | 1 | | 1 | 1 | 2 | 8 |
| Customer Service | | | 1 | | | | 1 | | | 1 | | 1 | 4 |
| Customer Service - TSO | | | 1 | | | | 1 | | | 1 | | 1 | 4 |
| Patdown | | 1 | | | | | | | | | 1 | | 2 |
| Patdown - Flyer | | 1 | | | | | | | | | 1 | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | 2 |
| Property - Special Handling - Damaged Ite | ems - Check | ked | | | | | | 1 | | | | 1 | 2 |
| 2024 | 2 | 2 | | | | 2 | | | 1 | | 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 - Dam | 1 | | | | | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Department of S | tate | | | | | | | | | | 1 | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SHD | | | | | | | | | | 1 | | | 1 |
| 2024 | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------|--------|---|-------------------------------------|----------------------------------|---|--|---------------------------------------|--|---|--|---|---|
| | 1 | | | | 1 | | | | | | 1 | 3 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | 1 | | | | | | | | | | 1 | 2 |
| | 1 | | | | | | | | | | 1 | 2 |
| olants (joint) | 1 | | | | | | | | | | 1 | 2 |
| | | 10-Oct 11-Nov 1 1 1 1 1 10lants (joint) 1 | 10-Oct 11-Nov 12-Dec 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 |

| 0-1 | | | | Center Tra | | | | | | | | | |
|--|---------------|------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SHV | 2 | ~ | | 3 2 | - | 4 | | _ | 3 | 7 | 5 | 1 | 44 |
| 2023 | | 2 | | 1 | 3 | 3 | 2 | 2 | | 4 | 4 | 1 | 22 |
| Civil Rights | | | | | | 2 | | | | | | | 2 |
| Civil Rights - Race | | | | | | 2 | | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | 2 | | 3 |
| Customer Service - Others | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | 1 | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked Ba | iggage | | | 1 | | | | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | • |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (N | ot Wheelch | air or Scoo | oter) | | | | | | | 1 | | |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | tems - Checl | ked | | 1 | | | | 1 | | | | | 2 |
| Screening | | 1 | | | 2 | 1 | 1 | 1 | | 4 | 1 | 1 | 12 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | 1 | | | 2 | 1 | 1 | 1 | | 3 | 1 | | 10 |
| 2024 | 2 | 1 | : | 3 1 | 2 | 1 | 5 | | 3 | 3 | 1 | | 22 |
| Customer Service | 1 | 1 | | 1 | | | 1 | | 1 | | | | : |
| Customer Service - TSO | 1 | 1 | | 1 | | | 1 | | 1 | | | | |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | 1 | | | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lu | ggage | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | | 1 | | | | | 1 | | | | |
| No Jurisdiction | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | |
| Patdown | | | | 1 | | | 1 | | | | | | |
| Patdown - Flyer | | | | 1 | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (N | ot Wheelch | air or Scoo | oter) | | | | | | 1 | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | | | |
| Screening | 1 | | | | 1 | 1 | 3 | | 1 | 1 | 1 | | 9 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | 1 | | | | |
| Screening - Lengthy Lines | | | | | | 1 | 3 | | | | | | 4 |
| Screening - Procedures/Process | 1 | | | | 1 | | | | | 1 | 1 | | |

| | | 15 | A Contact | Center 1ra | veler Comp | piaints Rep | ort | | | | | | |
|---|---------------|--------|-----------|------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SIT | 3 | 1 | | | | 2 | | | | 1 | 3 | 2 | 12 |
| 2023 | | | | | | 1 | | | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged I | tems - Carry- | On | | | | | | | | | | 1 | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| 2024 | 1 | 1 | | | | 1 | | | | 1 | 3 | 1 | 8 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | | | | | | 2 | 1 | 3 |
| Customer Service - TSO | | | | | | | | | | | 2 | 1 | 3 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged I | tems - Checl | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | n 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Catagories | 40.0=4 | | Contact Cen | | | | | OF Marr | 00 1 | 07 11 | 00 4 | 00 0 | Tatal |
|--|--|---------------------------------------|--------------------|-------|--------|--------|---------------|---------|----------------------------|--|----------------------------|--|--|
| Categories | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SJC | 34 | 16 | 14 | 13 | 22 | 26 | 25 | 25 | 29 | 28 | | | 288 |
| 2023 | 12 | 8 | 6 | 2 | 9 | 15 | 14 | 9 | 14 | 11 | 14 | 8 | 122 |
| Airline | | 1 | | | | | 1 | | | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | | 1 | | | | | | 2 |
| Civil Rights | 1 | 1 | | | | 2 | 1 | | 2 | 2 | 2 | 1 | 12 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | 1 | | | 1 | 1 | 2 | | 6 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | 1 | | 1 | 3 |
| Customer Service | 2 | 2 | | 1 | 5 | 5 | 4 | 2 | 2 | 2 | | | 32 |
| Customer Service - TSO | 2 | 2 | | 1 | 5 | 5 | 4 | 2 | 2 | 2 | 4 | 3 | 32 |
| DHS TRIP | | | | | | | | | | 1 | | | 1 |
| DHS TRIP - General | | | | | | | | | | 1 | | | 1 |
| Locks | | | 1 | | 1 | | | | 1 | 1 | 1 | | 5 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Mishandling of Passenger Property | | | 2 | | | 1 | | | 2 | | | | 5 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsC | 1 | | | | | | 2 | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsChe | cked Baggag | ge | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | 2 | | | | 1 | | | 3 |
| No Jurisdiction - Refer to CBP | | | | | | 2 | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 3 | | 1 | | 1 | | 1 | 2 | | | 2 | 1 | 11 |
| Patdown - Flyer | 3 | | 1 | | 1 | | 1 | 2 | | | 2 | | 11 |
| Persons w/ Disabilities (PWD) | 3 | 1 | | | | | 2 | | 2 | | 2 | | 10 |
| Persons w/ Disabilities (PWD) - General | | • | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | 1 | | | | | <u> </u> | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| | | | | | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | 2 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | 4 | 1 | - | | | | | 3 |
| Property - Special Handling | 1 | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| Property - Special Handling - Damaged It | | | 1 | | | | | | 1 | | 1 | | 4 |
| Property - Special Handling - Damaged It | | | | | 1 | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Iter | | | | | | | | 1 | | 1 | | | 2 |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | | | | | 1 | 1 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Request for Assistance - Other | | | | | | | | | 1 | | | | 1 |
| Screening | 2 | 3 | 1 | 1 | 1 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 30 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | 1 | | | | | | | 2 |
| Screening - Inconsistency | | 1 | | | | 1 | 1 | | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | 1 | | 1 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 23 |
| 2024 | 10 | 8 | 8 | 11 | 13 | 11 | 11 | 16 | 15 | 17 | 18 | 16 | 154 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | 1 |
| Animals | | | | | 1 | | | | | | | | 1 |
| Animals - Carry-On | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | 1 | 1 | 2 | 2 | 1 | 1 | | 1 | | 1 | 10 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | 1 | 1 | 1 | | | 1 | | 1 | 6 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | der | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | 1 | | | 1 | | | | | 2 |
| CLEAR | | | | | | | | | | | | | |
| CLEAR - TSA PreCheck Application Prog | | | | | | | | ı | | | | 1 | 1 |
| Customer Service | ıram | | | | | | | ı | | | | 1 | 1 |
| | | 4 | 3 | 2 | 7 | 3 | | | 7 | 3 | 8 | | 1 |
| Customer Service - TSO | 2 | 4 | 3 | 2 | 7 | 3 | 1 | 5 | 7 | 3 | | 5 | 1 50 |
| Customer Service - TSO HAZMAT Endorsement | | 4 | 3 | 2 2 | 7 7 | 3 | 1 | | 7 7 | 3 | | 5 | 1 50 50 |
| HAZMAT Endorsement | 2 | | | | | | 1 1 | 5 | | | | 5 | 50 50 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General | 2 | | | | | | 1 | 5 | | | | 5 | 1 50 50 1 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital | 2 2 | | 3 | | | | 1 1 | 5 | | | | 5 5 | 1 50 50 1 1 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen | 2 2 | | 1 | | | | 1 1 1 | 5 | | | | 5 5 | 1 50 50 1 1 2 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks | 2 2 | | 1 | | | | 1 1 1 | 5 | | | | 5 5 | 1 50 50 1 1 2 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock | 2 2 | | 1 | | | | 1 1 1 | 5 | 7 | 3 | | 5 5 1 1 | 1 50 50 1 1 2 2 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found | 2 2 | | 1 | | | | 1 1 1 | 5 | 7 | 1 | | 1 1 | 1 50 50 1 1 2 2 2 1 1 3 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found | 2 2 t with TSA | | 1 1 | 2 | 7 | 3 | 1 1 1 | 5 | 7 | 1 1 | 8 | 1 1 1 | 1 50 50 1 1 2 2 2 1 1 3 3 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 2 2 t with TSA 3 | | 1 1 | 3 | 7 | 3 | 1 1 1 | 5 | 7 | 1 1 4 | 8 | 1 1 1 | 1 50 50 1 1 2 2 1 1 1 3 3 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 | 5 | 1 1 1 | 1 1 4 2 | 3 1 | 1 1 1 1 1 | 1 50 50 1 1 1 2 2 2 1 1 1 3 3 3 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 | 5 | 7 | 1 1 4 2 2 | 3 1 2 | 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 1 3 3 18 9 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 | 5 | 1 1 1 | 1 1 4 2 2 2 | 3 1 2 | 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 3 3 3 18 9 9 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 | 5 | 1 1 1 | 1 1 4 2 2 2 2 | 3 1 2 | 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 1 1 3 3 3 18 9 9 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 1 1 | 5 | 1 1 1 1 | 1 1 1 4 2 2 2 1 | 3 1 2 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 1 2 2 1 1 3 3 3 18 9 9 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 1 1 1 | 5 | 1 1 1 1 | 1 1 1 4 2 2 2 2 1 1 1 2 | 3 1 2 1 | 1 1 1 1 1 1 1 1 | 1 50 50 1 1 1 2 2 1 1 1 3 3 3 18 9 9 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | t with TSA | | 1 1 | 3 | 7 | 3 | 1 1 1 1 1 | 5 | 1 1 1 1 | 1 1 1 4 2 2 2 1 | 3 1 2 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 4 2 2 2 6 5 5 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer | t with TSA | 4 | 1 1 | 3 1 2 | 7 | 3 | 1 1 1 1 1 1 | 5 5 | 1 1 1 1 | 1 1 1 4 2 2 2 2 1 1 1 2 | 3 1 2 1 | 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 4 4 2 2 6 6 5 1 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | t with TSA | | 1 1 | 3 | 1 1 | 3 | 1 1 1 1 1 1 | 5 | 1 1 1 1 | 1 1 1 4 2 2 2 2 1 1 1 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 1 1 1 3 3 3 18 9 9 9 4 2 2 6 5 5 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | t with TSA 3 7 2 1 1 1 pectrum | 2 | 1 1 1 1 | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 1 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 4 4 2 2 6 6 5 1 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | t with TSA 3 7 2 1 1 1 pectrum | 2 | 1 1 1 1 | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 1 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 9 4 2 2 6 5 5 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | t with TSA 3 2 1 1 1 pectrum e /Developmen | 2 | 1 1 1 1 | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 | 1 50 50 1 1 2 2 1 1 1 3 3 3 18 9 9 9 4 2 2 6 5 5 1 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive | t with TSA 3 2 1 1 1 pectrum 6/Developmen | 4 2 kal /Mental | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 1 1 3 3 3 18 9 9 4 2 2 6 5 1 1 15 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | t with TSA 3 2 1 1 1 pectrum a /Developmen y Necessary M | 4 2 kal /Mental | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 1 1 3 3 3 18 9 9 4 2 2 6 5 1 1 1 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically | t with TSA 3 1 2 1 1 1 pectrum e /Developmen / Necessary M plants (joint) | 2 Zal /Mental | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 2 1 1 3 3 3 18 9 9 4 2 2 6 6 5 1 1 15 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | t with TSA 3 7 2 1 1 1 1 pectrum / Developmen / Necessary M plants (joint) Disability (Ni | 2 Zal /Mental 1 1 | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 4 2 2 6 5 5 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mediallm Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Touch Av | t with TSA 3 1 2 1 1 1 1 pectrum // Necessary M plants (joint) Disability (Niversion (pain/tr. | 2 tal /Mental ledication at 1 1 auma) | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 | 5 5 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 | 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 1 1 3 3 3 18 9 9 9 4 2 2 6 5 1 1 1 2 2 2 1 1 2 2 1 1 2 2 2 1 1 2 2 1 1 1 2 2 1 1 2 2 2 2 1 2 1 2 2 1 2 1 2 |
| HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | t with TSA 3 1 2 1 1 1 1 pectrum // Necessary M plants (joint) Disability (Niversion (pain/tr. | 2 tal /Mental ledication at 1 1 auma) | 1 1 1 1 Disability | 3 1 2 | 1 1 | 3 | 1 1 1 1 1 1 1 | 2 | 7 1 1 1 1 1 | 1 1 1 4 2 2 2 1 1 1 2 2 | 3 1 2 1 1 1 | 1 1 1 1 1 1 1 1 3 | 1 50 50 1 1 2 2 2 1 1 1 3 3 3 18 9 9 9 4 2 2 6 5 5 1 1 1 2 2 2 1 1 2 2 2 1 1 1 2 2 2 2 |

| | | | | | | laints Rep | | | | | | | |
|--|--------------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Damaged Ite | ems - Check | ked | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-O | n | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | 2 | | | 3 | 1 | 2 | 1 | | 1 | 2 | | | 12 |
| Screening | 1 | 2 | 2 | 1 | | 2 | 4 | 4 | 3 | 1 | 3 | 1 | 24 |
| Screening - Inconsistency | 1 | 1 | | 1 | | | | 1 | 1 | | | | 5 |
| Screening - Lengthy Lines | | | | | | | | 1 | 1 | | | 1 | 3 |
| Screening - Procedures/Process | | 1 | 2 | | | 1 | 3 | 2 | 1 | 1 | 2 | | 13 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | 1 | | | | 1 | | 2 |
| Screening - Security Breach | | | | | | 1 | | | | | | | 1 |
| 2025 | 12 | | | | | | | | | | | | 12 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 3 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | A Contact | oonto. ma | 10.0. 00 | namico nep | | | | | | | |
|--|--------|--------|-----------|-----------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SJT | 2 | | | | | 1 | | | | | | 1 | 4 |
| 2023 | | | | | | 1 | | | | | | 1 | 2 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------|--------------|--------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SJU | 34 | 22 | 33 | 28 | 19 | 22 | 26 | 31 | 39 | 30 | 35 | 20 | 339 |
| 2023 | 6 | 15 | 10 | 8 | 6 | 12 | 11 | 12 | 17 | 14 | 14 | 9 | 134 |
| Airline | | | | | | | 1 | 1 | ••• | 2 | | | 4 |
| Airline - Lost Baggage | | | | | | | 1 | 1 | | | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 2 | | | 2 |
| Civil Rights | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Claims | | | | | | | | | | | 1 | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 6 | 3 | 3 | 1 | 2 | 2 | 3 | 5 | 1 | 1 | 2 | 29 |
| Customer Service - TSO | | 6 | 3 | 3 | 1 | 2 | 2 | 3 | 5 | 1 | 1 | 2 | 29 |
| 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 | 2 | 2 | 2 | | | 3 | | | 1 | 2 | 2 | 1 | 15 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | | | 1 | | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Dan | 2 | 1 | 2 | | | 2 | | | | 1 | 1 | 1 | 10 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsUns | pecified Lug | gage | | | | | 1 | | | | 1 |
| No Jurisdiction | | | | | | | 1 | 2 | | | 1 | 1 | 5 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | 1 | | | | 1 | 3 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | 1 | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication a | nd Medical S | Supplies | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | 1 | 1 | | 1 | 1 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Wounded | d Warrior | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | 1 | 2 | | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 20 |
| Property - Special Handling - Damaged It | ems - Carry- | On | 1 | | | | | 1 | 1 | 1 | | | 4 |
| Property - Special Handling - Damaged It | | 1 | | | | | 1 | 1 | | | | 1 | 4 |
| Property - Special Handling - Missing Iter | 1 | 1 | | 2 | | | 1 | 1 | 1 | | | | 7 |
| Property - Special Handling - Missing Iter | | | | | | 2 | 1 | | | 1 | 1 | | 5 |
| Screening | 2 | 4 | 4 | 2 | 4 | 4 | 3 | 2 | 8 | 5 | 5 | 4 | 47 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | 1 | | 2 |
| Screening - Inconsistency | | 1 | 2 | 1 | | 2 | | | 3 | 2 | 1 | | 12 |
| Screening - Lengthy Lines | | | | | | | 1 | | 2 | | | 1 | 4 |
| Screening - Procedures/Process | 2 | 2 | 1 | | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 26 |
| Screening - Retrieving Abandoned/Confis | | 1 | 1 | | 1 | | | | | | | | 3 |
| 2024 | 7 | 7 | 23 | 20 | 13 | 10 | 15 | 19 | 22 | 16 | 21 | 11 | 184 |
| Airline | | 1 | 1 | 1 | | | | 1 | 1 | | 2 | | 7 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | 1 | 1 | 1 | | | | 1 | 1 | | 1 | | 6 |
| Civil Rights | | | 1 | 2 | | | | 1 | | 3 | 2 | 1 | 10 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | 1 | | 1 | 1 | 1 | 5 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | 1 | | | | | | | | | 1 |
| Claims | | | | | | 1 | | 1 | | | | | 2 |
| Claims - General | | | | | | 1 | | | | | | | 1 |
| Claims - Status | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 2 | 9 | 7 | 1 | 2 | 6 | 8 | 4 | 1 | 8 | 1 | 49 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TCC | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | | 2 | 7 | 7 | 1 | 2 | 5 | 8 | 4 | 1 | 8 | 1 | 46 |
| Locks | | | | 1 | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | | | | | | 2 |
| Lost and Found | 1 | | | | 1 | 1 | | | 1 | | | | 4 |
| Lost and Found - Airport/TSA | 1 | | | | 1 | 1 | | | 1 | | | | 4 |
| Mishandling of Passenger Property | 2 | | 2 | 1 | 4 | 2 | 2 | | 6 | 1 | 1 | 1 | 22 |
| Mishandling of Passenger Property - Dan | 1 | | | | 3 | 1 | | | 2 | | | 1 | 8 |
| Mishandling of Passenger Property - Dan | | | 1 | | 1 | 1 | 1 | | 3 | 1 | | | 9 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsUns | pecified Lug | gage | | | 1 | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | 1 | 1 | | | | | | | | | 2 |
| No Jurisdiction | | | 1 | | 1 | 1 | | | | 1 | 1 | | 5 |
| No Jurisdiction - No Referral | | | 1 | | | 1 | | | | 1 | | | 3 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to FAA | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | 1 | 1 | 2 | | | 2 | | 3 | 9 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | 1 | | | 2 | | 3 | 7 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 3 | 4 | 1 | | | 2 | | 2 | 1 | 3 | 19 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility I | | | 3 | 3 | | | | 1 | | | | 3 | 12 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | | | | | | | | | 2 | | | 2 |
| Property - Special Handling | | 3 | 4 | 2 | 1 | | 2 | 3 | 2 | 3 | 4 | 1 | 25 |
| Property - Special Handling - Damaged It | | 2 | | | | | 1 | 2 | | | 1 | | 6 |
| Property - Special Handling - Missing Iter | | 1 | | 1 | 1 | | 1 | 1 | 1 | 2 | 1 | | 9 |
| Property - Special Handling - Missing Iter | ns - Checked | | 4 | 1 | | | | | 1 | 1 | 2 | 1 | 10 |
| | | | | | | | | | | | | | |

| | | TS | A Contact (| Center Trav | eler Comp | laints Rep | ort | | | | | | |
|--|-------------|--------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 3 | 7 | 3 | 2 | 1 | 29 |
| Screening - Inconsistency | | | | | 1 | | | | 1 | | | 1 | 3 |
| Screening - Lengthy Lines | | 1 | | 1 | | | 1 | 2 | 1 | | 1 | | 7 |
| Screening - Procedures/Process | 1 | | 2 | 1 | 1 | 2 | 2 | 1 | 4 | 3 | 1 | | 18 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | 1 | | | | 1 |
| 2025 | 21 | | | | | | | | | | | | 21 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Customer Service | 7 | | | | | | | | | | | | 7 |
| Customer Service - TSO | 7 | | | | | | | | | | | | 7 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| Patdown | 3 | | | | | | | | | | | | 3 |
| Patdown - Flyer | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | 2 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------------|---------------|----------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SLC | 97 | 49 | 59 | 99 | 74 | 87 | 61 | 81 | 82 | 114 | 102 | 77 | 982 |
| 2023 | 26 | 20 | 26 | 48 | 31 | 37 | 16 | 27 | 30 | 61 | 45 | 35 | 402 |
| Additional Information Required/Insufficient In | 1 | 1 | | | 2 | | | | | 1 | 1 | | 6 |
| Additional Information Required/Insufficient | 1 | 1 | | | 2 | | | | | 1 | 1 | | 6 |
| Airline | | 1 | | | | | | | | 3 | | | 4 |
| Airline - Lost Baggage | | | | | | | | | | 3 | | | 3 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 2 | 2 | | 3 | 1 | | | | 2 | 2 | 1 | | 13 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion Civil Rights - Race | 1 | 1 1 | | | 1 | | | | 1 | | | | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | - | | | 1 | I | | | | 1 | 1 | 1 | | 5 2 |
| Civil Rights - Sexual Orientation - Not Tra | | riuei | | 1 | | | | | | - 1 | ı | | |
| Civil Rights - Transgender Screening | 1 | | | 1 | | | | | | | | | 2 |
| Claims | ' | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | 4 | 5 | 9 | 1 | 12 | 3 | 4 | 4 | 15 | 18 | 10 | 86 |
| Customer Service - TSO | 1 | 4 | 5 | 9 | 1 | 12 | 3 | 4 | 4 | 15 | 18 | 10 | 86 |
| Locks | | | 1 | | | 1 | | | | | 1 | | 3 |
| Locks - General | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 |
| Lost and Found | | | | | | | | | 2 | 1 | | | 3 |
| Lost and Found - Airport/TSA | | | | | | | | | 2 | 1 | | | 3 |
| Mishandling of Passenger Property | 3 | 4 | 7 | 6 | 11 | 7 | 4 | 6 | 9 | 8 | 4 | 3 | 72 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 5 | 4 | 8 | 6 | 3 | 6 | 4 | 8 | 4 | 3 | 55 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 2 | 2 | 1 | 1 | | 5 | | | | 15 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on | 1 | | 1 | | | | | | | | 2 |
| No Jurisdiction | 1 | | 1 | | 1 | 1 | 1 | | 1 | | 1 | | 7 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | 1 | | | | | 1 | | | 1 | | | | 3 |
| No Jurisdiction - Refer to Other | | | 1 | | 1 | | 1 | | | | | | 3 |
| Patdown | 2 | 2 | 3 | 8 | 2 | 9 | | 1 | 2 | 4 | 5 | 3 | 41 |
| Patdown - Children | | | | | | | | | | | 2 | | 2 |
| Patdown - Flyer | 2 | 2 | 3 | 7 | 2 | 8 | | 1 | 2 | 4 | 3 | 3 | 37 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | n o otrum | 1 | | 2 | | 2 | 2 | 1 | | 1 | 2 | | 13 |
| Persons w/ Disabilities (PWD) - Autism S | | abad to the F | Dody | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically | | | | Supplies | | | 1 | | | | 1 | | 1 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | nedication at | iu ivieuicai i | Supplies | | | 1 | | | 1 | - 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal IIII | . , | Wheelchair | or Scoot | 1 | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | 01 00001 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | ' | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | 1 | 1 | | | | | 1 | 4 |
| Property - Special Handling | 5 | 2 | 5 | 15 | 6 | 1 | 1 | 9 | 2 | 4 | 1 | 3 | 54 |
| Property - Special Handling - Damaged It | 5 | | 4 | 9 | 3 | | | 6 | 2 | 2 | | 2 | 33 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | 2 | 1 | | | 2 | | | | 1 | 6 |
| Property - Special Handling - Missing Iten | | 2 | 1 | 3 | 1 | | | 1 | | | 1 | | 9 |
| Property - Special Handling - Missing Iten | ns - Checked | | | 1 | 1 | 1 | 1 | | | 2 | | | 6 |
| Screening | 11 | 3 | 4 | 5 | 7 | 4 | 5 | 6 | 8 | 21 | 11 | 14 | 99 |
| Screening - Children | | | | | | | | | | 2 | | | 2 |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | | | | | | 1 | 1 | 3 |
| Screening - Inconsistency | _ | | | 3 | | | | 1 | 1 | 2 | | 2 | 9 |
| Screening - Lengthy Lines | 3 | 1 | | | 1 | | | | 2 | 2 | 2 | | 11 |
| Screening - Procedures/Process | 7 | 1 | 4 | 2 | 5 | 4 | 3 | 4 | 5 | 15 | 8 | 11 | 69 |
| Screening - Retrieving Abandoned/Confis | 1 | ••• | ••• | | 1 | | 2 | 1 | | | | 40 | 5 |
| 2024 | 33 | 29 | 33 | 51 | 43 | 50 | 45 | 54 | 52 | 53 | 57 | 42 | 542 |
| Additional Information Required/Insufficient In | 1 | | | | 1 1 | | | | | | | | 2 |
| Additional Information Required/Insufficien | 1 | | | | 1 | | 4 | | | 4 | | 2 | 2 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | 1 | | 2 | 4 |
| Civil Rights | 1 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | | 4 | 4 | 4 | 27 |
| Civil Rights - Age | ' | · · | | | 1 | | 3 | 3 | | 4 | 4 | 4 | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mnlovee) | | 1 | | | | 1 | | | | | 1 | 3 |
| Civil Rights - National Origin | l | | | | | | 1 | | | | | 1 | 2 |
| Civil Rights - Not Specified | | | | 1 | 1 | | ' | | | | 1 | ' | 3 |
| Civil Rights - Perceived Religion | | 1 | | • | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | 2 | | 1 | | 3 | | 2 | 8 |
| Civil Rights - Screening of Religious or Cu | ı ıltural Garme | nts | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | 1 | | 1 | 1 | | | 2 | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | 1 | | | | | 2 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - Status | | | | | | 1 | | | | | | | 1 |
| CLEAR | | | | | | 1 | | | | | | 1 | 2 |
| CLEAR - Registered Traveler | | | | | | 1 | | | | | | | 1 |
| CLEAR - TSA PreCheck Application Prog | | | | | | | | | | | | 1 | 1 |
| Customer Service | 6 | 12 | 13 | 18 | 11 | 13 | 13 | 16 | 15 | 13 | 13 | 7 | 150 |
| Customer Service - CSM | | | 1 | | 1 | | 1 | | | | | | 3 |
| Customer Service - TSO | 6 | 12 | 12 | 18 | 10 | 13 | 12 | 16 | 15 | 13 | 13 | 7 | 147 |
| DHS TRIP | | | | | | | | | | | | 1 | 1 |
| DHS TRIP - General | | | | | | | | | | | | 1 | 1 |
| Human Capital | | | | | | | | | | | 1 | | 1 |
| Human Capital - Former Employee | | | | | | | | | | | 1 | | 1 |

| Catamania | 10.6 | | | Center Tra | | | | A= | ••• | | ••• | *** | |
|--|---------------------|------------|---------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct 1 | 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 | | 1 | 1 | 6 |
| Locks - Missing or Damaged Lock | | | | 1 0 | 3 | | 0 | 4 | 1 | | 1 | 1 | - |
| Lost and Found | | | | 1 2 | | | 2 | | | 1 | | | 7 |
| Lost and Found - Airport/TSA Mishandling of Passenger Property | | 1 | | 1 2 2 | | 0 | 7 | | 0 | 1 9 | | 7 | 7 |
| Mishandling of Passenger Property - Dam | 3 | 1 | | <u> </u> | 5 | | | | 8 | | | 7 | 73 53 |
| Mishandling of Passenger Property - Dan | | | | 1 1 | | | | | 0 | 1 | | - / | 16 |
| Mishandling of Passenger Property - Dam | | | | | | 3 | | - 4 | | 3 | | | 10 |
| Mishandling of Passenger Property - Disa | | itemsc | rispecified | Luggage | | | | | | 3 | | | |
| No Jurisdiction | 1 | | | 2 | 2 | | 1 | 1 | 1 | 2 | 3 | 4 | 16 |
| No Jurisdiction - No Referral | | | | 2 | | | ' | | 1 | | | 1 | |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | 1 | | | 1 | 3 | |
| No Jurisdiction - Refer to Other | | | | | | | ' | | | 1 | | 3 | |
| Patdown | 3 | 1 | | 3 5 | 2 | 4 | 3 | 5 | 4 | | | 1 | 3: |
| Patdown - Children | J | ' | , | , , | | | 1 | 1 | | | | ' | |
| Patdown - Flyer | 3 | 1 | | 1 5 | 2 | 3 | | | 4 | 1 | | 1 | 2 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | | | | | | |
| Patdown - General | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 2 | | | 3 | 6 | 4 | 4 | 3 | 3 | 2 | 6 | 3 |
| Persons w/ Disabilities (PWD) - Autism S | nectrum | | • | | 0 | 0 | | | | 1 | | 0 | |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Men | tal Disahilit | tv | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | 1 | | .y | 1 | | ' | 1 | | | | ' | |
| Persons w/ Disabilities (PWD) - General | | ' | | | 1 | 2 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M | ı Vedical Device | S | | | 1 | | | ı | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | | | he Body | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | | | cal Sunnlies | | 1 | 1 | 1 | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | | | | | 2 | | | ' | | | | |
| Persons w/ Disabilities (PWD) - Respirate | | | | otor) | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Service A | | Equipin | ioni | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | 1 | | | | | | - 1 | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | - 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | adway | | | 1 | 1 | 1 | | 1 | 1 | 1 | 4 | 1 |
| Property - Special Handling | 5 | egway 3 | , , | 2 3 | | | | | 6 | 2 | | 3 | 4 |
| Property - Special Handling - Damaged It | | 2 | | 1 3 | | | | | 2 | | | 3 | 2 |
| Property - Special Handling - Damaged It | | | | 1 3 1 | 1 | 0 | | 1 | 1 | | 3 | 3 | |
| Property - Special Handling - Missing Iter | | | | ı | 1 | | 1 | | 3 | 1 | 2 | | |
| Property - Special Handling - Missing Iter | | 1 | | | 1 | 1 | | 1 | 3 | | 1 | | |
| Screening | 14 | 9 | | 1 18 | | | | | 14 | 17 | | 5 | 13 |
| Screening - Children | 14 | | ' ' | 10 | 1 | 0 | 0 | 12 | 14 | 17 | - 17 | 1 | 13 |
| Screening - Gate Pass | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 2 | 1 | | 1 2 | | | 2 | | 2 | 2 | 2 | | 1 |
| Screening - Lengthy Lines | 2 | 1 | | 2 4 | 1 | 5 | | | | 1 | 1 | | 2 |
| Screening - Procedures/Process | 9 | 6 | | 5 11 | 4 | | | | 12 | | | 4 | 9: |
| Screening - Retrieving Abandoned/Confis | | 1 | | 1 | - | | | 10 | 12 | | | - | |
| Screening - Shoe Screening | | | | | | | 1 | | | | | | |
| 2025 | 38 | | | | | | | | | | | | 38 |
| Civil Rights | 4 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 7 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | | |
| Property - Special Handling | 6 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | |
| Screening | 14 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 2 | | | | | | | | | | | | 11 |
| Screening - Inconsistency Screening - Lengthy Lines | 2 | | | | | | | | | | | | |
| Screening - Lengthy Lines Screening - Procedures/Process | 8 | | | | | | | | | | | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | |
| Screening - Security Breach | 1 | | | | | | | | | | | | |
| Ourcoming - Debuilty Dieabit | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SLN | 1 | | | | | | | | 1 | | | | 2 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |

| Catamarias | 40.0-4 | | | | | aints Repo | | 05.14 | 00 1 | 07 1 | 00.4 | 00.0 | T-4-1 |
|--|--|---|-------------------|---|--------------------------------------|-------------------|---|---|--|---|--------------------------------------|--------------------------------------|---|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SMF | 61 | 24 | 33 | 17 | 43 | 24 | 33 | 38 | 44 | 48 | 43 | 31 | 439 |
| 2023 | 20 | 16 | 16 | 6 | 22 | 14 | 11 | 19 | 18 | 22 | 18 | 13 | 195 |
| Additional Information Required/Insufficient Inf | | | | | 2 | | | | | | | | 3 |
| Additional Information Required/Insufficient | 1 | | | | 2 | | | | | | | | 3 |
| Civil Rights | | 1 | 2 | | 1 | 1 | | | 1 | 4 | | 2 | 12 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | 2 | | 1 | | | | 1 | 1 | | 2 | 8 |
| Civil Rights - Screening of Religious Cultu | iral and Ceren | nonial Items | 3 | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nder | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 3 | 5 | 5 | | 10 | 3 | 3 | 8 | 3 | 6 | 2 | 3 | 51 |
| Customer Service - CSM | _ | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 3 | 5 | 5 | | 10 | 3 | 2 | 8 | 3 | 6 | 2 | 3 | 50 |
| Locks | 1 | | | | 10 | | | | | | 1 | | 2 |
| Locks - General | ' | | | | | | | | | | 1 | | 1 |
| | 4 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | • | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | | | 3 | 2 | 3 | 2 | 6 | 6 | 4 | 2 | 32 |
| Mishandling of Passenger Property - Dam | | 1 | | | 2 | | 1 | 1 | 2 | 3 | 3 | | 14 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 15 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | | | 2 | 1 | | | 3 |
| No Jurisdiction | | | 1 | | | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | 1 | | | | 1 | | | | | | 2 |
| Patdown | | 1 | | 1 | 1 | | | 1 | | 3 | 1 | 1 | 9 |
| Patdown - Flyer | | 1 | | 1 | 1 | | | | | 3 | | 1 | 7 |
| Patdown - Flyer as Observer | | | | ' | ! | | | 1 | | 0 | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 4 | 1 | 4 | 4 | | 4 | | 2 | | | | |
| . , | | 1 | | 1 | 1 | | 1 | 1 | 3 | | 2 | | 13 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | edicatior | 1 | 1 | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | 1 | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | /ersion (pain/tr | auma) | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling | 3 | 3 | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 22 |
| Property - Special Handling - Damaged Ite | | 1 | | | 3 | | 1 | 1 | 1 | 1 | | 1 | 10 |
| Property - Special Handling - Damaged Ite | | - 1 | | | 3 | | <u> </u> | | · · | - 1 | | | 10 |
| | | | 4 | | | | | | 4 | | | 4 | |
| Property - Special Handling - Missing Item | | | 1 | | | | | | 1 | | | 1 | 3 |
| Property - Special Handling - Missing Item | | 2 | | 2 | | 1 | | | | | 2 | | 8 |
| Screening | 7 | 4 | 6 | 2 | 1 | 7 | 2 | 6 | 3 | 2 | 6 | 3 | 49 |
| Screening - Crew Member or Airline Empl | loyee | 1 | | | | | | 1 | | | | | 2 |
| Screening - Inconsistency | 1 | | 2 | | | 2 | | 1 | 1 | | 1 | 1 | 9 |
| Screening - Lengthy Lines | | 2 | | | | | | 1 | | | | | 3 |
| Screening - Procedures/Process | 6 | 1 | 4 | 2 | 1 | 4 | 2 | 3 | 2 | 2 | 5 | 2 | 34 |
| Screening - Retrieving Abandoned/Confis | | | | | | 1 | | | | | | | 1 |
| | | | | | | | | | | | | | |
| 2024 | | 8 | 17 | 11 | 21 | 10 | 22 | 19 | 26 | 26 | 25 | 18 | 223 |
| 2024 Additional Information Required/Insufficient Information | 20 | 8 | 17 | 11 | 21 | 10 | 22 | 19 | 26 | 26 | 25 | 18 1 | 223 |
| Additional Information Required/Insufficient Info | 20 formation | | | 11 | 21 | 10 | 22 | 19 | 2 | 26 | 1 | 1 | 4 |
| Additional Information Required/Insufficient Information Required/Insufficien | 20 formation | | | 11 | | 10 | 22 | 19 | | 26 | | | 4 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) | 20 formation nt Information | | | 11 | 1 | 10 | 22 | 19 | 2 | 26 | 1 | 1 | 4 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly | 20 formation nt Information | - EMAIL ON | | 11 | | 10 | 22 | | 2 | 26 | 1 | 1 | 4 4 1 1 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline | 20 formation nt Information | - EMAIL ON | | 11 | 1 | 10 | 22 | 1 | 2 2 | 26 | 1 | 1 | 4 4 1 1 3 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly | 20 formation nt Information | - EMAIL ON | | 11 | 1 | 10 | 22 | | 2 | 26 | 1 | 1 | 4 4 1 1 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline | 20 formation nt Information | - EMAIL ON | | 11 | 1 | 10 | 1 | 1 | 2 2 | 26 | 1 | 1 | 4 4 1 1 3 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service | 20 formation nt Information | - EMAIL ON | NLY | 11 | 1 | 10 | | 1 1 | 2 2 | | 1 | 1 | 4 1 1 3 3 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights | 20 formation nt Information | - EMAIL ON | NLY | 11 | 1 1 3 | 10 | | 1 1 | 2 2 | 3 | 1 | 1 | 4 4 1 1 3 3 17 2 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Not Specified | 20 formation nt Information | - EMAIL ON | NLY | 11 | 1 1 3 | 10 | | 1 1 | 2 2 | 3 | 1 1 | 1 | 4 1 1 3 3 17 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling | 20 formation nt Information er | - EMAIL ON | NLY 2 | 11 | 1 1 3 3 1 | 1 | 1 | 1 1 1 | 2 2 | 3 | 1 1 | 1 | 4 4 1 1 3 3 17 2 2 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race | 20 formation nt Information er | - EMAIL ON | 2 1 | 1 | 1 1 3 | 1 1 | | 1 1 | 2 2 | 3 | 3 | 1 | 4 4 1 1 3 3 17 2 2 1 6 |
| Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 20 formation nt Information er | - EMAIL ON | NLY 2 | 1 1 | 1 1 3 3 1 | 1 | 1 | 1 1 1 | 2 2 | 3 1 | 3 1 | 1 | 4 1 1 3 3 17 2 2 1 6 |
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| Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM | 20 formation nt Information er 1 1 - Not Transger | - EMAIL ON | 2 1 | 1 | 1 1 3 1 | 1 | 1 | 1 1 1 | 1 1 | 3 1 1 1 7 | 3 1 1 1 1 | 1 1 | 4 1 1 3 3 17 2 2 1 6 4 2 56 |
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| Categories | 10-Oct | 11-Nov | 12-Dec | Center Trav 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|-------------|-----------|-----------------------|---------|-----------------|--------|----------|---------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Hearing I | | 11-1404 | 12-066 | 01-0ail | 72-1 ED | U3-IVIAI | | JJ-IVIAY | JU-JUII | 31-34I | JU-Aug | aa-aeh | iotai |
| Persons w/ Disabilities (PWD) - Medical [| | ached to th | o Pody | | | - 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | nal Cupplion | | | 2 | | 2 | 1 | 3 | | |
| Persons w/ Disabilities (PWD) - Metal Im | | Medication | and Medic | ai Supplies | | | | 1 | | - ' | 3 | 1 | |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | | | | | | 1 | 1 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | 1 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Flostiles | | | | | | | | | 2 | ' | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | 1 | | | | 1 | 1 | |
| Property - Special Handling | 1 1 | Segway | 3 | | 3 | | 4 | 1 | | 1 | 3 | 1 | 1 |
| Property - Special Handling - Damaged It | eme - Carry | On | 3 | | 1 | | 1 | 1 | | ' | 3 | 1 | - 1 |
| Property - Special Handling - Damaged It | | | | | - 1 | | 1 | 1 | | 1 | | | |
| Property - Special Handling - Missing Iten | | .eu | | | 1 | | 2 | | | - ' | 2 | 1 | |
| Property - Special Handling - Missing Iten | | 1 | 1 | | 1 | | | | | | | 1 | |
| Request for Assistance | is - Checked | 1 | 1 | | 1 | | | | | - 4 | 1 | | |
| Request for Assistance - Other | | | | | | | | | | 1 | | | |
| | 7 | | | | | | 0 | | - | | 4 | | |
| Screening Screening - Children | / | 3 | 2 | 3 | 3 | 1 | 2 | 5 | 4 | 3 | 4 | | 3 |
| • | | | | | | - 4 | | 0 | 4 | - | | | |
| Screening - Inconsistency | | | | | | 1 | | 2 | 1 | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | 1 | | | 1 | 1 | | | | |
| Screening - Procedures/Process | 6 | 1 | 1 | | 2 | | 2 | 2 | 2 | 2 | 2 | | 2 |
| Screening - Retrieving Abandoned/Confis | | 2 | 1 | | | | | | | | | | |
| Screening - Security Breach | 1 | | | | | | | | | | | | |
| 2025 | 21 | | | | | | | | | | | | 2 |
| Animals | 1 | | | | | | | | | | | | |
| Animals - Carry-On | 1 | | | | | | | | | | | | |
| Civil Rights | 2 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 1 | | | | | | | | | | | | |
| Civil Rights - Profiling | 1 | | | | | | | | | | | | |
| Customer Service | 5 | | | | | | | | | | | | |
| Customer Service - TSO | 5 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Screening | 6 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 5 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SMX | | | | | | | | | 1 | | | 1 | 2 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | | | | 1 | 1 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |

| Categories | 10-Oct | | 2-Dec 0 | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--|---|------------------------|-------------------|----------------------------|----------------------------|-----------------|--|-----------|---|---|--|--|
| SNA | 51 | 24 | 26 | 25 | 33 | 24 | 34 | 25 | 30 | 30 | 26 | 35 | 363 |
| 2023 | 19 | 14 | 17 | 15 | 17 | 7 | 12 | 10 | 16 | 12 | 6 | 13 | 158 |
| Civil Rights | | 2 | 1 | 1 | | 1 | | 1 | 1 | 3 | | | 10 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Profiling | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | 1 | | | | | 1 | | | | 4 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | 1 | | | |
| Civil Rights - Transgender Screening Claims | 1 | | | | | | | 1 | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 4 | 6 | 7 | 5 | 4 | 3 | 2 | 2 | 4 | 3 | 2 | 4 | 46 |
| Customer Service - TSO | 4 | 6 | 7 | 5 | 4 | 3 | 2 | 2 | 4 | 3 | 2 | 4 | 46 |
| DHS TRIP | | | | | | | | | 1 | | | | 1 |
| DHS TRIP - General | | | | | | | | | 1 | | | | 1 |
| Locks | | | | 1 | | | | 1 | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | | | | | 3 | 1 | 1 | | 1 | 2 | 12 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | nemsCarry | -on Luggag | e | | | 1 | 1 | ļ | | 1 | | 6 |
| Mishandling of Passenger Property - Dam | | ItemsUnsp | ecified Lug | nage | | | ļ. | | | | - ' | 1 | 1 |
| Mishandling of Passenger Property - Disa | | | | 9490 | | | | | | | | 1 | 1 |
| Patdown | 2 | 4 | 4 | 3 | 2 | 1 | 1 | 2 | 4 | 1 | | 3 | 27 |
| Patdown - Children | | | 1 | | | | | | 2 | | | | 3 |
| Patdown - Flyer | 2 | 4 | 3 | 3 | 2 | 1 | 1 | 2 | 2 | 1 | | 3 | 24 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | 2 | 3 | | | 2 | | 2 | | 2 | 14 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ci | | scings/Masks | 1 | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - Internal M | | | • | | 1 | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | odv | | 1 | | | ' | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | Supplies | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | 1 | | | | | | | 1 | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Wheelch | | egway | | 2 | 1 | | | | | | | | 3 |
| Property - Special Handling | 2 | | 1 | 2 | 2 | 1 | 2 | | 1 | 2 | | 2 | 15 |
| Property - Special Handling - Damaged It Property - Special Handling - Damaged It | | 4 | 1 | 1 | 1 1 | | 1 | | 1 | 2 | | | 7 |
| Property - Special Handling - Missing Iten | | u . | | 1 | ' | 1 | ı | | ı | | | 2 | 4 |
| Property - Special Handling - Missing Iten | | | | | | | 1 | | | | | | 1 |
| Screening | 7 | 1 | 2 | 1 | 6 | 1 | 4 | 1 | 4 | 1 | 2 | | 30 |
| Screening - Children | | | | | 1 | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency Screening - Procedures/Process | 1 6 | 1 | 2 | 1 | 4 | 1 | 3 | | 4 | 1 | 1 | | 5 22 |
| Screening - Retrieving Abandoned/Confis | | ! | | ' | 1 | | 3 | | - 4 | | - ' | | 1 |
| 2024 | 13 | 10 | 9 | 10 | 16 | 17 | 22 | 15 | 14 | 18 | 20 | 22 | 186 |
| Additional Information Required/Insufficient In | formation | | | | | | 1 | | | | | | 1 |
| Additional Information Required/Insufficie | nt Information | - EMAIL ON | LY | | | | 1 | | | | | | 1 |
| Airline Policy/Pagulations/Sarvice | | | | | | 1 | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service Civil Rights | | | | | | | | | | | - 1 | | |
| | 2 | 1 | | 3 | | | | 1 | 2 | 1 | 1 | 1 | |
| | 2 | 1 | | 3 | | 2 | | 1 | 2 | 1 | 3 | 1 | 16 |
| Civil Rights - Not Specified Civil Rights - Race | 2 | 1 | | 3 1 1 | | | | 1 | 2 | 1 | 1 3 | 1 | 16 3 |
| Civil Rights - Not Specified | 2 | 1 | | | | 2 | | 1 | 2 | 1 | 3 | 1 | 16 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra | | 1 | | | | 2 | | 1 | 2 | 1 | 3 | 1 | 16 3 3 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | 1 | 1 | | 1 | | 2 2 | | | | 1 | 1 1 | 1 | 16 3 3 5 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service | | 1 | 6 | 1 3 | 4 | 2 | 6 | 5 | 2 2 5 | 1 1 6 | 1 | 1 5 | 16 3 3 5 1 4 52 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC | 3 | 1 | | 1 3 1 | | 2 2 | | 5 1 | 5 | 6 | 1 1 3 | 5 | 16 3 3 5 1 4 52 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service | 1 | 1 | 6 | 1 3 | 4 | 2 2 | 6 | 5 | | | 1 1 | | 16 3 3 5 1 4 52 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO | 3 | 1 | | 1 3 1 | | 2 2 | | 5 1 4 | 5 | 6 | 1 1 3 | 5 | 16 3 3 5 1 4 52 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks | 3 | 1 | | 1 3 1 | 4 | 2 2 | | 5 1 4 1 | 5 | 6 | 1 1 3 | 5 5 | 16 3 3 5 1 4 52 2 50 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock | 3 | | | 1 3 1 | 4 | 2 2 | | 5 1 4 1 | 5 | 6 | 1 1 3 | 5 5 2 2 2 | 16 3 3 5 1 4 52 2 50 1 1 1 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found | 3 | 1 | | 1 3 1 | 4 | 2 2 | | 5 1 4 1 1 | 5 | 6 | 1 1 3 | 5 5 2 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 3 | 1 | 6 | 1 3 1 2 | 1 1 | 6 | | 5 1 4 1 1 | 5 | 6 | 1 1 3 3 3 | 5 5 2 2 2 1 1 | 16 3 3 5 1 4 52 2 50 1 1 5 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 3 3 | 1 1 | 6 | 1 3 1 2 | 1 1 3 | 6 6 | | 5 1 4 1 1 | 5 | 6 | 1 1 1 3 3 3 | 5 5 2 2 2 1 1 1 2 | 16 3 3 5 1 4 52 2 50 1 1 1 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 1 3 3 | 1 1 | 6 | 1 3 1 2 | 1 1 | 6 | | 5 1 4 1 1 | 5 | 6 | 1 1 3 3 3 | 5 5 2 2 2 1 1 | 16 3 3 5 1 4 52 2 50 1 1 5 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 3 3 3 | 1 1 ItemsC | 1 1 | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 | | 5 1 4 1 1 | 5 | 6 | 1 1 1 3 3 3 | 5 5 2 2 2 1 1 1 2 | 16 3 3 5 1 4 52 2 50 1 1 1 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 1 3 3 3 | 1 1 ItemsC | 1 1 | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 | 6 | 5 1 4 1 1 | 5 | 6 6 | 1 1 1 3 3 3 | 5 5 2 2 2 1 1 1 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 5 1 1 1 1 5 5 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other | 1 3 3 3 anaged/Missing 2 rrrayed Items | 1 1 ItemsC | 6 1 1 Checked | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 | 1 1 | 5 1 4 1 1 1 | 5 | 6 6 1 1 1 | 3 1 1 1 3 3 3 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown | 1 3 3 3 | 1 1 ItemsC | 1 1 | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 | 6 | 5 1 4 1 1 | 5 | 6 6 | 1 1 1 3 3 3 | 5 5 2 2 2 1 1 1 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children | 1 3 3 3 2 aged/Missing 2 rrayed Items | 1 1 ItemsC Carry-on or | 6 1 1 Checked | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 | 1 1 3 | 5 1 4 1 1 1 1 1 1 1 | 5 5 | 6 6 1 1 1 1 4 | 3 1 1 1 3 3 3 2 | 5 5 2 2 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 1 5 5 1 1 1 1 5 2 2 2 5 1 1 1 1 1 2 2 3 5 1 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown | 1 3 3 3 anaged/Missing 2 rrrayed Items | 1 1 ItemsC | 6 1 1 Checked | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 2 1 1 1 1 | 1 1 | 5 1 4 1 1 1 | 5 | 6 6 1 1 1 | 3 1 1 1 3 3 3 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | 2 naged/Missing 2 rrrayed Items | 1 1 ItemsC Carry-on or | 6 1 1 Checked | 1 1 3 1 2 2 2 1 | 1 1 3 1 | 6 6 2 1 1 1 1 | 1 1 3 | 5 1 4 1 1 1 1 1 1 1 | 5 5 | 6 6 1 1 1 1 4 | 3 1 1 1 3 3 3 2 | 5 5 2 2 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 5 1 1 15 9 5 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | 2 aged/Missing 2 rrayed Items 4 4 2 pectrum | 1 1 1 ItemsC Carry-on or 2 2 2 2 | f 1 1 Checked 1 1 1 | 1 1 3 1 2 2 2 1 | 4 1 1 3 1 2 | 6 6 1 1 1 1 | 1 1 3 3 3 3 | 5 1 4 1 1 1 1 | 5 5 2 2 2 | 6 6 1 1 1 1 4 3 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 15 5 1 1 15 9 5 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive | 1 3 3 3 3 2 aged/Missing 2 rrayed Items 4 4 2 pectrum c/Developmen | 1 1 1 ItemsC Carry-on or 2 2 2 2 | f 1 1 Checked 1 1 1 | 1 1 3 1 2 2 2 1 | 4 1 1 3 1 2 | 6 6 1 1 1 1 | 1 1 3 3 3 3 1 | 5 1 4 1 1 1 1 | 5 5 2 2 2 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 2 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Diabetes | 1 3 3 3 3 2 aged/Missing 2 rrayed Items 4 4 2 pectrum c/Developmen | 1 1 1 ItemsC Carry-on or 2 2 2 2 | f 1 1 Checked 1 1 1 | 1 1 3 1 2 2 2 1 | 4 1 1 3 1 2 | 6 6 1 1 1 1 | 1 1 3 3 3 1 1 1 | 5 1 4 1 1 1 1 | 2 2 1 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ocgnitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General | 1 3 3 3 3 2 aged/Missing 2 rrayed Items 4 4 2 pectrum c/Developmen | 1 1 1 ItemsC Carry-on or 2 2 2 2 | f 1 1 Checked 1 1 1 | 1 1 3 1 2 2 2 1 | 4 1 1 3 1 2 | 6 6 1 1 1 1 | 1 1 3 3 3 3 1 | 5 1 4 1 1 1 1 | 5 5 2 2 2 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 2 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Diabetes | 2 laged/Missing 2 larrayed Items | 1 1 1 ItemsC Carry-on or 2 2 2 2 | f 1 1 Checked 1 1 1 | 1 1 3 1 2 2 2 1 | 4 1 1 3 1 2 | 6 6 1 1 1 1 | 1 1 3 3 3 1 1 1 | 5 1 4 1 1 1 1 | 2 2 1 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 5 5 1 1 15 9 5 1 2 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ocgnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N | 2 aged/Missing 2 rrayed Items 4 4 2 pectrum //Developmen | 1 1 1 ItemsC Carry-on or 2 2 2 2 tal /Mental E | 1 1 Checked 1 1 1 | 1 1 3 1 2 2 1 1 1 | 4 1 1 3 1 2 | 6 6 1 1 1 3 | 1 1 3 3 3 1 1 1 | 5 1 4 1 1 1 1 1 | 2 2 1 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 1 5 5 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I | aged/Missing 2 rrayed Items 4 4 2 pectrum 7 / Necessary M | 1 1 1 1 ItemsC Carry-on or 2 2 2 2 tal /Mental E 1 edication an | 1 1 Checked 1 1 1 | 1 1 3 1 2 2 1 1 1 | 4 1 1 3 1 2 | 6 6 1 1 1 3 | 1 1 3 3 3 1 1 1 | 5 1 4 1 1 1 1 1 1 2 | 2 2 1 | 6 6 1 1 1 1 4 3 1 2 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 15 5 1 15 9 5 1 1 2 2 2 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ocgnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N | 2 aged/Missing 2 rrayed Items 4 4 2 pectrum //Developmen | 1 1 1 ItemsC Carry-on or 2 2 2 2 tal /Mental E | 1 1 Checked 1 1 1 | 1 1 3 1 2 2 1 1 1 | 4 1 1 3 1 2 | 6 6 1 1 1 3 | 1 1 3 3 3 1 1 1 | 5 1 4 1 1 1 1 1 | 2 2 1 | 6 6 1 1 1 1 4 3 1 2 1 | 3 1 1 1 3 3 3 2 1 | 5 5 2 2 2 1 1 1 2 2 | 16 3 3 5 1 4 52 2 50 1 1 15 5 1 1 15 9 5 1 1 2 2 21 1 1 1 1 2 2 2 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | | | Center Tra | | | | | | | | | |
|--|---------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-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 | Animals | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | 2 | | 1 | 3 | 1 | 6 | 1 | 3 | | 1 | 3 | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | 1 | 2 | 1 | 2 | | 1 | | | 1 | |
| Property - Special Handling - Damaged Ite | | | | | | | 1 | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | 1 | | 1 | | 1 | | 1 | | |
| Property - Special Handling - Missing Iten | ns - Checke | 1 | | | | | 2 | 1 | | | | 2 | |
| Screening | | 2 | 1 | 1 1 | 3 | 1 | 2 | 3 | 1 | 3 | 7 | 2 | 2 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | 1 | | |
| Screening - Procedures/Process | | 2 | 1 | 1 1 | 3 | 1 | 1 | 3 | 1 | 3 | 3 | 2 | 2 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | 1 | | |
| Screening - Security Breach | | | | | | | | | | | 1 | | |
| 2025 | 19 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Customer Service | 6 | | | | | | | | | | | | |
| Customer Service - TSO | 6 | | | | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Octeering | - | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SOW | 2 | | | | | | | | | | | | 2 |
| 2023 | 1 | | | | | | | | | | | | 1 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

| | | | A Comuco | Octive ita | ************************************** | Jiaiiito itop | | | | | | | |
|--|----------------|-----------|-----------|------------|--|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SPI | | 1 | | | | | | 2 | | 1 | 3 | | 7 |
| 2023 | | 1 | | | | | | 1 | | | 2 | | 4 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Screening | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Crew Member or Airline Em | ployee | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | | | | | | | | 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 - Da | maged/Missi | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Ir | nolants (ioint |) | | | | | | 1 | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SPS | 1 | | | | | | | 3 | | | | 1 | 5 |
| 2023 | | | | | | | | 2 | | | | | 2 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | | | | | | | | 1 | | | | 1 | 2 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged I | tems - Chec | ked | | | | | | | | | | 1 | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact (| Center Trav | veler Comp | laints Rep | ort | | | | | | |
|--|------------------|-------------|---------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SRQ | 4 | 15 | 11 | 11 | 8 | 13 | 14 | 8 | 8 | 9 | 5 | 15 | 121 |
| 2023 | 4 | 9 | 5 | 8 | 3 | 5 | 5 | 5 | 4 | 4 | 2 | 3 | 57 |
| Civil Rights | | 1 | 1 | | | | | | | 1 | | | 3 |
| Civil Rights - Race | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | ۱- Not Transو | ender | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | 3 | 1 | 3 | | | 2 | 1 | | 2 | | 1 | 14 |
| Customer Service - Others | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | 1 | 2 | 1 | 3 | | | 2 | 1 | | 2 | | | 12 |
| Lost and Found | | | | 1 | 1 | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | 2 | 1 | | | 5 |
| Mishandling of Passenger Property - Dan | naged/Missir | g ItemsC | arry-on Lug | gage | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | 1 | 1 | | | 4 |
| Patdown | | | 1 | | 1 | 4 | 1 | 1 | 1 | | | | 9 |
| Patdown - Flyer | | | 1 | | 1 | 4 | 1 | 1 | 1 | | | | 9 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 1 | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | e /Developm | ental /Ment | al Disability | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | ached to th | e Body | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 3 | 2 | 2 | | | | | | | 1 | 1 | 9 |
| Property - Special Handling - Damaged It | i ems - Carry | | | 1 | | | | | | | • | | 1 |
| Property - Special Handling - Damaged It | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | 1 | 1 | 1 | | | | | | | 1 | | 4 |
| Property - Special Handling - Missing Iter | | 2 | | | | | | | | | | 1 | 3 |
| Screening | 2 | 1 | | | 1 | | 2 | 3 | 1 | | | 1 | 11 |
| Screening - Inconsistency | | ' | | | ' | | | 1 | 1 | | | ' | 2 |
| Screening - Procedures/Process | 2 | 1 | | | 1 | | 2 | 2 | ' | | | 1 | 9 |
| 2024 | | 6 | 6 | 3 | 5 | 8 | 9 | 3 | 4 | 5 | 3 | 12 | 64 |
| Civil Rights | | • | | 3 | 3 | | | 3 | - 4 | 3 | 3 | 12 | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 2 | 2 | 1 | 3 | 3 | 3 | 1 | | 1 | 1 | 1 | 18 |
| Customer Service - TSO | | 2 | 2 | 1 | 3 | 3 | 3 | 1 | | 1 | 1 | 1 | 18 |
| Locks | | | | - 1 | 3 | 3 | 1 | - 1 | | - 1 | - 1 | 1 | 10 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | 1 | | | | | | 3 |
| | and/Minni | 1 | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | 2020 | | | | | | | | | |
| Mishandling of Passenger Property - Dam Patdown | lageu/iviissii | | пескей вад | gage | 0 | 1 | 2 | | 4 | 4 | 1 | 0 | 1 |
| | | 2 | | | 2 | | 2 | | 1 | 1 1 | | 2 | 12 |
| Patdown - Flyer | | 2 | 4 | - | 2 | 1 | 2 | | 1 | 1 | 1 | 2 | 12 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | 1 | 3 | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | 1 | | | 4 | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | , | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | ot Wheelch | | er) | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | | 1 | 1 |
| Screening | | | 2 | 1 | | 4 | 2 | 1 | | 3 | 1 | 5 | 19 |
| Screening - Inconsistency | | | | | | 1 | | | | | 1 | 1 | 3 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | 1 | 1 | | 3 | 2 | 1 | | 2 | | 3 | 13 |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | | | | 1 | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| STC | | 1 | | | 1 | | | | | | | | 2 |
| 2023 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| Cotomorios | 40.0-4 | | | | | aints Report | | \F \4 | 00 1 | 07 11 | 00 4 | 00.0 | T - 4 - 1 |
|--|---------------------------------------|-------------|----------------------|------|----|--------------|-------------|-------|-----------------------|----------|---------------|--------|---|
| Categories | | | | | | | | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STL | 81 | 34 | 31 | 31 | 32 | 34 | 40 | 37 | 39 | 54 | 49 | 41 | 503 |
| 2023 | 21 | 16 | 17 | 16 | 16 | 19 | 16 | 20 | 19 | 24 | 20 | 12 | 216 |
| Airline | | | 1 | | | | | | 1 | | | | 2 |
| Airline - Baggage Requirements | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | 1 |
| Civil Rights | 2 | 1 | | | | | | 1 | 1 | 2 | 1 | | 8 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans | 1 | | | | | | 1 | 1 | | 1 | | 4 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - Status | | | | | | | | | 1 | | | | 1 |
| Customer Service | 9 | 7 | 3 | 7 | 6 | 9 | 2 | 5 | 3 | 7 | 6 | 5 | 69 |
| Customer Service - TSO | 9 | 7 | 3 | 7 | 6 | 9 | 2 | 5 | 3 | 7 | 6 | 5 | 69 |
| Locks | | | | | | 1 | | | 3 | | | 1 | 5 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | 3 | | | 1 | 5 |
| Lost and Found | | | | | | | | | | | 3 | | 3 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 3 | | 3 |
| Mishandling of Passenger Property | 2 | 2 | 2 | 2 | | 2 | 4 | 1 | 2 | 2 | 3 | 1 | 23 |
| Mishandling of Passenger Property - Dan | | 2 | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | | 9 |
| | | | | 1 | | - ' | 3 | - 1 | 2 | - ' | 2 | 1 | 11 |
| Mishandling of Passenger Property - Dan | | 0 | 4 | ı | | | 3 | | | - 4 | | ı | |
| Mishandling of Passenger Property - Disa | arrayed items- T | -Carry-on | 1 | | | 1 | - | | | 1 | | | 3 |
| No Jurisdiction | | | 1 | | | 1 | 1 | | | | | | 3 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | 1 | | | | | | 2 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gene | | | | | | 1 | | | | | | | 1 |
| Patdown | 2 | | | | 1 | 1 | 3 | 4 | 3 | 4 | 1 | | 19 |
| Patdown - Flyer | 2 | | | | 1 | 1 | 3 | 4 | 3 | 3 | 1 | | 18 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 3 | | 1 | | 1 | | 1 | 1 | 2 | 1 | 11 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | Devices - Atta | ched to th | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | V Necessary N | Medication | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | | | or Scooter) | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirate | | r Fauipment | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual In | | radinaj | | | | | ' | | | | 1 | | 1 |
| Property - Special Handling | 1 | 1 | 2 | 4 | 3 | 1 | 3 | 3 | 2 | 5 | 1 | 1 | 27 |
| Property - Special Handling - Damaged It | eme - Carry C | | | 1 | 3 | - ' | 1 | 1 | 1 | 1 | - 1 | - ' | 5 |
| Property - Special Handling - Damaged II | | | | ļ | 2 | - 1 | | ļ | - 1 | - ' | | 1 | |
| | | | 0 | | | 1 | 1 | 4 | 4 | - 4 | | ı | 5 |
| Property - Special Handling - Missing Iter | | 1 | 2 | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | | 10 |
| Property - Special Handling - Missing Iter | 1 | | - | 3 | - | | 0 | 1 | 0 | 3 | 0 | - | 7 |
| Screening | 4 | 5 | 5 | 3 | 5 | 3 | 2 | 6 | 2 | 3 | 3 | 3 | 44 |
| Screening - Crew Member or Airline Emp | 1 . | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | | 2 | | | | | 4 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | 2 | 3 | 4 | 3 | 5 | 3 | 2 | 4 | 2 | 3 | 3 | 2 | 36 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | 1 |
| 2024 | 26 | 18 | 14 | 15 | 16 | 15 | 24 | 17 | 20 | 30 | 29 | 29 | 253 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | 1 | | | | | | | | | | | | 1 |
| Airline | | | 1 | | | 1 | | | 1 | | | | 3 |
| Airline - Policy/Regulations/Service | | | 1 | | | 1 | | | 1 | | | | 3 |
| Civil Rights | 1 | 2 | | 1 | | 1 | | 1 | 1 | 2 | 3 | 2 | 14 |
| Civil Rights - Age | | 2 | | | | | | | | | | | 2 |
| Civil Rights - Civil Rights Violation (TSA I | Employee) | | | | | | | 1 | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Race | 1 | | | 1 | | 1 | | | 1 | | 2 | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | | | | | | | 1 | | 1 | 2 |
| Customer Service | 7 | 10 | 8 | 8 | 9 | 4 | 9 | 4 | 6 | 10 | 8 | 13 | 96 |
| Customer Service - Others | , | 10 | 0 | 0 | | | | | 0 | 1 | | 10 | 1 |
| Customer Service - TCC | 1 | 1 | | | | | | | | <u> </u> | | | 2 |
| Customer Service - TCC | 6 | 9 | 8 | 8 | 9 | 4 | 9 | 4 | 6 | 9 | 8 | 13 | 93 |
| DHS TRIP | ı b | 9 | ŏ | ď | 9 | 4 | 9 | 4 | ь | 9 | | 13 | |
| | | | | | | | | | | | 2 | | 2 |
| | | | | | | | | | | | | | 2 |
| DHS TRIP - General | | | | | | | | | | | 2 | | |
| DHS TRIP - General Hazardous Materials Safety | | | | | | 1 | | | | | 2 | | 1 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General | | | | | | 1 | | | | | 2 | | 1 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks | | | | | | | 1 | 2 | | | 2 | | 1 1 3 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General | | | | | | | 1 | 2 | | | 2 | | 1 1 3 3 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 2 | | | | 1 | | | | 2 | 1 | 1 | | 1 1 3 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan | 1 | | | | 1 | 1 | 3 | 2 | 2 | 1 | | | 1 1 3 3 13 4 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 1 | | | | 1 | 1 | 1 | 2 | | | | | 1 1 3 3 13 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan | n 1 | ı ItemsUnsp | ecified Lug <u>i</u> | gage | 1 | 1 | 3 | 2 | | | 1 | | 1 1 3 3 13 4 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | n 1 | ı ItemsUnsp | ecified Lug | gage | | 1 | 3 | 2 | 1 | | 1 | | 1 1 3 3 13 4 7 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | n 1 | ı ItemsUnsp | | gage | | 1 1 | 3 | 2 | 1 | | 1 | | 1 1 3 3 13 4 7 2 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral | n 1 | ı ItemsUnsp | 1 | gage | | 1 1 | 3 | 2 | 1 | | 1 | | 1 1 3 3 13 4 7 2 3 1 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other | n 1 n 1 naged/Missing | ı ItemsUnsp | 1 | gage | 1 | 1 1 1 | 3 | 2 2 | 1 | 1 | 1 1 1 | 2 | 1 1 3 3 13 4 7 2 3 1 1 2 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown | n 1 | ı ItemsUnsp | 1 | gage | | 1 1 1 | 1 3 3 | 2 | 1 1 3 | | 1 1 | 2 | 1 1 3 3 13 4 7 2 3 1 1 2 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children | n 1 n 1 maged/Missing | ı ItemsUnsp | 1 | gage | 1 | 1 1 1 1 1 1 | 3 | 2 2 | 1 1 3 1 | 2 | 1 1 1 2 | | 1 1 3 3 13 4 7 2 3 1 1 2 16 2 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | n 1 n 1 naged/Missing | J ItemsUnsp | 1 | gage | 2 | 1 1 1 | 1 3 3 | 2 2 | 1 1 3 1 1 | 1 | 1 1 1 | | 1 1 3 3 13 4 7 2 3 1 1 2 16 2 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | n 1 n 1 naged/Missing 2 | ı ItemsUnsp | 1 | | 1 | 1 1 1 1 1 1 | 1 3 3 | 2 2 2 | 1 1 3 1 1 | 2 | 1 1 1 1 2 2 2 | 2 | 1 1 3 3 13 4 7 2 3 1 2 16 2 12 |
| DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | n 1 n 1 naged/Missing 2 2 | ı ItemsUnsp | 1 | gage | 2 | 1 1 1 1 1 1 | 1 3 3 | 2 2 | 1 1 3 1 1 | 2 | 1 1 1 2 | 2 | 1 1 3 3 3 13 4 7 2 3 1 1 2 16 2 12 |

| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|---|----------------|-------------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Internal | N 2 | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical | Devices - Att | ached to th | ne Body | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medical | ly Necessary | Medication | and Medic | cal Supplies | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility | Disability (No | ot Wheelch | air or Scoo | t 1 | | 1 | | 1 | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosther | si 2 | | | | | | | | | 1 | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Wheelch | hair/ Scooter/ | Segway | | | | | | | 1 | 1 | 3 | | |
| Property - Special Handling | | | 1 | 3 | 2 | | | 1 | 2 | 4 | 3 | 1 | |
| Property - Special Handling - Damaged | Items - Carry | -On | 1 | | | | | | | 1 | 1 | | |
| Property - Special Handling - Damaged | Items - Check | ced | | | | | | | | | 2 | | |
| Property - Special Handling - Missing Ite | ms - Carry-O | n | | 2 | | | | 1 | 1 | 3 | | 1 | |
| Property - Special Handling - Missing Ite | ms - Checke | d | | 1 | 2 | | | | 1 | | | | |
| Screening | 9 | 6 | 3 | 2 | 2 | 3 | 9 | 4 | 2 | 8 | 4 | 8 | |
| Screening - Children | | | 1 | | | | | | | | | | |
| Screening - Crew Member or Airline Em | ployee | 1 | | | | | | | | | | | |
| Screening - Inconsistency | 3 | 1 | | | | 1 | 3 | 1 | 1 | 3 | | 1 | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | 1 | 1 | |
| Screening - Procedures/Process | 6 | 4 | 2 | 2 | 2 | 2 | 5 | 3 | 1 | 5 | 3 | 6 | |
| 2025 | 34 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identit | y 1 | | | | | | | | | | | | |
| Customer Service | 12 | | | | | | | | | | | | |
| Customer Service - TSO | 12 | | | | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Da | m 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 7 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitiv | re 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabete | s 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | 1 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | ly 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | ha 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged | lte 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Ite | | | | | | | | | | | | | |
| Screening | 9 | | | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | | | | | | | | | | | | |
| Screening - Procedures/Process | 7 | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Comp | olaints Rep | ort | | | | | | |
|--|--------------|------------|-------------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STS | 2 | | 1 | 2 | | | 2 | 8 | | 4 | 3 | | 22 |
| 2023 | 1 | | 1 | 1 | | | 1 | 4 | | 3 | | | 11 |
| Customer Service | 1 | | 1 | 1 | | | | 2 | | | | | 5 |
| Customer Service - TSO | 1 | | 1 | 1 | | | | 2 | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirate | ory and Inha | ler Equipm | ent | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 2 | | | 2 |
| Property - Special Handling - Missing Iter | ns - Carry-C |)n | | | | | | | | 2 | | | 2 |
| Screening | | | | | | | 1 | 1 | | 1 | | | 3 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | | | 1 | | | 1 | 4 | | 1 | 3 | | 10 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | 1 | | 1 | | | 3 |
| Customer Service - TSO | | | | | | | 1 | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | n and Medic | al Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pair | n/trauma) | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 2 | | | 2 | | 4 |
| Screening - Inconsistency | | | | | | | | 1 | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Catagories | 40.0-4 | | Contact Ce | | | | | OF M | 00 1 | 07 1:1 | 00 4 | 00 0 | T.4-1 |
|--|---------------|-----------|---------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 1-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STT | 4 | 3 | 6 | 4 | 3 | 8 | 6 | 9 | 5 | 8 | 5 | 3 | 64 |
| 2023 | | | 4 | 1 | 1 | 4 | 5 | 1 | 3 | 4 | 1 | 1 | 25 |
| Civil Rights | | | 1 | | | 1 | | | | 1 | | | 3 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | 1 | 1 | | | 1 | | 1 | | 1 | | 5 |
| Customer Service - TSO | | | 1 | 1 | | | 1 | | 1 | | 1 | | 5 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | temsCl | necked Bagga | ige | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | 1 | | | 1 |
| Patdown | | | 1 | | | | | | 1 | | | | 2 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | edication | and Medical | Supplies | | 1 | | | 1 | | | | 2 |
| Property - Special Handling | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | ns - Checked | | 1 | | | | 1 | | | | | | 2 |
| Screening | | | | | 1 | 2 | 2 | 1 | | 2 | | | 8 |
| Screening - Procedures/Process | | | | | 1 | 1 | 2 | 1 | | 2 | | | 7 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | 1 | | | | | | | 1 |
| 2024 | 3 | 3 | 2 | 3 | 2 | 4 | 1 | 8 | 2 | 4 | 4 | 2 | 38 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | 1 | | | | | | | 1 | | | 2 |
| Civil Rights - Race | | | 1 | | | | | | | 1 | | | 2 |
| Customer Service | 1 | | 1 | 1 | | 1 | 1 | 3 | | 1 | | | 9 |
| Customer Service - TCC | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | 1 | | 1 | 1 | | 1 | 1 | 3 | | | | | 8 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | 3 | 1 | | | | 6 |
| Mishandling of Passenger Property - Dam | aged/Missing | temsCa | arry-on Lugga | ge | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missing | temsCh | necked Bag | 1 | 1 | | | 1 | 1 | | | | 4 |
| No Jurisdiction | | | | | | 1 | | | | 1 | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | | 2 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | edication | and Medical | Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling | | | | | | 1 | | 2 | | | 1 | | 4 |
| Property - Special Handling - Damaged Ite | ems - Checked | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-On | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | | | | | | | | 2 | | | | | 2 |
| Screening | 1 | 3 | | 1 | 1 | 1 | | | | 1 | 1 | | 9 |
| Screening - Procedures/Process | 1 | 3 | | 1 | 1 | 1 | | | | | 1 | | 8 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | • | • | | | | 1 | | | |
| 2025 | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact | Center Trav | veler Comp | laints Rep | ort | | | | | | |
|--|----------------|------------|-------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STX | 2 | 1 | | 2 | 2 | 1 | 4 | 3 | 3 | 1 | | 1 | 2 |
| 2023 | | 1 | | | | | 1 | 2 | 1 | | | | |
| Customer Service | | | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | |
| Screening | | 1 | | | | | | 2 | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | 2 | | | | | |
| 2024 | 1 | | | 2 | 2 | 1 | 3 | 1 | 2 | 1 | | 1 | 1 |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | gender | | | | | | 1 | | | | | |
| Customer Service | | | | | | | | | 1 | 1 | | 1 | |
| Customer Service - TSO | | | | | | | | | 1 | 1 | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | arry-on Lug | ggage | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | 1 | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (No | ot Wheelch | air or Scoo | ter) | 1 | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | 1 | | | | | | | | | |
| Screening | | | | 1 | 1 | 1 | 1 | | 1 | | | | |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Lengthy Lines | | | | | | 1 | | | 1 | | | | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | 13 | A Contact | center rra | veier Comp | namis Kep | ort | | | | | | |
|--|----------------|-----------|-----------|------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SUN | | | | | 2 | 1 | 2 | | 1 | | | | 6 |
| 2023 | | | | | 1 | 1 | | | 1 | | | | 3 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosth | nesis/Amputees | and Casts | ; | | 1 | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | | | | | 1 | | 2 | | | | | | 3 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damage | d Items - Chec | ked | | | | | 1 | | | | | | 1 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Request for Assistance - Other | | | | | | | 1 | | | | | | 1 |

| | | 10 | A Contact | Center ma | veier com | nanns nep | OΓL | | | | | | |
|---|---------------|--------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SUX | 1 | | | | | 1 | | | 1 | 1 | 2 | 1 | 7 |
| 2023 | 1 | | | | | 1 | | | | 1 | 2 | | 5 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | | 1 | | 2 |
| Screening | 1 | | | | | | | | | 1 | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | 1 | | 3 |
| 2024 | | | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing I | tems - Checke | ed | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |

| | | | | t Center Tra | | | | | | | | | |
|---|--------------|--------------|---------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SWF | 2 | 3 | | 2 1 | 1 | 3 | 2 | 3 | 1 | 4 | 3 | 2 | 2 |
| 2023 | | 2 | | 1 | | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 1 |
| Civil Rights | | 1 | | | | | | 1 | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans | gender | | | | | | 1 | | | | | |
| Customer Service | | | | | | | 1 | | | 1 | | | |
| Customer Service - TSO | | | | | | | 1 | | | 1 | | | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Medical | Devices - A | tached to th | e Body | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary | Medication | and Med | ical Supplies | | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged I | tems - Carry | 1 | | | | | | | | | | | |
| Screening | | | | 1 | | 1 | | 1 | | | 1 | | |
| Screening - Procedures/Process | | | | 1 | | 1 | | 1 | | | 1 | | |
| 2024 | 1 | 1 | | 2 | 1 | 2 | 1 | 1 | | 3 | 1 | 1 | |
| Additional Information Required/Insufficient Ir | formation | | | | | 1 | | | | | | | |
| Additional Information Required/Insufficie | nt Informati | on - EMAIL | ONLY | | | 1 | | | | | | | |
| Customer Service | | 1 | | | | 1 | | | | 2 | . 1 | 1 | |
| Customer Service - TSO | | 1 | | | | 1 | | | | 2 | . 1 | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | | 1 | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Subject | | | | 1 | | | | | | | | | |
| No Subject - General | | | | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged I | tems - Carry | r-On | | | | | | | | 1 | | | |
| Screening | | | | | 1 | | 1 | 1 | | | | | |
| Screening - Procedures/Process | | | | | 1 | | | 1 | | | | | |
| Screening - Security Breach | | | | | | | 1 | | | | | | |
| 2025 | 1 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SWO | | | 1 | 1 | | | | | | | 1 | | 3 |
| 2023 | | | | 1 | | | | | | | 1 | | 2 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |

| vario a | 40.0 1 | | 0 D | Tana and | r Complain | | A 6 | | | | 00.1 | 20.2 | - |
|---|---|---|--|----------|------------|---------|-----|----|-----------|-----|---------------|--------|----------|
| gories | | | | | | | | | | | 08-Aug | 09-Sep | Total |
| R | 14 | 10 | 17 | 9 | 7 | 14 | 11 | 10 | 11 | 6 | 19 | 10 | 13 |
| 2023 | 2 | 3 | 7 | 5 | 2 | 6 | 9 | 4 | 1 | 1 | 8 | 5 | 5 |
| Airline | | | | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | |
| Civil Rights | | | | | | | | | | 1 | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | |
| Customer Service | | | | 2 | | 1 | | | | | 3 | | |
| Customer Service - TCC | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | 1 | | | | | 3 | | |
| Locks | | | 2 | | | | | | | | | | |
| Locks - General | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | ' | 1 | 1 | 1 | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | ngod/Missing It | tome Corn | on Luggaga | | - 1 | 1 | | | | | | | |
| | | | | | 4 | ı | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing II | emsCneci | кеа вас | 1 | 1 | | | | | | 1 | | |
| No Jurisdiction | | | 1 | | | | 1 | | | | 1 | 1 | |
| No Jurisdiction - Refer to Other | | | 1 | | | | 1 | | | | 1 | 1 | |
| Patdown | 1 | 1 | | | | 1 | 1 | | | | | | |
| Patdown - Flyer | 1 | 1 | | | | 1 | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | 3 | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (ioint) | | | | | | 2 | | | | | | |
| Persons w/ Disabilities (PWD) - Metal IIIIp | | /heelchair c | or Scooter) | | | | 1 | | | | | | |
| | | meeichair o | 1 | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | iii/ Scooler/ | | ı | | | | 4 | | | | | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | 1 | | | | | | |
| Screening | 1 | 1 | 3 | 2 | 1 | 2 | 3 | 4 | 1 | | 2 | 2 | |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | 1 | | | | | |
| Screening - Inconsistency | | | 1 | 1 | | | | | | | | | |
| Screening - Lengthy Lines | | | | | 1 | | 1 | 2 | | | 1 | 1 | |
| Screening - Procedures/Process | 1 | 1 | 2 | 1 | | 2 | 2 | | 1 | | 1 | 1 | |
| Screening - Retrieving Abandoned/Confise | | <u> </u> | | | | | | 1 | | | | | |
| 2024 | 8 | 7 | 10 | 4 | 5 | 8 | 2 | 6 | 10 | 5 | 44 | 5 | 8 |
| | • | | 10 | 4 | 3 | • | | 0 | | | 11 | | • |
| Airline | | | | | | | | | 1 | 1 | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | 1 | | | |
| Civil Rights | 1 | 1 | | | 1 | 1 | | 1 | | 1 | 2 | | |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | |
| Civil Rights - Race | 1 | | | | 1 | | | | | | | | |
| Civil Rights - Screening of Religious or Cu | | 3 | | | | | | | | | 2 | | |
| Civil Rights - Sex/Gender/Gender Identity- | | | | | | | | 1 | | | | | |
| Customer Service | 2 | 1 | 2 | 1 | | 2 | 1 | 2 | 2 | 1 | 1 | 1 | 1 |
| | | | | | | | ı | | 3 | - 1 | | | |
| Customer Service - CSM | | | | | | | | | | | | 1 | |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 2 | 1 | 1 | 1 | | 2 | 1 | 2 | 3 | 1 | 1 | | |
| Hazardous Materials Safety | | | | | | | | | | | 1 | | |
| Hazardous Materials Safety - General | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property | | 2 | 1 | | 3 | 1 | | 1 | | | 1 | 1 | |
| | | | | | 2 | | | | | | | | |
| | aned/Missi | 1 | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | 1 | | 1 | | | - 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | 1 | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | aged/Missii | 1 | | | 1 | • | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | aged/Missii | 1 | | | | 1 | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | aged/Missii | 1 | | | | • | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | aged/Missii | 1 | | | | 1 | | 1 | | 1 | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | aged/Missii | 1 Carry-on or (| Checked | | 1 | 1 | | 1 | | 1 1 | • | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown | aged/Missii | 1 Carry-on or C | Checked 1 | 2 | 1 | 1 | | 1 | 1 | | 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | aged/Missii | 1 Carry-on or C 1 1 | Checked 1 1 | 2 | 1 | 1 1 | | 1 | 1 | | 1 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | aged/Missii | 1 Carry-on or C 1 1 1 | Checked 1 1 | | 1 | 1 1 | | 1 | 1 | | 1 1 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General | aged/Missii rrayed ItemsC | 1 Carry-on or C 1 1 | Checked 1 1 | | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In | aged/Missii rrayed ItemsC | 1 Carry-on or C 1 1 1 | Checked 1 1 1 | 1 | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically | aged/Missii rrayed ItemsC | 1 Carry-on or C 1 1 1 1 1 dication and | Checked 1 1 1 1 d Medic | | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | aged/Missii rrayed ItemsC mpairment Necessary Medicial Processory Medicial Processor Medici | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic | 1 | 1 | 1 1 | | 1 | • | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Prosthesi | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic | 1 | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic or Scooter) | 1 | 1 | 1 1 | | 1 | • | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility C Persons w/ Disabilities (PWD) - Posthesi | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic or Scooter) | 1 | 1 | 1 1 | | 1 | • | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and nimals | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic or Scooter) 1 | 1 | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and mimals | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic or Scooter) 1 | 1 | 1 | 1 1 | | 1 | 1 | | 1 1 3 | 1 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling - Missing Item Property - Special Handling - Missing Item | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and mimals | 1 Carry-on or C 1 1 1 1 dication and | Checked 1 1 1 1 d Medic or Scooter) 1 | 1 | 1 | 1 1 1 | 1 | | 1 | | 1 1 3 3 | | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening | mpairment Necessary Mee Disability (Not W s/Amputees and nimals 1 1s - Carry-On 1 | 1 Carry-on or C 1 1 1 1 dication and heelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 | 1 | 1 | 1 1 | 1 | 2 | 1 1 1 4 | 1 | 1 1 3 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children | mpairment Necessary Mee Disability (Not W s/Amputees and nimals 1 1s - Carry-On 1 | 1 Carry-on or C 1 1 1 1 dication and heelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 | 1 | 1 | 1 1 1 | 1 | | 1 1 1 | 1 | 1 1 3 3 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Modically Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and unimals 1 s - Carry-On 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 | 1 | | 1 1 1 4 | 1 | 1 1 3 1 1 1 2 | | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing li Persons w/ Disabilities (PWD) - Hearing li Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and nimals 1 1s - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and heelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | 1 | 2 | 1 1 1 4 1 | 1 | 1 1 3 3 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Lengthy Lines Screening - Procedures/Process | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and nimals 1 ns - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 | | | 1 1 1 4 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing li Persons w/ Disabilities (PWD) - Hearing li Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and nimals 1 ns - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | 1 | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Lengthy Lines Screening - Procedures/Process | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and nimals 1 ns - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | aged/Missii rrayed ItemsC mpairment Necessary Mer Disability (Not W s/Amputees and nimals 1 ns - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Lengthy Lines Screening - Retrieving Abandoned/Confise Screening - Retrieving Abandoned/Confise Screening - Security Breach | mpairment Necessary Medicability (Not Was/Amputees and unimals 1 ns - Carry-On 1 4 2 2 cated Items | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service A Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Children Screening - Lengthy Lines Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Persons w/ Disabilities (PWD) | aged/Missii rrayed ItemsC mpairment Necessary Medisability (Not Wis/Amputees and unimals 1 s - Carry-On 1 4 2 2 cated Items | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | aged/Missii rrayed ItemsC mpairment Necessary Medisability (Not Wis/Amputees and inimals 1 1s - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing li Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach 2025 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | aged/Missii rrayed ItemsC mpairment Necessary Med Disability (Not W s/Amputees and nimals 1 1s - Carry-On 1 4 2 2 2 cated Items 4 1 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2025 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | aged/Missii rrayed ItemsC mpairment Necessary Medisability (Not Wis/Amputees and inimals 1 1s - Carry-On 1 4 | 1 Carry-on or C 1 1 1 1 dication and Vheelchair of Casts | Checked 1 1 1 1 1 d Medic or Scooter) 1 1 4 | 1 | 1 | 1 1 1 2 | | 2 | 1 1 1 4 1 | 1 | 1 1 3 1 1 1 2 | 3 | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TEX | | | | | | | | | 1 | | | 2 | 3 |
| 2023 | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | | | 1 | 1 |

| | | | | | eler Comp | | | | | | | | |
|---|------------------|-----------|-------------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TLH | 10 | 3 | 4 | 3 | 5 | 4 | 3 | - | 2 | 4 | 2 | 3 | 50 |
| 2023 | 3 | 1 | 2 | 1 | 2 | 1 | | 3 | | | | 1 | 14 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | 1 | | | | 1 | 3 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | 1 | | | | | | 1 | | | | | 2 |
| Patdown | 1 | | 1 | | | | | 1 | | | | | 3 |
| Patdown - Flyer | 1 | | 1 | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Im | olants (ioint) | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | t Wheelch | 1 | | | | | | | | | | |
| Property - Special Handling | , , | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ı ems - Check | ed | | | 1 | | | | | | | | 1 |
| Screening | 1 | | | 1 | 1 | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | | 2 |
| 2024 | 5 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 2 | 2 | 34 |
| Claims | | | | | | | | 1 | | | | | 1 |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 2 | 2 | | 3 | 1 | - 1 | | 1 | | | 9 |
| Customer Service - TSO | | | 2 | 2 | | 3 | 1 | | | 1 | | | ç |
| | | 1 | | | | 3 | - 1 | | | - 1 | | | 1 |
| Human Capital Human Capital - Former Employee | | 1 | | | | | | | | | | | 1 |
| Locks | | Į. | | | | | | | 1 | | 1 | | |
| | | | | | | | | | 1 | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | 4 | | | | 1 | | 1 | | |
| Mishandling of Passenger Property | 2 | | | | 1 | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | | g itemsC | arry-on Lug | gage | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Notice of Violation/Civil Penalties | | | | | | | | | | 1 | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al I | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | | 1 | | | | 1 | 2 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | 2 | | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/ | trauma) | | | | | | 1 | | 1 | | | 2 |
| Screening | 2 | 1 | | | 2 | | 1 | | 1 | | 1 | 1 | 9 |
| Screening - Crew Member or Airline Emp | loyee | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | | | | 1 | | 1 | | | 1 | 6 |
| 2025 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TOL | | | | 2 | | | | | 1 | | 1 | | 4 |
| 2024 | | | | 2 | | | | | 1 | | 1 | | 4 |
| Airline | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | /ledical Dev | ices | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | 1 | | | | | | | | | 1 |

| Acaratica | 1001 | | ontact Cer | | | | | | | | | | |
|---|---|---------------------|---|----------|----------------------------|-----------------|---|-----------------------------|------------------------|--------------------------|-------------------------|--------------------------|---|
| tegories | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ГРА | 85 | 68 | 75 | 82 | 56 | 87 | 102 | 93 | 98 | 101 | 70 | 68 | 985 |
| 2023 | 24 | 29 | 33 | 48 | 29 | 31 | 33 | 36 | 36 | 43 | 27 | 24 | 393 |
| Additional Information Required/Insufficient In | | | | | | | | | | 1 | | 1 | 2 |
| Additional Information Required/Insufficient | ent Information | - EMAIL ON | LY | | | | | | | 1 | | 1 | 2 |
| Airline | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Civil Rights | | 5 | 1 | 2 | 1 | 2 | 1 | 2 | 3 | 2 | 3 | 2 | 24 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | <u>.</u> |
| Civil Rights - Race | | 3 | 1 | | 1 | | 1 | 1 | 2 | 2 | | | 11 |
| | Net Trees | | | 0 | | 4 | - 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | 2 | | 2 | | 1 | | 1 | | | | 2 | 8 |
| Civil Rights - Sexual Orientation - Not Tr | ansgender | | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 2 | | 2 |
| Customer Service | 5 | 11 | 9 | 12 | 10 | 8 | 10 | 10 | 9 | 12 | 5 | 5 | 106 |
| Customer Service - Others | | | 1 | | | | | | | 1 | | | 2 |
| Customer Service - TSO | 5 | 11 | 8 | 12 | 10 | 8 | 10 | 10 | 9 | 11 | 5 | 5 | 104 |
| DHS TRIP | | | | | | | | | | 1 | | | 1 |
| DHS TRIP - General | | | | | | | | | | 1 | | | 1 |
| Hazardous Materials Safety | | 1 | | | | | | | | | | | 1 |
| • | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | 1 | | | | | | | | | | | |
| Human Capital | | | | | 1 | | | | | | | | 1 |
| Human Capital - Prospective Employmen | nt with TSA | | | | 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 | 1 | | 5 | 2 | 1 | 3 | 2 | 1 | 4 | | 3 | 26 |
| Mishandling of Passenger Property - Dar | | | | 1 | | | | 1 | | 1 | | | 5 |
| | | 4 | | | 0 | 4 | 0 | | 4 | | | | |
| Mishandling of Passenger Property - Dar | | 1 | Oliver 1 | 3 | 2 | 1 | 2 | 1 | 1 | 3 | | 3 | 19 |
| Mishandling of Passenger Property - Dis | 1 | Carry-on or | | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction | 1 | | 1 | 1 | 1 | 2 | | | 2 | 2 | 1 | | 11 |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 1 | | | | 1 | | | | 2 | 2 | 1 | | 7 |
| No Jurisdiction - Refer to Other | | | 1 | 1 | | 1 | | | | | | | 3 |
| Notice of Violation/Civil Penalties | | | | | | | | 1 | | | 1 | | 2 |
| Notice of Violation/Civil Penalties - Gene | vrol | | | | | | | 1 | | | 1 | | |
| | | | | | | | | | | _ | | | 2 |
| Patdown | 6 | 1 | 6 | 5 | 3 | 3 | 2 | 2 | 4 | 7 | 1 | 5 | 45 |
| Patdown - Children | | | | | | | | 1 | | 2 | | | 3 |
| Patdown - Flyer | 6 | 1 | 6 | 4 | 2 | 3 | 2 | 1 | 3 | 4 | 1 | 5 | 38 |
| Patdown - Flyer as Observer | | | | 1 | 1 | | | | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | 3 | 4 | 6 | 4 | 4 | 2 | 3 | 3 | 5 | 2 | | 36 |
| Persons w/ Disabilities (PWD) - Breast C | Cancer | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitiv | | ntal /Mental D | ieability | | | 1 | | | | ' | | | 1 |
| | | | risability | 4 | | 1 | | 4 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | 1 | | | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Internal | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary N | Medication an | d Medical S | Supplies | 2 | | 1 | 2 | 1 | 2 | | | 8 |
| Persons w/ Disabilities (PWD) - Metal Im | plants (joint) | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (Not | Wheelch | 2 | 1 | 1 | 1 | | | 1 | | | | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | | and Casts | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | | | 1 | | | | | | ' | 1 | | 2 |
| | | | | | | 0 | 4 | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | 3 | | 2 | 1 | | | | | | 6 |
| Property - Special Handling | 3 | 2 | 1 | 7 | | 3 | 4 | 4 | 2 | | 5 | 1 | 32 |
| Property - Special Handling - Damaged I | | 1 | | 1 | | | 1 | 1 | | | 1 | | 7 |
| Property - Special Handling - Damaged I | tems - Checke | ed | | 2 | | 1 | 1 | 2 | 1 | | 2 | | 9 |
| Property - Special Handling - Missing Ite | ms - Carry-C | 1 | | 1 | | 2 | 1 | | 1 | | | 1 | 7 |
| Property - Special Handling - Missing Ite | | | 1 | 3 | | | 1 | 1 | | | 2 | | 9 |
| Screening | 4 | 5 | 10 | 9 | 7 | 6 | 9 | 10 | 9 | 9 | 8 | | |
| <u> </u> | | 5 | 10 | 1 | - 1 | Ö | 9 | 10 | 9 | 9 | 8 | | 93 |
| Screening - Children | 1 | | | | | | | | | | | | 2 |
| Screening - Crew Member or Airline Emp | oloyee | | | 1 | | | | | | | 2 | 1 | 4 |
| Screening - Inconsistency | 1 | | 1 | 4 | 3 | | 1 | 3 | 2 | 1 | 1 | 1 | 18 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 5 |
| Screening - Military | | 2 | | 1 | | | | | | 1 | 1 | | |
| Screening - Procedures/Process | | 2 | 1 | 1 | | | | | | 1 | | | 1 |
| | | | | | 4 | 5 | 8 | 7 | 7 | | | 5 | |
| | 2 | 2 | 7 | 2 | 4 | 5 | 8 | 7 | 7 | 7 | 4 | 5 | 60 |
| Screening - Retrieving Abandoned/Confi | 2 scated Items | 2 | 7 | 2 | | 1 | | | | 7 | 4 | | 60 |
| 2024 | 2 | 2 | 7 1 42 | | 4 27 | | 8 | 57 | 62 | | | | 60 3 561 |
| 2024 Airline | 2 scated Items | 2 | 7 1 42 1 | 2 | | 1 | | 57 | | 7 | 4 | | 60 3 561 3 |
| 2024 | 2 scated Items | 2 | 7 1 42 | 2 | | 1 | | 57 | 62 | 7 | 4 | | 60 3 561 |
| 2024 Airline | 2 scated Items | 2 | 7 1 42 1 | 2 | | 1 | | 57 | 62 | 7 | 4 | | 60 3 561 3 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | 2 scated Items 30 | 2 1 39 | 7 1 42 1 | 2 | 27 | 1 56 | 69 | 57 1 | 62 1 | 7 58 | 43 | 44 | 60 3 561 3 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights | 2 scated Items 30 | 2 | 7 1 42 1 | 2 | | 1 | 69 | 57 | 62 | 7 | 43 | 44 | 60 3 561 3 2 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA | 2 scated Items 30 | 2 1 39 | 7 1 42 1 | 2 | 27 | 1 56 | 69 | 57 1 | 62 1 | 7 58 | 43 | 44 | 60 3 561 3 2 1 26 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights | 2 scated Items 30 | 2 1 39 | 7 1 42 1 | 2 | 27 | 1 56 | 69 | 57 1 1 3 | 62 1 | 7 58 | 43 | 44 | 60 3 561 3 2 1 26 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified | 2 scated Items 30 | 2 1 39 | 7 1 42 1 | 2 | 27 | 1 56 | 69 | 57 1 | 62 1 | 7 58 | 43 | 44 | 60 3 561 3 2 1 26 1 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling | 2 scated Items 30 3 seamond and a seamond a seamond and a seamond a | 2 1 39 | 7 1 42 1 1 1 2 | 2 | 3 | 1 56 | 3 1 | 57 1 1 3 | 62 1 1 | 7 58 | 43 | 2 | 60 3 561 3 2 1 26 1 1 2 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 | 2 34 | 3 | 1 56 | 3 1 | 57 1 1 3 | 62 1 | 7 58 2 | 4 43 1 | 44 | 60 3 561 3 2 1 26 1 1 1 2 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling | 2 scated Items 30 3 Employee) | 2 1 39 | 7 1 42 1 1 1 2 | 2 | 3 | 1 56 | 3 1 | 57 1 1 3 | 62 1 1 | 7 58 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 1 2 | 2 34 | 3 | 1 56 | 3 1 | 57 1 1 3 | 62 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 1 2 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 1 2 | 2 34 | 3 | 1 1 | 3 1 | 57 1 1 3 | 62 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 1 4 6 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 1 2 | 2 34 | 3 | 1 1 1 | 3 1 1 1 1 2 | 57 1 1 3 | 62 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 1 4 6 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims Claims - General | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 1 2 | 2 34 | 3 | 1 1 | 3 1 1 1 2 2 1 | 57 1 1 3 | 62 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 1 4 6 1 3 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims Claims - General Claims - Status | 2 scated Items 30 3 semployee) 3 semployee) 3 semployee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 | 3 1 1 1 | 1 1 1 1 | 3 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 14 6 1 3 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 1 2 | 2 34 | 3 | 1 1 1 1 1 25 | 3 1 1 1 2 2 1 | 57 1 1 3 | 62 1 1 | 7 58 2 | 4 43 1 | 2 | 60 3 561 3 2 1 26 1 1 2 1 14 6 1 3 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 1 15 | 3 1 1 1 6 | 1 1 1 1 25 25 2 | 3 1 1 1 1 2 1 1 1 25 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 1 1 1 15 | 1 1 15 | 60 3 561 3 2 1 26 1 1 1 4 6 1 3 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service | 2 scated Items 30 3 semployee) 3 semployee) 3 semployee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 | 3 1 1 1 | 1 1 1 1 1 25 | 3 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 4 43 1 | 1 1 15 | 60 3 561 3 2 1 26 1 1 2 1 14 6 1 3 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 1 15 | 3 1 1 1 6 | 1 1 1 1 25 25 2 | 3 1 1 1 1 2 1 1 1 25 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 1 1 1 15 | 1 1 15 | 60 3 561 3 2 1 26 1 1 1 4 6 1 3 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 1 15 | 3 1 1 1 6 | 1 1 1 1 25 25 2 | 3 1 1 1 1 2 1 1 1 25 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 1 1 1 15 | 1 1 15 | 60 3 561 3 2 1 26 1 1 1 2 1 14 6 1 3 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 2 2 1 1 1 | 1 1 15 | 3 1 1 1 1 6 | 1 1 1 1 25 25 2 | 1 1 1 2 1 1 25 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 588 2 2 2 21 21 | 4 43 1 1 15 | 1 1 15 15 | 60 3 561 3 2 1 26 1 1 2 1 14 6 1 3 2 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Civil Rights Violation (TSA Civil Rights - Constitutional Rights Civil Rights - Not Specified Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Identit Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO DHS TRIP | 2 scated Items 30 3 Employee) | 2 1 39 4 | 7 1 42 1 1 2 | 1 1 15 | 3 1 1 1 6 | 1 1 1 1 25 25 2 | 3 1 1 1 1 2 1 1 1 25 | 57 1 1 3 1 2 | 62 1 1 1 1 | 7 58 2 | 1 1 1 15 | 1 1 15 15 11 | 60 3 561 3 2 1 26 1 1 1 2 1 14 6 1 3 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 |

| | | TS | A Contact (| Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|-------------|-------------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-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 | 1 | | |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | 1 | | | |
| Mishandling of Passenger Property | 1 | 2 | | 3 | | | 6 | | 2 | 3 | | 1 | 3 |
| Mishandling of Passenger Property - Dan | | | 4 | 1 | | | 4 | | 2 | 3 | | | 2 |
| Mishandling of Passenger Property - Dan | | 1 | | 2 | | 1 | 2 | | | | 2 | 1 | 1 |
| Mishandling of Passenger Property - Dan | - | 1 | | | | | | 2 | | | | | |
| Mishandling of Passenger Property - Disa | | sCarry-on | | d | 1 | | | | | | | | |
| No Jurisdiction | 1 | | 1 | | 1 | | 1 | | | | 3 | | |
| No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 | | 1 | | | | 1 | 1 | | | 2 | | |
| No Jurisdiction - Refer to Other | 1 | | 1 | | 1 | | I | | | | 1 | | |
| Patdown | 2 | | 1 | 4 | | 7 | 3 | 2 | 2 | 4 | | 2 | 3 |
| Patdown - Children | | | 1 | 4 | 3 | 1 | 1 | | 1 | 1 | | | |
| Patdown - Flyer | 2 | | 1 | 4 | 3 | | 2 | 2 | 1 | 3 | 2 | 2 | 2 |
| Patdown - Flyer as Observer | | | | | | 2 | | | | | | | - |
| Persons w/ Disabilities (PWD) | 3 | 5 | 3 | 3 | 6 | | 13 | 7 | 8 | 12 | 4 | 9 | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Cancer (| | Breast Car | ncer | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | | ached to th | ne Body | | 1 | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | | 1 | 2 | 3 | 1 | 2 | 6 | 2 | 2 | |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility I | | | 1 | 1 | | 1 | 2 | 1 | 2 | 1 | | 3 | |
| Persons w/ Disabilities (PWD) - Ostomy/ | | 1 | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | 1 | | 1 | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Respirate | | 1 | | | | | | 2 | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | /A | | | | | | | 2 | | | 4 | |
| Persons w/ Disabilities (PWD) - Touch Av | | /trauma) | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch | | 2 | 1 | 1 | 1 | 2 | 2 | | | | 1 | | |
| Property - Special Handling | 3 | 3 | | 2 | | | 3 1 | | 5 | 4 | | | |
| Property - Special Handling - Damaged It | | 1 | | | | | | 3 | 3 | 4 | 3 | | • |
| Property - Special Handling - Damaged It | | 1 | | | 1 | | | | 1 | 2 | | | |
| Property - Special Handling - Missing Iter | | 1 | | 2 | | 1 | 1 | 1 | 3 | 1 | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | 1 | 1 | | | |
| Screening | 8 | 12 | 7 | 5 | 3 | 11 | 11 | 10 | 10 | 10 | | 14 | 11 |
| Screening - Crew Member or Airline Emp | | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | 1 | | 2 | 1 | | | 2 | | 1 | |
| Screening - Lengthy Lines | 1 | 1 | | | | 1 | | 1 | | | 1 | 2 | |
| Screening - Procedures/Process | 4 | 11 | 6 | 3 | 2 | 7 | 10 | 9 | 10 | 8 | 10 | 11 | 9 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | 1 | 1 | | | | | | | |
| Screening - Security Breach | | | | 1 | | | | | | | | | |
| 2025 | 31 | | | | | | | | | | | | 3 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 1 | | | | | | | | | | | | |
| Customer Service | 5 | | | | | | | | | | | | |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 4 | | | | | | | | | | | | |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Locks Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock No Jurisdiction | 2 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 7 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirate | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | |
| Screening | 11 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 9 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| marian I | 40.0-4 | | | | | | laints Rep | | 05.14 | 00 1 | 07 1 | 00.4 | 00.0 | T.4.1 |
|---|--------------|-----------|---------|--------|-------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-Oct | 11-Nov | 12-De | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 1 | 5 | 2 | | 2 | 2 | 2 | 1 | - | 1 | 3 | 1 | | | 2 |
| 2023 | 2 | 2 | | 1 | 1 | | | 1 | 1 | 3 | 1 | 1 | 1 | 1 |
| Additional Information Required/Insufficient Info | | | | | | | | | | 1 | | | | |
| Additional Information Required/Insufficien | t Informatio | n - EMAIL | ONLY | | | | | | | 1 | | | | |
| Customer Service | | | | | | | | 1 | 1 | | | | 1 | |
| Customer Service - Others | | | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 | |
| DHS TRIP | | 1 | | | | | | | | | | | | |
| DHS TRIP - General | | 1 | | | | | | | | | | | | |
| Locks | | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | 1 | | |
| No Jurisdiction | | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | | |
| Property - Special Handling | 1 | | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | | |
| Screening | | | | 1 | 1 | | | | | 1 | | | | |
| Screening - Inconsistency | | | | 1 | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | | |
| 2024 | 1 | | | 1 | 1 | 2 | 1 | 3 | | | | 1 | 1 | |
| Civil Rights | | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | | |
| Customer Service | 1 | | | | 1 | 2 | | 1 | | | | | | |
| Customer Service - TSO | 1 | | | | 1 | 2 | | 1 | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dama | aged/Missin | a ItemsC | arrv-on | Luggac | ie | | | | | | | | 1 | |
| Patdown | 3 | 3 | , | 1 | , - | | | | | | | | | |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | | | | | 1 | | | | | | |
| Screening Screening | | ··· | | | | | 1 | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | 1 | | |
| 2025 | 2 | | | | | | | | | | | ' | | |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | | |
| Additional Information Required/Insufficient | 1 | | | | | | | | | | | | | |
| Human Capital | 1 | | | | | | | | | | | | | |
| Human Capital | 1 | | | | | | | | | | | | | |

| | | | A Contact C | | | | | | | | | | |
|--|---------------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TTN | 6 | 3 | 7 | 5 | 4 | 4 | 5 | 3 | 6 | 6 | 4 | | 53 |
| 2023 | 3 | | 2 | 2 | | 1 | 3 | 2 | 1 | 2 | 1 | | 17 |
| Customer Service | 2 | | 2 | 2 | | | 1 | | | 1 | 1 | | 9 |
| Customer Service - TSO | 2 | | 2 | 2 | | | 1 | | | 1 | 1 | | 9 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsCa | arry-on Lug | gage | | | | | | 1 | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical | | | e Body | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | 1 | | 1 | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | 3 | 3 | 5 | 3 | 4 | 3 | 2 | 1 | 5 | 4 | 3 | | 36 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Screening of Religious or C | ultural Garme | ents | | | | | | | | | 1 | | 1 |
| Customer Service | 1 | 1 | 2 | 2 | 4 | 2 | 1 | | 2 | 1 | 1 | | 17 |
| Customer Service - TSO | 1 | 1 | 2 | 2 | 4 | 2 | 1 | | 2 | 1 | 1 | | 17 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | arry-on Lug | gage | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | y Necessary | Medication | and Medica | al Supplies | | | | | | 1 | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-C | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | | 1 |
| Screening | | | 2 | 1 | | 1 | 1 | | 3 | 1 | 1 | | 10 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | 2 | | | 1 | 1 | | 2 | 1 | | | 7 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | 1 | | 2 |

| | _ | | Contact Co | | | | | | | | | | |
|--|-------------------|-------------|---|--------|--------|--------|--------|----|--------|--------|----------|--------|-------|
| ategories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TUL | 30 | 14 | 20 | 13 | 8 | 10 | 17 | 11 | 13 | 9 | 12 | 17 | 174 |
| 2023 | 8 | 2 | 6 | 10 | 3 | 4 | 5 | 4 | 8 | 5 | 8 | 7 | 70 |
| Civil Rights | 1 | 1 | 1 | | | | 1 | | 1 | | | | 5 |
| Civil Rights - Race | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | 1 | | | | 1 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - General | | | | | | | | | 1 | | | | 1 |
| Customer Service | 2 | | 1 | | | 2 | 2 | | 1 | | 1 | | 9 |
| Customer Service - TSO | 2 | | 1 | | | 2 | 2 | | 1 | | 1 | | 9 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | 4 | 0 | | | 4 | | 4 | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | | 1 | | 1 | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dan | | g itemsC | 1 | 0 | | | 1 | | 1 | 1 | | | 4 |
| Mishandling of Passenger Property - Dan | | 0 | - Charles d | 2 | | | | | | | | 4 | 3 |
| Mishandling of Passenger Property - Disa Patdown | 1 | Carry-on o | or Criecked | 3 | | | | 2 | | 2 | 1 | 1 1 | 10 |
| Patdown - Flyer | 2 2 | | | 2 | | | | 2 | | 2 | | 1 | 9 |
| Patdown - General | | | | 1 | | | | | | | | ı | 9 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | - 1 | | | | | 1 | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - General | ' | 1 | | | | | | | - 1 | 1 | 1 | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | / Nooccon/ | 1 | | | | | | | | 1 | | | 1 |
| | | 1 | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Respirato | | er Equipmen | nt | | | | | | 1 | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch | | or Equipmen | it. | | | | | | | | - 1 | | 1 |
| Property - Special Handling | 1 ' | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry O | 1 | | | | | | | 1 | | | | 1 |
| Screening | 1 | | 3 | 5 | 3 | 2 | 1 | 2 | 2 | 1 | 5 | 4 | 29 |
| Screening - Crew Member or Airline Emp | lovee | | 1 | 1 | 3 | | | | | | <u> </u> | 7 | 2 |
| Screening - Inconsistency | loyee | | | ' | 1 | | | | 1 | | 1 | 1 | 4 |
| Screening - Lengthy Lines | | | | | | | | | ' | | | 1 | 1 |
| Screening - Procedures/Process | 1 | | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 4 | 2 | 20 |
| Screening - Retrieving Abandoned/Confis | - | | | 2 | | | | | | | | | 2 |
| 2024 | 12 | 12 | 14 | 3 | 5 | 6 | 12 | 7 | 5 | 4 | 4 | 10 | 94 |
| Advanced Imaging Technology (AIT) | | | • | | | 1 | | • | | • | • | | 1 |
| Advanced Imaging Technology (AIT) - Fly | /er | | | | | 1 | | | | | | | 1 |
| Civil Rights | | 1 | 1 | | | | | 3 | 1 | 1 | | 1 | 8 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | ا - Not Transq | ender | | | | | | 1 | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | ınsgender | | | | | | | 2 | | | | | 2 |
| Customer Service | 7 | 1 | 8 | | 2 | 1 | 2 | 2 | 1 | 1 | | 4 | 29 |
| Customer Service - TSO | 7 | 1 | 8 | | 2 | 1 | 2 | 2 | 1 | 1 | | 4 | 29 |
| 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 | 1 | 2 | | | | | 1 | 1 | | 1 | 2 | 1 | 9 |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsCai | rry-on Lugga | age | | | 1 | | | | 2 | 1 | 4 |
| Mishandling of Passenger Property - Dan | 1 | 1 | | | | | | 1 | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | 1 | | 1 | 3 |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain | trauma) | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Check | ed | 1 | | | | | | | | | | 1 |
| Screening | 4 | 7 | 3 | 2 | 3 | 3 | 6 | 1 | 2 | | 2 | 3 | 36 |
| Screening - Inconsistency | 1 | 1 | | | | | 1 | | | | | | 3 |
| Screening - Lengthy Lines | 1 | 2 | 2 | | 1 | 2 | 3 | | 2 | | | 1 | 14 |
| Screening - Procedures/Process | 2 | 4 | 1 | 2 | 2 | | 2 | 1 | | | 1 | 2 | 17 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | 1 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| 2025 | 10 | | | | | | | | | | | | 10 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | | | | | | | | | | | | | 2 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Screening | 3 | | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | 3 |
| | | | | | | | | | | | | | |

| Categories | 10.004 | | | t Center Tra | | - | | OF Mari | OG III | 07 11 | 09 4~ | 00 800 | Total |
|---|-----------------|-------------|------------|----------------|--------|--------|--------|---------|--------|--------|--------|--------|-------------|
| | | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TUS | 18 | 10 | | 11 10 | | | | | 10 | 10 | | | 148 |
| 2023 | 4 | 4 | | 3 3 | 5 | 8 | 7 | 3 | 5 | 6 | 1 | 4 | 53 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | nt Information | | ONLY | | | | | | | | | 1 | 1 |
| Civil Rights | | 1 | | | | 2 | | 2 | | | | | 5 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | 2 2 | 2 | 1 | 2 | | | 3 | | | 12 |
| Customer Service - TSO | | | | 2 2 | 2 | 1 | 2 | | | 3 | | | 12 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missino | ItemsCa | arry-on L | uggage | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dan | | , | | 00 0 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | Carry-on | or Check | red | | | 1 | | | | | | 1 |
| No Jurisdiction | | ourry on | 0. 000. | | | | 1 | | | | | | <u>.</u> |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | <u>.</u> |
| Patdown | 1 | 1 | | | 1 | 2 | | 1 | | | | | 6 |
| Patdown - Flyer | 1 | 1 | | | 1 | | | 1 | | | | | 5 |
| | ' | - 1 | | | ı | 1 | | - 1 | | | | | 3 |
| Patdown - Flyer as Observer | | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | 1 | 1 | | | 2 | 1 | | | 7 |
| Property - Special Handling - Damaged It | | | | | 1 | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | 2 | | | | 3 |
| Property - Special Handling - Missing Iter | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | r 1 | | | | | | | | | | | | 1 |
| Screening | 1 | 1 | | 1 1 | 1 | 2 | 3 | | 2 | 2 | 1 | 3 | 18 |
| Screening - Inconsistency | | | | 1 | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | 1 | 1 | 2 | 3 | | 2 | 1 | 1 | 3 | 16 |
| 2024 | 1 | 6 | | 8 7 | 10 | 9 | 12 | 4 | 5 | 4 | . 6 | | 82 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | 1 | | 1 | | 1 | 5 | 1 | | ' | | 1 | 10 |
| Civil Rights - National Origin | | - ' | | ' | | | 1 | - ' | | | | 1 | 10 |
| Civil Rights - Race | | | | 1 | | 1 | | 4 | | | | 1 | |
| | Net Trene | | | 1 | | - 1 | | 1 | | | | ı | 7 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans(| 1 | | | | | 1 | | | | | | 2 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | 4 2 | | | | | 2 | | | 3 | 26 |
| Customer Service - TSO | 1 | 1 | | 4 2 | 5 | 3 | 5 | | 2 | | | 3 | 26 |
| 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 | | | | 1 | 2 | 2 | . 1 | | 2 | | 1 | | 9 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCa | arry-on L | ug 1 | 2 | | | | 2 | | 1 | | 6 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCl | hecked B | aggage | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | or Check | ked | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | ral | | | 1 | | | | | | | | | 1 |
| Patdown | | | | • | 1 | 1 | | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | 1 | | | | | | | 2 |
| | | | | | | | | | 4 | 0 | - | 4 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 2 | | | 1 | 2 | 2 | 1 | 10 |
| Persons w/ Disabilities (PWD) - Autism S | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | al Disabil | ity | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Diapers/ | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | y Necessary N | /ledication | and Med | dical Supplies | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelcha | air or Sco | ooter) | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Respirate | ory and Inhale | r Equipme | ent | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged It | ems - Carry-0 | On | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | 1 | 1 |
| Screening | | 2 | | 1 | 1 | | 1 | 1 | | 1 | 3 | | 14 |
| Screening - Classified Materials | | | | | | | | • | | | | 1 | 1 |
| Screening - Procedures/Process | | 2 | | 1 | 1 | | 1 | 1 | | 1 | 3 | | 13 |
| | 40 | | | | - 1 | | · · | - ' | | 1 | | 3 | |
| 2025 | 13 | | | | | | | | | | | | 13 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical | | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | | 1 |
| | 1 1 | | | | | | | | | | | | 1 |
| Property - Special Handling Domased H | 1 | | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It Screening Screening - Procedures/Process | | | | | | | | | | | | | 1 3 3 |

| | | TS | A Contact | Center Tra | veler Com | olaints Rep | ort | | | | | | |
|--|---------------|------------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TVC | 3 | | | 1 | | | 2 | 1 | 5 | 5 | 7 | 3 | 2 |
| 2023 | 1 | | | 1 | | | 1 | | 1 | 2 | 2 | | |
| Customer Service | | | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | |
| Patdown | 1 | | | | | | | | | 1 | 1 | | |
| Patdown - Flyer | 1 | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | ot Wheelch | air or Scoo | ter) | | | | | | | 1 | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 2 | | | | | | 1 | 1 | 4 | 3 | 5 | 3 | 1 |
| Customer Service | | | | | | | | | 1 | | 3 | 1 | |
| Customer Service - TSO | | | | | | | | | 1 | | 3 | 1 | |
| Human Capital | | | | | | | | | 1 | | | | |
| Human Capital - TSA Background Check | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | | | | | | | | 1 | 1 | 1 | 1 | |
| Patdown - Flyer | | | | | | | | | 1 | 1 | 1 | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |
| Screening | | | | | | | 1 | 1 | 1 | 2 | 1 | 1 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | 2 | | | |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 1 | | 1 | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TVF | | | 1 | | | | | | 1 | | | | 2 |
| 2023 | | | 1 | | | | | | 1 | | | | 2 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dis | arrayed Item | sCarry-on | or Checke | d | | | | | 1 | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TWF | | | | | 1 | | | | | | | | 1 |
| 2023 | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | 1 | | | | | | | | 1 |

| | | | | ocintoi iia | 10.0. 00p | iuiiito itop | 0 | | | | | | |
|----------------------------------|--------|--------|--------|-------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TXK | 2 | | | | 1 | 1 | 1 | | 1 | 1 | | | 7 |
| 2023 | | | | | 1 | 1 | 1 | | | 1 | | | 4 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 1 | | 1 | | | 1 | | | 3 |
| Screening - Procedures/Process | | | | | 1 | | 1 | | | 1 | | | 3 |
| 2024 | 1 | | | | | | | | 1 | | | | 2 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact | Center Trav | veler Comp | laints Rep | ort | | | | | | |
|--|---------------|------------|------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TYR | 1 | 4 | 2 | 1 | 2 | 3 | 2 | 1 | | 1 | 1 | 3 | 2 |
| 2023 | | 2 | 1 | | 2 | 2 | 1 | 1 | | | 1 | 1 | 1 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | | 1 | | | 1 | | | | | | | | |
| Customer Service - TSO | | 1 | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dai | naged/Missir | ng ItemsC | hecked Bag | gage | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | 3 | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | y Necessary | Medication | and Medic | al Supplies | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch A | version (pain | /trauma) | | | | | | | | | | 1 | |
| Screening | | 1 | | | 1 | 1 | | | | | 1 | | |
| Screening - Procedures/Process | | 1 | | | 1 | 1 | | | | | 1 | | |
| 2024 | | 2 | 1 | 1 | | 1 | 1 | | | 1 | | 2 | |
| Customer Service | | | 1 | 1 | | 1 | 1 | | | 1 | | | |
| Customer Service - TSO | | | 1 | 1 | | 1 | 1 | | | 1 | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | 2 | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | | 2 | |
| 2025 | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |

| | | | | | | ts Report | | | | | | | |
|--|---|--------------|------------|---------|---|-----------|---|----|----------|----|--------|--------|-------|
| ories | | | | | | | | • | | | 08-Aug | 09-Sep | Total |
| 2002 | 16 | 11 | 8 | 9 | 7 | 6 | 6 | 14 | 10 | 18 | 10 | 9 | 12 |
| 2023 Civil Pights | 1 | 5 | 5 | 2 | 4 | 2 | | 4 | 3 | 11 | 1 | 2 | 4 |
| Civil Rights Civil Rights - Race | | | | | | 1 | | | 1 | | | | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- | Not Transgeno | lor | | | | - ' | | | 1 | | | | |
| Civil Rights - Transgender Screening | Not Transgend | iei | | | | 1 | | | 1 | | | | |
| Customer Service | | 1 | 2 | | 1 | 1 | | 2 | 2 | 5 | 1 | 1 | 1 |
| Customer Service - TSO | | 1 | 2 | | 1 | 1 | | 2 | 2 | 5 | 1 | 1 | 1 |
| Locks | | 1 | | | | - ' | | | | 3 | - ' | - 1 | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | 1 | | | |
| Patdown | ' | | | | 1 | 1 | | | | 1 | | | |
| Patdown - Flyer | | | | | 1 | 1 | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | 1 | - ' | | 1 | | 2 | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | ncer | | - 1 | - 1 | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | ricei | | 1 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/G | armente/Dress | inge/Macke | - 1 | 1 | | | | | | | | | |
| | | _ | Madical C | | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary ivie | | | | | | | | | | | | |
| Property - Special Handling | Obselved | 2 | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | 4 | 4 | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | 4 | | 0 | 4 | | 4 | | 0 | | 4 | |
| Screening | | 1 | 1 | | 2 | 1 | | 1 | | 2 | | 1 | |
| Screening - Inconsistency | | | 1 | | | 1 | | | | 1 | | | |
| Screening - Procedures/Process | | 1 | | _ | 2 | | | 1 | _ | 11 | | 1 | |
| 24 | 2 | 6 | 3 | 7 | 3 | 1 | 6 | 10 | 7 | 7 | 9 | 7 | (|
| Additional Information Required/Insufficient Info | | | | | | | 1 | | | | | | |
| Additional Information Required/Insufficien | t Information - | EMAIL ONL | .Υ | | | | 1 | | | | | | |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | |
| Advanced Imaging Technology (AIT) - Flye | er | | | 1 | | | | | | | | | |
| Airline | | | | | | | 1 | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | |
| Civil Rights | | 1 | | 1 | | | | 1 | 1 | 1 | | | |
| Civil Rights - Age | | | | | | | | | | 1 | | | |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Race | | 1 | | | | | | 1 | | | | | |
| Civil Rights - Sexual Orientation - Not Tran | nsgender | | | 1 | | | | | | | | | |
| Customer Service | 2 | 2 | 3 | 4 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |
| Customer Service - CSM | | | | 1 | | | | | | | | 1 | |
| Customer Service - TSO | 2 | 2 | 3 | 3 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 1 | 2 |
| Locks | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | 3 | 1 | 2 | |
| Mishandling of Passenger Property - Dama | aged/Missing It | emsCarry- | on Luggag | е | | | | | | 3 | | 1 | |
| Mishandling of Passenger Property - Dama | | | | | | | | | 1 | | 1 | 1 | |
| Patdown | 0 | 1 | 00 0 | | | | 1 | | | | | | |
| Patdown - Flyer | | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 3 | 2 | | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmenta | I /Mental Di | sability | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | ,, | ., | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | • | 1 | | | | |
| Persons w/ Disabilities (PWD) - Hearing In | mnairment | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | dication and | Medical S | unnlies | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | Jaioai O | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | heelchair o | r Scooter) | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | . 5500161/ | | | | | | | | - 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prostriesis | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | ., and implicit | -4aibingiir | | | | | | | 1 | 1 | 1 | | |
| Property - Special Handling - Damaged Ite | me - Carry On | | | | | | | | 1 | 1 | 1 | | |
| | s - Carry-Off | 2 | | | 2 | | 4 | A | ı | I | | 0 | |
| | | 2 | | | 2 | | 1 | 4 | | | 1 | 2 | 1 |
| Screening Crow Member or Airline Emple | 21/00 | | | | | | 4 | 1 | | | | | |
| Screening - Crew Member or Airline Emplo | oyee | | | | | | 1 | | | | | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency | oyee | | | | | | | 1 | | | | 2 | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines | oyee | 1 | | | | | | | | | | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | | 1 | | | 2 | | | 2 | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 13 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 025 Airline | 13 | | | | 2 | | | | | | 1 | | , |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 125 Airline Airline - Policy/Regulations/Service | 13 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 925 Airline Airline - Policy/Regulations/Service Civil Rights | 13 1 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 25 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race | 13 1 1 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service | 13 1 1 1 1 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 225 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO | 13 1 1 1 1 4 4 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 225 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property | 13 1 1 1 1 4 4 | | | | 2 | | | | | | 1 | | , |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 25 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 13 1 1 1 1 4 4 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 225 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property | 13 1 1 1 1 4 4 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 1025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 13 1 1 1 1 4 4 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 925 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) | 13 1 1 1 1 4 4 4 1 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I | 13 1 1 1 1 4 4 4 1 1 1 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 1025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelche | 13 1 1 1 1 4 4 4 1 1 1 4 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | 13 1 1 1 1 4 4 4 1 1 1 2 | | | | 2 | | | | | | 1 | | |
| Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 025 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelche | 13 1 1 1 1 4 4 1 1 1 2 1 | | | | 2 | | | | | | 1 | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| UIN | | | | 1 | | | | | | | | | 1 |
| 2023 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Βας | 1 | | | | | | | | | 1 |

| | | | - Contact v | Jonicol IIIa | olol Gollip | iaiiito itop | 0.1 | | | | | | |
|--|--------------|-----------|-------------|--------------|-------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| UNV | 1 | | 1 | 1 | 2 | 1 | | 1 | | 1 | 1 | | 9 |
| 2023 | | | 1 | | 2 | | | | | 1 | | | 4 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Civil Rights | | | | 1 | | 1 | | | | | 1 | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | jender | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | | | | 1 | | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| VCT | | | | | | | | | 1 | | | | 1 |
| 2024 | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) |) | | | | | | | 1 | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| VEL | | | | 1 | | 2 | | | | | | | 3 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | 1 | | | | | | | 1 |
| 2024 | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Bag | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| VLD | | | 1 | | 2 | | | | | | | 1 | 4 |
| 2023 | | | 1 | | 1 | | | | | | | 1 | 3 |
| HAZMAT Endorsement | | | | | | | | | | | | 1 | 1 |
| HAZMAT Endorsement - Status | | | | | | | | | | | | 1 | 1 |
| Patdown | | | 1 | | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | | 1 | | | | | | | | 2 |
| 2024 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

| | | | | Center Trav | | | | | | | | | |
|--|--------------------|---------------|--------------|-------------|----------|--------|------------|--------|------------|--------|----------|----------|-------|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PS 2022 | 19 | 17 | 7 | | 15 | 18 | 11 | 19 | 24 | 20 | 20 | 9 | 185 |
| 2023 | 6 | 7 | 1 | 2 | 3 | 5 | 5 1 | 6 | 6 1 | 6 | 3 | 2 | 54 |
| Civil Rights Civil Rights - Age | | | | | | | | | 1 | | | | - |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | I ∕- Not Transg | ender | | | | | | | | | | 1 | 1 |
| Civil Rights - Transgender Screening | | Jiluci | | | | | | | | | | 1 | 1 |
| Customer Service | 3 | 2 | | | 1 | 3 | 1 | 4 | 3 | 3 | 1 | | 21 |
| Customer Service - CSM | J | | | | | | 1 | | | | | | 1 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 3 | 2 | | | 1 | 2 | | 4 | 3 | 3 | 1 | | 19 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | 1 | | | 1 | | |
| Mishandling of Passenger Property - Dam | l naged/Missir | 1 | | | | | 1 | 1 | | | 1 | | 4 |
| Patdown | 1 | 1 | | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 9 |
| Patdown - Children | | | | | | · · | | | | 1 | | | - |
| Patdown - Flyer | 1 | 1 | | | 1 | 1 | | 1 | 1 | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) | · ' | 1 | | 1 | <u> </u> | | | | ' | 1 | <u>'</u> | <u> </u> | 3 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | ir or Scoo | tor) | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Whoelch | | | 111 01 3000 | 1 | | | | | | | | | |
| , , | an, ocoolei/ | Segway 1 | | | | | | | | | | | |
| Property - Special Handling Property - Special Handling - Damaged It | eme - Chool | 1 | | | | | | | | | | | |
| | ems - Checi | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | | 1 | 4.4 |
| Screening Crow Member or Airling Empl | | 7 | 1 | | 1 | 1 | 1 | | 1 | T | | 1 | 11 |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | 4 | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | _ | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | 1 | | 1 | 1 | | 1 | 1 | | | 8 |
| 2024 | 6 | 10 | 6 | 4 | 12 | 13 | 6 | 13 | 18 | 14 | 17 | 5 | 124 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | | | | 1 | | 1 | 1 | | | 1 | 5 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | l | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | 1 | | | | 1 | 2 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | 7 | 5 | | 7 | 6 | 1 | 6 | 7 | 5 | 6 | 3 | 55 |
| Customer Service - TSO | 1 | 7 | 5 | 1 | 7 | 6 | 1 | 6 | 7 | 5 | 6 | 3 | 55 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | | | 1 | 2 | | | 6 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCa | arry-on Lug | gage | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | 1 | | | 1 | 2 | | | 5 |
| Patdown | | | | 1 | | | 1 | 1 | 2 | 2 | | | 7 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | 1 | | | 1 | 1 | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 1 | | 4 | 3 | | 6 | 1 | 17 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | l Disahilit | / | | - | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | mai /ivicilla | ווווסמטוווון | | | | | 1 | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Biabetes Persons w/ Disabilities (PWD) - Hearing I | | | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Realing I | | Medication | and Medic | al Sunnlies | | | | 1 | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [| | | | | 1 | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Wobility I | | | 01 3000 | .01) | | | | 1 | 1 | | 1 | | 3 |
| , , | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | u auma) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | 1 | | | | 2 |
| Property - Special Handling | 1 | | | 1 | | 1 | 1 | | | 2 | | | 6 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Missing Iten | | | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | | | | | 1 | | | 1 |
| Screening | 2 | 2 | 1 | | 2 | 3 | 3 | 1 | 4 | 3 | 4 | | 25 |
| Screening - Inconsistency | | | | | 1 | 1 | 2 | | 2 | 1 | | | 7 |
| Screening - Procedures/Process | 2 | 2 | 1 | | 1 | 2 | 1 | 1 | 2 | 2 | 4 | | 18 |
| 2025 | 7 | | | | | | | | | | | | 7 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| r crooms w/ Disabilities (r wb/- country) | | | | | | | | | | | | | 1 |
| · , , • | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 1 | | | | | | | | | | | | 1 |
| · , , • | | | | | | | | | | | | | |

| ategories | 10-Oct | 11-Nov | 12-Dec | Center Trav | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-------------|--------|--------|-------------|--------|--------|----------|--------|--------|--------|--------|--------|-------|
| VRB | | 1 | | 1 | 1 | •• | V 1.74p. | 1 | 1 | 1 | 2 | 1 | |
| 2023 | | - | | - | - | | | - | - | - | 1 | 1 | |
| Airline | | | | | | | | | | | 1 | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| 2024 | | 1 | | 1 | 1 | | | 1 | 1 | 1 | 1 | | |
| Civil Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | s - Carry-O | n | | | | | | 1 | | | | | |
| Screening | | | | | 1 | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | 1 | | | | | | | | |
| SIDA (Security Identification Display Area) | | | | | | | | | | 1 | | | |
| SIDA (Security Identification Display Area |) - General | | | | | | | | | 1 | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| WYS | | | | | | | | | | 1 | 1 | | 2 |
| 2024 | | | | | | | | | | 1 | 1 | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |

| | 1 | | | | | eler Comp | | | | | | | | |
|---|--------------------|------------|----------|---------|-----|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-De | | Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| XNA | 4 | 3 | | 3 | 3 | 7 | 2 | | | 7 | 8 | | 5 | |
| 2023 | 1 | 2 | | 2 | 1 | 5 | 1 | 4 | 1 | | 3 | 2 | | 2: |
| Civil Rights | | | | 2 | | | | | 1 | | | | | |
| Civil Rights - Civil Rights Violation (TSA I | Employee) | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | 2 | | | | | | | | | | |
| Customer Service | | | | | | 3 | | 1 | | | | 2 | | |
| Customer Service - TSO | | | | | | 3 | | 1 | | | | 2 | | |
| Locks | | | | | | | | | | | 1 | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 2 | | | |
| Mishandling of Passenger Property - Dan | naged/Missin | g ItemsC | hecked | Baggage | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | or Ched | cked | | | | | | | 1 | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not | Breast Car | ncer | | | | | 1 | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | | |
| Screening | | 1 | | | 1 | 2 | 1 | 2 | | | | | | |
| Screening - Inconsistency | | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | 1 | | | 1 | 2 | 1 | 1 | | | | | | |
| 2024 | 2 | 1 | | 1 | 2 | 2 | 1 | 4 | 5 | 7 | 5 | 6 | 5 | |
| Airline | _ | • | | • | | | • | | • | 1 | | • | | • |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | | |
| Civil Rights | | | | | | | | | | 1 | 1 | | 1 | |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | | |
| Civil Rights - Perceived Religion | | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | 1 | | | | |
| Customer Service | 1 | | | | 1 | | | 2 | 1 | 3 | | 3 | 1 | |
| Customer Service - TSO | 1 | | | | 1 | | | 2 | | 3 | | 3 | 1 | |
| Locks | ' | | | | | | | | - 1 | 1 | | 3 | - 1 | ' |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | 1 | 1 | 4 | 1 | |
| | l nagad/Missin | a Itama C | orn/ on | Lua | 1 | | | | | - 1 | 1 | 1 | - 1 | |
| Mishandling of Passenger Property - Dan | | | | | - 1 | | | | | - 1 | 1 | 4 | | |
| Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa | | | | | | | | | | 1 | | 1 | 1 | |
| No Jurisdiction | irrayeu items I | Carry-on | or Cried | keu | | 1 | | | 1 | | | | | |
| | | | | | | | | | | | | | 1 | |
| No Jurisdiction - No Referral | | 4 | | | | 1 | | | 1 | | | | 1 | |
| Patdown | | 1 | | | | | | 1 | | | | | | |
| Patdown - Flyer | | 1 | | 4 | | 4 | - 4 | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 1 | 1 | | 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | 1 | | | 1 | | |
| Property - Special Handling - Damaged It | | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | 1 | | | | 1 | | |
| Screening | | | | | | | | | 1 | | 3 | | 1 | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | 1 | | 1 | |
| 2025 | 1 | | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | | |

| | | TS | A Contact | Center Tra | veler Comp | laints Rep | ort | | | | | | |
|--|--------------|-----------|------------|------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| XWA | 6 | | 1 | | 2 | 1 | 2 | 1 | | 1 | 2 | 3 | 1 |
| 2023 | 1 | | | | 1 | | 1 | | | | 1 | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | | | | 1 | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | |
| 2024 | 2 | | 1 | | 1 | 1 | 1 | 1 | | 1 | 1 | 3 | 1: |
| Customer Service | | | | | | 1 | 1 | | | 1 | 1 | | |
| Customer Service - TSO | | | | | | 1 | 1 | | | 1 | 1 | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Bag | ggage | | | | 1 | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged It | tems - Check | ked | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | | |
| Screening | 1 | | 1 | | 1 | | | | | | | 2 | |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | 1 | |
| 2025 | 3 | | | | | | | | | | | | |
| Customer Service | 2 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| YAK | 1 | | | | | | | | 1 | | | | 2 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| 2025 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | . • | | | | idinito itopi | | | | | | | |
|---|--------|--------|--------|--------|--------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| YKM | | | | | | 1 | | | | | 1 | 1 | 3 |
| 2024 | | | | | | 1 | | | | | 1 | 1 | 3 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | | 1 |
| Notice of Violation/Civil Penalties - General | al | | | | | | | | | | 1 | | 1 |
| TWIC | | | | | | 1 | | | | | | | 1 |
| TWIC - Status | | | | | | 1 | | | | | | | 1 |

| | | TSA | | enter Trav | eler Compl | | ort | | | | | | |
|---|-----------------|-----------------|---------------|---------------|---------------|---------------|---------------|--------|---------------|---------------|--------|--------|----------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| z None z | 40,500 | 21,804 | 22,567 | 20,321 | 21,044 | 24,787 | 23,825 | 24,170 | 22,953 | 23,437 | 24,971 | 25,581 | 295,960 |
| 2023 | 12,410 | 12,468 | 12,038 | 11,396 | 10,949 | 12,666 | 11,750 | 12,028 | 11,619 | 11,172 | 11,407 | 12,086 | 141,989 |
| Additional Information Required/Insufficient Inf | 16 | 10 | 13 | 5 | 5 | 9 | 2 | 8 | 4 | 13 | 5 | 10 | 100 |
| Additional Information Required/Insufficier | 16 | 10 | 13 | 5 | 5 | 9 | 2 | 8 | 4 | 13 | 5 | 10 | 100 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Ge | | | | | | | | | | | 1 | | 1 |
| Airline | 7 | 13 | 16 | 11 | 12 | 7 | 8 | 20 | 13 | 19 | 14 | 7 | 147 |
| Airline - Baggage Requirements | | | 1 | | | 1 | 1 | 1 | 1 | | 1 | | 6 |
| Airline - Lost Baggage | 1 | 2 | 6 | 2 | 1 | 1 | | 1 | 2 | 4 | 1 | | 21 |
| Airline - Policy/Regulations/Service | 6 | 9 | 8 | 8 | 11 | 5 | 5 | 15 | 9 | 10 | 7 | 6 | 99 |
| Airline - Wheelchair Assistance | | 2 | 1 | 1 | | | 2 | 3 | 1 | 5 | 5 | 1 | 21 |
| Business, Suggestions, and Ideas | rol | | | | | | | | 1 | | | | 1 |
| Business, Suggestions, and Ideas - Gener Cargo | aı | 1 | | | | 4 | | 2 | - 1 | | 1 | | 1 8 |
| Cargo - Indirect Air Carrier (IAC) | | 1 | | | | 4 | | 1 | | | - 1 | | 2 |
| Cargo - Known Shipper | | | | | | 4 | | 1 | | | 1 | | 6 |
| Civil Rights | 2 | 1 | 1 | 5 | | | 1 | 5 | | 4 | 4 | 1 | 24 |
| Civil Rights - Age | 1 | ' | | | | | ' | | | | | ' | 1 |
| Civil Rights - Civil Rights Violation (TSA E | | | | | | | 1 | 1 | | 1 | | | 3 |
| Civil Rights - Constitutional Rights | inployee) | | | 1 | | | ' | | | | | | 1 |
| Civil Rights - Not Specified | | 1 | | 2 | | | | 1 | | | 1 | | 5 |
| Civil Rights - Race | 1 | | 1 | | | | | 2 | | 1 | 2 | 1 | 8 |
| Civil Rights - Sex/Gender/Gender Identity- | | ender | • | 1 | | | | 1 | | 1 | 1 | | 4 |
| Civil Rights - Transgender Screening | - rot rrange | | | 1 | | | | | | 1 | | | 2 |
| Claims | 12 | 4 | 8 | • | 3 | 12 | 2 | 5 | 8 | 4 | 6 | 4 | 68 |
| Claims - General | 1 | 2 | 1 | | 1 | 5 | 1 | 3 | 2 | | 1 | 1 | 18 |
| Claims - Status | 11 | 2 | 7 | | 2 | 7 | 1 | 2 | 6 | 4 | 5 | 3 | 50 |
| Current Topic | | | | | | | | | | | 1 | | 1 |
| Current Topic - Current Topic | | | | | | | | | | | 1 | | 1 |
| Customer Service | 10 | 13 | 13 | 10 | 9 | 13 | 13 | 17 | 9 | 10 | 13 | 10 | 140 |
| Customer Service - CSM | | | | | | | 1 | | | | | 1 | 2 |
| Customer Service - Others | 3 | 5 | 8 | 4 | 4 | 3 | 3 | 9 | 2 | 6 | 4 | 2 | 53 |
| Customer Service - TCC | 3 | 1 | | 1 | 2 | 3 | 2 | | 2 | 2 | 1 | 2 | 19 |
| Customer Service - TSO | 4 | 7 | 5 | 5 | 3 | 7 | 7 | 8 | 5 | 2 | 8 | 5 | 66 |
| DHS TRIP | 7 | 7 | 4 | 4 | 5 | 2 | 6 | 16 | 3 | 3 | 4 | 3 | 64 |
| DHS TRIP - General | 2 | 7 | 3 | 3 | 4 | 1 | 3 | 11 | 2 | 3 | 3 | 2 | 44 |
| DHS TRIP - Status | 5 | | 1 | 1 | 1 | 1 | 3 | 5 | 1 | | 1 | 1 | 20 |
| Expedited Passenger Screening Program | 12,205 | 12,270 | 11,844 | 11,212 | 10,780 | 12,454 | 11,552 | 11,770 | 11,400 | 10,940 | 11,136 | 11,881 | 139,444 |
| Expedited Passenger Screening Program | | 7 | 13 | 10 | 5 | 4 | 2 | 15 | 4 | 4 | 6 | 6 | 78 |
| Expedited Passenger Screening Program | | | | 2 | | | 2 | 1 | | 3 | | 2 | 10 |
| Expedited Passenger Screening Program | | 92 | 80 | 50 | 50 | 76 | 59 | 59 | 56 | 52 | 54 | 37 | 724 |
| Expedited Passenger Screening Program | | | 3 | | | | | 1 | | | | | 5 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 4.000 | 054 | 000 | 000 | 000 | 450 | 566 | 1 | 000 | 694 | 800 | 2 |
| Expedited Passenger Screening Program | 1,248 10,873 | 1,266 10,876 | 951 10,779 | 623 10,506 | 633 10,067 | 608 11,735 | 453 11,021 | 11,105 | 650 10,666 | 600 10,255 | 10,363 | 11,014 | 9,092 |
| Expedited Passenger Screening Program | 22 | 29 | 18 | 21 | 25 | 31 | 15 | 23 | 23 | 26 | 19 | 21 | 273 |
| Federal Air Marshall Service (FAMS) | 1 | 1 | 10 | 21 | 23 | 31 | 1 | 20 | 20 | 20 | 13 | 21 | 3 |
| Federal Air Marshall Service (FAMS) - Ge | | 1 | | | | | 1 | | | | | | 3 |
| Flying Armed | | | | | | | | 1 | | | | | 1 |
| Flying Armed - General | | | | | | | | 1 | | | | | 1 |
| Freedom of Information Act (FOIA) | | 2 | | | | 1 | | 1 | | | | | 4 |
| Freedom of Information Act (FOIA) - Gene | eral | 2 | | | | 1 | | 1 | | | | | 4 |
| Hazardous Materials Safety | 5 | 3 | 5 | 5 | 7 | 5 | 4 | 3 | 3 | 4 | 6 | 5 | 55 |
| Hazardous Materials Safety - General | 5 | 3 | 5 | 5 | 7 | 5 | 4 | 3 | 3 | 4 | 6 | 5 | 55 |
| HAZMAT Endorsement | 10 | 8 | 14 | 7 | 8 | 10 | 5 | 7 | 9 | 12 | 12 | 10 | 112 |
| HAZMAT Endorsement - General | | | 1 | 1 | 3 | 2 | 2 | | 1 | 1 | 3 | 1 | 15 |
| HAZMAT Endorsement - Status | 10 | 8 | 13 | 6 | 5 | 8 | 3 | 7 | 8 | 11 | 9 | 9 | 97 |
| Human Capital | 8 | 2 | 5 | 4 | 8 | 2 | 9 | 11 | 6 | 6 | 11 | 6 | 78 |
| Human Capital - Employment Verification | | | | | | 1 | | | | | | | 1 |
| Human Capital - Former Employee | 1 | | | 1 | | | | | | | | | 2 |
| Human Capital - Prospective Employment | 7 | 2 | 5 | 3 | 7 | 1 | 9 | 11 | 6 | 6 | 11 | 6 | 74 |
| Human Capital - TSA Background Check | | | | | 1 | | | | | | | | 1 |
| Intranet/Internet Inquiries | 1 | | | 2 | | | | | | | | | 3 |
| Intranet/Internet Inquiries - General | 1 | | | 2 | | | | | | | | | 3 |
| Locks | 3 | 3 | | 3 | 2 | 4 | 2 | 2 | 2 | 3 | 1 | 1 | 26 |
| Locks - General Locks - Missing or Damaged Lock | 1 2 | 2 | | 2 | | 4 | | | 2 | 2 | | 4 | 1 |
| Locks - Missing of Damaged Lock Lost and Found | 5 | 3 6 | 6 | 1 | 2 | 1 | 2 | 7 | 6 | 3 5 | 1 5 | 3 | 25 51 |
| Lost and Found - Airport/TSA | 5 | 6 | 6 | 1 | 4 | 1 | 2 | 7 | 6 | 5 | 5 | 3 | 51 |
| Mishandling of Passenger Property | 12 | 10 | 12 | 11 | 5 | 12 | 12 | 8 | 19 | 14 | 25 | 6 | 146 |
| Mishandling of Passenger Property - Dam | | | | | | 12 | 12 | 0 | 13 | 14 | 20 | 1 | 140 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | ing Contrac | Jioi | 6 | 4 | 4 | 6 | 5 | 2 | 1 | 31 |
| Mishandling of Passenger Property - Dam | | 8 | 9 | 9 | 4 | 6 | 7 | 4 | 13 | 9 | 20 | 3 | 103 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | | , | | 10 | <u> </u> | 1 | | 4 |
| Mishandling of Passenger Property - Disa | | | 1 | 1 | 1 | | 1 | | | | 2 | 1 | 7 |
| No Jurisdiction | 24 | 37 | 35 | 31 | 50 | 64 | 72 | 72 | 78 | 82 | 98 | 82 | 725 |
| No Jurisdiction - No Referral | 8 | 5 | 12 | 8 | 9 | 3 | 8 | 8 | 22 | 19 | 20 | 12 | 134 |
| No Jurisdiction - Refer to CBP | 8 | 16 | 19 | 16 | 34 | 50 | 50 | 51 | 42 | 51 | 60 | 62 | 459 |
| No Jurisdiction - Refer to Department of S | tate | 2 | | | | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 13 |
| No Jurisdiction - Refer to FAA | 1 | | | | 1 | | 1 | 2 | 1 | | 1 | | 7 |
| No Jurisdiction - Refer to Other | 7 | 14 | 4 | 7 | 6 | 10 | 11 | 9 | 11 | 11 | 15 | 7 | 112 |
| No Subject | | | | | | 1 | 3 | 1 | | 1 | | 1 | 7 |
| No Subject - General | | | | | | 1 | 3 | 1 | | 1 | | 1 | 7 |
| Notice of Violation/Civil Penalties | 11 | 3 | 4 | 8 | 5 | 9 | 6 | 11 | 2 | 3 | 8 | 6 | 76 |
| Notice of Violation/Civil Penalties - Gener | 11 | 3 | 4 | 8 | 5 | 9 | 6 | 11 | 2 | 3 | 8 | 6 | 76 |
| Patdown | 1 | 3 | 1 | 1 | 2 | | | 1 | 2 | | 1 | 1 | 13 |
| | | | | | | | | | | | | | |

| | | TSA | Contact Cer | nter Trave | eler Compla | aints Repo | rt | | | | | | |
|---|-----------------|------------|---------------|------------|-------------|------------|--------|--------|----------|--------|----------|--------|------------------|
| Categories | 10-Oct | 11-Nov | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Patdown - Flyer | 1 | 3 | 1 | 1 | 2 | | | | 2 | | 1 | 1 | 12 |
| Patdown - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 3 | 9 | 4 | 4 | 2 | 6 | 8 | 8 | 6 | 3 | 57 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | 1 | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | 1 | | | 3 | 3 | | ' | 1 | 9 |
| Persons w/ Disabilities (PWD) - Internal N | Aedical Device | 20 | 1 | 1 | ' | | | 3 | 3 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical D | | 1 | - 1 | - 1 | | 1 | | | | 1 | | | 3 |
| . , , | | | 1 | | | | | 4 | 0 | 1 | 4 | 4 | |
| Persons w/ Disabilities (PWD) - Medically | | ledication | 1 | 1 | 1 | | | 1 | 2 | 1 | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 1 | | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility E | | vvneeicnai | r or Scooter) | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | 3 | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Respirato | | r Equipmer | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | 1 | | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Touch Av | /ersion (pain/t | rauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | 1 | | 1 | 1 | | 2 | 2 | 1 | 1 | 9 |
| Property - Special Handling | 9 | 8 | 3 | 5 | 6 | 4 | 5 | 8 | 7 | 1 | 8 | 7 | 71 |
| Property - Special Handling - Damaged Ite | 6 | 1 | | | 1 | 2 | | 1 | 2 | | | 2 | 15 |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | | | | 1 | 4 | 1 | 1 | | 2 | | 10 |
| Property - Special Handling - Missing Item | | 1 | 1 | 3 | 1 | | | 1 | 2 | 1 | 3 | 2 | 17 |
| Property - Special Handling - Missing Item | | 5 | 2 | 2 | 4 | 1 | 1 | 5 | 2 | | 3 | 3 | 29 |
| Request for Assistance | | | 1 | | | 1 | 1 | | 1 | 5 | 1 | | 10 |
| Request for Assistance - Other | | | 1 | | | 1 | 1 | | 1 | 5 | 1 | | 10 |
| Screening | 25 | 32 | 31 | 35 | 20 | 28 | 21 | 33 | 31 | 21 | 30 | 28 | 335 |
| Screening - Children | 25 | 32 | 31 | 35 | 20 | 20 | 21 | 2 | 31 | 21 | 30 | 20 | |
| Screening - Crimaren Screening - Crew Member or Airline Empl | lovee | 1 | 4 | | | | | 2 | | 1 | 1 | 2 | 9 |
| | loyee | 1 | 4 | | | 4 | | | | | 1 | | |
| Screening - Cruise Ships | | | | | 1 | 1 | | | | 1 | | 1 | 4 |
| Screening - Gate Pass | | | | | | 1 | 1 | | 1 | 1 | | | 4 |
| Screening - Inconsistency | 5 | 4 | 1 | 10 | 2 | 10 | | 3 | 3 | 1 | 2 | 2 | 43 |
| Screening - International Screening | 6 | 4 | 5 | 8 | 3 | 5 | 4 | 3 | 8 | 5 | 4 | 3 | 58 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 1 | | | 3 | 3 | 3 | 2 | 2 | 1 | 19 |
| Screening - Military | | | | | | | | | | | 1 | | 1 |
| Screening - Opposite Gender | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 13 | 19 | 17 | 15 | 13 | 11 | 13 | 21 | 14 | 10 | 20 | 19 | 185 |
| Screening - Retrieving Abandoned/Confis | cated Items | 2 | 1 | 1 | 1 | | | | 2 | | | | 7 |
| Screening - Security Breach | | 1 | 1 | | | | | | | | | | 2 |
| SIDA (Security Identification Display Area) | 1 | | | | | | | 1 | | | | | 2 |
| SIDA (Security Identification Display Area | 1 | | | | | | | 1 | | | | | 2 |
| TSA Contact Information | | 1 | | | | | | | | | | | 1 |
| TSA Contact Information - General | | 1 | | | | | | | | | | | 1 |
| TWIC | 34 | 27 | 19 | 27 | 14 | 19 | 21 | 12 | 7 | 14 | 10 | 11 | 215 |
| TWIC - General | 5 | 2 | 3 | 9 | 4 | 12 | 6 | 2 | 1 | 7 | 10 | 7 | 58 |
| TWIC - Status | 29 | 25 | 16 | 18 | 10 | 7 | 15 | 10 | 6 | 7 | 10 | 4 | 157 |
| 2024 | 13,304 | 9,336 | 10,529 | 8,925 | 10,095 | 12,121 | 12,075 | 12,142 | 11,334 | 12,265 | 13,564 | 13,495 | 139,185 |
| | | | | | | | | 7 | | | | 13,493 | |
| Additional Information Required/Insufficient Info | | 16 | 9 | 7 | 6 | 15 15 | 7 | 7 | 21 21 | 7 | 23 23 | | 147 |
| Additional Information Required/Insufficier | 16 | 16 | 9 | - / | 0 | 15 | | - / | 21 | | 23 | 13 | 147 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | 1 | | | 3 | | | 5 |
| Advanced Imaging Technology (AIT) - Fly | | | | | | | 1 | | | 3 | | | 4 |
| Advanced Imaging Technology (AIT) - Ge | | 1 | | | | | | | | | | | 1 |
| Airline | 8 | 6 | 12 | 13 | 13 | 22 | 18 | 20 | 19 | 31 | 40 | 34 | 236 |
| Airline - Baggage Requirements | | | | | | | 1 | 1 | | 1 | 2 | | 5 |
| Airline - Lost Baggage | 1 | 1 | 2 | 2 | | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 24 |
| Airline - Policy/Regulations/Service | 6 | 5 | 9 | 10 | 13 | 19 | 13 | 16 | 14 | 27 | 32 | 28 | 192 |
| Airline - Wheelchair Assistance | 1 | | 1 | 1 | | 1 | 1 | 2 | 2 | | 3 | 3 | 15 |
| Animals | | | | 1 | | | | | 1 | | | | 2 |
| Animals - Carry-On | | | | 1 | | | | | 1 | | | | 2 |
| Business, Suggestions, and Ideas | 1 | | | | | | | | | 1 | | | 2 |
| Business, Suggestions, and Ideas - Gener | | | | | | | | | | 1 | | | 2 |
| Cargo | 2 | | 1 | | | 1 | | 2 | 1 | | 1 | | 8 |
| Cargo - Indirect Air Carrier (IAC) | | | 1 | | | | | 1 | | | - ' | | 2 |
| Cargo - Known Shipper | 2 | | - ' | | | 1 | | 1 | 1 | | 1 | | 6 |
| Civil Rights | 5 | 3 | 2 | 6 | 4 | 5 | 6 | 4 | 8 | 5 | 2 | 4 | 54 |
| Civil Rights - Age | 5 | 1 | | 0 | 4 | 5 | 0 | 1 | 1 | 1 | | 2 | |
| | | 1 | | | | 4 | - | | I | 1 | | | 6 |
| Civil Rights - Civil Rights Violation (TSA E | -mpioyee) | | | | | 1 | 1 | 1 | | | | 1 | 4 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | 1 | 1 | | | 3 |
| Civil Rights - National Origin | | | | 1 | 2 | 1 | 1 | | 2 | 1 | | | 8 |
| Civil Rights - Not Specified | | | | | 1 | | 1 | | 1 | 1 | | 1 | 5 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 2 | 1 | | 3 | 1 | 2 | 2 | 2 | 3 | 1 | 1 | | 18 |
| Civil Rights - Screening of Religious Cultu | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | 1 | 2 | | | | | | | 1 | | 4 |
| Civil Rights - Transgender Screening | 3 | | | | | | 1 | | | | | | 4 |
| Claims | 2 | 2 | 6 | 6 | 4 | 6 | 8 | 3 | 2 | 3 | 5 | 2 | 49 |
| Claims - General | | 1 | 4 | 2 | 1 | 5 | 6 | 1 | 1 | | 2 | | 23 |
| Claims - Status | 2 | 1 | 2 | 4 | 3 | 1 | 2 | 2 | 1 | 3 | 3 | 2 | 26 |
| CLEAR | | ' | | 7 | 3 | 12 | 13 | 12 | 9 | 8 | 4 | 7 | 68 |
| CLEAR - Registered Traveler | | | | | 1 | 1 | 6 | 3 | 2 | 2 | 2 | - 1 | 17 |
| CLEAR - Registered Havelet | | | | | | | | | | | | | 51 |
| | rom | | | | ^ | | | | | | _ | - | |
| CLEAR - TSA PreCheck Application Prog | ram | | | | 2 | 11 | 7 | 9 | 7 | 6 | 2 | 7 | |
| CLEAR - TSA PreCheck Application Prog CSM/Stakeholder Follow-up | ıram | | | | 2 | 11 | 7 | 9 | 7 | 6 | 2 | 1 | 1 |
| CLEAR - TSA PreCheck Application Prog CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General | ram | | | | 2 | 11 | 7 | 9 | 7 | 6 | 2 | | 1 |
| CLEAR - TSA PreCheck Application Prog CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Current Topic | ıram | | | | 2 | 11 | 7 | 9 | 7 | 6 | 1 | 1 | 1 1 1 |
| CLEAR - TSA PreCheck Application Prog CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Current Topic Current Topic - Current Topic | | | | | | | | | | | 1 | 1 | 1 1 1 1 |
| CLEAR - TSA PreCheck Application Prog CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Current Topic | gram | 11 | 75 | 57 | 36 | 11 | 30 | 34 | 45 | 25 | 1 | 1 | 1 1 1 |

| | | | | Center Trav | | | | | | | | | |
|--|----------------|--------------------|------------|-------------|----------|----------|----------|--------|----------|----------|--------|--------|---------|
| Categories | 10-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 | | | | 2 | | 1 | 1 | 1 | 1 | | 1 | | 7 |
| Customer Service - Others | 3 | 4 | 13 | 12 | 11 | 11 | 7 | 6 | 13 | 3 | 6 | 1 | 90 |
| Customer Service - TCC | 2 | 1 | 3 | 4 | 4 | 2 | 1 | 1 | 4 | 1 | 1 | 1 | 25 |
| Customer Service - TSO | 6 | 6 | 59 | 39 | 21 | 30 | 21 | 26 | 27 | 21 | 22 | 20 | 298 |
| DHS TRIP | 2 | 5 | 15 | 10 | 6 | 16 | 17 | 9 | 19 | 18 | 24 | 14 | 155 |
| DHS TRIP - General | 2 | 5 | 15 | 10 | 5 | 12 | 16 | 8 | 16 | 17 | 23 | 13 | 142 |
| DHS TRIP - Status | | | | | 1 | 4 | 1 | 1 | 3 | 1 | 1 | 1 | 13 |
| Expedited Passenger Screening Program | 13,113 | 9,133 | 10,101 | 8,530 | 9,723 | 11,601 | 11,640 | 11,744 | 10,849 | 11,800 | 13,051 | 13,076 | 134,361 |
| Expedited Passenger Screening Program | | 2 | 9 | 7 | 1 | 2 | 2 | 1 | | 3 | | | 30 |
| Expedited Passenger Screening Program | | 1 | | | 1 | 1 | 1 | | 2 | 1 | | 1 | 9 |
| Expedited Passenger Screening Program | | 45 | 38 | 32 | 43 | 49 | 30 | 61 | 33 | 36 | 25 | | 448 |
| Expedited Passenger Screening Program | | 1 | 3 | 5 | 3 | 4 | 2 | 4 | | 1 | | 2 | 25 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | 1 | | | | | | | 4 |
| Expedited Passenger Screening Program | | 564 | 692 | 480 | 507 | 897 | 919 | 1,083 | 1,415 | 1,542 | 1,913 | 1,953 | 12,647 |
| Expedited Passenger Screening Program | | 8,493 | 9,335 | 7,984 | 9,155 | 10,632 | 10,670 | 10,583 | 9,383 | 10,196 | 11,088 | | 120,969 |
| Expedited Passenger Screening Program | 18 | 27 | 22 | 21 | 13 | 15 | 16 | 12 | 16 | 21 | 25 | | 229 |
| Federal Air Marshall Service (FAMS) | | | 2 | | | | | | | | | 1 | 3 |
| Federal Air Marshall Service (FAMS) - Ge | enerai I | | 2 | | | | | | | | | 1 | 3 |
| Freedom of Information Act (FOIA) | L | 2 | | | 1 | | | 1 | | | 1 | 1 | 6 |
| Freedom of Information Act (FOIA) - Gene | | 2 | 4 | | 1 | 4 | | 1 | | | 1 | 1 | 6 |
| General Aviation | 1 | | 1 | | | 1 | | | | | 1 | 1 | 5 |
| General Aviation - Flight Training Security | | 4 | 1 | - | 7 | 1 | 4 | 0 | | | 1 | 1 | 5 |
| Hazardous Materials Safety | 2 | 1 | 4 | 5 | 7 | 7 | 4 | 2 | 4 | 3 | 3 | 1 | 43 |
| Hazardous Materials Safety - General | 2 | 1 | 4 | 5 | 7 | 7 | 4 | 2 | 4 | 3 | 3 | 1 | 43 |
| HAZMAT Endorsement | 7 | 8 | 13 | 7 | 6 | 12 | 12 | 8 | 15 | 13 | 13 | 9 | 123 |
| HAZMAT Endorsement - General | 4 | 1 | 4 | 2 | 3 | 8 | 4 | 3 | 5 | 4 | 7 | 3 | 48 |
| HAZMAT Endorsement - Status | 3 | 7 | 9 | 5 | 3 | 4 | 8 | 5 | 10 | 9 | 6 | | 75 |
| Human Capital | 13 | 7 | 1 | 4 | 2 | 2 | 4 | 4 | 12 | 9 | 21 | 14 | 93 |
| Human Capital - Current Employee | | | | 1 | | | | 1 | | | | | 2 |
| Human Capital - Employment Verification | | | | | | 1 | | 2 | | | | | 3 |
| Human Capital - Former Employee | 1 | | | | | 1 | | | - 10 | | 1 | | 3 |
| Human Capital - Prospective Employmen | 12 | 6 | 1 | 3 | 1 | | 4 | 1 | 10 | 7 | 18 | | 77 |
| Human Capital - TSA Background Check | | 1 | | | 1 | | | | 2 | 2 | 2 | | 8 |
| Intranet/Internet Inquiries | 2 | 2 | 1 | 1 | | 2 | | 1 | | | | 1 | 10 |
| Intranet/Internet Inquiries - General | 2 | 2 | 1 | 1 | | 2 | • | 1 | | | | 1 | 10 |
| Locks | 1 | 2 | 5 | 5 | 5 | 9 | 9 | 7 | 5 | 3 | 4 | | 58 |
| Locks - General | | 1 | _ | | 2 | 1 | | 1 | 2 | 1 | 2 | | 10 |
| Locks - Missing or Damaged Lock | 1 | 1 | 5 | 5 | 3 | 8 | 9 | 6 | 3 | 2 | 2 | | 48 |
| Lost and Found | 4 | 5 | 15 | 15 | 7 | 6 | 9 | 11 | 15 | 14 | 10 | 9 | 120 |
| Lost and Found - Airport/TSA | 4 | 5 | 15 | 15 | 7 | 6 | 9 | 11 | 15 | 14 | 10 | 9 | 120 |
| Mishandling of Passenger Property | 3 | 9 g Itama Drive | 46 | 41 | 52 | 66 | 36 | 46 | 40 | 40 | 26 | 19 | 424 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | ig items Priva | 29 | | | 27 | 2 | 20 | 47 | 04 | 14 | 4.4 | 229 |
| Mishandling of Passenger Property - Dam | | 4 | 8 | 21 14 | 33 15 | 37 22 | 17 12 | 22 | 17 20 | 21 13 | 12 | 11 | 146 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | 4 | 4 | 3 | 5 | 5 | 4 | 20 | 6 | 12 | 1 | 35 |
| Mishandling of Passenger Property - Disa | | | 5 | 2 | 1 | 2 | 0 | 4 | 1 | 0 | | 1 | 12 |
| No Jurisdiction | 66 | 67 | 75 | 83 | 112 | 159 | 138 | 116 | 132 | 166 | 164 | 156 | 1,434 |
| No Jurisdiction - No Referral | 11 | 20 | 28 | 24 | 23 | 38 | 26 | 36 | 36 | 45 | 51 | 35 | 373 |
| No Jurisdiction - Refer to CBP | 44 | 36 | 37 | 32 | 58 | 89 | 86 | 52 | 55 | 81 | 92 | | 748 |
| No Jurisdiction - Refer to Department of S | | 1 | 2 | 5 | 1 | 7 | 3 | 3 | 1 | 5 | 3 | | 31 |
| No Jurisdiction - Refer to FAA | | | | 1 | 2 | 4 | 3 | 1 | 3 | 2 | 1 | 3 | 20 |
| No Jurisdiction - Refer to Other | 11 | 10 | 8 | 21 | 28 | 21 | 20 | 24 | 37 | 33 | 17 | 32 | 262 |
| No Subject | | | 10 | 3 | 4 | 5 | 3 | 1 | 1 | 1 | 1 | 1 | 30 |
| No Subject - General | | | 10 | 3 | 4 | 5 | 3 | 1 | 1 | 1 | 1 | 1 | 30 |
| Notice of Violation/Civil Penalties | 6 | 2 | 4 | 4 | 4 | 10 | 10 | | 11 | 6 | 9 | | 76 |
| Notice of Violation/Civil Penalties - Gener | | 2 | 4 | 4 | 4 | 10 | 10 | | 11 | 6 | 9 | | 76 |
| Ombudsman | | | 2 | 1 | | 2 | 10 | 2 | 1 | | | 10 | 8 |
| Ombudsman - General | | | 2 | 1 | | 2 | | 2 | 1 | | | | 8 |
| Patdown | 2 | 2 | 15 | 2 | 8 | 3 | 2 | 3 | 12 | 2 | 4 | 6 | 61 |
| Patdown - Children | _ | 1 | | | | | | | 2 | | 1 | | 4 |
| Patdown - Flyer | 2 | 1 | 14 | 2 | 5 | 3 | 2 | 3 | 9 | 2 | 3 | 6 | 52 |
| Patdown - Flyer as Observer | | | | | 2 | | | | | | | | 2 |
| Patdown - General | | | 1 | | 1 | | | | | | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 4 | 4 | 10 | 14 | 17 | 12 | 20 | 15 | 12 | 24 | 16 | 153 |
| Persons w/ Disabilities (PWD) - Assistive | Technology | | | | | | 1 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | 1 | 1 | 2 | | | 1 | 2 | 7 |
| Persons w/ Disabilities (PWD) - Cognitive | Developme | ental /Mental | Disability | 1 | | | 1 | 1 | | 2 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 2 | | | 2 | 1 | 1 | | 2 | 9 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dr | essings/Masl | ks | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 3 | 2 | 4 | | 4 | 4 | | 2 | | 19 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Device | ces | 1 | | | | | 1 | 2 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Medical I | | | Body | | | 2 | 2 | | | 1 | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | 2 | 5 | | 1 | 3 | 6 | 2 | 10 | 4 | 37 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | 2 | | 2 | | 2 | 1 | | 3 | 2 | 13 |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | | 1 | 3 | | 1 | | | 1 | 2 | | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | | 1 | 1 | 1 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Respirato | | er Equipmen | t | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service A | • | | | | | 1 | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | 2 | 1 | 1 | 1 | 2 | 4 | 2 | 3 | | 2 | 1 | | 19 |
| Persons w/ Disabilities (PWD) - Wounded | Warrior | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 6 | 12 | 29 | 35 | 20 | 26 | 19 | 24 | 30 | 18 | 18 | 7 | 244 |
| Property - Special Handling - Damaged It | 2 | 3 | 10 | 13 | 4 | 8 | 5 | 6 | 8 | 2 | 8 | 3 | 72 |
| | | | | | | | | | | | | | |

| Property - Special Menting - Managers II 1 4 2 4 8 1 1 3 2 2 3 1 21 Property - Special Menting - Managers II 6 4 7 7 4 3 7 0 6 8 1 2 81 Property - Special Menting - Managers II 6 6 8 1 2 81 Property - Special Menting - Managers II 6 8 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | ler Compla | | | | | | | | |
|--|---|-------------|----------|----|-----|------------|----|--------|--------|--------|--------|--------|--------|--------|
| Processly - Special skinding - Missing files - Hondoor to Missing - Miss | Categories | | 11-Nov 1 | | | | | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Fundamy Manager (1987) 4 8 13 8 7 0 8 16 0 3 1 10 | | | | | | | | | | | | | | 31 |
| Reguest for Assistance | | | 4 | 7 | 7 | 4 | 3 | 7 | 9 | 4 | 8 | 4 | 2 | 61 |
| Request for Assistance - Order Regulate for Assistance - Order March M | Property - Special Handling - Missing Iten | 1 | 4 | 8 | 13 | 8 | 7 | 6 | 8 | 15 | 6 | 3 | 1 | 80 |
| Request foll Americans - Viscouler Warrent (1981)000 1 | Request for Assistance | | | | 1 | | 1 | | | 1 | | | | 3 |
| Second S | Request for Assistance - Other | | | | | | 1 | | | 1 | | | | 2 |
| Second S | Request for Assistance - Wounded Warrio | or (MSIJSOC |) | | 1 | | | | | | | | | 1 |
| Screening - Children 1 | | | | 74 | 64 | 54 | 56 | 48 | 46 | 54 | 63 | 63 | 54 | |
| Sovereign - Clave Members of Airline Guijoropes 1 | | | | | | | | | | | | | | 4 |
| Screening - Clare Robots 1 | | lovee | | | | | | 1 | 1 | | 1 | | | |
| Serverory - conveniency 3 5 7 0 7 0 8 3 5 7 2 7 2 9 Serverory - conveniency 3 5 7 0 7 0 8 3 5 4 4 4 4 4 4 Serverory - folially Unive 3 8 0 0 0 2 2 4 4 4 4 4 4 4 Serverory - folially Unive 3 8 0 0 0 2 2 4 4 4 4 4 4 4 4 | | l | 1 | | - ' | ' | | - 1 | - ' | 2 | - 1 | | | |
| Screening - Incordinative year 3 | | | 1 | | | | | | 4 | | 0 | - | | |
| Screening - International Stockness 3 0 0 0 10 0 2 0 4 0 6 75 | | | | | | _ | | | | | | | | |
| Seconting Lengthy Lines | | | | | | | | | | | | | | |
| Screening Millsoy | | | | | | | | | | | | | | |
| Screening - Processive-Processes 13 13 42 30 29 35 26 51 34 45 41 30 30 20 30 30 30 30 30 | | 1 | 1 | 8 | 6 | 4 | 1 | 6 | | 2 | 1 | 4 | 4 | |
| Screening - Restricting Abandson-Control 1 | | | | | | | | | 1 | | | | | 1 |
| Soveretry - Security Freezing Freezing 1 | Screening - Procedures/Process | 13 | 13 | 42 | 39 | 29 | 35 | 25 | 31 | 34 | 45 | 41 | 39 | 386 |
| Screening - Traverling valid Cash 1 | Screening - Retrieving Abandoned/Confis | 1 | 2 | 1 | 2 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 2 | 30 |
| SIDA (Security (selentification Display Area) 1 | Screening - Security Breach | 1 | | 1 | 1 | 1 | 1 | | 1 | 2 | | | 1 | 9 |
| SIDA (Recur) yellottaction Display Area) - General 1 | Screening - Traveling with Cash | | | 1 | | | | 1 | | | | | | 2 |
| SIDA (Recur) yellottaction Display Area) - General 1 | SIDA (Security Identification Display Area) | | 1 | | | | 1 | | | | | 2 | 1 | 5 |
| Transcriptors | |) - General | 1 | | | | 1 | | | | | | 1 | 5 |
| Transcriptions - Claim Form Request TS Courted Information TS Contacts Informa | | | | | | | | | | 1 | | | | 2 |
| TRA Controls Information - General TRA Controls Information - General TRA Controls Information - General TRA Control Information Required Insufficient In Additional Insufficient In Additional Information Required Insufficient In Additional Insufficient In Additional Information Required Insufficient In Additional Information Required Insufficient In Additional Insufficient In Additional Insufficient Int Int Insufficient Int | · | | | | | | | | | | | | | 2 |
| TRA Corrical Information - General 7 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | 1 | 1 | | | | | |
| TWIC - Gerward | | | | | | | | | | | | | | |
| TWIC - General 2 3 5 7 2 7 18 10 7 11 12 5 88 70 70 70 10 4 4 3 7 7 88 70 70 70 70 70 70 70 70 70 70 70 70 70 | | 4 | 7 | 7 | 4.4 | 4 | 40 | | | 4.4 | 4.4 | 40 | 40 | |
| TVIC - Status | | | | | | | | | | | | | | |
| Additional Information Required/insufficient 17 | | | | | | | | | | | | | | |
| Additional Information Regular dissensitions to 1 Additional Information Regular dissensitions 17 Additional Information Regular dissensitions 17 Additional Information Regular dissensitions 17 Additional Addi | | | 4 | 2 | 7 | 2 | 6 | 10 | 4 | 4 | 3 | 7 | 7 | |
| Additional Information Required/insufficies 44 Affire - Lost Blagagage 1 Affire - Lost Blagagage 1 Affire - Most Delayagage 1 Affire - Most Delayagage 1 Affire - Wheelchar Assistance 42 Could Rights - Most Specified 4 Crivil Rights - Most Specified 1 Crivil Rights - Most Specified 1 Crivil Rights - Most Specified 1 Crivil Rights - Standard Serventry 1 Crivil Rights - Transgerfor Serventry 2 Claims 4 Crivil Rights - Transgerfor Serventry 2 Claims - Control 1 Crivil Rights - Transgerfor Serventry 2 Claims - Control 1 Co | | | | | | | | | | | | | | 14,786 |
| Airline - Loei Baggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Additional Information Required/Insufficient In | 17 | | | | | | | | | | | | 17 |
| Afritre - Lost Raggarge 1 Afritre - Vertechtain Assistance 4 Afritre - Vertechtain Assistance 1 Cargo - Indirect Air Carrier (IAC) 1 Carri | Additional Information Required/Insufficie | 17 | | | | | | | | | | | | 17 |
| Autine - Policy/Regulations/Service Afrine - Viberchitan' Assistatione 1 Cargo Airine - Wheelchair Assistatione 1 Cargo Airine - Wheel Air Carrier (AC) 1 Cour Regits - Sexual Contention - Net To 1 Cour Regits - Sexual Contention - Net To 1 Civil Rights - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Contention - Net | Airline | 44 | | | | | | | | | | | | 44 |
| Autine - Policy/Regulations/Service Afrine - Viberchitan' Assistatione 1 Cargo Airine - Wheelchair Assistatione 1 Cargo Airine - Wheel Air Carrier (AC) 1 Cour Regits - Sexual Contention - Net To 1 Cour Regits - Sexual Contention - Net To 1 Civil Rights - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Content - Sexual Contention - Net To 1 Contention - Net | Airline - Lost Baggage | 1 | | | | | | | | | | | | 1 |
| Autine - Wheelchair Asalstance 1 Cargo - Indirect Air Carrier (AC) 1 Cargo - Indirect Air Carrier (AC) 1 Cargo - Indirect Air Carrier (AC) 1 Civil Rights - Next Specified 4 Civil Rights - Sex and Civiration - Not Tra 1 Civil Rights - Sex and Civiration - Not Tra 1 Civil Rights - Sex and Civiration - Not Tra 1 Civil Rights - Transgended Screening 1 Civil Rights - Transgended Screening 1 Civil Rights - Transgended Screening 1 Civil Rights - Sex and Civil Rights - Sex and Civil Rights - Civil Rights | | 42 | | | | | | | | | | | | 42 |
| Cargo - Indirect Air Carrier (IAC) 1 Cuit Rights 4 Covin Rights - Not Specified 4 Covin Rights - Not Specified 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - Sexual Orientalion - Not Tra 1 Covin Rights - | | | | | | | | | | | | | | 1 |
| Cargo - Indirect Air Carrier (IAC) | | | | | | | | | | | | | | |
| Civil Rights - Not Specified 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | |
| Civil Rights - Nois Specified | | | | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tel Civil Rights - Sexual Orientation - Not Tel Civil Rights - Transgender Screening 2 Claims - General 2 Claims - Status 9 CLEAR 50 7 CLEAR - Rightsered Traveler 1 CLEAR - TSA PreCheck Application Prop 6 Customer Service 14 14 14 Customer Service - Others 4 Customer Service - Others 4 Customer Service - TCC 3 3 3 Customer Service - TCC 3 7 DHS TRIP - Central 2 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 1 16 Expedited Passenger Screening Program 1 16 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 3 Expedited Passenger Screening Program 4 Expedited Passenger Screening Program 5 Expedited Passenger Screening Program 6 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 2 Expedited Passenger Screening Program 3 Expedited Passenger Screening Program 4 Expedited Passenger Program 4 Expedi | • | | | | | | | | | | | | | |
| Colims | | | | | | | | | | | | | | |
| Claims - General 2 2 2 3 2 3 3 3 3 3 3 3 3 3 3 5 2 5 2 5 | | | | | | | | | | | | | | |
| Claims - Status | | | | | | | | | | | | | | |
| CLEAR F. F. F. CLEAR F. F. F. F. CLEAR F. F. F. F. F. F. F. F | | | | | | | | | | | | | | 11 |
| CLEAR 7 CLEAR - Registered Traveler 1 CLEAR - TSA PreCheck Application Prog 6 Customer Service 14 Customer Service - Others 4 Customer Service - Others 4 Customer Service - TSO 7 DHS TRIP 27 DHS TRIP - General 26 Expecition Passenger Screening Program 14,194 Expecition Passenger Screening Program 3 Expecition Passenger Screening Program 3 Expecition Passenger Screening Program 45 General Aviation 1 | Claims - General | | | | | | | | | | | | | 2 |
| CLEAR - TSA Precheck Application Prop | Claims - Status | 9 | | | | | | | | | | | | 9 |
| CLEAR - TSA PreCheck Application Prog 6 | CLEAR | 7 | | | | | | | | | | | | 7 |
| Customer Service - Others 4 Customer Service - TCC 3 Customer Service - TSC 7 DHS TRIP 27 DHS TRIP - General 26 DHS TRIP - Slatus 1 Expedited Passenger Screening Program 14,194 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 3 Expedited Passenger Screening Program 45 | CLEAR - Registered Traveler | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others 4 Customer Service - TCC 3 Customer Service - TSC 7 DHS TRIP 27 DHS TRIP - General 26 DHS TRIP - Slatus 1 Expedited Passenger Screening Program 14,194 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 3 Expedited Passenger Screening Program 45 | CLEAR - TSA PreCheck Application Prog | 6 | | | | | | | | | | | | 6 |
| Customer Service - TCC 3 Customer Service - TCC 3 Customer Service - TSO 7 DHS TRIP 27 DHS TRIP - General 26 DHS TRIP - Status 1 Expedited Passenger Screening Program 14,194 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 1 Expedited Passenger Screening Program 3 Expedited Passenger Screening Program 45 | | | | | | | | | | | | | | 14 |
| Customer Service - TCC | | | | | | | | | | | | | | 4 |
| Customer Service - TSO | | | | | | | | | | | | | | 3 |
| DHS TRIP — General 26 26 DHS TRIP - Status 1 26 DHS TRIP - Status 1 26 Expedited Passenger Screening Program 14,194 11,194 Expedited Passenger Screening Program 1 1 Expedited Passenger Screening Program 1 1 Expedited Passenger Screening Program 3 3 Expedited Passenger Screening Program 3 3 Expedited Passenger Screening Program 3 2,554 Expedited Passenger Screening Program 45 2,554 Expedited Passenger Screening Program 45 2,554 Expedited Passenger Screening Program 11,557 2,554 Expedited Passenger Screening Program 45 45 General Aviation - Flight Training Security 1 1 General Aviation - Flight Training Security 1 1 Hazardous Materials Safety 7 7 HAZMAT Endorsement - Satus 1 1 HAZMAT Endorsement - Seneral 4 1 HAZMAT Endorsement - Seneral | | | | | | | | | | | | | | 7 |
| DHS TRIP - General | | | | | | | | | | | | | | |
| DHS TRIP - Status | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 1 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 1 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 33 33 33 33 33 34 35 35 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 3 2,554 2,554 2,554 2,554 2,554 2,554 2,555 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 2,554 Expedited Passenger Screening Program 11,557 Expedited Passenger Screening Program 45 General Aviation 1 General Aviation - Flight Training Security 1 Hazardous Materials Safety 7 Hazardous Materials Safety - General 7 HAZMAT Endorsement 18 HAZMAT Endorsement - General 4 HAZMAT Endorsement - Status 14 Human Capital - Prospective Employmen 8 Locks 6 Locks - Missing or Damaged Lock 6 Lost and Found 15 Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | | | | | 3 |
| Expedited Passenger Screening Program 45 45 General Aviation 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | 2,554 |
| General Aviation 1 | | , | | | | | | | | | | | | 11,557 |
| Seneral Aviation - Flight Training Security 1 | Expedited Passenger Screening Program | 45 | | | | | | | | | | | | 45 |
| Hazardous Materials Safety 7 | General Aviation | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General 7 | General Aviation - Flight Training Security | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General 7 | Hazardous Materials Safety | 7 | | | | | | | | | | | | 7 |
| HAZMAT Endorsement 18 HAZMAT Endorsement - General 4 HAZMAT Endorsement - Status 14 Human Capital 8 Human Capital - Prospective Employment 8 Locks 6 Locks - Missing or Damaged Lock 6 Lost and Found 15 Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | 7 | | | | | | | | | | | | 7 |
| HAZMAT Endorsement - General 4 | | | | | | | | | | | | | | |
| HAZMAT Endorsement - Status | | | | | | | | | | | | | | |
| Human Capital | | | | | | | | | | | | | | |
| Human Capital - Prospective Employment 8 | | | | | | | | | | | | | | |
| Locks 6 Locks - Missing or Damaged Lock 6 Lost and Found 15 Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock 6 Lost and Found 15 Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| Lost and Found 15 Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 6 |
| Lost and Found - Airport/TSA 15 Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 6 |
| Mishandling of Passenger Property 23 Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 15 |
| Mishandling of Passenger Property - Dam 13 Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 Mo Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | | | 15 |
| Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 Mushandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | Mishandling of Passenger Property | 23 | | | | | | | | | | | | 23 |
| Mishandling of Passenger Property - Dam 8 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 Mushandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | Mishandling of Passenger Property - Dam | 13 | | | | | | | | | | | | 13 |
| Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 8 |
| Mishandling of Passenger Property - Disa 1 No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 1 |
| No Jurisdiction 253 No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral 43 No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP 174 No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| No Jurisdiction - Refer to Department of S 2 No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| No Jurisdiction - Refer to FAA 6 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other 1 28 | | | | | | | | | | | | | | 6 |
| 10 Sun | No Jurisdiction - Refer to Other | 28 | | | | | | | | | | | | 28 |

| TSA Contact Center Traveler Complaints Report | | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| No Subject | 4 | | | | | | | | | | | | 4 |
| No Subject - General | 4 | | | | | | | | | | | | 4 |
| Notice of Violation/Civil Penalties | 8 | | | | | | | | | | | | 8 |
| Notice of Violation/Civil Penalties - Gener | 8 | | | | | | | | | | | | 8 |
| Ombudsman | 1 | | | | | | | | | | | | 1 |
| Ombudsman - General | 1 | | | | | | | | | | | | 1 |
| Patdown | 4 | | | | | | | | | | | | 4 |
| Patdown - Flyer | 4 | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 16 | | | | | | | | | | | | 16 |
| Persons w/ Disabilities (PWD) - Autism S | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 16 | | | | | | | | | | | | 16 |
| Property - Special Handling - Damaged Ite | 7 | | | | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 7 | | | | | | | | | | | | 7 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 |
| Screening | 58 | | | | | | | | | | | | 58 |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 2 | | | | | | | | | | | | 2 |
| Screening - Gate Pass | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 5 | | | | | | | | | | | | 5 |
| Screening - International Screening | 5 | | | | | | | | | | | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 41 | | | | | | | | | | | | 41 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | 2 |
| TWIC | 28 | | | | | | | | | | | | 28 |
| TWIC - General | 13 | | | | | | | | | | | | 13 |
| TWIC - Status | 15 | | | | | | | | | | | | 15 |
| Total | 49,824 | 27,073 | 27,955 | 25,632 | 26,017 | 30,908 | 30,039 | 31,156 | 29,855 | 30,727 | 32,246 | 32,300 | 373,732 |