



# TSA Contact Center Traveler Complaints Report – 10/2024

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 <sup>a</sup>

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 <sup>b</sup>) (+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 PreCheck		Courtesy / Professionalism		Screening of Passengers	
Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers
14,201 +8.3% YoY	19.2 +8.5% YoY	1,013 +11.3% YoY	1.4 +7.7% YoY	999 +15.6% YoY	1.4 +16.7% YoY

Screening of Personal Property		Civil Rights & Liberties		Other TSA-related	
Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers
769 +37.1% YoY	1.1 +37.5% YoY	736 +167.6% YoY	1.0 +150.0% YoY	388 +189.6% YoY	0.6 +200.0% YoY

Non-TSA related, All Others		Wait Times (Checkpoint)		Non-TSA related, Airline	
Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers	Number of Complaints	Complaints per <sup>b</sup> 100,00 Passengers
250 +115.5% YoY	0.4 +100.0% YoY	228 +50.0% YoY	0.4 +33.3% YoY	103 +312.0% YoY	0.2 +100.0% YoY

## REFERENCES

<sup>a</sup> 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/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.

<sup>b</sup> 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.

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
<b>ABE</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>38</b>
<b>2023</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>16</b>
Civil Rights							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	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1	1				2		4
Patdown - Flyer						1	1				2		4
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1							1				2	4
Screening - Inconsistency												1	1
Screening - Procedures/Process	1							1				1	3
<b>2024</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>22</b>
Customer Service		1	2	1	2	1							7
Customer Service - TSO		1	2	1	2	1							7
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)		1			1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		2					1		2				5
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		2					1						3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABI</b>		<b>3</b>		<b>3</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>16</b>
<b>2023</b>				<b>1</b>					<b>1</b>		<b>1</b>		<b>3</b>
Airline												<b>1</b>	<b>1</b>
Airline - Policy/Regulations/Service											<b>1</b>		<b>1</b>
Customer Service				<b>1</b>									<b>1</b>
Customer Service - TSO				<b>1</b>									<b>1</b>
Patdown										<b>1</b>			<b>1</b>
Patdown - Flyer										<b>1</b>			<b>1</b>
<b>2024</b>		<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>		<b>2</b>		<b>1</b>	<b>13</b>
Civil Rights										<b>2</b>			<b>2</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										<b>2</b>			<b>2</b>
Customer Service			<b>2</b>	<b>2</b>		<b>1</b>		<b>3</b>					<b>8</b>
Customer Service - TSO			<b>2</b>	<b>2</b>		<b>1</b>		<b>3</b>					<b>8</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>
Patdown			<b>1</b>										<b>1</b>
Patdown - Flyer			<b>1</b>										<b>1</b>
Screening												<b>1</b>	<b>1</b>
Screening - Procedures/Process												<b>1</b>	<b>1</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABQ</b>	<b>48</b>	<b>24</b>	<b>35</b>	<b>20</b>	<b>31</b>	<b>20</b>	<b>25</b>	<b>20</b>	<b>37</b>	<b>40</b>	<b>46</b>	<b>32</b>	<b>378</b>
<b>2023</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>23</b>	<b>21</b>	<b>17</b>	<b>142</b>
Civil Rights			1		1			2		2		1	7
Civil Rights - National Origin												1	1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			2		1			4
Civil Rights - Transgender Screening										1			1
Claims						1							1
Claims - Status						1							1
Customer Service	4	3	2	2	1	1	5		2	9	9	7	45
Customer Service - CSM							1						1
Customer Service - TSO	4	3	2	2	1	1	4		2	9	9	7	44
DHS TRIP												1	1
DHS TRIP - 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	1	1		1	1		2	2	2	2	14
Mishandling of Passenger Property - Damaged/Missing		1				1	1		1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1	1					1	1			5
No Jurisdiction			1								1		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other			1										1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	1				2	2	1	1	1	1	2	1	12
Patdown - Flyer	1				2	2	1	1	1	1	1	1	11
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1							1	5	3	1	1	12
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary	1								1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										3			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2				2
Property - Special Handling	1	1	2	1				1	1		1	1	9
Property - Special Handling - Damaged Items - Checked	1			1				1					3
Property - Special Handling - Damaged Items - Checked		1	1								1	1	4
Property - Special Handling - Missing Items - Checked			1						1				2
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	1	3	1	4	2	2	4	3	6	4	3	35
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1								1	1	1		4
Screening - Lengthy Lines							1	1			1		3
Screening - Procedures/Process	1	1	3	1	4	2	1	2	1	5	2	2	25
Screening - Retrieving Abandoned/Confiscated Items								1				1	2
<b>2024</b>	<b>22</b>	<b>17</b>	<b>25</b>	<b>14</b>	<b>23</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>23</b>	<b>17</b>	<b>25</b>	<b>15</b>	<b>220</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights			2	2	1	2			1		1	1	10
Civil Rights - Age												1	1
Civil Rights - Not Specified			1										1
Civil Rights - Profiling						1							1
Civil Rights - Race				2		1			1		1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening					1								1
Customer Service	7	5	12	6	10	6	4	2	5	4	5	3	69
Customer Service - TSO	7	5	12	6	10	6	4	2	5	4	5	3	69
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	6	2	2	2	1	3		1	2	2	1	1	23
Mishandling of Passenger Property - Damaged/Missing	3			2	1	2		1		2		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2	2			1			1		1		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction			2								1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										2
Ombudsman											1		1
Ombudsman - General											1		1
Patdown		1			2		1	1	3	2	3		13
Patdown - Flyer		1			2			1	3	2	3		12
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1			3		2	1		2	2	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - General	1									1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1						1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1					1	2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1	4	1	3	2				2	1	1	4	19
Property - Special Handling - Damaged Items - Carry		3	1	1	1				1		1	1	9
Property - Special Handling - Missing Items - Carry-On				1					1	1			3
Property - Special Handling - Missing Items	1	1		1	1								7
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	6	4	6	1	4	2	8	5	9	6	9	5	65
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1	1			2			1		1			6
Screening - Lengthy Lines	1		2		2	1	4	1	2		1	1	15
Screening - Opposite Gender											2		2
Screening - Procedures/Process	4	2	4	1			4	3	7	5	6	4	40
Screening - Retrieving Abandoned/Confiscated Items		1											1
<b>2025</b>	<b>16</b>												<b>16</b>
Civil Rights	2												2
Civil Rights - Race	1												1
Civil Rights - Screening of Religious or Cultural	1												1
Customer Service	3												3
Customer Service - TSO	3												3
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disability	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants	2												2
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABR</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>18</b>
<b>2023</b>		<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>
Civil Rights			1	1									2
Civil Rights - Race			1	1									2
Customer Service												1	1
Customer Service - TSO												1	1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening			1										1
Screening - Lengthy Lines			1										1
<b>2024</b>	<b>1</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>3</b>		<b>12</b>
Customer Service						2	2	1			2		5
Customer Service - CSM						1							1
Customer Service - TSO						1		1			2		4
No Jurisdiction												1	1
No Jurisdiction - No Referral												1	1
No Subject				1									1
No Subject - General				1									1
Patdown	1								2				3
Patdown - Flyer	1								2				3
Screening										2			2
Screening - Inconsistency											1		1
Screening - Lengthy Lines											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABY</b>			1			5	1		1				8
<b>2023</b>						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) - Wheelchair/ Scooter/ Segway						1							1
<b>2024</b>			1			2			1				4
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Screening				1									1
Screening - Procedures/Process				1									1

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<b>Categories</b>	<b>10-Oct</b>	<b>11-Nov</b>	<b>12-Dec</b>	<b>01-Jan</b>	<b>02-Feb</b>	<b>03-Mar</b>	<b>04-Apr</b>	<b>05-May</b>	<b>06-Jun</b>	<b>07-Jul</b>	<b>08-Aug</b>	<b>09-Sep</b>	<b>Total</b>
<b>ACK</b>	<b>2</b>									<b>2</b>	<b>4</b>	<b>1</b>	<b>9</b>
<b>2023</b>	<b>1</b>									<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>
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 Cancer											1		1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2024</b>	<b>1</b>											<b>1</b>	<b>2</b>
Customer Service	1											1	2
Customer Service - TSO	1											1	2



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<b>ACT</b>			1	1	1		1			1	1	1	7
<b>2023</b>							1			1	1		3
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>			1	1	1							1	4
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Patdown												1	1
Patdown - Flyer												1	1
Screening			1										1
Screening - Inconsistency			1										1

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<b>ACV</b>	1		1					1	1				4
<b>2023</b>								1	1				1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2024</b>				1						1			2
Customer Service				1									1
Customer Service - TSO				1									1
Patdown										1			1
Patdown - Children										1			1
<b>2025</b>	1												1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1

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<b>ACY</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>37</b>
<b>2023</b>	<b>2</b>		<b>2</b>	<b>1</b>			<b>1</b>			<b>1</b>	<b>4</b>	<b>3</b>	<b>14</b>
Customer Service			1								1		2
Customer Service - TSO			1								1		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) - Medically	1										1		2
Screening	1		1	1						1	2	2	8
Screening - Inconsistency												1	1
Screening - Procedures/Process	1		1	1						1	2	1	7
<b>2024</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>		<b>22</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	1	1	1			1	1	1	2	1		10
Customer Service - TSO	1	1	1	1			1	1	1	2	1		10
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)			2							1	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening	1		1						1				3
Screening - Inconsistency	1												1
Screening - Procedures/Process			1						1				2
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Inconsistency	1												1

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
<b>ADK</b>		1								1			2
<b>2023</b>										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1

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
<b>ADQ</b>	1							2			1		4
<b>2023</b>								1					1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
<b>2024</b>								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2025</b>	1												1
Screening	1												1
Screening - Retrieving Abandoned/Confis	1												1

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
<b>AEX</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>3</b>	<b>10</b>
<b>2023</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>						<b>1</b>	<b>5</b>
Civil Rights					1								2
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service								1					1
Customer Service - TSO								1					1
Patdown			1	1									2
Patdown - Flyer			1	1									2
<b>2024</b>		<b>2</b>											<b>4</b>
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
<b>2025</b>		<b>1</b>											<b>1</b>
Screening		1											1
Screening - Lengthy Lines		1											1

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
<b>AGS</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>30</b>
<b>2023</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>12</b>
Civil Rights		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
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1				1	1	1			4
Screening - Inconsistency										1			1
Screening - Procedures/Process				1				1	1				3
<b>2024</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>15</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service				2		1	1		1				5
Customer Service - CSM				1									1
Customer Service - Others						1							1
Customer Service - TSO				1			1		1				3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	2												2
Customer Service - TSO	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1

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	
AIA													1	1
2023													1	1
Customer Service													1	1
Customer Service - TSO													1	1



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
<b>AKN</b>						1			1	1	1		4
<b>2024</b>						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 Implants (joint)											1		1
Screening						1							1
Screening - Inconsistency						1							1

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	
<b>ALB</b>	<b>22</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>17</b>	<b>12</b>	<b>18</b>	<b>15</b>	<b>156</b>	
<b>2023</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>66</b>	
Additional Information Required/Insufficient Information													1	1
Additional Information Required/Insufficient Information - EMAIL ONLY													1	1
Civil Rights						1							1	
Civil Rights - Race						1							1	
Customer Service	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 - Damaged/Missing Items--Carry-on Luggage					1								1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1						1			4	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1	
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												1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1	
Property - Special Handling	1	1			1	1			1		1	1	7	
Property - Special Handling - Damaged Items - Carry-On	1	1							1				3	
Property - Special Handling - Missing Items - Carry-On											1	1	2	
Property - Special Handling - Missing Items - Checked					1	1							2	
Request for Assistance											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 Employee			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	
<b>2024</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>12</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>78</b>	
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 Transgender										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 - Damaged/Missing Items--Carry-on Luggage	1	1								1			3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							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						2	2	8	
Patdown - Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)	1		1			2	1	1	1		2	1	10	
Persons w/ Disabilities (PWD) - General						1						1	2	
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2	
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1	
Persons w/ Disabilities (PWD) - Prostheses	1					1							2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1	
Property - Special Handling												2	2	
Property - Special Handling - Damaged Items - Carry-On												1	1	
Property - Special Handling - Damaged Items - Checked												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/Confiscated Items					1								1	
<b>2025</b>	<b>12</b>												<b>12</b>	
Civil Rights	2												2	
Civil Rights - Race	1												1	
Civil Rights - Sex/Gender/Gender Identity	1												1	
DHS TRIP	1												1	
DHS TRIP - General	1												1	
Mishandling of Passenger Property	2												2	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1	
Patdown	1												1	
Patdown - Flyer	1												1	
Persons w/ Disabilities (PWD)	1												1	
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1	
Property - Special Handling	1												1	
Property - Special Handling - Missing Items - Carry-On	1												1	
Screening	4												4	

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
Screening - Lengthy Lines		2											2
Screening - Procedures/Process		2											2

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
<b>ALO</b>			1			1		1					3
<b>2023</b>						1							1
Patdown						1							1
Patdown - Flyer						1							1
<b>2024</b>			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Procedures/Process			1										1

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
<b>ALS</b>	1		1					3	7		1		13
<b>2023</b>	1		1						2				4
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening		1											1
Screening - Crew Member or Airline Empl		1											1
<b>2024</b>								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 - Damaged/Missing Items--Checked Baggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown								1					1
Patdown - Flyer								1					1

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
<b>ALW</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>				<b>1</b>		<b>2</b>	<b>3</b>	<b>11</b>
<b>2023</b>		<b>1</b>									<b>1</b>	<b>1</b>	<b>3</b>
Customer Service		1											1
Customer Service - TSO		1											1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
<b>2024</b>	<b>1</b>			<b>1</b>	<b>2</b>				<b>1</b>		<b>1</b>	<b>2</b>	<b>8</b>
Civil Rights									1				1
Civil Rights - Race									1				1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown												1	1
Patdown - Children												1	1
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1						1					2
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process		1											1

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
<b>AMA</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>11</b>	<b>4</b>	<b>1</b>		<b>2</b>	<b>5</b>	<b>1</b>	<b>48</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>9</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>4</b>		<b>23</b>
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		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening							6				1		7
Screening - Inconsistency							1						1
Screening - Lengthy Lines							2				1		3
Screening - Procedures/Process							3						3
<b>2024</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>23</b>
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
Hazardous Materials Safety - General													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 (general) Not			1										1
Property - Special Handling	1	2		1	1								5
Property - Special Handling - Damaged Items - Check		2				1							3
Property - Special Handling - Missing Items	1			1									2
Screening			1	1	1	1							4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1		1	1							3
<b>2025</b>	<b>2</b>												<b>2</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>ANC</b>	<b>26</b>	<b>9</b>	<b>9</b>	<b>15</b>	<b>12</b>	<b>17</b>	<b>10</b>	<b>19</b>	<b>23</b>	<b>33</b>	<b>34</b>	<b>25</b>	<b>232</b>
<b>2023</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>110</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	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- Not Transgender								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 - Damaged/Missing Items		2											2
Mishandling of Passenger Property - Damaged/Missing Items	2		1					1			1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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 Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	2			3
Property - Special Handling		1					1	1			1	1	5
Property - Special Handling - Damaged Items - Carry-On							1	1					3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked		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
<b>2024</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>19</b>	<b>22</b>	<b>13</b>	<b>108</b>
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	1	2	1	5	6	8	4	31
Customer Service - CSM										1		1	2
Customer Service - Others												1	1
Customer Service - TSO		1	2	1	1	1	2	1	5	5	8	2	28
HAZMAT Endorsement								1					1
HAZMAT Endorsement - Status								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 - Damaged/Missing Items	2	1	1			1		1		1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1								1			1	3
Patdown - Flyer	1								1			1	3
Persons w/ Disabilities (PWD)	1			1				1	1	1	1	3	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Prostheses	1											1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				2		1	1	1		2	2	1	10
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked				1				1			1		3
Property - Special Handling - Missing Items - Carry-On						1	1					1	3
Property - Special Handling - Missing Items - Checked										1	1		2
Screening	1	1		2	2	3		1	1	5	8	2	26
Screening - Children									1				1
Screening - Inconsistency				1						1	1		3
Screening - Lengthy Lines								1			1		2
Screening - Military											1		1
Screening - Procedures/Process	1	1		1	2	3				4	5	2	19
<b>2025</b>	<b>14</b>												<b>14</b>
Customer Service	3												3
Customer Service - TSO	3												3



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
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 It		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

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
<b>AOO</b>	1							1					2
<b>2023</b>	1												1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2024</b>								1					1
Customer Service								1					1
Customer Service - TCC								1					1

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
<b>APN</b>				1							1		2
<b>2024</b>				1							1		2
Civil Rights											1		1
Civil Rights - Race											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

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
<b>ART</b>	1				1								2
<b>2024</b>	1				1								2
Patdown	1												1
Patdown - Flyer	1												1
Screening						1							1
Screening - Procedures/Process						1							1

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
<b>ASE</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>44</b>
<b>2023</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>13</b>
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 Items - Carry-On							2	1					3
Property - Special Handling - Missing Items - Checked				1									1
Screening				1			1		1	1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1			1		1				3
<b>2024</b>	<b>3</b>	<b>2</b>		<b>8</b>	<b>8</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>31</b>
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 - Damaged/Missing Items--Carry-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 Disability (N		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													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

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
<b>ATL</b>	<b>530</b>	<b>213</b>	<b>210</b>	<b>275</b>	<b>259</b>	<b>274</b>	<b>313</b>	<b>345</b>	<b>364</b>	<b>368</b>	<b>361</b>	<b>402</b>	<b>3,914</b>
<b>2023</b>	<b>120</b>	<b>106</b>	<b>94</b>	<b>111</b>	<b>87</b>	<b>115</b>	<b>145</b>	<b>153</b>	<b>136</b>	<b>137</b>	<b>143</b>	<b>153</b>	<b>1,500</b>
Additional Information Required/Insufficient Information		1		1						2	1		5
Additional Information Required/Insufficient Information		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		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 Employee)		1										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	2	30
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity	2	1	1				2			2			8
Civil Rights - Sexual Orientation - Not Transgender											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
Intranet/Internet Inquiries - General								1					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 - Damaged Item	2	5	4	5	4	5	7	4	4	7	6	3	56
Mishandling of Passenger Property - Damaged Item	3	7	2	4	4	4	7	4	7	3	10	6	61
Mishandling of Passenger Property - Disarrayed Item	1					1	1						3
No Jurisdiction	3	1	2	4	4	1	3	4	6	2	3	5	38
No Jurisdiction - No Referral					1			2	4		1	1	9
No Jurisdiction - Refer to CBP	2			1	1		1	2		1	1	3	12
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 - General							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
Persons w/ Disabilities (PWD)	5	5	4	2	1	3	9	8	8	19	8	11	83
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1		1	4
Persons w/ Disabilities (PWD) - Breast Cancer		1							1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2	1	1	4
Persons w/ Disabilities (PWD) - Diabetes		1		1			1			1	1	1	6
Persons w/ Disabilities (PWD) - General			1					1				1	3
Persons w/ Disabilities (PWD) - Hearing Impairment		2							1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		2	1		4
Persons w/ Disabilities (PWD) - Medically Fragile	2					1	4	2	1	3	2	2	17
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Impaired	1						1		1	1	1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										2	1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals	1										1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1		2	1	1	1	2	4	3	6		2	23
Property - Special Handling	7	15	11	15	11	5	8	15	12	5	5	13	122
Property - Special Handling - Damaged Items	2	5	4	3	5	2		3	1	1	1	3	30
Property - Special Handling - Damaged Items - Checked	2	2	2	3					3		2	3	15
Property - Special Handling - Missing Items	2	7	3	4	2	1	5	6	2	3	1	3	39
Property - Special Handling - Missing Items	3	1	2	5	4	2	3	6	6	1	1	4	38
Request for Assistance					1	1					1		3
Request for Assistance - Other					1	1					1		3
Screening	43	24	32	26	20	28	52	52	39	48	41	56	461
Screening - Crew Member or Airline Employee	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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	31	35	270
Screening - Retrieving Abandoned/Confiscated Items		1		1	2			3	1	1			9
Screening - Shoe Screening					1								1
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1
<b>2024</b>	<b>155</b>	<b>107</b>	<b>116</b>	<b>164</b>	<b>172</b>	<b>159</b>	<b>168</b>	<b>192</b>	<b>228</b>	<b>231</b>	<b>218</b>	<b>249</b>	<b>2,159</b>
Additional Information Required/Insufficient Information				1			1	2					4
Additional Information Required/Insufficient Information - EMAIL ONLY				1			1	2					4
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline	1	1	1		1	2		3	6	5	2	2	24
Airline - Lost Baggage									1	1			2
Airline - Policy/Regulations/Service	1	1	1			1		3	5	2	2	1	17
Airline - Positive Bag Match Program										1			1
Airline - Wheelchair Assistance						1	1			1		1	4
Civil Rights	2	5	2	6	5	7	7	7	12	6	8	7	74
Civil Rights - Age				1					2	1	1	1	6
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin			1		1				1		2	1	6
Civil Rights - Not Specified			1	1	3			1			1		9
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race	1	2		3		4	4	3	8	3	4	3	35
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1	2		1	2	1		2	10
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1	1		1							1		4
Claims							1	3					4
Claims - General							1	3					4
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	56	52	59	77	84	63	80	62	81	95	78	83	870
Customer Service - CSM						1	1						2
Customer Service - Others				1	1	1	2		2		1		8
Customer Service - TCC	1	1		3	1		1			1		2	10
Customer Service - TSO	55	51	59	73	82	61	76	62	79	94	77	81	850
DHS TRIP			2		2			1		1	1		7
DHS TRIP - General			1		2			1		1	1		6
DHS TRIP - Status			1										1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks	1		1	1		2	1	1		2	3	1	13
Locks - General											1		1
Locks - Missing or Damaged Lock	1		1	1		2	1	1		2	2	1	12
Lost and Found	3		1	7		1		1	4	3	1	6	27
Lost and Found - Airport/TSA	3		1	7		1		1	4	3	1	6	27
Mishandling of Passenger Property	7	7	10	18	29	35	27	34	33	40	25	31	296
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Mishandling of Passenger Property - Dam	2	3	3	12	21	23	19	23	19	29	23	18	195
Mishandling of Passenger Property - Dam	5	4	6	5	6	12	6	10	10	10	2	11	87
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1	2		2	1	3					9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1		2	4
No Jurisdiction	3	2	1	4	5	1		4	10	4	10	4	48
No Jurisdiction - No Referral	1		1	1	1			2	2	4	2	1	15
No Jurisdiction - Refer to CBP	2	2		2	4	1		2	3		5	2	23
No Jurisdiction - Refer to Other				1					5		3	1	10
No Subject			1		1								2
No Subject - General			1		1								2
Patdown			1	3	3	4	4	3	1	2	2	6	29
Patdown - Flyer			1	3	3	4	4	3	1	2	2	6	29
Persons w/ Disabilities (PWD)	2	9	8	6	6	10	8	13	9	17	22	25	135
Persons w/ Disabilities (PWD) - Autism Spectrum			2			1	1	1	3	2		1	11
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		2	1	2	6
Persons w/ Disabilities (PWD) - Diabetes		1	1	1			1			2	3		9
Persons w/ Disabilities (PWD) - General				1	2	1	1		1	1	2	5	14
Persons w/ Disabilities (PWD) - Hearing I	1		1	1	1	1			2	2	1	1	11
Persons w/ Disabilities (PWD) - Internal Medical Dev		1						1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1	2	2	1	1		2	9	19
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1		1		2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	2	2	2	1	1		1	5	1	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals							1	1				2	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	3	1	5
Persons w/ Disabilities (PWD) - Visual Impairment		1				1				1			3
Persons w/ Disabilities (PWD) - Wheelcha	1	5	1	1		2	1	4	1	4	4	3	27
Property - Special Handling	15	7	13	18	10	11	18	19	23	20	21	22	197
Property - Special Handling - Damaged It	3	1	2	11	4	4	10	8	9	10	10	11	83
Property - Special Handling - Damaged It	1	2	2	1		2	1	1	1		3	1	15
Property - Special Handling - Missing Item	7	1	5	5	2	3	7	8	11	6	7	8	70
Property - Special Handling - Missing Item	4	3	4	1	4	2		2	2	4	1	2	29
Request for Assistance			1					1		1			3
Request for Assistance - Other			1					1		1			3
Screening	65	24	15	23	25	23	20	37	49	35	44	62	422
Screening - Children		1											1
Screening - Crew Member or Airline Employee												1	1

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
Screening - Inconsistency	7		1		2	2	4	2	2	3	2	6	31
Screening - International Screening										1			1
Screening - Lengthy Lines	33	6	5	6	12	12	6	17	13	10	17	27	164
Screening - Procedures/Process	25	17	7	13	8	7	8	17	29	21	22	26	200
Screening - Retrieving Abandoned/Confiscated Items			1	4	3	2	2	1	4		2	1	20
Screening - Security Breach			1								1	1	3
Screening - Shoe Screening									1				1
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
<b>2025</b>	<b>255</b>												<b>255</b>
Airline	1												1
Airline - Wheelchair Assistance	1												1
Civil Rights	8												8
Civil Rights - National Origin	1												1
Civil Rights - Profiling	1												1
Civil Rights - Race	3												3
Civil Rights - Sex/Gender/Gender Identity	2												2
Civil Rights - Transgender Screening	1												1
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	90												90
Customer Service - Others	1												1
Customer Service - TCC	1												1
Customer Service - TSO	88												88
Human Capital	1												1
Human Capital - Current Employee	1												1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found	4												4
Lost and Found - Airport/TSA	4												4
Mishandling of Passenger Property	18												18
Mishandling of Passenger Property - Dam	14												14
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	10												10
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	6												6
No Jurisdiction - Refer to Other	3												3
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	15												15
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	7												7
Persons w/ Disabilities (PWD) - Service A	3												3
Persons w/ Disabilities (PWD) - Wheelcha	3												3
Property - Special Handling	31												31
Property - Special Handling - Damaged It	10												10
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	15												15
Property - Special Handling - Missing Item	4												4
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	70												70
Screening - Inconsistency	5												5
Screening - Lengthy Lines	29												29
Screening - Procedures/Process	34												34
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	1												1
TWIC	1												1
TWIC - General	1												1



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
<b>ATW</b>	<b>3</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>6</b>			<b>18</b>
<b>2023</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>			<b>6</b>
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) - Medically Necessary Medication and Medical Supplies								1					1
Screening	1					1					1		3
Screening - Procedures/Process	1				1						1		3
<b>2024</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>2</b>		<b>4</b>			<b>11</b>
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 Items - Checke			1										1
Screening	1					1		1		2			5
Screening - Inconsistency						1				2			3
Screening - Procedures/Process	1							1					2
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>ATY</b>												3	3
<b>2023</b>												1	1
Customer Service												1	1
Customer Service - Others												1	1
<b>2024</b>												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1

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
<b>AUG</b>	1										1		2
<b>2023</b>											1		1
Customer Service											1		1
Customer Service - TSO											1		1
<b>2024</b>	1												1
Patdown	1												1
Patdown - Flyer	1												1

## 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
<b>AUS</b>	<b>87</b>	<b>63</b>	<b>63</b>	<b>62</b>	<b>44</b>	<b>50</b>	<b>66</b>	<b>76</b>	<b>58</b>	<b>78</b>	<b>71</b>	<b>73</b>	<b>791</b>
<b>2023</b>	<b>21</b>	<b>26</b>	<b>25</b>	<b>34</b>	<b>19</b>	<b>28</b>	<b>28</b>	<b>30</b>	<b>26</b>	<b>34</b>	<b>32</b>	<b>33</b>	<b>336</b>
Airline		1											1
Airline - Lost Baggage													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 Trans		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					1								1
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8	5	81
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 - Damaged/Missi	1	2	4			1	1	3	3	4	4		23
Mishandling of Passenger Property - Damaged/Missi	3	1	2	1	1	1		1				1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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	1			23
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer								2					2
Persons w/ Disabilities (PWD)	1	2	2	3	1		4	2	4	2		3	24
Persons w/ Disabilities (PWD) - Autism Spectrum							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 C	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1	1		2		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1			2						4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	1	1	1			3					6
Property - Special Handling	4	5	5	1	3	3	2	2	2	5	4	1	37
Property - Special Handling - Damaged It	3	2	2	1		1	1		2	3	1	1	17
Property - Special Handling - Damaged Items - Check	1	1		1		1		1		1	1		7
Property - Special Handling - Missing Items - Carry-C	2				2	2		1		1	1		9
Property - Special Handling - Missing Item	1		2								1		4
Screening	7	4	5	11	2	5	10	12	6	11	10	12	95
Screening - Crew Member or Airline Empl	1		2	1			1		1	1			7
Screening - Inconsistency	1	1		4						2	1	1	10
Screening - Lengthy Lines							1	1	2		4	1	9
Screening - Military										1			1
Screening - Procedures/Process	4	3	3	6	2	3	8	11	3	6	5	10	64
Screening - Retrieving Abandoned/Confis	1					2				1			4
<b>2024</b>	<b>33</b>	<b>37</b>	<b>38</b>	<b>28</b>	<b>25</b>	<b>22</b>	<b>38</b>	<b>46</b>	<b>32</b>	<b>44</b>	<b>39</b>	<b>40</b>	<b>422</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Airline					1				1				3
Airline - Policy/Regulations/Service					1				1				3
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												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
Civil Rights - Not Specified				1			1			1	2		5
Civil Rights - Race												1	1
Civil Rights - Sex/Gender/Gender Identity	1			1	3		1		1			1	8
Civil Rights - Transgender Screening		1					1						2
Claims										1			1
Claims - Status										1			1
CLEAR								1					1
CLEAR - Registered Traveler								1					1
Customer Service	7	6	14	16	8	10	11	10	5	20	12	13	132
Customer Service - Others			1					1					2
Customer Service - TCC							2					1	3
Customer Service - TSO	7	6	13	16	8	10	9	9	5	20	12	12	127
Locks	2		1			1		3					7
Locks - Missing or Damaged Lock	2		1			1		3					7

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
Lost and Found			2			1			1			1	5
Lost and Found - Airport/TSA			2			1			1			1	5
Mishandling of Passenger Property	5	3	5	3	1	2	8	2	3	3	6	2	43
Mishandling of Passenger Property - Dam	2	2	4	2		2	2	1	1	2	2	2	22
Mishandling of Passenger Property - Dam	2	1	1		1		4	1	2	1	3		16
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1			1				1		3
No Jurisdiction		1	1				1	1	2	1	1		8
No Jurisdiction - No Referral							1	1		1	1		4
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other			1						1				2
Patdown	4	4	2	1	1	2	3	1	3	2	1	3	27
Patdown - Children					1								1
Patdown - Flyer	4	3	2			2	3	1	3	2	1	3	24
Patdown - Flyer as Observer		1		1									2
Persons w/ Disabilities (PWD)	1	2	3	1	1	3	6	7	5	7	4	2	42
Persons w/ Disabilities (PWD) - Autism Spectrum								1	1				2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1	1				3
Persons w/ Disabilities (PWD) - Diabetes	1		2						1				4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2	2	1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2								1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2	2		1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1	2	1			2		8
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Property - Special Handling	5	6	5	2	1		1	1	4	3	2	4	34
Property - Special Handling - Damaged It	4	5	1	2	1				3	2		2	20
Property - Special Handling - Damaged Items - Checked			1				1						2
Property - Special Handling - Missing Item	1	1	2						1	1	1	2	9
Property - Special Handling - Missing Items - Checked			1					1			1		3
Screening	8	13	5	2	7	3	5	19	7	5	11	10	95
Screening - Crew Member or Airline Employee		1	1			1							3
Screening - Inconsistency	2	1		2	1		1	1	1		4	1	14
Screening - Lengthy Lines	2	1	2			1	1	10	2	3	1	3	26
Screening - Procedures/Process	4	10	2		6	1	3	7	3	2	6	6	50
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach									1				1
<b>2025</b>	<b>33</b>												<b>33</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	9												9
Customer Service - TSO	9												9
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	2												2
No Jurisdiction - No Referral	2												2
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Cognitive	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	6												6
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	3												3

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
<b>AVL</b>	<b>17</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>13</b>	<b>10</b>	<b>21</b>	<b>7</b>	<b>5</b>	<b>110</b>
<b>2023</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>		<b>3</b>	<b>2</b>	<b>4</b>	<b>28</b>
Civil Rights		1								1	1	1	4
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	1	3
Customer Service	1						1	2			1	1	6
Customer Service - TSO	1						1	2			1	1	6
Mishandling of Passenger Property	1			1				1					4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	2												2
Screening	2		2			1		1		2		1	9
Screening - Crew Member or Airline Empl	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2		1	4
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>10</b>	<b>18</b>	<b>5</b>	<b>1</b>	<b>82</b>
Civil Rights	1			1							1		3
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Transgender Screening											1		1
Customer Service	2	5	3	1	1	1		4	4	3	2		26
Customer Service - TCC	1												1
Customer Service - TSO	1	5	3	1	1	1		4	4	3	2		25
Lost and Found			1							1			2
Lost and Found - Airport/TSA			1							1			2
Mishandling of Passenger Property		1		1				2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missii		1		1				1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1					1					2
No Jurisdiction - Refer to Other			1					1					2
Patdown	1			2						1			4
Patdown - Children										1			1
Patdown - Flyer	1			2									3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	6	3	2	1		3	3		4	12	2		36
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1								1		3
Screening - Lengthy Lines	4	2	1			1	2		3	6	1		20
Screening - Procedures/Process	1	1		1		2	1			6			12

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
<b>AVP</b>	1	1	1	1	2		1	2	2	2	4		17
<b>2023</b>	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
<b>2024</b>		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 - Disarrayed Items--Carry-on or Checked								1					1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Screening				1				1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process				1									1

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
<b>AZO</b>			1		1			2	2	1		1	8
<b>2023</b>			1					2	1	1		1	6
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
<b>2024</b>					1				1				2
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1



## 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
<b>BDL</b>	<b>39</b>	<b>22</b>	<b>18</b>	<b>13</b>	<b>20</b>	<b>16</b>	<b>23</b>	<b>23</b>	<b>22</b>	<b>25</b>	<b>33</b>	<b>26</b>	<b>280</b>
<b>2023</b>	<b>20</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>130</b>
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 - Damaged/Missing Items--C										1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1			1				4
Mishandling of Passenger Property - Disa	1								1				2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	3			1			1			1	1	3	10
Patdown - Children													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 I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1			2
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	4	1	1				2	1	1				10
Property - Special Handling - Damaged It	1	1						1	1				4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2						2						4
Property - Special Handling - Missing Items - Checked			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/Confis	1												1
<b>2024</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>13</b>	<b>5</b>	<b>14</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>20</b>	<b>13</b>	<b>142</b>
Airline					1			1					2
Airline - Policy/Regulations/Service					1			1					2
Civil Rights	2	2	2		1		1			1			9
Civil Rights - Headwear			1										1
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		2								1			3
Civil Rights - Sex/Gender/Gender Identity	1		1		1								3
CLEAR								1					1
CLEAR - Registered Traveler								1					1
Customer Service	4	2	5	5	1	1	6	3	3	1	3	1	35
Customer Service - TSO	4	2	5	5	1	1	6	3	3	1	3	1	35
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	4	1	1	2	1	2	5	3	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2		1	1	1	1	3	1	11
Mishandling of Passenger Property - Damaged/Missing Items--C			1		2	1		1		1	2	2	10
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1		1	1			1		1			7
Patdown - Children		1											1
Patdown - Flyer	2							1		1			4
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	1	2	1		1	2	1	1	3	1	4	6	23
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											2		2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically	1	1			1		1		1			1	6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1			3	5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling					1		1		1	4	2		9
Property - Special Handling - Damaged Items - Carry-On							1		1	1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On										1	1		2

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
Property - Special Handling - Missing Items - Checked					1					1			2
Screening	2	2	1	2	3	1	2	4	3	2	5	3	30
Screening - Crew Member or Airline Employee		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/Confiscated Items									1				1
<b>2025</b>	<b>8</b>												<b>8</b>
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 - Dam	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>BET</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>				<b>2</b>		<b>6</b>
<b>2023</b>			<b>1</b>	<b>1</b>			<b>1</b>				<b>2</b>		<b>5</b>
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
<b>2025</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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
<b>BFD</b>							1						1
<b>2024</b>							1						1
Customer Service							1						1
Customer Service - TSO							1						1

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
<b>BFF</b>									1	1			2
<b>2023</b>									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
<b>2024</b>													1
Civil Rights													1
Civil Rights - Sexual Orientation - Not Transgender													1

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
<b>BFL</b>				1	2		1		2	1			7
<b>2023</b>				1			1		1				3
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
<b>2024</b>					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 Medical Supplies										1			1
Screening								1					1
Screening - Procedures/Process								1					1

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
<b>BFM</b>										1			1
<b>2023</b>										1			1
Patdown										1			1
Patdown - Flyer										1			1

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
<b>BGM</b>	2	4	1				2	3		1	1	1	15
<b>2023</b>							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
<b>2024</b>	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
<b>2025</b>	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1



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
<b>BGR</b>	<b>7</b>	<b>1</b>	<b>1</b>		<b>1</b>			<b>3</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>28</b>
<b>2023</b>	<b>2</b>	<b>1</b>						<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>9</b>
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Patdown		1											1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening	1							1		1	1		4
Screening - Procedures/Process	1							1		1	1		4
<b>2024</b>	<b>3</b>		<b>1</b>		<b>1</b>			<b>2</b>	<b>6</b>		<b>1</b>	<b>3</b>	<b>17</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights												2	2
Civil Rights - Age												1	1
Civil Rights - Not Specified												1	1
Claims									1				1
Claims - General									1				1
Customer Service	3		1		1			1	1				7
Customer Service - TSO	3		1		1			1	1				7
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Screening								1	1			1	3
Screening - Inconsistency								1	1				2
Screening - Lengthy Lines												1	1
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

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
<b>BHM</b>	<b>39</b>	<b>21</b>	<b>20</b>	<b>20</b>	<b>22</b>	<b>25</b>	<b>19</b>	<b>20</b>	<b>16</b>	<b>17</b>	<b>20</b>	<b>15</b>	<b>254</b>
<b>2023</b>	<b>5</b>	<b>9</b>	<b>13</b>	<b>18</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>113</b>
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- Not Transgender						1							1
Customer Service	3	5	9	12	2	4	7	1	2		5	3	53
Customer Service - TSO	3	5	9	12	2	4	7	1	2		5	3	53
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property		1		1						1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missii		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
Persons w/ Disabilities (PWD)					1	1	1				1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling	1			1	2			1		1			6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On				1						1			2
Property - Special Handling - Missing Item	1				1			1					3
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening		1	3	4		2	4	3	2	2	3	5	29
Screening - Crew Member or Airline Employee										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/Confiscated Items			1										1
<b>2024</b>	<b>14</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>15</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>121</b>
Airline					1				1				2
Airline - Policy/Regulations/Service					1				1				2
Civil Rights	1					1					2	1	5
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Race	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Claims							1						1
Claims - Status							1						1
Customer Service	5	3	3		7	7	2	2	4	7	2	1	43
Customer Service - CSM						1							1
Customer Service - TSO	5	3	3		7	6	2	2	4	7	2	1	42
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 - Damaged/Missing Items--C			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 (c	1					1							2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Property - Special Handling	1				2			1					4
Property - Special Handling - Missing Item	1				2								3
Property - Special Handling - Missing Items - Checked								1					1
Screening	5	9	3		2	3	3	6	2	3	1	2	39
Screening - Crew Member or Airline Empl	1												1
Screening - Gate Pass						1							1
Screening - Inconsistency	2				1			1		1		1	6
Screening - Lengthy Lines	1	4	2		1		2	2	1	1			14
Screening - Procedures/Process	1	5	1				2	1	3	1	1	1	17
<b>2025</b>	<b>20</b>												<b>20</b>
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 Sp	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1

**TSA Contact Center Traveler Complaints Report**

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

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
BIH			1										1
2024			1										1
Patdown			1										1
Patdown - Children			1										1

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
<b>BIL</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>35</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>				<b>9</b>
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling	1			1			1		1				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1
<b>2024</b>	<b>3</b>	<b>5</b>				<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>24</b>
Civil Rights							2						2
Civil Rights - Not Specified							2						2
Customer Service							1					1	2
Customer Service - TSO							1					1	2
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	5				1				2	4	1	14
Screening - Inconsistency	1	1								1			3
Screening - Lengthy Lines											2	1	3
Screening - Procedures/Process		4				1				1	2		8
<b>2025</b>	<b>2</b>												<b>2</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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
<b>BIS</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>40</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>18</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights						1							1
Civil Rights - National Origin						1							1
Customer Service	1	1					1				1	2	6
Customer Service - TSO	1	1					1				1	2	6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling			1				1	1					3
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Checked			1										1
Screening								1		2		2	5
Screening - Inconsistency								1		1			2
Screening - Procedures/Process										1		2	3
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>21</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1		1	2	1	2	1	1		9
Customer Service - TSO				1		1	2	1	2	1	1		9
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening							2	1			2		5
Screening - Inconsistency								1					1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2				1		3
<b>2025</b>	<b>1</b>												<b>1</b>
Locks	1												1
Locks - Missing or Damaged Lock	1												1

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
<b>BJI</b>	1			1									2
<b>2023</b>	1			1									2
Screening	1			1									2
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines	1												1

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
<b>BKW</b>													
<b>2023</b>													
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1



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
<b>BLI</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>19</b>
<b>2023</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>12</b>
Customer Service			1				1				1		3
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 - Disarrayed Items--Carry-on or Checked												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 Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked					1								1
Screening								1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>1</b>			<b>1</b>			<b>1</b>		<b>1</b>	<b>3</b>			<b>7</b>
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 /Developmental /Mental Disability											1		1
Screening									1	1			2
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency									1				1

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
<b>BLV</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>		<b>19</b>
<b>2023</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>5</b>
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 Medical Supplies						1							1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2024</b>	<b>1</b>	<b>2</b>			<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>13</b>
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 Items - Checked								1					1
Screening							1						1
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility		1											1

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
<b>BMI</b>	<b>6</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>20</b>
<b>2023</b>	<b>1</b>						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>6</b>
Customer Service	1							1	2				4
Customer Service - TSO	1								1	2			4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>2</b>	<b>12</b>
Customer Service		1	1					1					3
Customer Service - TSO		1	1					1					3
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Patdown		1										1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening		2								1			3
Screening - Inconsistency										1			1
Screening - Procedures/Process		2											2
<b>2025</b>	<b>2</b>												<b>2</b>
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening		1											1
Screening - Procedures/Process		1											1

## 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
<b>BNA</b>	<b>75</b>	<b>53</b>	<b>41</b>	<b>40</b>	<b>38</b>	<b>42</b>	<b>47</b>	<b>54</b>	<b>52</b>	<b>54</b>	<b>60</b>	<b>62</b>	<b>618</b>
<b>2023</b>	<b>20</b>	<b>31</b>	<b>20</b>	<b>19</b>	<b>22</b>	<b>27</b>	<b>21</b>	<b>23</b>	<b>25</b>	<b>22</b>	<b>28</b>	<b>25</b>	<b>283</b>
Additional Information Required/Insufficient Information	1							1			1	1	4
Additional Information Required/Insufficient Information - EMAIL ONLY	1							1			1	1	4
Airline		1							1			1	3
Airline - Policy/Regulations/Service		1							1			1	3
Civil Rights	1			1		1	2	1	2	3	2	3	16
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
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 Transgender							1			1	1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service	7	4	7	6	9	11	10	9	7	6	10	8	94
Customer Service - Others			1										1
Customer Service - TSO	7	4	6	6	9	11	10	9	7	6	10	8	93
Locks	1		2										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 - Damaged/Missing Items	1	3		2	1		1		3		2	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	4	1	1		1	1	1	1		1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				2					3
No Jurisdiction		1						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		1	2	1	1	1		5	3		16
Persons w/ Disabilities (PWD)	2	5	1		1			1	2	1	1	1	15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes		1							1				2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1	1									1	1	4
Property - Special Handling	5	4	6	5	1	2	4	1	4	1	2	1	36
Property - Special Handling - Damaged Items	1	2	4	2	1		3		1	1		1	16
Property - Special Handling - Damaged Items--Unspecified Luggage	1		1	1		2							5
Property - Special Handling - Missing Items	1	2	1	2				1	1		1		9
Property - Special Handling - Missing Items--Unspecified Luggage	2						1		2		1		6
Screening	1	6	3	2	8	10	2	3	5	5	5	6	56
Screening - Crew Member or Airline Employee		1											1
Screening - Gate Pass											1		1
Screening - Inconsistency			1	1	1	1		1	2	1	1	2	11
Screening - Lengthy Lines					1	1			1				3
Screening - Procedures/Process	1	5	2	1	6	8	2	2	2	4	3	4	40
<b>2024</b>	<b>20</b>	<b>22</b>	<b>21</b>	<b>21</b>	<b>16</b>	<b>15</b>	<b>26</b>	<b>31</b>	<b>27</b>	<b>32</b>	<b>32</b>	<b>37</b>	<b>300</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Airline			1						1				2
Airline - Policy/Regulations/Service			1						1				2
Cargo			1										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 Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1	1	3
Civil Rights - Sexual Orientation - Not Transgender											1		1
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					1								1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1	2	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 - Damaged/Missing Items	4	1	2	1	1	1	3	2	2	1	2	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1	1	3			1	3		1	1	3	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction							1	1	2	3	1		8

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 Jurisdiction - No Referral									1	3			4
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other									1		1		2
Patdown	1	1	1	1		1	1	5	2	1	4		18
Patdown - Children									1				1
Patdown - Flyer	1	1	1	1		1		5	1	1	4		16
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	2	1	1	1			3	5	6	6	2	1	28
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1			2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1	1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1							1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2	1	1			4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		2	1	1	1	6
Property - Special Handling	4	3	2	2	2	1	2	1	4	4	2	4	31
Property - Special Handling - Damaged It	1	2	1		1	1	2		2	2	1	3	16
Property - Special Handling - Damaged Items - Checked			1	1						1		1	4
Property - Special Handling - Missing Item	1	1		1	1				2	1	1		8
Property - Special Handling - Missing Item	2							1					3
Screening	3	8	3	6	5	4	5	3	5	7	5	10	64
Screening - Children		1								1			2
Screening - Crew Member or Airline Employee				1							1		2
Screening - Gate Pass			1										1
Screening - Inconsistency	1					1	1		1	1		1	6
Screening - Lengthy Lines		2	1		2		1	1				4	11
Screening - Military										1			1
Screening - Procedures/Process	2	5	1	5	3	3	3	1	3	4	4	5	39
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach								1					1
<b>2025</b>	<b>35</b>												<b>35</b>
Civil Rights	3												3
Civil Rights - Profiling	1												1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	9												9
Customer Service - TSO	9												9
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	3												3
No Jurisdiction	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	3												3
Patdown - Children	1												1
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	13												13
Screening - Inconsistency	6												6
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	6												6

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
<b>BOI</b>	<b>22</b>	<b>13</b>	<b>19</b>	<b>21</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>16</b>	<b>169</b>
<b>2023</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>14</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>84</b>
Additional Information Required/Insufficient Information				1				1					2
Additional Information Required/Insufficient Information - EMAIL ONLY				1				1					2
Civil Rights			1				1	1					3
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1		3	2					2		1	1	10
Customer Service - TSO	1		3	2					2		1	1	10
Locks		1		1						1			3
Locks - General		1											1
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property		2	1	3		2			1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Damaged/Missii		1		3		1			1	1			7
Mishandling of Passenger Property - Disarrayed Item		1				1							2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1	1	1		1		1	2		1		2	10
Patdown - Flyer	1	1	1		1		1	2		1		2	10
Persons w/ Disabilities (PWD)	1			1		1	1		1			1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling	2	1	1	2		2	1					1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Check		1		1		1							3
Property - Special Handling - Missing Items - Carry-On			1				1						2
Property - Special Handling - Missing Item	1			1		1						1	4
Screening	4	3	4	4	1	2		1	1	3	3	2	28
Screening - Inconsistency		1	2	2									5
Screening - International Screening						1							1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3	2	2	2	1	1		1	1	3	3	2	21
<b>2024</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>78</b>
Civil Rights				1				1	1	1	1	1	6
Civil Rights - Race								1	1	1	1	1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening				1						1			2
Customer Service	1	1	4	2	2	1	3		2	3	1	1	21
Customer Service - TSO	1	1	4	2	2	1	3		2	3	1	1	21
Mishandling of Passenger Property						2	1	1	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1				1	3
No Jurisdiction	1			1								1	3
No Jurisdiction - No Referral				1								1	2
No Jurisdiction - Refer to Other	1												1
Patdown		1	1	1	1			1			1	1	7
Patdown - Flyer		1	1	1	1			1			1	1	7
Persons w/ Disabilities (PWD)				1	1	1	1	1	1	1		2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												2	2
Property - Special Handling			2			1			1		1		5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	3		1	5	1	1	2	1			2	20
Screening - Children								1					1
Screening - Inconsistency								1					1
Screening - Lengthy Lines		1					1					1	3
Screening - Procedures/Process	2	2		1	5	1			1			1	13
Screening - Retrieving Abandoned/Confis	2												2
<b>2025</b>	<b>7</b>												<b>7</b>
Customer Service	2												2
Customer Service - TSO	2												2
Patdown	3												3
Patdown - Flyer	3												3
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1												1
Screening - Inconsistency	1												1

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
<b>BOS</b>	<b>296</b>	<b>122</b>	<b>157</b>	<b>141</b>	<b>102</b>	<b>145</b>	<b>155</b>	<b>175</b>	<b>215</b>	<b>228</b>	<b>223</b>	<b>217</b>	<b>2,176</b>
<b>2023</b>	<b>60</b>	<b>48</b>	<b>52</b>	<b>55</b>	<b>47</b>	<b>60</b>	<b>52</b>	<b>56</b>	<b>77</b>	<b>76</b>	<b>85</b>	<b>102</b>	<b>770</b>
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 Identity- Not Trans	1	2				1	3	5			2	2	16
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening		1				2		1		2		1	7
Claims			1						1				2
Claims - General			1										1
Claims - Status									1				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
Locks - Missing or Damaged Lock		1	1	1						2	1		6
Lost and Found		1							1	1	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 - Damaged/Missing		1											1
Mishandling of Passenger Property - Damaged	2	2	3	5	2	2	4	5	6	2	4	4	41
Mishandling of Passenger Property - Damaged/Checked	2	2	4	1	1	2	3	1	2	2	6	3	27
Mishandling of Passenger Property - Disarrayed 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	8	59
Patdown - Children									1	1		1	3
Patdown - Flyer	8	2	2	3	3	3	1	2	13	2	7	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 Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General						1			1			1	3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1					1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					3	1	1	3	2	12
Persons w/ Disabilities (PWD) - Metal Implants	1						1						2
Persons w/ Disabilities (PWD) - Mobility Devices	2	2	2	2	1		1		2		1		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1							1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals								1	1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4	8	72
Property - Special Handling - Damaged Items	6	4	4	2	2	1	2	3	5	2	2	4	37
Property - Special Handling - Damaged Items - Checked	2			1	1			1			1	1	7
Property - Special Handling - Missing Items - Carry-Over		2	1	3	2			3		1	1	3	16
Property - Special Handling - Missing Items - Checked			3		1	1		4		3			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 Employee			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/Confiscated Items				1		1	1		1	1			5
<b>2024</b>	<b>99</b>	<b>74</b>	<b>105</b>	<b>86</b>	<b>55</b>	<b>85</b>	<b>103</b>	<b>119</b>	<b>138</b>	<b>152</b>	<b>138</b>	<b>115</b>	<b>1,269</b>
Additional Information Required/Insufficient Information	1			1		1					2		5
Additional Information Required/Insufficient Information - Checked	1			1		1					2		5
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1

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
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
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 Employee)										1			1
Civil Rights - Constitutional Rights		2		1									3
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
Civil Rights - Race	1	4	4	4	1		5	6	2	2	1	2	32
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1		1	1	1	4		10
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening	1		3	1		1	1						7
Claims								1					1
Claims - General								1					1
CLEAR								2					2
CLEAR - Registered Traveler								2					2
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	36	34	428
DHS TRIP	1				1		1						3
DHS TRIP - General	1				1		1						3
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					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	3	1	18
Mishandling of Passenger Property	8	5	7	7	9	10	8	13	19	13	13	9	121
Mishandling of Passenger Property - Damaged	6	5	4	5	3	8	4	10	14	7	8	8	82
Mishandling of Passenger Property - Damaged/Missing Items--U	2		2	2	5	2	4	2	1	5	2		27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1		1				2	1			5
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
No Jurisdiction - Refer to Other	1			1			1		1			1	5
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	9	4	3	4	3	5	7	5	3	12	8	6	69
Patdown - Children						1		1		2	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 Spectrum		1			1		1			1	3	1	8
Persons w/ Disabilities (PWD) - Breast Cancer								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/Garments/Dressings/Masks						1	1			1			3
Persons w/ Disabilities (PWD) - General				1			1				3	2	7
Persons w/ Disabilities (PWD) - Hearing Impairment	1								1		1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1					1			1		1	1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1					3		4
Persons w/ Disabilities (PWD) - Medical Devices - Other	1			2	1	2	3	4	1	3	5	3	25
Persons w/ Disabilities (PWD) - Metal Implants (joint)										2		1	3
Persons w/ Disabilities (PWD) - Mobility Devices	1	1		2		1	2	1	2	1	2	3	16
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Visual Impairment						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1			2	1	3	5	2	15
Property - Special Handling	5	6	14	10	2	6	8	4	8	12	5	11	91
Property - Special Handling - Damaged Items	5	2	7	4		2	4	1	3	3	2	6	39
Property - Special Handling - Damaged Items - Checked		1	2		1		1		1	1	1		8
Property - Special Handling - Missing Items - Carry-On			2	4		3	3	3	4	6	2	2	29
Property - Special Handling - Missing Items - Checked		3	3	2	1	1				2		3	15
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	33	11	23	19	11	15	21	22	34	37	31	27	284
Screening - Children		1		1									2
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass										1			1
Screening - Inconsistency	1		1	1		3	1	5	6	9	3	2	32
Screening - International Screening							1						1
Screening - Lengthy Lines	4	2	3	2	1	4		4	8	4	8	4	44
Screening - Procedures/Process	28	7	19	14	10	8	18	13	20	21	18	20	196
Screening - Retrieving Abandoned/Confiscated Items										2	2		4



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach			1	1			1						3
<b>2025</b>	<b>137</b>												<b>137</b>
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												1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	3												3
Persons w/ Disabilities (PWD) - Prosthesis	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	3												3
Property - Special Handling	13												13
Property - Special Handling - Damaged It	6												6
Property - Special Handling - Damaged It	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												3
Screening - Procedures/Process	28												28
Screening - Retrieving Abandoned/Confis	2												2
Screening - Security Breach	1												1

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
<b>BPT</b>		1	2	1	1		1	1		2	1	1	11
<b>2023</b>			2				1			1	1	1	6
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Patdown												1	1
Patdown - Flyer												1	1
Screening								1					1
Screening - Procedures/Process							1						1
<b>2024</b>		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 - Damaged/Missing Items--Checked Baggage								1					1

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
<b>BQK</b>			1					3		1			5
<b>2023</b>								2		1			3
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer											1		1
<b>2024</b>			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
No Subject				1									1
No Subject - General				1									1

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
<b>BQN</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>		<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>29</b>
<b>2023</b>				<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>14</b>
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 - Damaged/Missing Items--Checked Baggage							1				1		2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1		1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process							1			1			2
<b>2024</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>3</b>		<b>2</b>		<b>2</b>	<b>1</b>	<b>13</b>
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 Items	1												1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening		1					1		2			1	5
Screening - Procedures/Process		1					1		2			1	5
<b>2025</b>	<b>2</b>												<b>2</b>
Airline	1												1
Airline - Policy/Regulations/Service	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
<b>BRD</b>			1								1		2
<b>2023</b>			1								1		2
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Screening											1		1
Screening - Procedures/Process											1		1

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
<b>BRO</b>	<b>1</b>		<b>2</b>		<b>3</b>						<b>3</b>	<b>5</b>	<b>14</b>
<b>2023</b>					<b>3</b>						<b>3</b>	<b>3</b>	<b>9</b>
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) - General											1		1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening											2	2	4
Screening - Procedures/Process											2	2	4
<b>2024</b>			<b>2</b>									<b>2</b>	<b>4</b>
DHS TRIP												1	1
DHS TRIP - General												1	1
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--C				1								1	2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Lengthy Lines	1												1

**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
<b>BRW</b>										1	3		4
<b>2023</b>											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
<b>2024</b>										1	2		3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1

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
<b>BTM</b>			1		1			1	1				4
<b>2023</b>									1				1
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
<b>2024</b>			1		1			1					3
Civil Rights								1					1
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Customer Service			1		1								2
Customer Service - TSO			1		1								2



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
<b>BTR</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>17</b>
<b>2023</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>9</b>
Civil Rights													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
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Screening										1			1
Screening - Crew Member or Airline Employee										1			1
<b>2024</b>	<b>1</b>	<b>1</b>					<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
Customer Service		1					2					1	4
Customer Service - CSM							1						1
Customer Service - TSO		1					1					1	3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening		1								1			2
Screening - Procedures/Process		1								1			2

TSA Contact Center 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
<b>BTV</b>	<b>18</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>109</b>
<b>2023</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>54</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights							3			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1	1	10
Customer Service - Others				1									1
Customer Service - TSO		3		1	1			2			1	1	9
Mishandling of Passenger Property	1				2					1			4
Mishandling of Passenger Property - Dam	1				2					1			4
Patdown				1		1					2		4
Patdown - Flyer				1		1					1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	3	2	4	1	3	5	1		1	1	4	3	28
Screening - Inconsistency				1	1	1					1	2	6
Screening - Lengthy Lines	1	2	4								1		8
Screening - Procedures/Process	2				2	3			1	1	2	1	12
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
<b>2024</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>48</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights				1			1				2		4
Civil Rights - Race							1				2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	1	1	1	2	1	1	1	1	1	1	2	16
Customer Service - TSO	3	1	1	1	2	1	1	1	1	1	1	2	16
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown	1	1	1									1	4
Patdown - Flyer	1	1	1									1	4
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Screening	3	1	1			1		5	1	5	1	1	19
Screening - Inconsistency						1		1	1	1	1		4
Screening - Lengthy Lines								2	1	1			4
Screening - Procedures/Process	3	1	1					2	2	2		1	10
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2025</b>	<b>7</b>												<b>7</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Medically	2												2
Screening	2												2
Screening - Procedures/Process	2												2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUF</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>9</b>	<b>18</b>	<b>7</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>113</b>
<b>2023</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>43</b>
Civil Rights		1											1
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	1			1	1								3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling		1					1	1			1		5
Property - Special Handling - Damaged Items - Carry		1				1						1	3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening	2	1		1		3	1	1	2	2	1	3	17
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1												1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1		2	1		2	2	1	3	14
<b>2024</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>67</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights			1	1					1		1		4
Civil Rights - Age									1				1
Civil Rights - Headwear			1										1
Civil Rights - National Origin											1		1
Civil Rights - Race				1									1
Customer Service						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	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1	1		1	1	7
No Jurisdiction				1				1					2
No Jurisdiction - No Referral				1				1					2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)									2	2			4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling			2	2			1	1		2			8
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			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
<b>2025</b>	<b>3</b>												<b>3</b>
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1

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
<b>BUR</b>	<b>39</b>	<b>16</b>	<b>22</b>	<b>22</b>	<b>13</b>	<b>24</b>	<b>27</b>	<b>29</b>	<b>26</b>	<b>27</b>	<b>33</b>	<b>28</b>	<b>306</b>
<b>2023</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>19</b>	<b>15</b>	<b>120</b>
Additional Information Required/Insufficient Information					1					1		1	3
Additional Information Required/Insufficient Information - EMAIL ONLY						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				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening		1											1
Claims												1	1
Claims - Status												1	1
Customer Service	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						1
Mishandling of Passenger Property	1		1	2		1	2	2	2		1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1			1					1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			2				1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		2	1				4
Patdown			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 Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	2
Property - Special Handling		3	1		1	1	2	1	1	1			11
Property - Special Handling - Damaged Items - Carry		2	1		1	1		1	1				7
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-C		1					1						2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1	1	1	4		6	2	2	1	1	7	5	31
Screening - Crew Member or Airline Employee											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/Confiscated Items											1		1
<b>2024</b>	<b>12</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>20</b>	<b>22</b>	<b>14</b>	<b>13</b>	<b>166</b>
Airline										1		2	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 Cultural Garments									1				1
Civil Rights - Transgender Screening								1					1
Customer Service	2	5	10	5	3	8	9	6	5	6	4		63
Customer Service - Others					1	1							2
Customer Service - TSO	2	5	10	5	2	7	9	6	5	6	4		61
DHS TRIP						1							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 - Damaged/Missing Items--Carry-on Luggage							3	1	2	1		2	9
Mishandling of Passenger Property - Dam	2								1	1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral											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 Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes								1	2	1			4
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1	1			2
Persons w/ Disabilities (PWD) - Mobility [	1							1					2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1			1	3
Property - Special Handling	4	1	1	3		1	1	1		1		1	14
Property - Special Handling - Damaged It	3			1		1	1					1	7
Property - Special Handling - Damaged Items - Checked								1		1			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	1		1	1									3
Property - Special Handling - Missing Items - Checked			1	1									2
Screening	3	2	1				1	6	3	6	4	4	30
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1							1	2	1			5
Screening - International Screening								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		2	1					2	1	3	3	4	18
Screening - Retrieving Abandoned/Confiscated Items								1		2			3
<b>2025</b>	<b>20</b>												<b>20</b>
Civil Rights	3												3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	7												7
Customer Service - TSO	7												7
DHS TRIP	1												1
DHS TRIP - General	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged Items	2												2
Property - Special Handling - Missing Items	1												1
Screening	3												3
Screening - Inconsistency	1												1
Screening - Procedures/Process	2												2

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	
<b>BWI</b>	<b>133</b>	<b>69</b>	<b>64</b>	<b>58</b>	<b>62</b>	<b>92</b>	<b>84</b>	<b>115</b>	<b>108</b>	<b>107</b>	<b>135</b>	<b>115</b>	<b>1,142</b>	
<b>2023</b>	<b>31</b>	<b>26</b>	<b>29</b>	<b>30</b>	<b>27</b>	<b>34</b>	<b>29</b>	<b>39</b>	<b>47</b>	<b>57</b>	<b>59</b>	<b>46</b>	<b>454</b>	
Additional Information Required/Insufficient Information													1	1
Additional Information Required/Insufficient Information - EMAIL ONLY													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 Transgender				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												1	1	
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22	20	164	
Hazardous Materials Safety				1									1	
Hazardous Materials Safety - General				1									1	
Intranet/Internet Inquiries		1											1	
Intranet/Internet Inquiries - General		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	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 - Damaged/Missin		2			1			2	2	2	1	4	14	
Mishandling of Passenger Property - Dam	4	1	2	2	2		1	3	1	1	3	6	26	
Mishandling of Passenger Property - Disa	1					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 Spectrum									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 Impairment												1	1	
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/	1	1								1	1		3	
Property - Special Handling	5			4	5	1	4	3	3	4	6	3	38	
Property - Special Handling - Damaged It	1			1			1		2	1	3	2	11	
Property - Special Handling - Damaged It	1			1			2	1	1				6	
Property - Special Handling - Missing Items - Carry-On				1	1		1	2		1	2	1	9	
Property - Special Handling - Missing Item	3			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 Employee		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/Confiscated Items		1		1	1		1						4	
<b>2024</b>	<b>46</b>	<b>43</b>	<b>35</b>	<b>28</b>	<b>35</b>	<b>58</b>	<b>55</b>	<b>76</b>	<b>61</b>	<b>50</b>	<b>76</b>	<b>69</b>	<b>632</b>	
Additional Information Required/Insufficient Information													1	1
Additional Information Required/Insufficient Information - EMAIL ONLY													1	1
Airline	1				1		1	1	1				5	
Airline - Lost Baggage	1								1				2	
Airline - Policy/Regulations/Service							1	1					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			1			1	3		1				6	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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	1	2				4	4	2	1	1	2		13	
Locks - Missing or Damaged Lock	1	2				4	4	2	1	1	2		13	
Lost and Found		1	2				1	2	1		3		10	
Lost and Found - Airport/TSA		1	2				1	2	1		3		10	
Mishandling of Passenger Property	1	4	3	5	4	5	7	10	4	3	2	5	53	

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
Mishandling of Passenger Property - Damaged/Missin			1	1	1		4	6	7	1		3	25
Mishandling of Passenger Property - Dam	1	2	2	3	4	1		3	3	2	1	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			1						2
Mishandling of Passenger Property - Disarrayed Item		1								1			2
No Jurisdiction	2		1			2		3	3	2	4	2	19
No Jurisdiction - No Referral	1		1			2				1	1	2	8
No Jurisdiction - Refer to CBP									1		1		2
No Jurisdiction - Refer to Other	1							3	2	1	2		9
Patdown	4	2	2			4	3	3	4	2	4	4	32
Patdown - Children						2			1				3
Patdown - Flyer	4	2	2			1	3	3	3	2	4	4	28
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	3	1	4	8	5	6	5	4	6	4	54
Persons w/ Disabilities (PWD) - Autism Spectrum					1			1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1			1			2
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	1	1				6
Persons w/ Disabilities (PWD) - General	1	1				1			1	2		1	7
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					2			1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - At	1						1				2		4
Persons w/ Disabilities (PWD) - Medically Necessary	2	1	1			3	1		1		1	1	11
Persons w/ Disabilities (PWD) - Metal Implants (Joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1	1		1		1	1	1	6
Persons w/ Disabilities (PWD) - Ostomy/d	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1				2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1		1			4
Property - Special Handling	3	3	1	2	4	2	4	4	6	7	2	5	43
Property - Special Handling - Damaged It	2	1	1	1			1	2	2			2	12
Property - Special Handling - Damaged Items - Checked					1	1		1		2		1	6
Property - Special Handling - Missing Item	1	1			2	1	2	1	2	4	1	1	16
Property - Special Handling - Missing Items - Checke		1		1	1		1		2	1	1	1	9
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	9	13	6	6	10	11	12	16	10	15	22	25	155
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		2	2		1	1	2	1	2	2	2	2	17
Screening - Lengthy Lines	1	3		1	1	4	3	4	1	4	4	10	36
Screening - Military								1					1
Screening - Procedures/Process	8	8	3	5	5	5	5	8	7	9	14	11	88
Screening - Retrieving Abandoned/Confiscated Items					3		1	1			1		6
Screening - Security Breach								1			1	2	4
Screening - Shoe Screening			1				1						2
<b>2025</b>	<b>56</b>												<b>56</b>
Civil Rights	1												1
Civil Rights - Not Specified	1												1
Customer Service	14												14
Customer Service - TSO	14												14
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	6												6
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	4												4
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	5												5
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling	6												6
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	3												3
Screening	22												22
Screening - Inconsistency	1												1
Screening - Lengthy Lines	8												8
Screening - Procedures/Process	12												12
Screening - Retrieving Abandoned/Confis	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BZN</b>	<b>22</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>21</b>	<b>9</b>	<b>135</b>
<b>2023</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>5</b>		<b>7</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>54</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights						2				1			3
Civil Rights - Hair Patdowns						1							1
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		4		2		1		4	2	2	4	1	20
Customer Service - TSO		4		2		1		4	2	2	4	1	20
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1							1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missi		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			3		1	1							5
Patdown - Children			1										1
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2				1			1				1	5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Screening	2		1		1	2		1	1	2	5		15
Screening - Inconsistency			1					1			2		4
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2				1	1			1	2	3		10
<b>2024</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>69</b>
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	3		3	1	4	3	2	1	3	3	7	1	31
Customer Service - CSM			1										1
Customer Service - TSO	3		2	1	4	3	2	1	3	3	7	1	30
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1				1	2	1			1	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							2	3
Mishandling of Passenger Property - Dam	1					1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1			1			3
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown			2	1					1	1			6
Patdown - Flyer			2	1					1	1		1	6
Persons w/ Disabilities (PWD)					1				1		1		3
Persons w/ Disabilities (PWD) - General					1						1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling							1		1	1		1	4
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	2		1	1	2	1		1	1	2	1	13
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2		1	1	1	1		1	1	2	1	12
<b>2025</b>	<b>12</b>												<b>12</b>
Customer Service	5												5
Customer Service - TSO	5												5
Patdown	3												3
Patdown - Children	1												1
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAE</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>113</b>
<b>2023</b>	<b>3</b>	<b>3</b>	<b>5</b>		<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>29</b>
Civil Rights			2		2		1						5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race			1		1		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1						3	2					6
Customer Service - TSO	1						3	2					6
Mishandling of Passenger Property						1				1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening	1	2	2					2	1	1			9
Screening - Inconsistency		1						1		1			3
Screening - Procedures/Process	1	1	1					1	1				5
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>			<b>6</b>	<b>9</b>	<b>4</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>79</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service			4	7	3	5	6	3	3	2	3	1	37
Customer Service - CSM					1								1
Customer Service - TSO			4	7	2	5	6	3	3	2	3	1	36
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks										1		1	2
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property			1			2						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	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	1	2	7
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling								2			1	1	4
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked								2			1		3
Screening			1	1	1	5	3	1	4	1	1	2	20
Screening - Inconsistency					1	1			1				3
Screening - Lengthy Lines						1	1	1	1	1			5
Screening - Procedures/Process			1	1		3	2		2		1	2	12
<b>2025</b>	<b>5</b>												<b>5</b>
Customer Service	2												2
Customer Service - TSO	2												2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAK</b>	1	1	4	1		2	2	2		4	2		19
<b>2023</b>	1		2			1	2	1		3	2		12
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam		1											1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other										1			1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening						1	1			1	1		4
Screening - Procedures/Process						1	1			1	1		4
<b>2024</b>		1	2	1		1		1		1			7
Civil Rights		1								1			2
Civil Rights - Age										1			1
Civil Rights - Transgender Screening		1											1
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center 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
<b>CDC</b>	1					1					1		3
<b>2023</b>						1					1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
<b>2024</b>	1												1
Patdown	1												1
Patdown - Flyer	1												1

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
CDR			1										1
2023			1										1
Customer Service			1										1
Customer Service - TSO			1										1

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
<b>CDV</b>			1	1									2
<b>2023</b>			1										1
Civil Rights			1										1
Civil Rights - Race			1										1
<b>2024</b>				1									1
Patdown				1									1
Patdown - Flyer				1									1

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
CEC							1						1
2023							1						1
Customer Service							1						1
Customer Service - TSO							1						1

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
<b>CGI</b>			1								1		2
<b>2023</b>											1		1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>				1									1
No Subject				1									1
No Subject - General				1									1

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
<b>CHA</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>39</b>
<b>2023</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>3</b>	<b>18</b>
Civil Rights										1			1
Civil Rights - Headwear										1			1
Customer Service			1	1		2		1					6
Customer Service - TSO			1	1		2		1					6
DHS TRIP										1			1
DHS TRIP - General										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening				1		1			1				5
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process						1		1				2	4
<b>2024</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>4</b>		<b>2</b>	<b>3</b>	<b>20</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Customer Service			2	1					1		1		5
Customer Service - TSO			2	1					1		1		5
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1							1			2	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Item			1										1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Screening				1			1		2		1	1	6
Screening - Inconsistency				1									1
Screening - Procedures/Process									2		1	1	4
Screening - Security Breach							1						1
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1



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
<b>CHO</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>31</b>
<b>2023</b>		<b>1</b>	<b>1</b>		<b>3</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>17</b>
Civil Rights					1		4						5
Civil Rights - Constitutional Rights					1								1
Civil Rights - National Origin							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service						1			1		1		3
Customer Service - TSO						1			1		1		3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown		1			1							1	3
Patdown - Flyer		1			1							1	3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Screening			1					1		2			4
Screening - Procedures/Process			1					1		2			4
<b>2024</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>		<b>1</b>	<b>14</b>
Civil Rights						1				1			2
Civil Rights - Age						1							1
Civil Rights - Race										1			1
Customer Service		1	1			1				1			4
Customer Service - Others										1			1
Customer Service - TSO		1	1			1							3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Item	1												1
Screening								1		1			2
Screening - Procedures/Process								1		1			2

## 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
<b>CHS</b>	<b>46</b>	<b>19</b>	<b>13</b>	<b>17</b>	<b>21</b>	<b>21</b>	<b>16</b>	<b>30</b>	<b>30</b>	<b>33</b>	<b>29</b>	<b>30</b>	<b>305</b>
<b>2023</b>	<b>14</b>	<b>14</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>15</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>126</b>
Additional Information Required/Insufficient Information											1	1	2
Additional Information Required/Insufficient Information - EMAIL ONLY											1	1	2
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		3		1	1	1	1	1			1	1	10
Civil Rights - Race		2		1							1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1	1				4
Civil Rights - Sexual Orientation - Not Transgender		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	1	1	1	1	1		1	1	1	3		1	12
Mishandling of Passenger Property - Damaged/Checked	1			1	1		1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing		1	1					1		2			5
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 Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	3		1		2	2	2	2		1		14
Property - Special Handling - Damaged Items - Carry-On		3		1			1		2		1		8
Property - Special Handling - Damaged Items - Checked						2		1					3
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked	1												1
Screening	7		1	4	2	4	3	5	3	2	2	3	36
Screening - Crew Member or Airline Employee			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/Confiscated Items						1							1
<b>2024</b>	<b>12</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>15</b>	<b>21</b>	<b>21</b>	<b>18</b>	<b>17</b>	<b>159</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - EMAIL ONLY		1											1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1			1		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										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1		1			3
Customer Service	6	1	5	4	2	5	4	4	11	7	5	8	62
Customer Service - TCC						1							1
Customer Service - TSO	6	1	5	4	2	4	4	4	11	7	5	8	61
HAZMAT Endorsement						1							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 - Damaged/Checked	2	1	2		2	2		2	1	2	2	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction						1		2					3
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to Other						1							1
Patdown	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 Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Diabetes							1				1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1				1	2
Persons w/ Disabilities (PWD) - General								1		1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											3		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2		2	2	3	2	1	1		3	2	1	19
Property - Special Handling - Damaged Items - Carry-On	1		1	1		2		1		1		1	8
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items - Carry-On	1			1	2		1			1			6
Property - Special Handling - Missing Items - Checked			1								2		3
Screening	1	1		2	1	1	1		5	2	2	3	19
Screening - Crew Member or Airline Employee		1		1									2

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
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1			1	1	1			5	1	2	2	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>	<b>20</b>												<b>20</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	5												5
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Missing Item	2												2
Screening	7												7
Screening - Inconsistency	1												1
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	3												3

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
<b>CID</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>35</b>
<b>2023</b>		<b>2</b>			<b>1</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>12</b>
Civil Rights									1				1
Civil Rights - Headwear									1				1
Mishandling of Passenger Property					1				1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			3
Screening		2						1	1		2	1	7
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1		2	1	4
<b>2024</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>22</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights											2		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Sexual Orientation - Not Transgender											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 - Damaged/Missing Items--Checked Baggage										1			1
Patdown					1			1	1				3
Patdown - Flyer					1			1	1				3
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening	1	1	1	1	1		1						6
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1	1		1		1						5
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>CIU</b>	<b>2</b>				<b>1</b>						<b>1</b>		<b>4</b>
<b>2024</b>	<b>1</b>				<b>1</b>						<b>1</b>		<b>3</b>
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening											1		1
Screening - Lengthy Lines											1		1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

**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
<b>CKB</b>										2			2
<b>2023</b>										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
<b>2024</b>										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1

## 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
<b>CLE</b>	<b>62</b>	<b>34</b>	<b>24</b>	<b>26</b>	<b>29</b>	<b>41</b>	<b>47</b>	<b>34</b>	<b>54</b>	<b>38</b>	<b>34</b>	<b>46</b>	<b>469</b>
<b>2023</b>	<b>20</b>	<b>23</b>	<b>7</b>	<b>14</b>	<b>16</b>	<b>15</b>	<b>24</b>	<b>15</b>	<b>22</b>	<b>17</b>	<b>24</b>	<b>9</b>	<b>206</b>
Additional Information Required/Insufficient Information					2								2
Additional Information Required/Insufficient Information - EMAIL ONLY					2								2
Airline		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 Transgender						1							1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening							1						1
Customer Service	8	6		5	3	5	5	3	6	5	8	4	58
Customer Service - Others											1		1
Customer Service - TSO	8	6		5	3	5	5	3	6	5	7	4	57
Locks			1		2		1	1	1				6
Locks - Missing or Damaged Lock			1		2		1	1	1				6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	2	1		2	2	2	3	1	1	19
Mishandling of Passenger Property - Damaged/Missin	1	1	1				2	2		2		1	9
Mishandling of Passenger Property - Dam	1	1	1	2	1				1	1	1		9
Mishandling of Passenger Property - Disarrayed 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 Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1							1				2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1					1						2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1							1					2
Property - Special Handling	1			1	3	2	2		2	1	3	2	17
Property - Special Handling - Damaged Items - Carry-On						1	1		1		1	1	5
Property - Special Handling - Damaged Items - Checked					1	1				1		1	4
Property - Special Handling - Missing Items - Carry-On					1						1		2
Property - Special Handling - Missing Item	1			1	1						1		6
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/Confiscated Items						1			1				2
Screening - Traveling with Cash										1			1
<b>2024</b>	<b>22</b>	<b>11</b>	<b>17</b>	<b>12</b>	<b>13</b>	<b>26</b>	<b>23</b>	<b>19</b>	<b>32</b>	<b>21</b>	<b>10</b>	<b>37</b>	<b>243</b>
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insuffici	1	1											2
Airline						1				1	1		3
Airline - Policy/Regulations/Service						1				1	1		3
Civil Rights		2			1	1		1	1	4		3	13
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin												1	1
Civil Rights - Not Specified												1	1
Civil Rights - Race									1	3			4
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1			2
Civil Rights - Transgender Screening		1										1	2
Claims									1				1
Claims - Status									1				1
CLEAR						1						1	2
CLEAR - Registered Traveler						1						1	2
Customer Service	6	2	6	6	8	5	4	2	9	3	1	8	60
Customer Service - CSM				1									1
Customer Service - TCC					1								1
Customer Service - TSO	6	2	6	5	7	5	4	2	9	3	1	8	58
Locks	2				1	1	2						6
Locks - General	1												1
Locks - Missing or Damaged Lock	1				1	1	2						5
Lost and Found								1	1	1			3
Lost and Found - Airport/TSA								1	1	1			3
Mishandling of Passenger Property	2	1	3			4	2	1		3	2	5	23
Mishandling of Passenger Property - Damaged/Missii		1	1			2	2				1	1	8
Mishandling of Passenger Property - Dam	2		2			2		1		3	1	4	15
No Jurisdiction	1		2			1	1			1		1	7
No Jurisdiction - No Referral			1			1	1					1	4
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other	1									1			2
Patdown				2		2	3	3	2	1			13

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
Patdown - Children							1						1
Patdown - Flyer				2		2	2	3	2	1			12
Persons w/ Disabilities (PWD)			1		1	4	3	1	3	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum								1			1		2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General						1			1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1				1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1		1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2						2
Property - Special Handling	4	2		3		1	2	1	2	2	1	2	20
Property - Special Handling - Damaged It	1	1							1			1	4
Property - Special Handling - Damaged It	1			1		1	1				1		5
Property - Special Handling - Missing Items - Carry-On				1			1	1		1			4
Property - Special Handling - Missing Item	2	1		1					1	1		1	7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	6	3	5	1	2	5	6	9	13	3	4	15	72
Screening - Inconsistency	1	2	1			1							5
Screening - International Screening						1							1
Screening - Lengthy Lines	2		1		2	2	5	6	7		1	8	34
Screening - Procedures/Process	3	1	2	1			1	2	6	3	3	7	29
Screening - Retrieving Abandoned/Confiscated Items			1			1							2
Screening - Shoe Screening								1					1
<b>2025</b>		<b>20</b>											<b>20</b>
Civil Rights		3											3
Civil Rights - Constitutional Rights		1											1
Civil Rights - Sex/Gender/Gender Identity		1											1
Civil Rights - Transgender Screening		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelcha		1											1
Property - Special Handling		3											3
Property - Special Handling - Missing Item		3											3
Screening		9											9
Screening - Crew Member or Airline Empl		1											1
Screening - Lengthy Lines		7											7
Screening - Procedures/Process		1											1
SIDA (Security Identification Display Area)		1											1
SIDA (Security Identification Display Area)		1											1



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
<b>CLL</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>			<b>1</b>		<b>14</b>
<b>2023</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>				<b>1</b>		<b>7</b>
Customer Service				1	2	1	2				1		3
Customer Service - TSO				1	2								3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening									1			1	2
Screening - Crew Member or Airline Employee												1	1
Screening - Procedures/Process									1				1
<b>2024</b>	<b>1</b>	<b>2</b>					<b>1</b>	<b>1</b>					<b>5</b>
Customer Service		2											2
Customer Service - TSO		2											2
Screening	1						1	1					3
Screening - Procedures/Process	1						1	1					3
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>CLT</b>	<b>149</b>	<b>71</b>	<b>84</b>	<b>75</b>	<b>59</b>	<b>101</b>	<b>102</b>	<b>129</b>	<b>126</b>	<b>134</b>	<b>107</b>	<b>97</b>	<b>1,234</b>
<b>2023</b>	<b>45</b>	<b>31</b>	<b>57</b>	<b>32</b>	<b>24</b>	<b>37</b>	<b>35</b>	<b>38</b>	<b>48</b>	<b>56</b>	<b>43</b>	<b>36</b>	<b>482</b>
Airline	2	1	4						1	1	1		10
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1							1	1		6
Airline - Wheelchair Assistance									1				1
Civil Rights	1	2	3	3	1	2	4	2	1	4	2	1	26
Civil Rights - Age							1	1		1			3
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Not Specified			1										1
Civil Rights - Race	1	2	1	2			1	1				1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2			1	2		6
Civil Rights - Sexual Orientation - Not Transgender				1		1				1			3
Civil Rights - Transgender Screening									1	1			2
Customer Service	17	10	17	8	11	13	12	11	15	16	13	16	159
Customer Service - Others			1	1									2
Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13	16	157
DHS TRIP				1									1
DHS TRIP - General				1									1
Freedom of Information Act (FOIA)											1		1
Freedom of Information Act (FOIA) - General											1		1
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Locks	2	1				1	2		2				8
Locks - Missing or Damaged Lock	2	1				1	2		2				8
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	4	2	3	3		3	4	6	3	5	6		39
Mishandling of Passenger Property - Damaged/Missii		1	2	1		1	3	4	2	3	4		21
Mishandling of Passenger Property - Dam	4	1	1	2		2	1	2	1	2	2		18
No Jurisdiction	2	1				1	1		2	2		2	11
No Jurisdiction - No Referral	1								1			1	3
No Jurisdiction - Refer to CBP	1	1					1		1	1			5
No Jurisdiction - Refer to Other						1				1		1	3
Patdown	1		2			1	1	2	5	5	1		18
Patdown - Flyer	1		1			1	1	2	4	5	1		16
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1		2	2	3	2		2	1	3	2	2	20
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical [	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1	1				1		1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1				1		1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1					3
Property - Special Handling	2	4	6	3	4	2	2	4	6	3	3	2	41
Property - Special Handling - Damaged It	2		1		3	1	1		1		3		12
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-C		2		2	1		1	4	4	2		2	18
Property - Special Handling - Missing Items - Checke		2	4			1			1	1			9
Request for Assistance									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	13	10	20	12	5	11	9	11	11	17	14	12	145
Screening - Children	1												1
Screening - Crew Member or Airline Employee			9	1		2	1			1	1		15
Screening - Inconsistency	2	2	6	3	1		1		1	1	2		19
Screening - Lengthy Lines	1	1		2		1			2	1	1	1	10
Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13	10	11	95
Screening - Retrieving Abandoned/Confis	1	1		1		1				1			5
<b>2024</b>	<b>36</b>	<b>40</b>	<b>27</b>	<b>43</b>	<b>35</b>	<b>64</b>	<b>67</b>	<b>91</b>	<b>78</b>	<b>78</b>	<b>64</b>	<b>61</b>	<b>684</b>
Additional Information Required/Insufficient Information			1					1					2
Additional Information Required/Insufficient Information - EMAIL			1					1					2
Airline	1	1	1			2	1		2	3	1	1	13
Airline - Lost Baggage			1								1		2
Airline - Policy/Regulations/Service	1					2	1		2	3			9
Airline - Wheelchair Assistance			1									1	2
Civil Rights		2	2	2	3	4	3	3	1	2	3	3	28
Civil Rights - Age					1	1		1				1	4
Civil Rights - Headwear		1											1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified						1	2						3
Civil Rights - Race		1	1	1	2	1		2		2	2	2	14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1	1		1				5
Claims			1										1
Claims - General			1										1
Customer Service	14	16	15	19	19	32	22	38	35	31	15	21	277
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	14	15	14	19	19	32	22	38	35	31	15	21	275
DHS TRIP											1		1
DHS TRIP - General											1		1
Locks						2	1	2		2			7

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
Locks - Missing or Damaged Lock						2	1	2		2			7
Lost and Found	2			1		2	3	2	1	3	2		16
Lost and Found - Airport/TSA	2			1		2	3	2	1	3	2		16
Mishandling of Passenger Property	3	2	2	4	1	6	7	9	7	10	5	5	61
Mishandling of Passenger Property - Damaged/Missing		2	1	2	1	4	5	6	6	7	4	3	41
Mishandling of Passenger Property - Damaged/Missing Items--U	3			2		1	1	1	1	3	1	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction	2	1	1	2	1	3	1	1	2	5	4		23
No Jurisdiction - No Referral		1	1			3			1	3	1		10
No Jurisdiction - Refer to CBP				2	1		1		1	1	1		7
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other	2									1	2		5
Patdown		1			6	2	2	2					13
Patdown - Children					3								3
Patdown - Flyer		1			3	2	2	1					9
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	2	2		4		2	9	8	8	9	7	12	63
Persons w/ Disabilities (PWD) - Autism Spectrum									1		2	1	4
Persons w/ Disabilities (PWD) - Diabetes				1				3	1				5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General	1						1		1	1		2	6
Persons w/ Disabilities (PWD) - Internal Medical Devices										1		1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1	4			6	2	6	20
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1							1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1	2	1			2		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1		1				2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1			1				3	2			2	9
Property - Special Handling	2	5	2	5		2	4	5	4	3	9	1	42
Property - Special Handling - Damaged Items - Carry		2					3	2	2	1	4		14
Property - Special Handling - Damaged Items - Check		3		1						1			5
Property - Special Handling - Missing Items	1			3		1	1	3	1		4	1	15
Property - Special Handling - Missing Items	1		2	1		1			1	1	1		8
Screening	10	10	2	6	5	7	14	20	18	9	18	18	137
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency			1	2	1	1		2	3	3	2		15
Screening - Lengthy Lines	2	1		1	1		3	6	6	1	4	5	30
Screening - Opposite Gender		1											1
Screening - Procedures/Process	7	8		2	3	6	11	12	9	5	11	11	85
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
Screening - Security Breach			1									1	2
Screening - Traveling with Cash												1	1
<b>2025</b>	<b>68</b>												<b>68</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	3												3
Civil Rights - Age	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race	1												1
Customer Service	20												20
Customer Service - TSO	20												20
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	3												3
Lost and Found - Airport/TSA	3												3
Mishandling of Passenger Property	5												5
Mishandling of Passenger Property - Damaged/Missing	3												3
Mishandling of Passenger Property - Damaged/Missing Items--U	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
No Jurisdiction	3												3
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	11												11
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)	2												2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	4												4
Property - Special Handling	3												3
Property - Special Handling - Damaged Items - Carry-on or Checked	1												1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	16												16
Screening - Inconsistency	1												1
Screening - Lengthy Lines	7												7
Screening - Procedures/Process	7												7

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
Screening - Retrieving Abandoned/Confiscated		1											1
<b>CMH</b>	<b>52</b>	<b>39</b>	<b>29</b>	<b>41</b>	<b>44</b>	<b>38</b>	<b>44</b>	<b>47</b>	<b>38</b>	<b>52</b>	<b>32</b>	<b>39</b>	<b>495</b>
<b>2023</b>	<b>16</b>	<b>11</b>	<b>17</b>	<b>24</b>	<b>23</b>	<b>17</b>	<b>21</b>	<b>20</b>	<b>17</b>	<b>36</b>	<b>17</b>	<b>20</b>	<b>239</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	1		3	2	1	2	1		3			14
Civil Rights - Constitutional Rights				1				1					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 Transgender				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 - Damaged/Missing Items--C			1	1		2			1	1		3	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	1	1		1	2			1		2		1	9
No Jurisdiction										1		1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										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	4		19
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1					1							2
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive Disability	1												1
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		2		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											2		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair	2									1			3
Property - Special Handling	1	2			2		1		1	2	2		11
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked	1	1			1		1			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 Employee				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
Screening - Shoe Screening	1												1
<b>2024</b>	<b>25</b>	<b>28</b>	<b>12</b>	<b>17</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>27</b>	<b>21</b>	<b>16</b>	<b>15</b>	<b>19</b>	<b>245</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline				1						1			2
Airline - Policy/Regulations/Service				1						1			2
Civil Rights	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						1						2
Civil Rights - Sexual Orientation - Not Transgender		1											1
Civil Rights - Transgender Screening										1			1
Claims					1		1						2
Claims - General					1		1						2
Customer Service	12	19	5	10	2	11	9	5	6	4	4	7	94
Customer Service - CSM				1									1
Customer Service - Others					1								1
Customer Service - TSO	12	19	5	9	1	11	9	5	6	4	4	7	92
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			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 - Damaged/Missing Items--Carry-on Luggage						2		1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked			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									1				1
Persons w/ Disabilities (PWD)	1		2	2	7	3	3	3	3	1	2	4	31

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
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes	1						1			1		1	4
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	2	1		1				2	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1					1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1			1		1		4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1				1				1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2	2	1	1	1	1	5	1	1	2	1	19
Property - Special Handling - Damaged Items - Carry-On			1	1	1			1			2		6
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-C		1	1			1		1	1				5
Property - Special Handling - Missing Items	1	1					1	2		1		1	7
Screening	4	4	1	1	6	1	4	8	5	1	5	6	46
Screening - Children									1				1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1	1			1			1	2	1		1	8
Screening - Lengthy Lines			1					2				1	4
Screening - Procedures/Process	3	2		1	4	1	4	5	2		4	4	30
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
<b>2025</b>	<b>11</b>												<b>11</b>
Customer Service	3												3
Customer Service - TSO	3												3
DHS TRIP	1												1
DHS TRIP - General	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	2												2
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>CMI</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>1</b>			<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>15</b>
<b>2023</b>		<b>1</b>						<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>5</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service								1	1				2
Customer Service - TSO								1	1				2
Patdown												1	1
Patdown - Flyer												1	1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>		<b>10</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2										2
Civil Rights - Race			2										2
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 Medical Supplies											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening								1	2				3
Screening - Inconsistency									1				1
Screening - Procedures/Process								1					1
Screening - Security Breach									1				1

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
<b>CMX</b>										1	1		2
<b>2023</b>											1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
<b>2024</b>										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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
<b>CNY</b>	1	2						1	1				5
<b>2023</b>		2							1				3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
<b>2024</b>		1							1				2
Customer Service									1				1
Customer Service - TSO									1				1
Patdown		1											1
Patdown - Flyer		1											1



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
<b>COD</b>			<b>3</b>							<b>1</b>		<b>4</b>	<b>8</b>
<b>2023</b>			<b>1</b>									<b>3</b>	<b>4</b>
Customer Service													3
Customer Service - TSO													3
Patdown			1										1
Patdown - Flyer			1										1
<b>2024</b>			<b>2</b>							<b>1</b>		<b>1</b>	<b>4</b>
Customer Service			1										1
Customer Service - TSO			1										1
Screening			1							1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process			1										1

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
<b>COS</b>	<b>17</b>	<b>2</b>	<b>16</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>9</b>	<b>10</b>	<b>117</b>
<b>2023</b>	<b>4</b>		<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>52</b>
Civil Rights			1				1			1			3
Civil Rights - Age										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			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								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				6
Patdown - Flyer as Observer									1				1
Patdown - General							1						1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Property - Special Handling				2						1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				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				2	1	1	3	10
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>55</b>
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service			6	4		2		2	1	3	1	2	21
Customer Service - CSM						1							1
Customer Service - TSO			6	4		1		2	1	3	1	2	20
Hazardous Materials Safety									1				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 - Damaged/Missin		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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		1										2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling	1			1				1					3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1				1					2
Screening				1	1		2	2	1	1	2		10
Screening - Lengthy Lines							1						1
Screening - Military							1						1
Screening - Procedures/Process				1	1			2		1	1		6
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Shoe Screening									1				1
<b>2025</b>	<b>10</b>												<b>10</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												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 - Dam	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center 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
<b>COU</b>			1	3	3			2	1	2	1	2	15
<b>2023</b>				3	1			2	1	2	1	2	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 Items - Checked				1					1				2
Screening				1				1					2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process								1					1
<b>2024</b>			1		2							2	5
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1								1
Customer Service - TSO					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening													1
Screening - Procedures/Process													1

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
<b>CPR</b>	1			2			1	1	2			2	9
<b>2023</b>	1			1					1			1	4
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>				1			1	1	1			1	5
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1

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
<b>CRP</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>31</b>
<b>2023</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>14</b>
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		3						1	2				6
Customer Service - TSO		3						1	2				6
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) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Screening				1		1					1		3
Screening - Inconsistency				1									1
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>2</b>	<b>2</b>		<b>1</b>			<b>3</b>		<b>4</b>	<b>1</b>		<b>1</b>	<b>14</b>
Customer Service							2						2
Customer Service - TSO							2						2
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		2				4
Persons w/ Disabilities (PWD) - Diabetes				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1	2							1			1	5
Screening - Inconsistency												1	1
Screening - Procedures/Process	1	2							1				4
<b>2025</b>	<b>3</b>												<b>3</b>
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>CRW</b>	<b>1</b>	<b>3</b>	<b>2</b>			<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>		<b>25</b>
<b>2023</b>		<b>1</b>	<b>2</b>			<b>3</b>		<b>4</b>		<b>2</b>	<b>4</b>		<b>16</b>
Customer Service			2			1		1					4
Customer Service - TSO			2			1		1					4
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Screening		1				2				1	3		7
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1				1	2		4
<b>2024</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>		<b>2</b>		<b>2</b>		<b>9</b>
Customer Service	1						1				1		3
Customer Service - TSO	1						1				1		3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown											1		1
Patdown - Flyer											1		1
Screening		2				1			1				4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1				1			1				3

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
<b>CSG</b>				<b>3</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>9</b>
<b>2023</b>				<b>2</b>			<b>1</b>		<b>1</b>		<b>1</b>		<b>5</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening				2					1				3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1					1				2
<b>2024</b>				<b>1</b>				<b>2</b>					<b>4</b>
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Patdown								1					1
Patdown - Flyer								1					1

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
<b>CVG</b>	<b>31</b>	<b>26</b>	<b>16</b>	<b>17</b>	<b>24</b>	<b>23</b>	<b>22</b>	<b>26</b>	<b>27</b>	<b>29</b>	<b>32</b>	<b>33</b>	<b>306</b>
<b>2023</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>18</b>	<b>11</b>	<b>11</b>	<b>136</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - General	1												1
Airline					1					1	1		3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service					1						1		2
Business, Suggestions, and Ideas								1					1
Business, Suggestions, and Ideas - General								1					1
Civil Rights							1						1
Civil Rights - Race							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	6		5	2	1	1	4	2	6	3	2	34
Customer Service - Others		2		1									3
Customer Service - TCC					1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6	3	2	30
Locks				1	2	1	1						6
Locks - Missing or Damaged Lock				1	2	1	1						6
Mishandling of Passenger Property	1	1	2	1		1	1	1	1			1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1	2			1	1					1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1		1		1	1				4
No Jurisdiction				1						1			2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other										1			1
Patdown		1						1		3		1	6
Patdown - Flyer		1						1		3		1	6
Persons w/ Disabilities (PWD)	2							1	5	2	1	2	13
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1		2	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [	2								1				3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Property - Special Handling		1				1		1	1				4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked		1											1
Screening	3	4	8	2	7	5	3	4	3	5	6	4	54
Screening - Crew Member or Airline Employee				1				1					2
Screening - Inconsistency		1	1		1	1	1			1			7
Screening - Lengthy Lines	1		1			1		1	2			2	8
Screening - Procedures/Process	2	3	6	1	6	3	2	1	1	4	5	2	36
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2024</b>	<b>11</b>	<b>13</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>21</b>	<b>22</b>	<b>159</b>
Airline													3
Airline - Lost Baggage													1
Airline - Policy/Regulations/Service													2
Civil Rights				1			2			1			4
Civil Rights - Not Specified							1						1
Civil Rights - Race							1			1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
CLEAR						1					3		4
CLEAR - Registered Traveler						1					2		3
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	5	3		1	2	2	3	2	7	4	7	5	41
Customer Service - CSM				1									1
Customer Service - Others									1				1
Customer Service - TSO	5	3			2	2	3	2	6	4	7	5	39
Locks	1								1				2
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property		3		2	1	5	2	1	2		1	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		1		1	1	3	2	1	1		1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		2		1		2			1				6
No Jurisdiction			1		2	1					3	3	10
No Jurisdiction - No Referral			1		1	1					2	1	6
No Jurisdiction - Refer to CBP					1							1	2
No Jurisdiction - Refer to Other											1	1	2
Patdown	1		1	1		1	1	1	2	3	1		12
Patdown - Children										1			1
Patdown - Flyer	1		1	1		1	1	1	2	2	1		11
Persons w/ Disabilities (PWD)					4	2	1	4	1	2	1	4	19
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment											1	1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2		1		1			5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1					1		1	3
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
Property - Special Handling - Damaged Items - Carry		1									1		2



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
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-C			1										1
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	4	5	3	1	3	1	6	4	2	1	3	6	39
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1	1					1			1			4
Screening - Lengthy Lines	2	2			1		2		1				8
Screening - Procedures/Process	1	2	3	1	1	1	2	4	1		3	5	24
Screening - Retrieving Abandoned/Confiscated Items					1							1	2
SIDA (Security Identification Display Area)				1				1					2
SIDA (Security Identification Display Area) - General				1				1					2
<b>2025</b>	<b>11</b>												<b>11</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Freedom of Information Act (FOIA)	1												1
Freedom of Information Act (FOIA) - Gene	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening	4												4
Screening - Inconsistency	1												1
Screening - Procedures/Process	3												3

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
<b>CVN</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>2</b>		<b>2</b>		<b>10</b>
<b>2023</b>		<b>1</b>											<b>1</b>
Customer Service		1											1
Customer Service - TSO		1											1
<b>2024</b>				<b>1</b>	<b>1</b>		<b>2</b>		<b>2</b>		<b>2</b>		<b>8</b>
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked									1				1
Screening					1						1		2
Screening - Inconsistency					1								1
Screening - Procedures/Process											1		1
<b>2025</b>		<b>1</b>											<b>1</b>
Screening		1											1
Screening - Procedures/Process		1											1

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
<b>CWA</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>						<b>1</b>	<b>5</b>
Locks													1
Locks - Missing or Damaged Lock						1							1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Screening	1	1	1										3
Screening - Inconsistency			1										1
Screening - Procedures/Process	1	1											2
<b>2024</b>	<b>1</b>						<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>8</b>
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
<b>2025</b>	<b>1</b>												<b>1</b>
Civil Rights	1												1
Civil Rights - National Origin	1												1

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
<b>CYS</b>	<b>2</b>	<b>1</b>									<b>1</b>	<b>1</b>	<b>5</b>
<b>2023</b>	<b>2</b>	<b>1</b>										<b>1</b>	<b>4</b>
Mishandling of Passenger Property	2												1
Mishandling of Passenger Property - Dam	2												1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2024</b>											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1

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
<b>DAB</b>	<b>5</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>41</b>
<b>2023</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>20</b>
Civil Rights						1	1	1					3
Civil Rights - Headwear						1							1
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 - Disarrayed Items--Carry-on or Checked												1	1
Patdown						1				1	1		3
Patdown - Flyer						1				1			2
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1												1
Property - Special Handling - Damaged Item	1												1
Screening		1		1	2	1		1	1				7
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			2			1	1				5
<b>2024</b>	<b>1</b>			<b>2</b>		<b>1</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>19</b>
Civil Rights								1			1		2
Civil Rights - National Origin											1		1
Civil Rights - Race								1					1
Customer Service								2	1	2	1		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 - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Screening				1		1		1	1				4
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process						1			1				2
<b>2025</b>	<b>2</b>												<b>2</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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
<b>DAL</b>	<b>62</b>	<b>35</b>	<b>22</b>	<b>29</b>	<b>34</b>	<b>31</b>	<b>44</b>	<b>61</b>	<b>52</b>	<b>45</b>	<b>60</b>	<b>51</b>	<b>526</b>
<b>2023</b>	<b>20</b>	<b>19</b>	<b>16</b>	<b>11</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>23</b>	<b>26</b>	<b>23</b>	<b>22</b>	<b>21</b>	<b>223</b>
Additional Information Required/Insufficient Information						1			1				2
Additional Information Required/Insufficient Information - EMAIL ONLY						1			1				2
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1	1	1		1	1	1	1	4	1	2	14
Civil Rights - Race		1		1		1		1	1	2		1	8
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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												1
Locks - Missing or Damaged Lock	1												1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property		2	4	2	3	1	3	6	3	2	3		29
Mishandling of Passenger Property - Damaged/Missing Items		1	1	2	2	1		3		2	2		14
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1		3	2	3				12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1			1		1
Mishandling of Passenger Property - Disarrayed Item		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
Notice of Violation/Civil Penalties - General			1										1
Patdown	4	2	1	1		1	3	6	6	1	1	2	28
Patdown - Children	1												1
Patdown - Flyer	3	2	1	1			3	6	6	1	1	2	26
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	1	1	2	3	2	1		2	1	4	2	21
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General	1									1		1	3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1	2				1		2	1	8
Persons w/ Disabilities (PWD) - Metal Implants	1					1					1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	1		1		1		5
Property - Special Handling	2	1		1	2	1		5	3		1	2	18
Property - Special Handling - Damaged Items	1							2	1		1		5
Property - Special Handling - Damaged Items - Checked					1			1	1				3
Property - Special Handling - Missing Items - Carry-On				1	1			1				2	5
Property - Special Handling - Missing Items	1	1				1		1	1				5
Screening	6	2	3	2	5	3	1	4	5	12	10	9	62
Screening - Inconsistency			2	1	2			1	1	3	1	2	13
Screening - Lengthy Lines	1									1	2		4
Screening - Military												1	1
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7	6	42
Screening - Retrieving Abandoned/Confiscated Items				1						1			2
<b>2024</b>	<b>23</b>	<b>16</b>	<b>6</b>	<b>18</b>	<b>20</b>	<b>17</b>	<b>30</b>	<b>38</b>	<b>26</b>	<b>22</b>	<b>38</b>	<b>30</b>	<b>284</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1			1	2	2	1		1	1	1		10
Civil Rights - Age									1				1
Civil Rights - National Origin						1							1
Civil Rights - Race				1	2	1				1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1		2
Civil Rights - Sexual Orientation - Not Transgender	1												1
Claims							1						1
Claims - General							1						1
Customer Service	6	5	2	7	3	8	9	10	7	7	8	5	77
Customer Service - TCC								1					1
Customer Service - TSO	6	5	2	7	3	8	9	9	7	7	8	5	76
Intranet/Internet Inquiries													1
Intranet/Internet Inquiries - General													1
Locks	1						2				1		4
Locks - Missing or Damaged Lock	1						2				1		4
Lost and Found		1										1	2
Lost and Found - Airport/TSA		1										1	2
Mishandling of Passenger Property	4			1	4	1	1	8	6	7	5	4	41
Mishandling of Passenger Property - Damaged/Missing Items	1			1	1	1		4	5	6	3	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3				3		1	3	1	1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1				1	2
No Jurisdiction				1			2					1	4
No Jurisdiction - No Referral				1			1						2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	4	3		3	3	2	2	5	2	4	3	3	34
Patdown - Children				1		1						1	3
Patdown - Flyer	3	2		2	2	1	1	5	2	4	3	2	27

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
Patdown - Flyer as Observer	1	1			1		1						4
Persons w/ Disabilities (PWD)		1		1	2	1	4	4	3		4	5	25
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes								1			1	1	3
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				2		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2					2	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2	2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				1		1	1	4
Property - Special Handling	2	1	1	1	2		2	3	2		2	2	18
Property - Special Handling - Damaged It	1	1	1		1			2			1	1	8
Property - Special Handling - Damaged It	1						1				1		3
Property - Special Handling - Missing Items - Carry-On				1	1		1	1				1	5
Property - Special Handling - Missing Items - Checked									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 Employee											1		1
Screening - Inconsistency	1	1	1	1	2		1	1		1	2	1	12
Screening - Lengthy Lines								2			2	3	7
Screening - Procedures/Process	4	4	2	2	2	2	3	5	3	2	8	4	41
Screening - Retrieving Abandoned/Confiscated Items							1				1		2
<b>2025</b>	<b>19</b>												<b>19</b>
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												1
Mishandling of Passenger Property - Disa	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	1												1
Screening	4												4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3												3

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
<b>DAY</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>11</b>	<b>62</b>	
<b>2023</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>24</b>	
Civil Rights	1								1				2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1			1	1				2			4	9
Customer Service - TSO	1			1	1				2			4	9
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		1				1				1			4
Mishandling of Passenger Property - Damaged/Missi		1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling					1					1			2
Property - Special Handling - Damaged Items - Checked					1					1			2
Screening	1	1						1		1	2		6
Screening - Inconsistency		1								1			2
Screening - Procedures/Process	1								1		2		4
<b>2024</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>34</b>	
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 - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missi		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 It		2											2
Property - Special Handling - Damaged Items - Checked											1		1
Screening		1				2		1		1	3		8
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency						1						1	2
Screening - Procedures/Process						1		1		1	2		5
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2												2



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
<b>DBQ</b>						3		1			1		5
<b>2023</b>						2		1					3
Customer Service						2							2
Customer Service - Others						2							2
Screening								1					1
Screening - Inconsistency								1					1
<b>2024</b>						1					1		2
Customer Service						1					1		2
Customer Service - Others											1		1
Customer Service - TSO						1							1

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
<b>DCA</b>	<b>113</b>	<b>76</b>	<b>67</b>	<b>48</b>	<b>44</b>	<b>77</b>	<b>71</b>	<b>98</b>	<b>69</b>	<b>104</b>	<b>99</b>	<b>91</b>	<b>957</b>
<b>2023</b>	<b>28</b>	<b>28</b>	<b>29</b>	<b>20</b>	<b>24</b>	<b>42</b>	<b>42</b>	<b>42</b>	<b>27</b>	<b>43</b>	<b>43</b>	<b>47</b>	<b>415</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3	1	1	1		3	4	5	1	5	1		25
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 Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1		1					3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening						1							1
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 Employment with TSA								1					1
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Lost and Found			2										3
Lost and Found - Airport/TSA			2										3
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6	2	28
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4	2	16
Mishandling of Passenger Property - Dam	1	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 - General												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
Persons w/ Disabilities (PWD) - Autism Spectrum							1						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Persons w/ Disabilities (PWD) - Diabetes								1	1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General					1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1				1						3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	1	2		1		2		10
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling	1		3	2	4	6	3			4	1	5	29
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			2		3	9
Property - Special Handling - Damaged Items - Checked						1	2						3
Property - Special Handling - Missing Item	1		2		2	1				1	1	1	9
Property - Special Handling - Missing Items - 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	17	117
Screening - Children	1												1
Screening - Crew Member or Airline Employee		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	11	12	81
Screening - Retrieving Abandoned/Confiscated Items		1			1		1						3
<b>2024</b>	<b>31</b>	<b>48</b>	<b>38</b>	<b>28</b>	<b>20</b>	<b>35</b>	<b>29</b>	<b>56</b>	<b>42</b>	<b>61</b>	<b>56</b>	<b>44</b>	<b>488</b>
Additional Information Required/Insufficient Information				1				1					2
Additional Information Required/Insufficient Information - EMAIL				1				1					2
Airline		2						1	1	2	1		7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		2						1	1	2			6
Civil Rights	1	4	2	2		3	2	2	2	1	3	3	25
Civil Rights - Age				1		1							2
Civil Rights - Constitutional Rights						1					1	1	3
Civil Rights - National Origin				1						1			2
Civil Rights - Not Specified						1	1						2
Civil Rights - Race		1				1		2	1		1	1	7
Civil Rights - Sex/Gender/Gender Identity	1	3	1						1				6
Civil Rights - Transgender Screening			1								1	1	3
CLEAR										1			1
CLEAR - Registered Traveler										1			1
Customer Service	11	25	25	13	7	19	9	25	17	15	16	17	199
Customer Service - Others				2	1			1				1	5
Customer Service - TSO	11	25	25	11	6	19	9	24	17	15	16	16	194

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
DHS TRIP						1			1				2
DHS TRIP - General						1			1				2
Hazardous Materials Safety				1					1	1			3
Hazardous Materials Safety - General				1					1	1			3
Locks			1		1						1	1	4
Locks - General			1										1
Locks - Missing or Damaged Lock					1					1	1		3
Lost and Found					2		1		1	2	1		7
Lost and Found - Airport/TSA					2		1		1	2	1		7
Mishandling of Passenger Property	3	1	1		3	3		7	3	6	3	8	38
Mishandling of Passenger Property - Dam	2		1			1		4	3	3	1	6	21
Mishandling of Passenger Property - Dam	1	1			1	2		2		2	2	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		1			3
No Jurisdiction	1	1			1			2	1	1	1	1	9
No Jurisdiction - No Referral	1							1		1		1	4
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other					1			1			1		3
Patdown		1	2		1	1	4	2	3	6	6		26
Patdown - Children						1			1				2
Patdown - Flyer		1	2		1		4	2	2	5	6		23
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1		2	2	2	1	5	3	3	4	4	28
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1				1					2
Persons w/ Disabilities (PWD) - Diabetes					1							1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1			1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1					1	2		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1			1	3
Persons w/ Disabilities (PWD) - Wheelcha	1			1		1		1	1	1		1	7
Property - Special Handling	3	2	2	3	1	3	2	5	2	5	2	2	30
Property - Special Handling - Damaged It	2			1	1			4		1	2	2	14
Property - Special Handling - Damaged Items - Checked			1	1		1		1			1		5
Property - Special Handling - Missing Items - Carry-On			1	1			1			1	1		5
Property - Special Handling - Missing Item	1	2				1	1				1		6
Screening	11	11	4	7	2	3	10	6	9	20	15	9	107
Screening - Children										1			1
Screening - Inconsistency	1	1		1			1		1	2		1	8
Screening - Lengthy Lines	1	3			1		3		3	5	2		18
Screening - Opposite Gender												1	1
Screening - Procedures/Process	9	6	4	6	1	3	6	5	4	11	13	7	75
Screening - Retrieving Abandoned/Confiscated Items		1						1					2
Screening - Security Breach									1	1			2
<b>2025</b>	<b>54</b>												<b>54</b>
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Screening of Religious or Cu	1												1
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	13												13
Customer Service - TSO	13												13
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	2												2
No Jurisdiction - No Referral	2												2
Patdown	5												5
Patdown - Flyer	3												3
Patdown - General	1												1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	3												3
Property - Special Handling	6												6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	4												4
Property - Special Handling - Missing Item	1												1
Screening	11												11
Screening - Inconsistency	1												1
Screening - Procedures/Process	9												9
Screening - Retrieving Abandoned/Confis	1												1

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	
<b>DDC</b>													<b>1</b>	<b>1</b>
<b>2024</b>													<b>1</b>	<b>1</b>
Customer Service													1	1
Customer Service - TSO													1	1

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
<b>DEC</b>			1					1			1	2	5
<b>2023</b>			1								1	2	4
Customer Service			1										1
Customer Service - TSO			1										1
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2024</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

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
<b>DEN</b>	<b>364</b>	<b>165</b>	<b>159</b>	<b>151</b>	<b>204</b>	<b>200</b>	<b>203</b>	<b>263</b>	<b>257</b>	<b>317</b>	<b>273</b>	<b>251</b>	<b>2,807</b>
<b>2023</b>	<b>126</b>	<b>76</b>	<b>82</b>	<b>87</b>	<b>104</b>	<b>117</b>	<b>113</b>	<b>147</b>	<b>136</b>	<b>195</b>	<b>140</b>	<b>127</b>	<b>1,450</b>
Additional Information Required/Insufficient Information		1		2	3				1				7
Additional Information Required/Insufficient Informati		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 Employee)										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	21
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity	1	1				1		2	2				7
Civil Rights - Sexual Orientation - Not Transgender			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		1	3	1	1	13
Locks - Missing or Damaged Lock		1		1	2	1	2		1	3	1	1	13
Lost and Found	1			1				1					4
Lost and Found - Airport/TSA	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
No Jurisdiction - Refer to Other		1		2		2	1	1	1	1		1	10
Ombudsman										1			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 Spectrum			1							1			2
Persons w/ Disabilities (PWD) - Breast Cancer		1					1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes					1	1			1		3	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General		1	1	1					1	2			6
Persons w/ Disabilities (PWD) - Hearing Impairment					1				1			1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the 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 Implants (joint)						2	1		3	1			7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2			1	2	2		1	1	1	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					1	1	1		4
Persons w/ Disabilities (PWD) - Service Animals				1	1			1	1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1	1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	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 It	2				1	2	1	1			1		8
Property - Special Handling - Missing Item	4	2	6	5	2	4	3	3	1	2	5	2	39
Property - Special Handling - Missing Item	1	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 - Crew Member or Airline Empl	1	1	4	1		2	1				1		12
Screening - Gate Pass								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/Confiscated Items			1	3	1	3	1	1	3	1			14

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
Screening - Security Breach								1					1
<b>2024</b>	<b>112</b>	<b>89</b>	<b>77</b>	<b>64</b>	<b>100</b>	<b>83</b>	<b>90</b>	<b>116</b>	<b>121</b>	<b>122</b>	<b>133</b>	<b>124</b>	<b>1,231</b>
Additional Information Required/Insufficient Information	3	3											6
Additional Information Required/Insufficient Information - Security Breach	3	3											6
Airline			1		1		2	2		3	2	1	12
Airline - Baggage Requirements							1						1
Airline - Lost Baggage							1			2			3
Airline - Policy/Regulations/Service			1		1			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							1					2	3
Civil Rights - Race	1	2	2	1	1	2	2	1	2	1	4	4	23
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1		1	1	4	2	2	1		13
Civil Rights - Transgender Screening									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				1			1					3
Customer Service - TSO	41	29	36	29	35	27	30	35	30	29	35	34	390
DHS TRIP									1				1
DHS TRIP - Status									1				1
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 - Damaged	2	4	3	1	6	3	10	9	9	12	10	11	80
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	4	1	3	1	2	4	3	1	3	3	3	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1				1	2	1			5
Mishandling of Passenger Property - Disarrayed Item		1	2			1							4
No Jurisdiction	1		3	2	8	2	4	4		3	5	3	35
No Jurisdiction - No Referral				2	4	1	4	2			1	2	16
No Jurisdiction - Refer to CBP	1		3			1				3	1	1	10
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other					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 - General								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 Spectrum				2		1			2				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1		1					3
Persons w/ Disabilities (PWD) - Diabetes					1	2		1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General		1						1					2
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1			1		2		5
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1	2	1	1	3	1	1	11
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2	1	1	2				6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2	2	3	4	1	2	1	16
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1	1		2	1	1	1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1	1	1	4	1	2	2	2	16
Persons w/ Disabilities (PWD) - Prostheses	2						1	1	1		2	2	9
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		2			1			4
Persons w/ Disabilities (PWD) - Wheelchair	1	1						1	2	2	2	3	12
Property - Special Handling	7	5	2	3	3	2	9	8	7	5	13	12	76
Property - Special Handling - Damaged Item	3	1	1	2	2		3	5	4	1	7	10	39
Property - Special Handling - Damaged Item - Missing Item	1				1	1	1	1	1	1	3		9
Property - Special Handling - Missing Item	1	2	1			1	4	3	1	2	2	1	18
Property - Special Handling - Missing Item - Damaged Item	2	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 Warrior (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 Employee					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											1		1
Screening - Procedures/Process	33	23	8	8	9	11	10	16	20	22	21	22	203
Screening - Retrieving Abandoned/Confiscated Items	1	2			1	1		2	1			1	9
SIDA (Security Identification Display Area)			1										1

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
SIDA (Security Identification Display Area) - General				1									1
<b>2025</b>	<b>126</b>												<b>126</b>
Additional Information Required/Insufficient Inf	1												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												1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	33												33
Customer Service - Others	1												1
Customer Service - TCC	1												1
Customer Service - TSO	31												31
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	3												3
Lost and Found - Airport/TSA	3												3
Mishandling of Passenger Property	11												11
Mishandling of Passenger Property - Dam	7												7
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	16												16
Persons w/ Disabilities (PWD) - Autism Sp	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Hearing I	2												2
Persons w/ Disabilities (PWD) - Internal M	3												3
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Metal Imp	2												2
Persons w/ Disabilities (PWD) - Mobility D	2												2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	10												10
Property - Special Handling - Damaged It	6												6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	3												3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	38												38
Screening - Inconsistency	3												3
Screening - Lengthy Lines	9												9
Screening - Procedures/Process	25												25
Screening - Retrieving Abandoned/Confis	1												1



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
<b>DFW</b>	<b>328</b>	<b>180</b>	<b>165</b>	<b>194</b>	<b>197</b>	<b>237</b>	<b>262</b>	<b>244</b>	<b>225</b>	<b>232</b>	<b>268</b>	<b>246</b>	<b>2,778</b>
<b>2023</b>	<b>88</b>	<b>77</b>	<b>67</b>	<b>95</b>	<b>86</b>	<b>120</b>	<b>105</b>	<b>118</b>	<b>109</b>	<b>95</b>	<b>99</b>	<b>86</b>	<b>1,145</b>
Additional Information Required/Insufficient Information	3			1	3					1	3		11
Additional Information Required/Insufficient Information - EMAIL ONLY	3			1	3					1	3		11
Airline	2	1		1		1	1		1	2	1	1	11
Airline - Lost Baggage	1			1								1	3
Airline - Policy/Regulations/Service	1					1			1	1	1		5
Airline - Wheelchair Assistance		1					1			1			3
Civil Rights	4	3	3	3	4	4	6	2	4	4	9	4	50
Civil Rights - Age						1					1		2
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1							1				2
Civil Rights - Perceived Religion			1		1								2
Civil Rights - Profiling	1				1								2
Civil Rights - Race	1		2	3	2	1	4	2	3	3	6	1	28
Civil Rights - Screening of Religious or Cultural Garments													1
Civil Rights - Sex/Gender/Gender Identity	1	1					2			1	2	2	9
Civil Rights - Transgender Screening		1				2							3
Claims		1				1				1			3
Claims - General		1											1
Claims - Status						1				1			2
Customer Service	40	33	27	38	36	57	38	46	41	34	29	33	452
Customer Service - Others		2	1	1									4
Customer Service - TCC	1		1	1				1		1			5
Customer Service - TSO	39	31	25	36	36	57	38	45	41	33	29	33	443
DHS TRIP			1										1
DHS TRIP - General			1										1
Hazardous Materials Safety	1								1			1	3
Hazardous Materials Safety - General	1								1			1	3
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	1		1	4	1			1	2		1		11
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3	1			1	2		1		9
Lost and Found		1					2		1	1			5
Lost and Found - Airport/TSA		1					2		1	1			5
Mishandling of Passenger Property	5	5	4	10	2	8	8	11	8	7	8	8	84
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Damaged/Missing Items	4	3	1	4	1	3	5	3	5	3	5	3	40
Mishandling of Passenger Property - Damaged/Missing Items - Damaged/Missing Items	1	1	2	5	1	4	3	6	3	4	3	2	35
Mishandling of Passenger Property - Disarrayed Item		1	1	1		1		1				3	8
No Jurisdiction					3	1		3	4	3	2	2	18
No Jurisdiction - No Referral					1				1				2
No Jurisdiction - Refer to CBP					1		1	1	2	1		1	6
No Jurisdiction - Refer to Other					1	1		2	1	2	2	1	10
Patdown	1	2	4	5	4	7	3	9	3	7	7	3	55
Patdown - Children											1	1	2
Patdown - Flyer	1	2	4	5	4	6	2	9	3	5	6	2	49
Patdown - Flyer as Observer						1	1						2
Patdown - Non-Flyer										2			2
Persons w/ Disabilities (PWD)	8	4	3	4	4	4	2	10	4	3	8	4	58
Persons w/ Disabilities (PWD) - Autism Spectrum						1		2					3
Persons w/ Disabilities (PWD) - Breast Cancer					1				1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1					1					3
Persons w/ Disabilities (PWD) - General								1				1	3
Persons w/ Disabilities (PWD) - Medical Equipment	2										2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		2		1	1	1	1	2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1			1			2		5
Persons w/ Disabilities (PWD) - Mobility Device	1		1				1	1		2			6
Persons w/ Disabilities (PWD) - Prostheses	2	1			1		1	1					6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Impairment	1							1				1	3
Persons w/ Disabilities (PWD) - Wheelchair	1		1	2	1	1		1	2				9
Property - Special Handling	4	5	3	8	4	5	11	9	4	6	3	5	67
Property - Special Handling - Damaged Items	1	3		3	2	3	3	1	1	2	1	2	22
Property - Special Handling - Damaged Items - Damaged/Missing Items	1	1			2		2	3					10
Property - Special Handling - Missing Items	1		3	2		3	3	3	1	1	2	1	17
Property - Special Handling - Missing Items - Damaged/Missing Items	1	1		3		2	3	2	2	3		1	18
Request for Assistance									1				2
Request for Assistance - Other									1				2
Screening	19	22	21	21	25	32	34	27	35	26	27	24	313
Screening - Crew Member or Airline Employee	1	4	8	2	1	2		1	1	1	4	1	26
Screening - Inconsistency	3	2	4	8	4	2	5	3	3	4	2	5	45
Screening - International Screening								1					1
Screening - Lengthy Lines	3	8	3	4	7	5	4	7	9	4	2	2	58
Screening - Procedures/Process	10	7	6	7	11	22	24	13	19	16	18	16	169
Screening - Retrieving Abandoned/Confiscated Items	2	1			2	1	1	2	3	1			13
Screening - Shoe Screening											1		1
<b>2024</b>	<b>73</b>	<b>103</b>	<b>98</b>	<b>99</b>	<b>111</b>	<b>117</b>	<b>157</b>	<b>126</b>	<b>116</b>	<b>137</b>	<b>169</b>	<b>160</b>	<b>1,466</b>
Additional Information Required/Insufficient Information									1		1		2
Additional Information Required/Insufficient Information - EMAIL ONLY									1		1		2
Airline				1	1	1		2	3	4	2	1	15
Airline - Lost Baggage										1	1		2

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
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											1		1
Civil Rights - Civil Rights Violation (TSA Employee)												1	1
Civil Rights - National Origin				1			2	1		2	2	2	10
Civil Rights - Not Specified			1				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 Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	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			1				1						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	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 - Damaged/Missin		1	3	4	5	5	5	2	1	5	4	1	36
Mishandling of Passenger Property - Dam	3	7	2	2	5	2	4	4	1	3	7	2	42
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1				1				3
Mishandling of Passenger Property - Disa	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			1						1	1			3
Notice of Violation/Civil Penalties							1				1		2
Notice of Violation/Civil Penalties - General							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 Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1	1	3
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - General		1				2		1	1		3		8
Persons w/ Disabilities (PWD) - Hearing Impairment				1						1	1	2	5
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			3		2	6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1	1					2	2	1	2	1	3	13
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1						2	1	1	16	21
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		3	1	1	2	2	1	3	4	3	21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1		1		1		1	1	1	6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals		1			1				1			1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2					1	3
Persons w/ Disabilities (PWD) - Visual Impairment	1				1			1	1		1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/	1			1		3	2		2	1	1	2	13
Property - Special Handling	4	13	8	6	11	4	7	6	9	5	8	10	91
Property - Special Handling - Damaged It	2	3	3	3	8	1	1	3	1	1	3	2	31
Property - Special Handling - Damaged Items - Check		4	1		1	2	1	1	3	1			14
Property - Special Handling - Missing Items - Carry-C		5	2	1	2		2		4	3	2	1	22
Property - Special Handling - Missing Item	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											1		1
Screening - Crew Member or Airline Empl	2	1					1				1		5
Screening - Inconsistency	3	2	1	1		4		2	5	2	5	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	19	27	155
Screening - Retrieving Abandoned/Confiscated 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 Area) - General											1		1
<b>2025</b>	<b>167</b>												<b>167</b>
Civil Rights	7												7

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

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
<b>DHN</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>				<b>17</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>				<b>7</b>
Customer Service									1				1
Customer Service - TSO									1				1
Locks			1	1									2
Locks - General			1										1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Item		1			1								2
Screening									1				1
Screening - Procedures/Process									1				1
<b>2024</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>						<b>10</b>
Customer Service						1							1
Customer Service - TSO						1							1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Subject					1								1
No Subject - General					1								1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening													3
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process													2

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
<b>DIK</b>	<b>1</b>	<b>2</b>				<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>21</b>
<b>2023</b>						<b>1</b>					<b>2</b>		<b>3</b>
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Screening											1		1
Screening - Inconsistency											1		1
<b>2024</b>		<b>2</b>				<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
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				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening							1	3	2		1	1	8
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1	3	1		1	1	7
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>DLG</b>										1		1	2
<b>2023</b>										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2024</b>												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

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
<b>DLH</b>			<b>2</b>	<b>3</b>	<b>3</b>		<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>16</b>
<b>2023</b>			<b>2</b>	<b>2</b>	<b>3</b>							<b>1</b>	<b>8</b>
Customer Service				1									1
Customer Service - TSO				1									1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic					1								1
Screening			1		2								3
Screening - Inconsistency					1								1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>				<b>1</b>			<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>8</b>
Customer Service										2			2
Customer Service - TCC										1			1
Customer Service - TSO										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown											1		1
Patdown - Children											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening							1						1
Screening - Procedures/Process							1						1
TWIC							1						1
TWIC - Status							1						1

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
<b>DRO</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>7</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>36</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>11</b>
Civil Rights								2					2
Civil Rights - Age								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 - Damaged/Missing Items--Carry-on Luggage										1			1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>3</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>5</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>24</b>
Customer Service						1		1		3	1		6
Customer Service - TSO						1		1		3	1		6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown						1			2				3
Patdown - Flyer						1			2				3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening	3		1					1		1	1	2	9
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	2		1					1		1	1	1	7
<b>2025</b>	<b>1</b>												<b>1</b>
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1



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
<b>DRT</b>			1	1	1		2						5
<b>2023</b>			1	1	1		2						5
Customer Service		1					1						2
Customer Service - TSO		1					1						2
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--C				1			1						2
Screening					1								1
Screening - Procedures/Process				1									1

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
<b>DSM</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>10</b>	<b>92</b>
<b>2023</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>34</b>
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 - Damaged/Missing Items--Carry-on Luggage					1		1				1		3
Patdown	2			1	1						1	1	6
Patdown - Children				1									1
Patdown - Flyer	1				1						1		3
Patdown - Flyer as Observer	1											1	2
Persons w/ Disabilities (PWD)							1	1			1		3
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling		1							1	1			3
Property - Special Handling - Damaged Items - Carry		1							1	1			3
Screening		3			1	1		2			1	1	9
Screening - Lengthy Lines		2			1								3
Screening - Procedures/Process		1				1		2		1		1	6
<b>2024</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>6</b>	<b>53</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Airline		1									1		2
Airline - Policy/Regulations/Service		1									1		2
Civil Rights			1						1				2
Civil Rights - National Origin			1										1
Civil Rights - Race									1				1
Customer Service				1	1	2	1	2	1	1	3		12
Customer Service - TSO				1	1	2	1	2	1	1	3		12
Locks											1		1
Locks - General											1		1
Mishandling of Passenger Property		1		2		2			1	3			9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2		1				1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1					1	1	1			4
Patdown - Flyer			1					1	1				3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							1	1				1	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling									1		1	1	3
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	1	1		1	2		1	2		3	4	16
Screening - Lengthy Lines			1			2			1				4
Screening - Procedures/Process	1	1			1			1	1		3	4	12
<b>2025</b>	<b>5</b>												<b>5</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

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
<b>DTW</b>	<b>132</b>	<b>100</b>	<b>86</b>	<b>77</b>	<b>89</b>	<b>97</b>	<b>96</b>	<b>142</b>	<b>149</b>	<b>145</b>	<b>107</b>	<b>114</b>	<b>1,334</b>
<b>2023</b>	<b>25</b>	<b>26</b>	<b>24</b>	<b>35</b>	<b>33</b>	<b>35</b>	<b>32</b>	<b>71</b>	<b>52</b>	<b>63</b>	<b>42</b>	<b>50</b>	<b>488</b>
Airline			1			2			1	1	2	1	8
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service						2			1	1	2	1	7
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1			1	3	2	4			15
Civil Rights - Age									1				1
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1				2		3			8
Civil Rights - Sex/Gender/Gender Identity	1						1	1		1			4
Civil Rights - Transgender Screening									1				1
Current Topic												1	1
Current Topic - Current Topic												1	1
Customer Service	10	8	6	12	16	14	11	43	16	19	10	17	182
Customer Service - Others				1									1
Customer Service - TCC		1						1					2
Customer Service - TSO	10	7	6	11	16	14	11	42	16	19	10	17	179
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks		1	2		3			1	1			1	9
Locks - Missing or Damaged Lock		1	2		3			1	1			1	9
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	3	2	4	3	4	3	7	4	3	5	2	3	43
Mishandling of Passenger Property - Damaged	2	1	2	2	2	2	4	3	2	3	2	2	27
Mishandling of Passenger Property - Damaged/Missing	1		2		2		2	1		2		1	11
Mishandling of Passenger Property - Damaged/Missing		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1		1				4
No Jurisdiction	1			3	2		1	2				1	10
No Jurisdiction - No Referral							1	2					3
No Jurisdiction - Refer to CBP	1			1								1	3
No Jurisdiction - Refer to Other				2	2								4
No Subject												1	1
No Subject - General												1	1
Patdown	2		1	1	1	3	3	3	3	6	3	3	29
Patdown - Children									1		1		2
Patdown - Flyer	2		1	1	1	3	3	3	2	5	2	2	25
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	1	4	1			2	1	2	1		1	2	15
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical [redacted]	1					1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1										1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2										1	3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1					1	1		1		5
Property - Special Handling	1	2	3	4	3	3	4	6	6	1	4	4	41
Property - Special Handling - Damaged Items - Carry		1	3	1	1	1		2	6	1	1		17
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items	1	1		3		1	1	2				1	10
Property - Special Handling - Missing Items - Checked					2	1	2	2			3	2	12
Screening	5	8	5	10	4	8	4	5	19	27	19	16	130
Screening - Crew Member or Airline Employee		1				1					2		4
Screening - Inconsistency	2		1	2	1	1	2			1	2		12
Screening - Lengthy Lines			1	1				1	10	7	5	3	28
Screening - Military									1				1
Screening - Procedures/Process	3	7	3	7	3	5	2	3	8	19	10	13	83
Screening - Retrieving Abandoned/Confiscated Items						1		1					2
<b>2024</b>	<b>47</b>	<b>74</b>	<b>62</b>	<b>42</b>	<b>56</b>	<b>62</b>	<b>64</b>	<b>71</b>	<b>97</b>	<b>82</b>	<b>65</b>	<b>64</b>	<b>786</b>
Additional Information Required/Insufficient Information	1					1			1	1			4
Additional Information Required/Insufficient Information	1					1			1	1			4
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Airline		1			1				1		3	1	7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		1			1				1		1	1	5
Airline - Wheelchair Assistance											1		1
Civil Rights	3	3	1	3	2	2	5	7	2	3	4	1	36
Civil Rights - Age				1				1			2		4
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1					1	1					3
Civil Rights - Not Specified							1						1
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race		2	1	1		1	2	4	2	1		1	15
Civil Rights - Screening of Religious Culture	1												1
Civil Rights - Sex/Gender/Gender Identity	1					1				1	2		5
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening	1							1		1			3
Claims	1												1
Claims - Status	1												1
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	17	23	37	18	25	26	23	30	41	32	19	15	306
Customer Service - CSM					1						1		2

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
Customer Service - Others			1		1	1	1	1	1		1		7
Customer Service - TCC									1				1
Customer Service - TSO	17	23	36	18	23	25	22	29	39	32	17	15	296
DHS TRIP											1		1
DHS TRIP - Status											1		1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		2					1	2					5
Locks - Missing or Damaged Lock		2					1	2					5
Lost and Found		1							1			1	3
Lost and Found - Airport/TSA		1							1			1	3
Mishandling of Passenger Property	3	3	6	2	10	7	3	6	5	5	4	6	60
Mishandling of Passenger Property - Dam	3	3	4	2	7	5	2	2	2	3	2	4	39
Mishandling of Passenger Property - Damaged/Missing Items--C			2		3	2	1	2	2	2	1	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2	1				3
No Jurisdiction		3	3			2		5	1	3	3	1	21
No Jurisdiction - No Referral		1	2						1	2		1	7
No Jurisdiction - Refer to CBP		1	1			1		4		1	1		9
No Jurisdiction - Refer to Department of State		1											1
No Jurisdiction - Refer to Other						1		1			2		4
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	1	1	2	1	3		5		4	6	4	4	31
Patdown - Children				1									1
Patdown - Flyer	1	1	2		2		5		4	4	4	3	26
Patdown - Flyer as Observer										1		1	2
Patdown - Non-Flyer					1					1			2
Persons w/ Disabilities (PWD)		1	1	1		2	4	6	5	6	4	9	39
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		1				3
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - General						1	1			1		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		2	2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1						1	1	1	2	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1				1	2
Persons w/ Disabilities (PWD) - Visual Impairment								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2	1	2	1		7
Property - Special Handling	9	8	3	7	4	5	4	3	5	4	4	5	61
Property - Special Handling - Damaged It	6	4	3	4	1	2		2	1		3	2	28
Property - Special Handling - Damaged It	1	1		1		2	1					1	7
Property - Special Handling - Missing Items - Carry-C		3		1	2		2	1		1		2	12
Property - Special Handling - Missing Item	2			1	1	1	1		4	3	1		14
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	12	27	9	9	11	17	18	11	31	21	18	21	205
Screening - Crew Member or Airline Employee		1										1	2
Screening - Gate Pass					1								1
Screening - Inconsistency	3	3	1		1	3	2	2	4	2		3	24
Screening - International Screening			1							1			2
Screening - Lengthy Lines	2	8	2	3	1	9	5	3	9	8	6	1	57
Screening - Opposite Gender			1										1
Screening - Procedures/Process	7	15	4	5	8	4	11	6	17	10	9	15	111
Screening - Retrieving Abandoned/Confiscated Items				1		1			1		3		6
Screening - Shoe Screening												1	1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1
<b>2025</b>	<b>60</b>												<b>60</b>
Airline	2												2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	4												4
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	1												1
Civil Rights - Screening of Religious Cultu	2												2
Customer Service	13												13
Customer Service - Others	1												1
Customer Service - TSO	12												12
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
No Jurisdiction	3												3
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	8												8
Persons w/ Disabilities (PWD) - Cancer (c	1												1
Persons w/ Disabilities (PWD) - Diabetes	3												3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1

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
Persons w/ Disabilities (PWD) - Mobility D	2												2
Property - Special Handling	4												4
Property - Special Handling - Damaged It	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

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
DUJ										1			1
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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
<b>EAT</b>			1	1	1				1		1		5
<b>2023</b>			1		1						1		3
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>				1					1				2
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

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
<b>EAU</b>													
<b>2023</b>													
Customer Service													
Customer Service - TSO													
<b>2024</b>													
Screening													
Screening - Procedures/Process													



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
<b>ECP</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>12</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>60</b>
<b>2023</b>		<b>1</b>		<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>15</b>
Civil Rights							1		1				2
Civil Rights - Race									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				1	1								2
Customer Service - Others				1									1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1	1				1		2	1	6
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1				1				1	4
<b>2024</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>42</b>
Airline									2		1		3
Airline - Policy/Regulations/Service									2		1		3
Civil Rights			1			1		1					3
Civil Rights - Race			1					1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service			1			3		1	4	1			10
Customer Service - TSO			1			3		1	4	1			10
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property	1	2		1		1		1	1				7
Mishandling of Passenger Property - Damaged/Missi		2		1									3
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling		1							1				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Check		1											1
Screening	2	2	1		1		1	1	1	3		2	14
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	1	1	1						1	1			5
Screening - Procedures/Process	1	1						1		2			5
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	1												1
Customer Service - TSO	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

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
<b>EGE</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>34</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>14</b>
Customer Service				1		3							4
Customer Service - TSO				1		3							4
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)					1						1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening		1		1		1		1					4
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines				1									1
Screening - Retrieving Abandoned/Confiscated Items		1											1
<b>2024</b>		<b>1</b>		<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>			<b>2</b>			<b>19</b>
Civil Rights					1	1							2
Civil Rights - Race					1	1							2
Customer Service		1		2	4	1	1			1			10
Customer Service - Others				1									1
Customer Service - TSO		1		1	4	1	1			1			9
Patdown										1			1
Patdown - Flyer										1			1
Screening				2		2	2						6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2		1	1						4
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1

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
<b>EKO</b>	1								1	1	1		4
<b>2023</b>									1	1			2
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
<b>2024</b>											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
<b>2025</b>	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>ELM</b>			1	1		3			1	1	1	1	9
<b>2023</b>			1	1		1							3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1
Patdown				1									1
Patdown - Flyer				1									1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2024</b>						2			1	1	1	1	6
Civil Rights												1	1
Civil Rights - Not Specified												1	1
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) - Medically Necessary Medication and Medical Supplies										1			1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1

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
<b>ELP</b>	<b>24</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>16</b>	<b>12</b>	<b>13</b>	<b>15</b>	<b>23</b>	<b>173</b>
<b>2023</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>50</b>
Airline		1											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 - Damaged/Missing Items--Carry-on Luggage					1			1			1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--C			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 Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1						1
Screening			2	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	1		1	2	4	12
<b>2024</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>13</b>	<b>110</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Checked	1												1
Civil Rights							2		1	1			4
Civil Rights - Age									1				1
Civil Rights - Race							2			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						1							1
Human Capital - Current Employee						1							1
Mishandling of Passenger Property				1		1	2			1		2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2					2	5
No Jurisdiction						1	1		1				3
No Jurisdiction - No Referral						1	1		1				3
Patdown									1		1	1	4
Patdown - Flyer									1		1	1	4
Persons w/ Disabilities (PWD)	2	1	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 Impairment										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1									1	1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling							1		1				2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked									1				1
Screening	5	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		2	1	1	1	1		1	1	12
Screening - Procedures/Process	3	2	2	2	2		3	4	4	1	1	5	29
<b>2025</b>	<b>13</b>												<b>13</b>
Civil Rights	1												1
Civil Rights - Perceived Religion	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening	8												8
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	6												6

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
<b>ERI</b>			<b>1</b>	<b>2</b>				<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>10</b>
<b>2023</b>			<b>1</b>	<b>2</b>				<b>1</b>			<b>1</b>		<b>5</b>
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Screening				2									2
Screening - Procedures/Process				2									2
<b>2024</b>								<b>2</b>	<b>2</b>			<b>1</b>	<b>5</b>
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 Items - Checked								1					1
Screening												1	1
Screening - Procedures/Process												1	1

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
<b>EUG</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>38</b>
<b>2023</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>22</b>
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 - Damaged/Missing Items--Carry-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									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1							1		1	1		4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1							1			1		3
<b>2024</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>13</b>
Civil Rights					1								1
Civil Rights - Age					1								1
Mishandling of Passenger Property	1		1								1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	1		1										2
Patdown	1								1				2
Patdown - Flyer	1								1				2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening		1					1	1		2		1	6
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach										1			1
<b>2025</b>	<b>3</b>												<b>3</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center 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
<b>EVV</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>4</b>		<b>2</b>	<b>17</b>
<b>2023</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>3</b>		<b>1</b>	<b>10</b>
Civil Rights										1			2
Civil Rights - Race							1			1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Property - Special Handling						1						1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked						1							1
<b>2024</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>7</b>
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening												1	1
Screening - Procedures/Process												1	1



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
<b>EWN</b>				1		1	1				2	1	6
<b>2023</b>						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
<b>2024</b>				1							1	1	4
Customer Service				1							1		3
Customer Service - TSO				1							1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1

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
<b>EWR</b>	<b>344</b>	<b>249</b>	<b>260</b>	<b>256</b>	<b>201</b>	<b>259</b>	<b>237</b>	<b>299</b>	<b>219</b>	<b>239</b>	<b>260</b>	<b>252</b>	<b>3,075</b>
<b>2023</b>	<b>112</b>	<b>114</b>	<b>115</b>	<b>115</b>	<b>82</b>	<b>96</b>	<b>87</b>	<b>110</b>	<b>95</b>	<b>112</b>	<b>149</b>	<b>123</b>	<b>1,310</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline	1		1	3	1		1	1	3	1			13
Airline - Lost Baggage				1			1		1	1			4
Airline - Policy/Regulations/Service	1		1					1	2			1	7
Airline - Wheelchair Assistance				1	1								2
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	5	2	3	7	3	1	4	3	5	5	5	2	45
Civil Rights - Age		1	1						1				3
Civil Rights - Civil Rights Violation (TSA Employee)		1							2				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin							1	1					2
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Race	4		1	3	2	1	1	1	1	2	2		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity	1			1	1		1		1		1	1	7
Civil Rights - Sexual Orientation - Not Transgender			1									1	2
Civil Rights - Transgender Screening				1			1			1	2		5
Claims								1	1			1	3
Claims - General								1					1
Claims - Status									1			1	2
Customer Service	29	39	35	29	22	33	33	27	24	34	52	38	395
Customer Service - CSM					1								1
Customer Service - Others												1	1
Customer Service - TCC			1									1	2
Customer Service - TSO	29	39	34	29	21	33	33	27	24	34	52	36	391
DHS TRIP								1					1
DHS TRIP - Status								1					1
Hazardous Materials Safety	2	1	1	1		1	2	1		1	2		12
Hazardous Materials Safety - General	2	1	1	1		1	2	1		1	2		12
Locks		3		2	1	1		1					8
Locks - Missing or Damaged Lock		3		2	1	1		1					8
Lost and Found	1	1		1			2	2	2	2	1	3	15
Lost and Found - Airport/TSA	1	1		1			2	2	2	2	1	3	15
Mishandling of Passenger Property	7	8	7	10	7	5	9	15	4	15	8	9	104
Mishandling of Passenger Property - Dam	3	3	4	6	4	2	4	9	2	12	5	4	58
Mishandling of Passenger Property - Dam	4	4	3	3	2	2	4	5	2	3	3	5	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Item		1		1		1	1	1					5
No Jurisdiction	3	3	1	6		2	2	2	3	5	3	2	32
No Jurisdiction - No Referral		1		1				1		2			5
No Jurisdiction - Refer to CBP	3	2	1	3		1	1	1	2	2	3	2	21
No Jurisdiction - Refer to Other				2		1	1		1	1			6
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	3	5	6	3	3	3	5	3	5	6	7	3	52
Patdown - Children							1						1
Patdown - Flyer	3	5	5	3	2	2	3	3	3	6	6	3	44
Patdown - Flyer as Observer			1		1	1	1		1		1		6
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	4	5	9	6	6	5	59
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1	1				2
Persons w/ Disabilities (PWD) - Diabetes		1								1			2
Persons w/ Disabilities (PWD) - General			2			1	1	1	1		1		7
Persons w/ Disabilities (PWD) - Hearing Impairment		1							2		2		5
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						3				1		2	6
Persons w/ Disabilities (PWD) - Medically	1		2	3	1	1	3	3	1	1			16
Persons w/ Disabilities (PWD) - Mobility	2		1			1	1	2	1	1	1		9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals										2		1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1						1	1		4
Property - Special Handling	8	11	9	8	6	8	9	9	7	7	8	5	95
Property - Special Handling - Damaged It	2	5	2	3	1	5	3	3	3	3	3	4	37
Property - Special Handling - Damaged It	1	1		2	2	1		2			1		10
Property - Special Handling - Missing Item	2	3	5	1	2	1	3	2	3	2	3		27
Property - Special Handling - Missing Item	3	2	2	2	1	1	3	2	1	2	1	1	21
Screening	49	37	48	39	36	36	16	39	31	30	57	53	471
Screening - Crew Member or Airline Employee			2	1	3						2		8
Screening - Inconsistency	10	8	7	4	3	3	3	5	5	5	7	2	62
Screening - Lengthy Lines	13	8	11	14	9	7	1	7	5	2	15	13	105
Screening - Opposite Gender										1			1
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32	37	274
Screening - Retrieving Abandoned/Confis	3	1	3	2	1	2	3	1	1	2		1	20
Screening - Traveling with Cash											1		1
Transportation Security Operations Center	1												1
Transportation Security Operations Cente	1												1
TWIC						1							1
TWIC - General						1							1
<b>2024</b>	<b>102</b>	<b>135</b>	<b>145</b>	<b>141</b>	<b>119</b>	<b>163</b>	<b>150</b>	<b>189</b>	<b>124</b>	<b>127</b>	<b>111</b>	<b>129</b>	<b>1,635</b>
Additional Information Required/Insufficient Information						1					1		2

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
Additional Information Required/Insufficient Information - EMAIL ONLY						1					1		2
Airline	1			4		1		1		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	1	15
Civil Rights - Profiling				1									1
Civil Rights - Race	4	2	2	1	2	4	2	2	1	4	3	3	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1	1	1	2	6
Civil Rights - Sexual Orientation - Not Transgender								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 Program													2
Customer Service	39	48	61	54	55	47	55	61	47	48	30	32	577
Customer Service - CSM						1	1		1				3
Customer Service - Others		1	1		2	2	1						7
Customer Service - TCC	2		1		1	1	1				1		7
Customer Service - TSO	37	47	59	54	52	43	52	61	46	48	29	32	560
DHS TRIP				1				2	1		3		7
DHS TRIP - General				1				2	1		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							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	32
Mishandling of Passenger Property	4	11	16	19	13	30	26	22	18	11	9	9	188
Mishandling of Passenger Property - Damaged	2	10	13	13	10	24	21	10	14	7	4	6	134
Mishandling of Passenger Property - Damaged/Missing	1	2	5	1	6	4	9	4	2	4	4	1	39
Mishandling of Passenger Property - Damaged/Missing	1	1	1		2		1	2		1	1	1	10
Mishandling of Passenger Property - Disposition	1			1				1		1			5
No Jurisdiction	3	2			1	5	6	4	2	5	9	6	43
No Jurisdiction - No Referral	1					2	1	2	1	4	2		13
No Jurisdiction - Refer to CBP	2	1				2	3	2	1	1	2	4	18
No Jurisdiction - Refer to Department of State							1						1
No Jurisdiction - Refer to Other		1			1	1	1				5	2	11
Notice of Violation/Civil Penalties						1			1				2
Notice of Violation/Civil Penalties - General						1			1				2
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	1	5	1	2	2	4	2	5	1	1	2	3	29
Patdown - Children				1		1					1		3
Patdown - Flyer	1	3	1	1	2	3	2	4	1	1	1	3	23
Patdown - Flyer as Observer		2						1					3
Persons w/ Disabilities (PWD)	6	7	7	11	4	7	7	15	7	13	13	19	116
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	1	4	2	1	10
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2			2
Persons w/ Disabilities (PWD) - Diabetes		1	1	1	1		3	2	1				10
Persons w/ Disabilities (PWD) - General		1				1		1			1	1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	2	2				8
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Persons w/ Disabilities (PWD) - Medically Necessary		2	2		1	2	3	2	2	3	5	8	32
Persons w/ Disabilities (PWD) - Metal Implants (Joint)			1					1		1			3
Persons w/ Disabilities (PWD) - Mobility [ ]	3		1	5	1	1		1	1		2	2	17
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													2
Persons w/ Disabilities (PWD) - Respiratory and Inhaled		1	1							1			3
Persons w/ Disabilities (PWD) - Service Animals						1		1					2
Persons w/ Disabilities (PWD) - Visual Impairment										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair	1	2	2	3	1			4		1	2	1	17
Property - Special Handling	11	13	16	14	8	18	8	11	12	7	11	8	137
Property - Special Handling - Damaged Items	4	6	7	9	3	7	2	6	4	3	2	1	54
Property - Special Handling - Damaged Items	2		2	2			1	1			2		11
Property - Special Handling - Missing Items	3	5	5	1	2	7	4	3	5		3	5	43
Property - Special Handling - Missing Items	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	34	384

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
Screening - Children						1							1
Screening - Crew Member or Airline Employee				1					2		1		4
Screening - Inconsistency	1	1	2	3	2	4	3	5	1	2	1		25
Screening - Lengthy Lines	3	9	15	8	12	11	9	21	8	3	1	7	107
Screening - Procedures/Process	21	25	18	14	11	16	15	29	14	16	15	23	217
Screening - Retrieving Abandoned/Confiscated Items		4	1	1	2	2	3	4		2	4	4	27
Screening - Shoe Screening					1	2							3
<b>2025</b>	<b>130</b>												<b>130</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Airline	2												2
Airline	1												1
Airline - Baggage Requirements	1												1
Airline - Lost Baggage	1												1
Civil Rights	6												6
Civil Rights - Constitutional Rights	3												3
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Sexual Orientation - Not Trans	1												1
Claims	1												1
Claims - General	1												1
Customer Service	31												31
Customer Service - Others	1												1
Customer Service - TSO	30												30
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	3												3
Lost and Found - Airport/TSA	3												3
Mishandling of Passenger Property	15												15
Mishandling of Passenger Property - Damaged	11												11
Mishandling of Passenger Property - Damaged - Airline	3												3
Mishandling of Passenger Property - Disposition	1												1
No Jurisdiction	6												6
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	4												4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	11												11
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Device	3												3
Persons w/ Disabilities (PWD) - Respirator	1												1
Persons w/ Disabilities (PWD) - Wheelchair	3												3
Property - Special Handling	13												13
Property - Special Handling - Damaged Items	3												3
Property - Special Handling - Damaged Items - Airline	2												2
Property - Special Handling - Missing Items	4												4
Property - Special Handling - Missing Items - Airline	4												4
Screening	38												38
Screening - Inconsistency	2												2
Screening - Lengthy Lines	7												7
Screening - Procedures/Process	26												26
Screening - Retrieving Abandoned/Confiscated Items	3												3

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
<b>EYW</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>4</b>	<b>67</b>
<b>2023</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>29</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	2	1	2	1	1			1		1			9
Customer Service - TSO	2	1	2	1	1			1		1			9
Patdown			1				1						2
Patdown - Flyer							1						1
Patdown - Flyer as Observer			1										1
Property - Special Handling			1	1	1							1	4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1			3	1	5	2	1	13
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1	4	1		6
Screening - Procedures/Process					1			2		1	1	1	6
<b>2024</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>35</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Customer Service		1	3	1		3	3	4		3	1	1	20
Customer Service - TSO		1	3	1		3	3	4		3	1	1	20
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown											2	1	3
Patdown - Flyer											2	1	3
Property - Special Handling								2	1				3
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked								1					1
Screening	1				1	1			1	2			6
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process	1										2		3
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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
<b>FAI</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>64</b>
<b>2023</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>33</b>
Airline													1
Airline - Baggage Requirements													1
Civil Rights													1
Civil Rights - Race													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service		1	1	2		1		1			3	1	10
Customer Service - TSO		1	1	2		1		1			3	1	10
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property				1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1						1	1		3
Patdown									1	1	1		3
Patdown - Flyer									1	1	1		3
Persons w/ Disabilities (PWD)	1		1							1		1	4
Persons w/ Disabilities (PWD) - Medical [redacted]	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening		2	1					2			2	1	8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Procedures/Process		2						2			2		6
<b>2024</b>		<b>2</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>30</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service					1	2				1	1		5
Customer Service - CSM						1							1
Customer Service - TSO					1	1				1	1		4
Human Capital								1					1
Human Capital - Prospective Employment with TSA								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 - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									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 /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling							1		1	1	1		4
Property - Special Handling - Damaged Items - Checked							1		1	1			3
Property - Special Handling - Missing Items - Checked											1		1
Screening		2	1				1		1			1	6
Screening - Inconsistency		1	1				1						3
Screening - Procedures/Process		1							1			1	3
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>FAR</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>50</b>
<b>2023</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>22</b>
Civil Rights										1		1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	2
Customer Service				2			1	1		2			6
Customer Service - TSO				2			1	1		2			6
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						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 /Developmental /Mental Disability										1			1
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening						2	1		1		1	2	7
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process						1						1	2
<b>2024</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>24</b>
Civil Rights				1	1						2		4
Civil Rights - National Origin											1		1
Civil Rights - Race					1						1		2
Civil Rights - Transgender Screening				1									1
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)			1						1				2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1						1	1		1		1	5
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Carry-On							1	1				1	3
Property - Special Handling - Missing Item	1												1
Screening		2	1			1							4
Screening - Procedures/Process		2	1			1							4
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	3												3
Customer Service - TSO	3												3
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>FAT</b>	<b>14</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>11</b>	<b>14</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>91</b>
<b>2023</b>	<b>5</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>47</b>
Civil Rights								2		2	2		6
Civil Rights - Age								1					1
Civil Rights - National Origin										2			2
Civil Rights - Race								1					1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											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				3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		1							1				2
No Jurisdiction	1											1	2
No Jurisdiction - No Referral	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
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	2						2	3		1	1		9
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1							1					2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1						2	2					5
<b>2024</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>40</b>
Customer Service	2	3	1	1	2	4			2	1			16
Customer Service - TSO	2	3	1	1	2	4			2	1			16
Patdown								1		1			2
Patdown - Children										1			1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)	1					1		3			2		7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Wheelcha	1					1		1			1		4
Screening	2	3				2	3	2		1		2	15
Screening - Inconsistency												2	2
Screening - Lengthy Lines	1					1	2	1		1			6
Screening - Procedures/Process	1	3					1	1					6
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FAY</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>4</b>		<b>2</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>29</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>3</b>		<b>16</b>
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 Spectrum									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening	1			1		1	1		1	1	1		7
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency						1					1		2
Screening - Procedures/Process	1			1					1	1			4
<b>2024</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>			<b>3</b>	<b>2</b>	<b>1</b>	<b>11</b>
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 - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Screening							1			2	1	1	5
Screening - Lengthy Lines										1			1
Screening - Procedures/Process							1			1	1	1	4
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1

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
<b>FLG</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>2</b>	<b>13</b>
<b>2023</b>		<b>1</b>											<b>1</b>
Screening		1											1
Screening - Procedures/Process		1											1
<b>2024</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>2</b>	<b>12</b>
Civil Rights		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	1												1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1			1							2	4
Screening - Inconsistency		1			1								2
Screening - Lengthy Lines												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1

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
<b>FLL</b>	<b>141</b>	<b>111</b>	<b>94</b>	<b>99</b>	<b>96</b>	<b>101</b>	<b>109</b>	<b>98</b>	<b>87</b>	<b>94</b>	<b>99</b>	<b>89</b>	<b>1,218</b>
<b>2023</b>	<b>41</b>	<b>64</b>	<b>51</b>	<b>61</b>	<b>43</b>	<b>50</b>	<b>62</b>	<b>37</b>	<b>30</b>	<b>40</b>	<b>44</b>	<b>32</b>	<b>555</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Airline	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	1		2			1	1				1		6
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
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 - Damaged	1	5	2	3	2	3	2	3	4	2	4	3	34
Mishandling of Passenger Property - Damaged - Checked	3	3	2	1	2	5	1	3	2	5	1	4	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	1	1						5
No Jurisdiction		2	1	3	4	1	5	2		2	5	2	27
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		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 - General							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 Spectrum				1		2							3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1	1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1	1									2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1				1			1	4
Persons w/ Disabilities (PWD) - Mobility [ ]	2				1		1	1					5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1							1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/	1									1			2
Property - Special Handling	4	9	9	8	6	5	5	3	2	3	2	1	57
Property - Special Handling - Damaged Items	2	3	4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged Items - Checked	1	2	2	2	1		1						7
Property - Special Handling - Missing Items	2	4	3	2		1	3	1	1	1			18
Property - Special Handling - Missing Items - Checked	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 Employee	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
Screening - Retrieving Abandoned/Confiscated Items		3	3	4				1		1			12
<b>2024</b>	<b>43</b>	<b>47</b>	<b>43</b>	<b>38</b>	<b>53</b>	<b>51</b>	<b>47</b>	<b>61</b>	<b>57</b>	<b>54</b>	<b>55</b>	<b>57</b>	<b>606</b>
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - Airline	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							3		1				5
Civil Rights - Profiling					1								1
Civil Rights - Race			2	1	2		1	2		1	2	1	12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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

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
CLEAR - Registered Traveler										1			1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	7	17	16	11	20	18	13	10	13	18	13	16	172
Customer Service - CSM				1		1							2
Customer Service - Others						1							1
Customer Service - TSO	7	17	16	10	20	16	13	10	13	18	13	16	169
DHS TRIP							1						1
DHS TRIP - General							1						1
Hazardous Materials Safety			1	1			1		1			1	5
Hazardous Materials Safety - General			1	1			1		1			1	5
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3
Lost and Found			1				2		2	1	1		7
Lost and Found - Airport/TSA			1				2		2	1	1		7
Mishandling of Passenger Property	7	6	6	5	6	6	6	8	5	7	11	6	79
Mishandling of Passenger Property - Damaged	3	1	3	3	3	1	4	6	1	4	2	3	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	3	2	1	3	5	1	2	4	3	8	3	38
Mishandling of Passenger Property - Disposition	1	2	1	1							1		6
No Jurisdiction				1		4		3	4	1	4	3	20
No Jurisdiction - No Referral						2		2		1		1	6
No Jurisdiction - Refer to CBP				1		2			1		4	1	9
No Jurisdiction - Refer to Other								1	3			1	5
No Subject			1	1		1							3
No Subject - General			1	1		1							3
Notice of Violation/Civil Penalties		1				1							2
Notice of Violation/Civil Penalties - General		1				1							2
Patdown	3	3		1	1	2	3	4	3	6	2	2	30
Patdown - Flyer	3	3		1	1	1	3	4	2	5	2	2	27
Patdown - Flyer as Observer						1			1	1			3
Persons w/ Disabilities (PWD)	3	2	1	3	2	5	5	6	9	2	5	9	52
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1								1		1	2	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1				1				2
Persons w/ Disabilities (PWD) - Diabetes	1		1	2					1			1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1		1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			2				1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1	1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						3		1	1			3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1						1					2
Persons w/ Disabilities (PWD) - Visual Impairment							2						2
Persons w/ Disabilities (PWD) - Wheelchair	1	1			1	1		3	2	1		1	11
Property - Special Handling	6	9	7	3	7	4	3	9	9	4	4	7	72
Property - Special Handling - Damaged Item	2	3	1	1	2		1	1	1	1	2	3	18
Property - Special Handling - Damaged Item - Missing Item	1		1		1			1	2	1	1	2	10
Property - Special Handling - Missing Item	2	5	1	2		2	1	5	2			1	21
Property - Special Handling - Missing Item - Damaged Item	1	1	4		4	2	1	2	4	2	1	1	23
Screening	14	8	3	10	8	6	9	16	9	6	7	9	105
Screening - Crew Member or Airline Employee	1	1			1			3			1		7
Screening - Inconsistency	1	1		1	1	1	1	1	1		1		9
Screening - International Screening											1		1
Screening - Lengthy Lines	1	1	1	4	1	2			1	2		1	14
Screening - Procedures/Process	10	5	1	5	5	2	6	11	7	4	4	8	68
Screening - Retrieving Abandoned/Confiscated	1		1				2	1					5
Screening - Shoe Screening						1							1
<b>2025</b>	<b>57</b>												<b>57</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	5												5
Civil Rights - Age	1												1
Civil Rights - Not Specified	1												1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race	2												2
Customer Service	8												8
Customer Service - TSO	8												8
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Damaged	3												3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4												4
No Jurisdiction	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1												1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Wheelchair	2												2

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
Property - Special Handling	10												10
Property - Special Handling - Damaged Item	3												3
Property - Special Handling - Missing Item	6												6
Property - Special Handling - Missing Item	1												1
Screening	13												13
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	10												10

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
<b>FLO</b>	1	1	1									1	4
<b>2023</b>	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
<b>2024</b>												1	1
Customer Service												1	1
Customer Service - TSO												1	1

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
<b>FNL</b>	1												1
<b>2023</b>	1												1
Customer Service	1												1
Customer Service - Others	1												1

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
<b>FNT</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>19</b>
<b>2023</b>			<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>4</b>
Customer Service													1
Customer Service - TSO						1							1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked									1				1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>13</b>
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Mishandling of Passenger Property				1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1	1		3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown	1			1			1	1		1			6
Patdown - Flyer	1			1			1	1					5
Patdown - Flyer as Observer										1			1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
<b>2025</b>	<b>2</b>												<b>2</b>
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1



**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
<b>FOD</b>													
<b>2023</b>													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													
<b>2024</b>													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													

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
FPR			1										1
2024			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

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
<b>FSD</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>41</b>
<b>2023</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>19</b>
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property							1		1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1			3
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Missing Items - Checked										1			1
Screening	2			1	1	1	1	1		1	2	1	11
Screening - Crew Member or Airline Empl	1				1						1		3
Screening - Inconsistency	1					1	1				1		4
Screening - Procedures/Process				1				1		1		1	4
<b>2024</b>	<b>1</b>	<b>2</b>	<b>4</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>2</b>		<b>22</b>
Civil Rights										2			2
Civil Rights - Age										1			1
Civil Rights - Race										1			1
Customer Service			3						4	1	1		9
Customer Service - TSO			3						4	1	1		9
Patdown										1			1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)			1				1	1		1			4
Persons w/ Disabilities (PWD) - Medically Necessary			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Screening	1	1	1			1			1		1		6
Screening - Procedures/Process	1	1	1			1			1		1		6

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
<b>FSM</b>	1	1	1		2	1	5	1	1		1	1	15
<b>2023</b>					1		1	1			1	1	5
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2024</b>	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

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
<b>FWA</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>29</b>
<b>2023</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>1</b>				<b>14</b>
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 - Damaged/Missing Items--Carry-on Luggage								1					1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked		1											1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2024</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>14</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1							2		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Patdown									1		1		2
Patdown - Flyer									1		1		2
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1	1						1	4
Screening - Procedures/Process					1	1						1	3
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2025</b>	<b>1</b>												<b>1</b>
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1

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
<b>GCC</b>			1					1					2
<b>2024</b>			1					1					2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Patdown								1					1
Patdown - Flyer								1					1

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
<b>GCK</b>			1							1		1	3
<b>2023</b>			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 - Damaged/Missi			1										1

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
<b>GEG</b>	<b>43</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>23</b>	<b>30</b>	<b>36</b>	<b>256</b>
<b>2023</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>98</b>
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 - Dam	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 Spectrum										1			1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1	1						2
Persons w/ Disabilities (PWD) - Wheelchair/ 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 Items - Checked									1				2
Property - Special Handling - Missing Item	1											1	2
Screening	1	1	2	2	1		8	3	2	5	3	6	34
Screening - Crew Member or Airline Employee					1						1		2
Screening - Inconsistency			1	1			1	2		2	1	1	9
Screening - International Screening													1
Screening - Lengthy Lines							1			1	1	2	5
Screening - Procedures/Process	1	1	1	1			6	1	2	2		2	17
<b>2024</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>22</b>	<b>23</b>	<b>135</b>
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
DHS TRIP - General													1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1		1		2		1	1		1	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	1	1		1		1		1	1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1			2						1			5
Patdown - Flyer	1		1	2						1			5
Persons w/ Disabilities (PWD)					1	2		1	1	1	3	4	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					2	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1					1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling			1				2	1	1	1	1	2	9
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged Items - Checked			1				1	1	1		1		5
Property - Special Handling - Missing Items - Checked							1					1	2
Screening	2	4		1	2		4	5	2	6	7	6	39
Screening - Inconsistency										1		2	3
Screening - Lengthy Lines	1	1					2	1		1			6
Screening - Procedures/Process	1	3		1	2		2	4	2	3	7	4	29
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2025</b>	<b>23</b>												<b>23</b>
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 - Dam	1												1
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling	2												2



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
Property - Special Handling - Damaged It	2												2
Screening	8												8
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	5												5

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
<b>GFK</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>			<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>24</b>
<b>2023</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>			<b>1</b>	<b>2</b>		<b>3</b>	<b>14</b>
Civil Rights			1		1	2							4
Civil Rights - Race					1	2							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown							1			1			3
Patdown - Flyer							1			1			3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening		1		1					1	1			4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1							1	1			3
<b>2024</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>7</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening		1									1		2
Screening - Procedures/Process		1									1		2
<b>2025</b>	<b>3</b>												<b>3</b>
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center 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
<b>GGG</b>			1	1								1	4
<b>2023</b>			1									1	3
Airline													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
<b>2024</b>				1									1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1

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
<b>GGW</b>									1				1
<b>2023</b>									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1

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
<b>GJT</b>	<b>7</b>	<b>3</b>		<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>48</b>
<b>2023</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>12</b>
Customer Service					1	1							3
Customer Service - TSO					1	1							3
Patdown									1	1			2
Patdown - Flyer									1	1			2
Screening	1						1	1	1		2	1	7
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confis	1												1
<b>2024</b>	<b>5</b>	<b>3</b>		<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>35</b>
Customer Service	3			2		2	2	1	1	5			16
Customer Service - TCC	1												1
Customer Service - TSO	2			2		2	2	1	1	5			15
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown		1			1	1							3
Patdown - Flyer					1	1							2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening	1	2		1			1		1	1	3	1	11
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	2							1		2	1	7
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>GLH</b>	<b>2</b>			<b>2</b>						<b>1</b>			<b>5</b>
<b>2023</b>										<b>1</b>			<b>1</b>
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>2</b>			<b>2</b>									<b>4</b>
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

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
<b>GNV</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>40</b>
<b>2023</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>			<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
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 - Damaged/Missing Items--Carry-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 Items	1												1
Property - Special Handling - Missing Items	1												1
Screening		1	1	2					1			1	6
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1								1	4
<b>2024</b>		<b>1</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>21</b>
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 - Damaged/Missing Items--Carry-on Luggage												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 Implants (joint)					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening				1			1			1	1		4
Screening - Procedures/Process				1			1			1	1		4
<b>2025</b>	<b>2</b>												<b>2</b>
Screening	2												2
Screening - Procedures/Process	2												2

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
<b>GPI</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>24</b>
<b>2023</b>	<b>1</b>							<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>		<b>11</b>
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Screening	1										1	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process	1											1	2
<b>2024</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>4</b>		<b>2</b>	<b>13</b>
Customer Service	1		1	1	1						1		5
Customer Service - TSO	1		1	1	1						1		5
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)							2				1	1	4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1	1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Screening											1		2
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency												1	1



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
<b>GPT</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>51</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>5</b>			<b>1</b>	<b>7</b>	<b>21</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1		1		1		3			1	1	8
Customer Service - TSO		1		1		1		3			1	1	8
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening			1		1								2
Screening - Inconsistency													1
Screening - Procedures/Process			1		1								1
<b>2024</b>	<b>3</b>	<b>2</b>			<b>3</b>		<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>27</b>
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1			1		1	2		1	3		9
Customer Service - TSO		1			1		1	2		1	3		9
DHS TRIP												1	1
DHS TRIP - General												1	1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1											2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1					2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening	1				1		1	2	2	1	1		9
Screening - Opposite Gender								1					1
Screening - Procedures/Process	1				1		1	1	2	1	1		8
<b>2025</b>	<b>3</b>												<b>3</b>
Patdown	1												1
Patdown - Flyer	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1

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
<b>GRB</b>	<b>2</b>		<b>3</b>					<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>
<b>2023</b>	<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>				<b>4</b>
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
<b>2024</b>			<b>2</b>					<b>1</b>		<b>1</b>		<b>1</b>	<b>5</b>
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 - Damaged/Missing Items--C				1									1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>GRI</b>	<b>3</b>	<b>2</b>		<b>2</b>			<b>1</b>			<b>1</b>	<b>3</b>		<b>12</b>
<b>2023</b>				<b>2</b>			<b>1</b>			<b>1</b>			<b>4</b>
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Screening							1			1			2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>3</b>	<b>2</b>									<b>3</b>		<b>8</b>
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 Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1

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
<b>GRK</b>				2	2			2			1	1	8
<b>2023</b>				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 (Not Wheelchair or Scooter)												1	1
Screening				1									1
Screening - Crew Member or Airline Employee				1									1
<b>2024</b>				1				1					2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

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
<b>GRR</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>98</b>
<b>2023</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>38</b>
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 - Damaged/Missin		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
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 M	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				2	1	1		1				1	6
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Missing Items - Carry-On				1				1				1	3
Screening		1				1	1		2	1	3		9
Screening - Inconsistency						1			1				2
Screening - Procedures/Process		1					1		1	1	3		7
<b>2024</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>53</b>
Civil Rights							1					1	2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												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				1		3			11
Mishandling of Passenger Property - Damaged/Missin		2	1	1				1		2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed 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 Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2		1	1			1					2	7
Property - Special Handling - Damaged Items - Carry-On			1	1			1						3
Property - Special Handling - Damaged It	1											1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Item	1												1
Screening					1			1	3	1			6
Screening - Children					1								1
Screening - Procedures/Process								1	3	1			5
<b>2025</b>	<b>7</b>												<b>7</b>
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Autism S	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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
<b>GSN</b>							1						1
<b>2023</b>							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1

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
<b>GSO</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>11</b>	<b>89</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>		<b>5</b>	<b>6</b>	<b>6</b>		<b>3</b>	<b>7</b>	<b>5</b>	<b>42</b>
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		1								1	1		3
Mishandling of Passenger Property - Damaged/Missi		1								1	1		3
No Jurisdiction				1							1		2
No Jurisdiction - Refer to Other				1						1			2
Patdown						1			3				4
Patdown - Flyer						1			3				4
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1							1		2
Property - Special Handling					2	1	1			1	1		6
Property - Special Handling - Damaged Items - Carry-On					1	1				1	1		4
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1	3				1	1
Screening - Children													1
Screening - Inconsistency								1					1
Screening - Procedures/Process							1	2			1		4
<b>2024</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>46</b>
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 - Damaged/Missing Items--Carry-on Luggage						1	1				1		3
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown				1								1	2
Patdown - Flyer				1								1	2
Persons w/ Disabilities (PWD)		1				1		2			1	2	7
Persons w/ Disabilities (PWD) - Medical [		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		1				1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling		1			1		1			1			4
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Damaged Items - Checked				1						1			2
Property - Special Handling - Missing Items - Checked							1						1
Screening		2		1				4	3	1	1	3	15
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1							1		1		3
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process		1		1				3	1			3	9
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>GSP</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>5</b>	<b>10</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>122</b>
<b>2023</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>58</b>
Civil Rights		1					1	2	1				5
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Race							1	2	1				4
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 - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
No Jurisdiction							1	1					2
No Jurisdiction - No Referral							1	1					2
Patdown	1	2						2	2				8
Patdown - Flyer		2					2	2					7
Patdown - General	1												1
Persons w/ Disabilities (PWD)								1	1			1	3
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling			1	1						1	1	1	5
Property - Special Handling - Damaged Items - Carry-On			1							1		1	3
Property - Special Handling - Missing Items - Checked				1							1		2
Screening	1	1	2	1	2		2	3	1	2	3	2	20
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1							1		1	4
Screening - Procedures/Process		1	1	1	2		2	2		1	3	1	14
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2024</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>61</b>
Civil Rights										1		1	2
Civil Rights - Age												1	1
Civil Rights - National Origin										1			1
Customer Service			1	4	1	3	2	2	2	4		1	20
Customer Service - CSM						1							1
Customer Service - TSO			1	4	1	2	2	2	2	4		1	19
Mishandling of Passenger Property	1						1	1			2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2	2	4
Mishandling of Passenger Property - Dam	1						1	1					3
Patdown					1	1	1						4
Patdown - Flyer						1						1	2
Patdown - General							1						1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1				2		1	1		5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling				1		3	2	1			1		8
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked						1		1					2
Screening	2	2	3	1		2			1	1	3		15
Screening - Inconsistency		1	3			1			1		1		7
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1		1		1				1	1		6
Screening - Retrieving Abandoned/Confis	1												1
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1



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
<b>GST</b>													<b>1</b>
<b>2023</b>													<b>1</b>
Customer Service													1
Customer Service - TSO													1

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
<b>GTF</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>			<b>2</b>			<b>2</b>	<b>1</b>		<b>13</b>
<b>2023</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>2</b>			<b>2</b>			<b>11</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				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
<b>2024</b>				<b>1</b>							<b>1</b>		<b>2</b>
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1

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
<b>GTR</b>	<b>3</b>		<b>3</b>	<b>1</b>		<b>4</b>	<b>1</b>			<b>1</b>			<b>13</b>
<b>2023</b>	<b>3</b>		<b>1</b>			<b>1</b>							<b>5</b>
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) - Cancer (general) Not Breast Cancer						1							1
Screening	2												2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1
<b>2024</b>			<b>2</b>	<b>1</b>		<b>3</b>	<b>1</b>			<b>1</b>			<b>8</b>
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

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
<b>GUC</b>	1		1	1		1					1	1	6
<b>2024</b>	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 Disability (Not Wheelch			1										1

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
<b>GUM</b>	<b>3</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>13</b>
<b>2023</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>6</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Item	1												1
Screening						1						1	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2025</b>	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1

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
<b>HDN</b>	<b>1</b>		<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>		<b>3</b>			<b>2</b>		<b>25</b>
<b>2023</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>		<b>8</b>
Airline											1		1
Airline - Lost Baggage											1		1
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening			1	1					1				3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1						1				2
<b>2024</b>	<b>1</b>		<b>2</b>	<b>5</b>	<b>5</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>17</b>
Civil Rights				1									1
Civil Rights - National Origin				1									1
Customer Service			1	3	4	1							9
Customer Service - CSM				1									1
Customer Service - TSO			1	2	4	1							8
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1							2				3
Screening - Procedures/Process		1							2				3

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
<b>HGR</b>			1			1	2		2		1		7
<b>2023</b>			1			1	1						3
Patdown													1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2024</b>							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

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
<b>HIB</b>	<b>2</b>					<b>1</b>				<b>1</b>			<b>4</b>
<b>2023</b>										<b>1</b>			<b>1</b>
Customer Service										1			1
Customer Service - TSO										1			1
<b>2024</b>	<b>1</b>					<b>1</b>							<b>2</b>
Screening	1					1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1



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
<b>HLN</b>	<b>4</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>20</b>
<b>2023</b>		<b>1</b>			<b>3</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>9</b>
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1										1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening						2							2
Screening - Procedures/Process						2							2
<b>2024</b>		<b>1</b>	<b>3</b>							<b>1</b>	<b>2</b>		<b>7</b>
Civil Rights			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
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>HNL</b>	<b>63</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>40</b>	<b>50</b>	<b>67</b>	<b>58</b>	<b>56</b>	<b>71</b>	<b>59</b>	<b>65</b>	<b>683</b>
<b>2023</b>	<b>11</b>	<b>25</b>	<b>28</b>	<b>24</b>	<b>19</b>	<b>25</b>	<b>35</b>	<b>30</b>	<b>21</b>	<b>39</b>	<b>28</b>	<b>22</b>	<b>307</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information			1										1
Airline							1		1		1		3
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service									1		1		2
Civil Rights	1	1	1	1		1	1	2	1	3	2	1	15
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling											1		1
Civil Rights - Race	1	1					1			2			5
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1		1		1	1	4
Civil Rights - Transgender Screening			1										1
Claims								1					1
Claims - Status								1					1
Customer Service	3	9	8	9	8	9	14	15	8	9	8	5	105
Customer Service - Others								1	1				2
Customer Service - TCC								1					1
Customer Service - TSO	3	9	8	9	8	9	14	13	7	9	8	5	102
Locks		3					1	1	1			1	7
Locks - Missing or Damaged Lock		3					1	1	1			1	7
Mishandling of Passenger Property	3	2	5	2		2			2	8		3	27
Mishandling of Passenger Property - Damaged	1	1	1	1		1			1	5		1	12
Mishandling of Passenger Property - Damaged	2	1	4	1		1			1	2		2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
No Jurisdiction			1	1						2	1		5
No Jurisdiction - Refer to CBP				1						2	1		4
No Jurisdiction - Refer to Other			1										1
Patdown		3	1	2	2	2	3	1	1	3		2	20
Patdown - Flyer		3	1	2	1	2	3	1	1	3		2	19
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)		1	1	3	1	2	4			3	5	2	22
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes						1						1	2
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1	2			1	1	1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1								1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	1	2		3	2	3	3	2	4	2	3	28
Property - Special Handling - Damaged Items - Carry		1						1	2	1		1	6
Property - Special Handling - Damaged Items - Checked			1		1		1	1		1	1	1	7
Property - Special Handling - Missing Items	3					2	2				1	1	9
Property - Special Handling - Missing Items - Checked			1		2			1		2			6
Request for Assistance		1									1		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	1	3	9	6	4	6	9	7	6	7	7	6	71
Screening - Crew Member or Airline Employee			2				2						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	3	2	3	5	6	4	3	3	3	36
Screening - Retrieving Abandoned/Confiscated Items		1	1								3		5
<b>2024</b>	<b>23</b>	<b>26</b>	<b>23</b>	<b>28</b>	<b>21</b>	<b>25</b>	<b>32</b>	<b>28</b>	<b>35</b>	<b>32</b>	<b>31</b>	<b>43</b>	<b>347</b>
Airline								1	1	1			3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service								1	1				2
Civil Rights	2	3	2	4			3	3	1		1	2	21
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified												1	1
Civil Rights - Profiling		1						1					2
Civil Rights - Race	1	2		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

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
Mishandling of Passenger Property	3	3	3	4	1	1	3	5	4	5	5		37
Mishandling of Passenger Property - Damaged	2			2		1	3	1	3	4	3		19
Mishandling of Passenger Property - Damaged	1	3	3	2	1			4		1	2		17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction		1							1	2	1	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	5	6	31
Persons w/ Disabilities (PWD) - Autism Spectrum	1									1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes				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 Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1	3						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1	2	2	6
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ 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 Items	2	1		2		2			2	1	1	2	13
Property - Special Handling - Damaged Items	1	2		1			1		1	1	1	1	9
Property - Special Handling - Missing Items	2	1	1		1			1			1	1	8
Property - Special Handling - Missing Items - Checked		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 Employee			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/Confiscated Items							1	1					2
<b>2025</b>	<b>29</b>												<b>29</b>
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 - Damaged	2												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 Spectrum	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	1												1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items	2												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)	1												1

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
<b>HOB</b>	1		1		1		1	1	5	3			13
<b>2023</b>									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 Garments										1			1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>			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 - Damaged/Missing Items--Checked Baggage											1		1
Patdown								1					1
Patdown - Flyer								1					1
Screening										2			2
Screening - Procedures/Process										2			2
<b>2025</b>	1												1
Customer Service	1												1
Customer Service - Others	1												1

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
<b>HOU</b>	<b>66</b>	<b>50</b>	<b>57</b>	<b>48</b>	<b>53</b>	<b>52</b>	<b>52</b>	<b>42</b>	<b>44</b>	<b>47</b>	<b>57</b>	<b>68</b>	<b>636</b>
<b>2023</b>	<b>20</b>	<b>11</b>	<b>19</b>	<b>22</b>	<b>15</b>	<b>25</b>	<b>23</b>	<b>19</b>	<b>14</b>	<b>19</b>	<b>38</b>	<b>40</b>	<b>265</b>
Additional Information Required/Insufficient Information				1					1				2
Additional Information Required/Insufficient Information - EMAIL ONLY				1					1				2
Civil Rights	2		3			1	1	1			1		9
Civil Rights - Race	1					1	1				1		4
Civil Rights - Sex/Gender/Gender Identity	1		2										3
Civil Rights - Transgender Screening			1					1					2
Claims												1	1
Claims - General												1	1
Customer Service	6	5	3	7	6	6	10	8	3	9	21	16	100
Customer Service - TSO	6	5	3	7	6	6	10	8	3	9	21	16	100
Locks	1					2			2				5
Locks - Missing or Damaged Lock	1					2			2				5
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1	2	2	3		4		1	1	3	4	3	24
Mishandling of Passenger Property - Damaged/Missin		1	2	1		3				2	2	2	13
Mishandling of Passenger Property - Dam	1	1		2		1		1	1	1	2	1	11
No Jurisdiction	1					1	2	2					6
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1					1	1						3
No Jurisdiction - Refer to Other							1						1
Patdown				1	2	1	1	1			2	2	10
Patdown - Flyer					2	1	1	1			2	2	9
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1	1	14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes				2		1			1	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Respirator	1					1							2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1		1	2
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2	5	33
Property - Special Handling - Damaged It	2		2	1			3						10
Property - Special Handling - Damaged Items - Checked						1				1		1	3
Property - Special Handling - Missing Items - Carry-C		2	1	1	2	1		1	1		2		11
Property - Special Handling - Missing Item	1	1	1	3				1				2	9
Screening	5	1	7	2	5	6	6	3	4	3	7	11	60
Screening - Inconsistency			2		1		1		1	2	3	2	12
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4	7	44
<b>2024</b>	<b>29</b>	<b>39</b>	<b>38</b>	<b>26</b>	<b>38</b>	<b>27</b>	<b>29</b>	<b>23</b>	<b>30</b>	<b>28</b>	<b>19</b>	<b>28</b>	<b>354</b>
Airline								1	1			1	3
Airline - Policy/Regulations/Service								1	1			1	3
Civil Rights		1	2	2	2		1	1	2	1	2		14
Civil Rights - Race		1		2	2		1	1	2	1	1		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1								1		2
Civil Rights - Transgender Screening			1										1
Claims							1						1
Claims - General							1						1
CLEAR											1		1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	9	17	18	13	16	14	13	10	14	13	8	12	157
Customer Service - Others			1										1
Customer Service - TCC			1							1		1	3
Customer Service - TSO	9	17	16	13	16	14	13	10	14	12	8	11	153
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks		1			1		1						3
Locks - Missing or Damaged Lock		1			1		1						3
Lost and Found			1									1	2
Lost and Found - Airport/TSA			1									1	2
Mishandling of Passenger Property	3		6	3	6	2		3	3	2		2	30
Mishandling of Passenger Property - Dam	1		1	2	3			2	2	1			12
Mishandling of Passenger Property - Dam	2		4	1	2			1	1			2	13
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1	1				1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		2	1	1		2		1	2		1	11
No Jurisdiction - No Referral			2						1	2		1	6
No Jurisdiction - Refer to CBP				1	1		1						3
No Jurisdiction - Refer to Other	1						1						2
Patdown	1	4		2				1	2	1	1	1	13
Patdown - Children										1			1
Patdown - Flyer	1	4		2				1			1	1	10
Patdown - General									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	2	3	1		1		6	1	3	2	3	6	28
Persons w/ Disabilities (PWD) - General	1									1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical [	1	1							1			2	5
Persons w/ Disabilities (PWD) - Medically Necessary		1			1		4		2		2	1	11
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2			1	1		4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals												1	1

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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1	1									2
Property - Special Handling	2	3	4	1	2	4	3	3	1	2	2	1	28
Property - Special Handling - Damaged Items - Carry		1	1	1		1				1	2		7
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Carry-C			1	1		1	2	2	2	1			11
Property - Special Handling - Missing Item	2	1	2			1		1		1			8
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	11	9	4	4	9	6	2	3	3	5	2	3	61
Screening - Children	1							1					2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	3		1	2	3	1						12
Screening - International Screening								1					1
Screening - Lengthy Lines	2		1		1	1			1	1			7
Screening - Procedures/Process	6	5	3	2	4	2		1	2	3	2	1	31
Screening - Retrieving Abandoned/Confiscated Items				1	2								5
Screening - Security Breach		1					1						2
<b>2025</b>		<b>17</b>											<b>17</b>
Airline		1											1
Airline - Lost Baggage		1											1
Civil Rights		1											1
Civil Rights - Race		1											1
CLEAR		1											1
CLEAR - Registered Traveler		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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1
Property - Special Handling		2											2
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Item		1											1
Screening		2											2
Screening - Procedures/Process		2											2

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
<b>HPN</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>6</b>	<b>2</b>	<b>94</b>
<b>2023</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>3</b>		<b>48</b>
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1	2		1	1		1	1		10
Customer Service - TSO	1	1	1	1	2		1	1		1	1		10
Mishandling of Passenger Property			1				1	1		2			5
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1			2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other							1						1
Patdown					1					1	1		3
Patdown - Flyer					1					1	1		3
Persons w/ Disabilities (PWD)			1			1			1	1			4
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Property - Special Handling							3	1			1		5
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On							2						2
Screening		1			1	3	2	6	3	2			18
Screening - Inconsistency								1	1				2
Screening - International Screening										1			1
Screening - Lengthy Lines						1	2	2	1				6
Screening - Procedures/Process		1			1	2	2	3	1	1			9
<b>2024</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>42</b>
Civil Rights							1				1		2
Civil Rights - Race							1				1		2
Customer Service	1	1	2		1	2	1		2	2		1	13
Customer Service - TSO	1	1	2		1	2	1		2	2		1	13
DHS TRIP									1				1
DHS TRIP - General									1				1
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1		1					1		1		4
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1		1		3
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	2			1	1								4
Patdown - Flyer	2			1	1								4
Persons w/ Disabilities (PWD)								1	1		1		3
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling							1		1				2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked									1				1
Screening	1		1			2			2	2		1	9
Screening - Inconsistency	1					1				1			3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1			2	1		1	5
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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
<b>HRL</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>37</b>
<b>2023</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>21</b>
Civil Rights	2												2
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1												1
Customer Service		2	1				1	2	1		2		9
Customer Service - TSO		2	1				1	2	1		2		9
Mishandling of Passenger Property								1			1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling					1			1		1			3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1			1		1		3
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process									1		1		2
<b>2024</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>3</b>		<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>16</b>
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			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1						2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction										2			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling		1					1		1			1	4
Property - Special Handling - Damaged Items - Carry		1							1			1	3
Property - Special Handling - Missing Items - Carry-On							1						1
Screening					2		1						3
Screening - Inconsistency					2								2
Screening - Procedures/Process							1						1



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
<b>HSV</b>	<b>14</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>6</b>	<b>94</b>
<b>2023</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>39</b>
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 - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disa	1												1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling					1				1		2		4
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening			3	2	2	2		1	1	2	2	1	14
Screening - Crew Member or Airline Employee					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/Confiscated Items						1							1
<b>2024</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>49</b>
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	1	2	1	1		2	17
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missii		1								1			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1								1	1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1										1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1												1
Screening	3		1	1	2		1	3	1	2	4	1	19
Screening - International Screening					1								1
Screening - Lengthy Lines	1						1				3		5
Screening - Procedures/Process	2		1	1	1			3	1	1	1	1	12
Screening - Security Breach										1			1
<b>2025</b>	<b>6</b>												<b>6</b>
Customer Service	1												1
Customer Service - TSO	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	4												4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3												3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HTS</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>22</b>
<b>2023</b>		<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Civil Rights				1									2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening													1
Screening - Procedures/Process													1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>4</b>			<b>16</b>
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 - Damaged/Missing Items--C				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 Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										2			2
Screening						1			1				2
Screening - Procedures/Process						1			1				2

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
<b>HVN</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>52</b>
<b>2023</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>22</b>
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 - Damaged/Missin			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 Items - Carry-On							1						1
Screening							1	1	3		1		6
Screening - Inconsistency											1		1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									3				3
Screening - Security Breach							1						1
<b>2024</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>26</b>
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 - Damaged/Missing Items--Checked Bag			1	1			1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1								2
Persons w/ Disabilities (PWD)		1						1		1			3
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1		1	1		1		1	1	1			7
Screening - Crew Member or Airline Employee						1			1				2
Screening - Inconsistency	1									1			2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	2												2
Customer Service - TSO	2												2
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1

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

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
<b>HXD</b>	<b>4</b>	<b>3</b>			<b>3</b>	<b>1</b>		<b>7</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>23</b>
<b>2023</b>	<b>1</b>	<b>3</b>				<b>1</b>		<b>4</b>	<b>1</b>	<b>1</b>			<b>11</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening	1	1				1		2	1	1			7
Screening - Procedures/Process	1	1				1		2	1	1			7
<b>2024</b>	<b>1</b>				<b>3</b>			<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>
Customer Service					1			1	1				3
Customer Service - TSO					1			1	1				3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening	1				1			2		1			5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1				1			1		1			4
<b>2025</b>	<b>2</b>												<b>2</b>
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1

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
<b>HYS</b>		1		1	1			1		2			6
<b>2023</b>		1						1					2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
<b>2024</b>				1	1					2			4
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Screening								1					1
Screening - Procedures/Process								1					1

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
<b>IAD</b>	<b>90</b>	<b>51</b>	<b>62</b>	<b>58</b>	<b>41</b>	<b>85</b>	<b>59</b>	<b>82</b>	<b>65</b>	<b>70</b>	<b>63</b>	<b>73</b>	<b>799</b>
<b>2023</b>	<b>26</b>	<b>25</b>	<b>35</b>	<b>33</b>	<b>22</b>	<b>41</b>	<b>30</b>	<b>27</b>	<b>27</b>	<b>29</b>	<b>30</b>	<b>37</b>	<b>362</b>
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 Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1										1		2
Customer Service	11	7	9	7	8	8	7	7	5	8	3	7	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
Hazardous Materials Safety - General													1
Locks						1				1	2		4
Locks - General						1							1
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 - Damaged/Missing Items--C			1	3	2	1	2	2	1	1	4	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	2		2	2	1	2	3		2	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	2	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
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 Spectrum							1		1	1		1	4
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		2	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	3	5	6	4	1	9	5	2	4	2	4	5	50
Property - Special Handling - Damaged Items - Carry		1	5	4		3	1	1	2	1	1		19
Property - Special Handling - Damaged Items - Carry	1	2				1		1	2		1	1	9
Property - Special Handling - Missing Items - Carry-C		1	1		1	1	3			1			10
Property - Special Handling - Missing Items - Carry-C	2	1				4	1				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 Employee		1				2			1				4
Screening - Inconsistency			1	1		2		1	1	1		1	8
Screening - International Screening				1			1		1				3
Screening - Lengthy Lines			2	3		2	2	3	2	1	3		18
Screening - Procedures/Process	3	4	6	4	5	6	5	4	6	6	6	9	64
Screening - Retrieving Abandoned/Confiscated	2	1							1				5
<b>2024</b>	<b>24</b>	<b>26</b>	<b>27</b>	<b>25</b>	<b>19</b>	<b>44</b>	<b>29</b>	<b>55</b>	<b>38</b>	<b>41</b>	<b>33</b>	<b>36</b>	<b>397</b>
Additional Information Required/Insufficient Information	1							1	1				3
Additional Information Required/Insufficient Information	1							1	1				3
Airline		3	1			1					1	1	7
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		3	1								1	1	6
Civil Rights		2	1	1	3	3	1	3	1	2	2	4	23
Civil Rights - Age				1		1							2
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1						1					2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race			1		2	1		2		1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1	1		1			2	6
Civil Rights - Transgender Screening												1	1
CLEAR											1		1
CLEAR - TSA PreCheck Application Program											1		1
Customer Service	5	7	8	9	8	17	9	15	14	14	4	8	118
Customer Service - CSM								1					1
Customer Service - Others			1										1
Customer Service - TCC					1								1
Customer Service - TSO	5	7	7	9	7	17	9	14	14	14	4	8	115
DHS TRIP		1	1	1							2		5
DHS TRIP - General		1	1	1							2		5
Locks				2	1	1		1					6
Locks - Missing or Damaged Lock				2	1	1		1					6
Lost and Found	1			1					1				4
Lost and Found - Airport/TSA	1			1					1				4
Mishandling of Passenger Property	4	1	6	7	4	3	3	7	4	7	7	1	54
Mishandling of Passenger Property - Damaged/Missing Items--C	4		2	1	3	1	2	4	3	5	2		27
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I		1	2	4	1	2	1	2	1	2	4	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1	2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1			1		3

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 Jurisdiction	3		2			1	3	2	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	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 Spectrum						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1				1		2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1										1	2
Property - Special Handling	4	2	2	3	1	5	1	4	3	3	4	2	34
Property - Special Handling - Damaged Items	1	1	1	1	1	1	1	2		1	2	2	14
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items	1	1		1		3		1	2	1	1		11
Property - Special Handling - Missing Items - Checked	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 Employee						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/Confiscated	1					1	1	1		1		1	6
<b>2025</b>	<b>40</b>												<b>40</b>
Civil Rights	3												3
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Race	1												1
Customer Service	6												6
Customer Service - Others	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 - Damaged	2												2
Mishandling of Passenger Property - Damaged - Checked	3												3
No Jurisdiction	7												7
No Jurisdiction - No Referral	2												2
No Jurisdiction - Refer to CBP	4												4
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Property - Special Handling	6												6
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	2												2
Property - Special Handling - Missing Items - Checked	3												3
Screening	8												8
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	5												5



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
<b>IAG</b>	<b>2</b>			<b>2</b>				<b>1</b>			<b>1</b>	<b>1</b>	<b>7</b>
<b>2023</b>	<b>1</b>			<b>1</b>				<b>1</b>					<b>3</b>
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
<b>2024</b>				<b>1</b>							<b>1</b>	<b>1</b>	<b>3</b>
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
<b>2025</b>	<b>1</b>												<b>1</b>
No Jurisdiction	1												1
No Jurisdiction - Refer to CBP	1												1

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
<b>IAH</b>	<b>242</b>	<b>135</b>	<b>131</b>	<b>129</b>	<b>128</b>	<b>173</b>	<b>197</b>	<b>198</b>	<b>190</b>	<b>176</b>	<b>171</b>	<b>146</b>	<b>2,016</b>
<b>2023</b>	<b>65</b>	<b>68</b>	<b>64</b>	<b>67</b>	<b>61</b>	<b>88</b>	<b>102</b>	<b>100</b>	<b>88</b>	<b>91</b>	<b>72</b>	<b>70</b>	<b>936</b>
Additional Information Required/Insufficient Information	1			1	1				1		1		5
Additional Information Required/Insufficient Information - Airline	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 Cultural and Ceremonial Items			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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
Freedom of Information Act (FOIA) - General													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 - Damaged	3	2	4	4	4	2	5	9	8	3	3	3	50
Mishandling of Passenger Property - Damaged - Lost	1	1	3	1	1		3	1	3	6	1	1	22
Mishandling of Passenger Property - Disassembled	2			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 Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1				1	1	1			4
Persons w/ Disabilities (PWD) - General	1			1						1		1	4
Persons w/ Disabilities (PWD) - Hearing Impairment			1					1			1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	1			1	1	1	1		3	2			10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1				1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2	1				1						4
Persons w/ Disabilities (PWD) - Visual Impairment	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			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 Items	4	3	3			3	4	3	6	2	3	3	38
Property - Special Handling - Damaged Items - Checked				1			1	1		2		1	6
Property - Special Handling - Missing Items	1	5	4	4	3	2	6	3		3	4	3	38
Property - Special Handling - Missing Items - Checked	1	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 Employee		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
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/Confiscated	1	2	1	1	1	1		2			1	1	11
<b>2024</b>	<b>71</b>	<b>67</b>	<b>67</b>	<b>62</b>	<b>67</b>	<b>85</b>	<b>95</b>	<b>98</b>	<b>102</b>	<b>85</b>	<b>99</b>	<b>76</b>	<b>974</b>
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - Airline	1	1											2
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline			1	1	1			1		2		1	7
Airline - Lost Baggage				1	1								2
Airline - Policy/Regulations/Service			1		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

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Categories	10-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 - Not Specified							1		1	1			3
Civil Rights - Perceived Religion			1					1			1		3
Civil Rights - Profiling	1					1							2
Civil Rights - Race	1	3	1	2	3	2	2	5	3	5	4		31
Civil Rights - Sex/Gender/Gender Identity	1	1		1		1		1		1	2		8
Civil Rights - Sexual Orientation - Not Transgender				1				1					2
Civil Rights - Transgender Screening						1	1					1	3
Claims							1		1				2
Claims - General							1						1
Claims - Status									1				1
Customer Service	28	26	27	23	24	39	38	36	39	29	32	25	366
Customer Service - CSM					1								1
Customer Service - Others						1				2			3
Customer Service - TCC						1				1		1	3
Customer Service - TSO	28	26	27	23	23	37	38	36	39	26	32	24	359
DHS TRIP					1	1				2	1	2	7
DHS TRIP - General					1	1				2	1	2	7
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks			1					1	1	3		2	8
Locks - General									1				1
Locks - Missing or Damaged Lock			1					1		3		2	7
Lost and Found				3	2			4	5	3	3	5	25
Lost and Found - Airport/TSA				3	2			4	5	3	3	5	25
Mishandling of Passenger Property	1	6	8	9	11	11	6	8	7	8	8	6	89
Mishandling of Passenger Property - Damaged	1	4	4	7	3	9	3	4	4	4	6	5	54
Mishandling of Passenger Property - Damaged/Missing Items--C			4		6	2	3	2	2	3	1		23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1			1		1	1		5
Mishandling of Passenger Property - Disarrayed Item		2		1	1			1	1			1	7
No Jurisdiction		3	2		2	3	1	4	8	4	6	4	37
No Jurisdiction - No Referral			1			1		1	2	2	2	2	11
No Jurisdiction - Refer to CBP		3	1		2	1	1	2	4	1	2	2	19
No Jurisdiction - Refer to Other						1		1	2	1	2		7
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	8	2	6	6		3	7		4	4	7	4	51
Patdown - Children	1									1	1		3
Patdown - Flyer	7	2	6	6		3	5		3	2	6	3	43
Patdown - Flyer as Observer							2		1	1		1	5
Persons w/ Disabilities (PWD)	5	6	3	2	8	5	10	10	7	7	7	13	83
Persons w/ Disabilities (PWD) - Autism Sp	1					1		1		1	1		5
Persons w/ Disabilities (PWD) - Breast Cancer					2								2
Persons w/ Disabilities (PWD) - Cancer (g	1	1			2								4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes		1	1		1			2				1	6
Persons w/ Disabilities (PWD) - General		1	1			2	2	1				3	10
Persons w/ Disabilities (PWD) - Hearing Impairment							2	1				4	7
Persons w/ Disabilities (PWD) - Internal Medical Devices								1		1			2
Persons w/ Disabilities (PWD) - Medical Devices - At		1								1	1		3
Persons w/ Disabilities (PWD) - Medically	1	2			1		1	3	3	1	2	2	16
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1	1	1		2	2		9
Persons w/ Disabilities (PWD) - Prosthesi	1					1				1			3
Persons w/ Disabilities (PWD) - Service Animals							3		1			2	6
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	1		1		2		1		8
Property - Special Handling	9	7	7	4	6	3	13	9	10	5	8	6	87
Property - Special Handling - Damaged It	2	1	3		1	2	4	4	1	3	3	3	27
Property - Special Handling - Damaged It	3	1		1			2	2	1		1		11
Property - Special Handling - Missing Item	2	2		2	4	1	6	2		1	4	3	27
Property - Special Handling - Missing Item	2	3	4	1	1		1	1	8	1			22
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	10	8	8	8	15	13	16	16	11	18	7	146
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	1	1		2		4		3	1		1		13
Screening - International Screening						2							2
Screening - Lengthy Lines			1			3		2	5	2	4	1	18
Screening - Procedures/Process		9	7	3	7	5	10	10	10	8	13	6	101
Screening - Retrieving Abandoned/Confiscated Items				2	1	1	3	1					8
Screening - Security Breach				1						1			2
<b>2025</b>	<b>106</b>												<b>106</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	6												6
Civil Rights - National Origin	2												2
Civil Rights - Race	3												3
Civil Rights - Screening of Religious or Cu	1												1
Customer Service	31												31
Customer Service - TSO	31												31
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	3												3
Lost and Found - Airport/TSA	3												3
Mishandling of Passenger Property	5												5

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
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	4												4
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	3												3
Patdown	10												10
Patdown - Children	1												1
Patdown - Flyer	8												8
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	11												11
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	5												5
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	12												12
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	7												7
Property - Special Handling - Missing Item	2												2
Screening	22												22
Screening - Inconsistency	2												2
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	16												16
Screening - Retrieving Abandoned/Confis	1												1

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
<b>ICT</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>63</b>
<b>2023</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>23</b>
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1	1					2	1		2			7
Customer Service - TSO	1	1					2	1		2			7
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property		1						2					3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening			1	1			1	1		1		1	7
Screening - Inconsistency			1	1								1	3
Screening - Procedures/Process							1	1		1		1	4
<b>2024</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>38</b>
Civil Rights			1					2					3
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1					1
Customer Service	6	1	1	2	1			2		1			14
Customer Service - TCC	1												1
Customer Service - TSO	5	1	1	2	1			2		1			13
Mishandling of Passenger Property		2		1	1	1		1					6
Mishandling of Passenger Property - Damaged/Missi		2						1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Property - Special Handling			1				1		1				3
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Items - Checked			1										1
Screening	2	2					1		2	1	1	1	10
Screening - Inconsistency	1												1
Screening - Procedures/Process	1	2					1		2	1	1	1	9
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>IDA</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>26</b>
<b>2023</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>8</b>
Civil Rights					1								1
Civil Rights - Screening of Religious or Cultural Garments					1								1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown							1	1					2
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2024</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>18</b>
Customer Service			1	3		1		1	1	1	2	1	6
Customer Service - TSO			1					1	1	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	1			2									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1				1						1	3
Screening - Inconsistency						1							1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process												1	1

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
<b>IFP</b>	1	1				1	1	1		1	3		9
<b>2023</b>										1	1		2
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>	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
No Jurisdiction - No Referral								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Screening		1										1	2
Screening - Procedures/Process		1									1		2

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
<b>ILG</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>30</b>
<b>2023</b>			<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>14</b>
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Patdown						1		1					2
Patdown - Flyer						1		1					2
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Screening			1		1	1	1			1			2
Screening - Lengthy Lines			1								1		2
Screening - Procedures/Process					1	1	1						2
<b>2024</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>15</b>
Customer Service						1	1						1
Customer Service - TSO						1	1						1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown				1			1			2			4
Patdown - Children										1			1
Patdown - Flyer				1			1			1			3
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening						1			1				1
Screening - Procedures/Process						1			1				1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1



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
<b>ILM</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>63</b>
<b>2023</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>34</b>
Airline		1											1
Airline - Baggage Requirements		1											1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1	1	1	2	1	2	8
Customer Service - TSO							1	1	1	2	1	2	8
Locks				1	1								3
Locks - Missing or Damaged Lock				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 - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1									1
Screening		5	1	1	2	1			1		1	1	13
Screening - Crew Member or Airline Employee			1		1								3
Screening - Inconsistency					1				1				2
Screening - Procedures/Process		5		1		1					1		8
<b>2024</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>26</b>
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				1
DHS TRIP - General									1				1
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction													1
No Jurisdiction - Refer to CBP													1
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling				1								1	2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2		1				1	1		2	1		8
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency			1				1						2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1									2	1		4
<b>2025</b>	<b>3</b>												<b>3</b>
Screening	3												3
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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
<b>IMT</b>	1		1			1	1	1	1				6
<b>2023</b>			1				1	1					3
Civil Rights			1										1
Civil Rights - Race			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1				1
Patdown - Flyer									1				1
<b>2024</b>						1				1			2
Patdown						1				1			2
Patdown - Flyer						1				1			2
<b>2025</b>	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>IND</b>	<b>44</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>17</b>	<b>15</b>	<b>21</b>	<b>77</b>	<b>51</b>	<b>53</b>	<b>30</b>	<b>36</b>	<b>403</b>
<b>2023</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>46</b>	<b>28</b>	<b>26</b>	<b>20</b>	<b>16</b>	<b>186</b>
Additional Information Required/Insufficient Information								2					2
Additional Information Required/Insufficient Information - EMAIL ONLY								2					2
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights			1	1		1		2	4	4	1	1	15
Civil Rights - Age									1				1
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin										1			1
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1				1	1	1	6
Civil Rights - Transgender Screening									1	1			2
Customer Service	1	2	2		3	2	1	9	1	6	6	2	35
Customer Service - TCC						1							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 - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1					1	2	3			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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 Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - Medically	1	1						1	1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1			2			1	3	2	1		1	11
Property - Special Handling - Damaged Items - Carry-On				1				1					2
Property - Special Handling - Damaged Items - Checked				1								1	2
Property - Special Handling - Missing Items - Carry-On								2		1			4
Property - Special Handling - Missing Items - Checked							1		1				3
Screening	2	1	4		1	4	5	22	10	11	8	6	74
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency					1		1	1		3			6
Screening - Lengthy Lines						1	2	12	5		2	2	24
Screening - Procedures/Process	2	1	4			2	2	9	5	8	5	4	42
<b>2024</b>	<b>19</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>7</b>	<b>12</b>	<b>31</b>	<b>23</b>	<b>27</b>	<b>10</b>	<b>20</b>	<b>198</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		1						1					2
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1											1
Business, Suggestions, and Ideas							1						1
Business, Suggestions, and Ideas - General							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					1								1
Customer Service - TSO	3	5	2	2	2	3	4	9	9	1	2	4	46
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Mishandling of Passenger Property	2		3	1	2	1			1	2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1						1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1		2	1	2					2	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1				1		1	1	1	5
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other								1		1	1	1	4
Patdown	4		1		3		1	1	3	3			16
Patdown - Children	1								1				2
Patdown - Flyer	3				1		1	1	1	3			10
Patdown - Flyer as Observer			1						1				2
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	3	1		3	1	1	3	3	2	4		1	22
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	1									2			3

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
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1		1	2		1		1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1	2	1	1				6
Persons w/ Disabilities (PWD) - Prostheses		1		1						1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1										1
Property - Special Handling		1		3	1			3		1			13
Property - Special Handling - Damaged Items - Carry-On				1				1					3
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items		1		2				2					6
Property - Special Handling - Missing Items - Checked					1					1			2
Screening		5	5	1	3	2	2	2	11	6	12	6	61
Screening - Children			1										1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency			1	1			1			2	1		6
Screening - Lengthy Lines		1		1			1	5	3	4	2	3	20
Screening - Procedures/Process		4	3	1		2	1	1	6	3	6	3	32
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2025</b>		<b>19</b>											<b>19</b>
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service		8											8
Customer Service - TSO		8											8
Patdown		2											2
Patdown - Children		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		3											3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Prostheses		1											1
Screening		5											5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		4											4

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
<b>INL</b>							1					1	2
<b>2023</b>							1					1	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1

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
IPL										1			1
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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
<b>ISP</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>47</b>
<b>2023</b>		<b>1</b>		<b>4</b>		<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>22</b>
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights							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				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Patdown				1			2					1	4
Patdown - Flyer				1			2					1	4
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening							1		3	1	1	2	8
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1		3			1	5
<b>2024</b>			<b>3</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>22</b>
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service			2	2	1			6	1				12
Customer Service - TSO			2	2	1			6	1				12
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction									1				1
No Jurisdiction - Refer to CBP									1				1
Screening							2	1		1	1	2	7
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1				1		2
Screening - Procedures/Process										1		2	3
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	2												2
Screening - Procedures/Process	2												2

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
<b>ITH</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>9</b>
<b>2023</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>				<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening													1
Screening - Procedures/Process													1
<b>2024</b>					<b>2</b>	<b>1</b>			<b>1</b>				<b>4</b>
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Lengthy Lines	1												1



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
<b>ITO</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>18</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>54</b>
<b>2023</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>9</b>		<b>3</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>28</b>
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 - Damaged/Missin		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 Items - Checked										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
<b>2024</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>		<b>24</b>
Civil Rights						1		1					2
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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 - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1					5	1				1		8
Screening - Crew Member or Airline Employee											1		1
Screening - Lengthy Lines						3							3
Screening - Procedures/Process	1					2	1						4
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>IWA</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>86</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>34</b>
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	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			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property			1		1		1	1					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)					2	1						1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Screening		1	1	1	1	1							5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2024</b>		<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>49</b>
Civil Rights			1		1								2
Civil Rights - National Origin					1								1
Civil Rights - Race			1										1
Customer Service		1	3	2	1	2	1	3		2	1		16
Customer Service - TSO		1	3	2	1	2	1	3		2	1		16
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property			1			1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
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)			1	1		1		1	1				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		2				1	1			1			5
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke		2											2
Screening				1	2	1	1		1	4	2		12
Screening - Inconsistency					1					1			2
Screening - Procedures/Process				1	1		1		1	3	1		8
Screening - Retrieving Abandoned/Confiscated Items							1				1		2
<b>2025</b>		<b>3</b>											<b>3</b>
Customer Service		3											3
Customer Service - TSO		3											3

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
<b>IWD</b>				1						1	1		3
<b>2023</b>				1									1
Screening				1									1
Screening - Inconsistency				1									1
<b>2024</b>										1	1		2
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1

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
<b>JAC</b>	<b>7</b>			<b>2</b>	<b>2</b>		<b>1</b>		<b>9</b>	<b>9</b>	<b>3</b>	<b>11</b>	<b>44</b>
<b>2023</b>	<b>3</b>			<b>2</b>					<b>2</b>	<b>6</b>		<b>2</b>	<b>15</b>
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
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1					1	2			6
Screening - Procedures/Process	1			1					1	2			6
<b>2024</b>	<b>1</b>				<b>2</b>		<b>1</b>		<b>7</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>26</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - 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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling										2	1		3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked										2			2
Screening	1						1		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
<b>2025</b>	<b>3</b>												<b>3</b>
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

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
<b>JAN</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>77</b>
<b>2023</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>31</b>
Civil Rights	1	1							1				3
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Race									1				1
Customer Service	2		1							1	1	1	6
Customer Service - TSO	2		1							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						2		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
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 Impairment		1											1
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1				1	1	2	1	1	3	1	11
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1	1	2			2	1	7
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>39</b>
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	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 - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)		1								2	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Screening	1	1	2			2	1	2	2	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	8
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2025</b>	<b>7</b>												<b>7</b>
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

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
<b>JAX</b>	<b>53</b>	<b>29</b>	<b>29</b>	<b>36</b>	<b>26</b>	<b>24</b>	<b>30</b>	<b>42</b>	<b>48</b>	<b>33</b>	<b>38</b>	<b>34</b>	<b>422</b>
<b>2023</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>23</b>	<b>17</b>	<b>11</b>	<b>16</b>	<b>14</b>	<b>145</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights	1			2			1	3	3		1	2	13
Civil Rights - Profiling									1				1
Civil Rights - Race	1						1	2	2		1	2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening									1				1
Customer Service	1	4	2	4	3	5	2	9	6	2	2	3	43
Customer Service - TSO	1	4	2	4	3	5	2	9	6	2	2	3	43
Locks		1				1			1				3
Locks - General									1				1
Locks - Missing or Damaged Lock		1				1							2
Mishandling of Passenger Property	1	1	1				2		2		4	2	13
Mishandling of Passenger Property - Dam	1								2				3
Mishandling of Passenger Property - Damaged/Missii			1	1							4	2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1			3					3	1	2	1	11
Patdown - Children				1						1			2
Patdown - Flyer	1			2					1	1	2	1	8
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1	1	11
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1						1			2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1			1	2
Property - Special Handling		1					2	2	1	1	1	1	9
Property - Special Handling - Damaged Items - Carry-On							1	1		1			3
Property - Special Handling - Missing Items - Carry-On								1	1		1	1	4
Property - Special Handling - Missing Items - Checke		1					1						2
Screening	3	4	3	5		1	5	5	2		7	5	40
Screening - Crew Member or Airline Empl	1						1		1				3
Screening - Inconsistency	1	1	2	1		1		1					7
Screening - Lengthy Lines		1					2	1	1		3	2	10
Screening - Procedures/Process	1	2	1	4			1	3			4	3	19
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>23</b>	<b>18</b>	<b>23</b>	<b>21</b>	<b>23</b>	<b>15</b>	<b>18</b>	<b>19</b>	<b>31</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>255</b>
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Airline					1	1	1			1	1		5
Airline - Baggage Requirements							1						1
Airline - Policy/Regulations/Service					1	1					1		3
Airline - Wheelchair Assistance										1			1
Civil Rights			3						1			2	6
Civil Rights - Age									1				1
Civil Rights - National Origin												1	1
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening			1										1
Claims						1							1
Claims - General						1							1
Customer Service	7	7	6	3	8	4	9	9	13	6	8	9	89
Customer Service - CSM						2							2
Customer Service - TSO	7	7	6	3	8	2	9	9	13	6	8	9	87
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks	1		1	1	1			1			2		7
Locks - Missing or Damaged Lock	1		1	1	1			1			2		7
Lost and Found			1		1								2
Lost and Found - Airport/TSA			1		1								2
Mishandling of Passenger Property	2	1	4	3	1	3	1	1	3	4	3	1	27
Mishandling of Passenger Property - Dam	2	1	2	2	1	2	1	1	1	3	3		18
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
No Jurisdiction		1	1			1	1	1				2	7
No Jurisdiction - No Referral		1	1			1							3
No Jurisdiction - Refer to FAA												1	1
No Jurisdiction - Refer to Other							1	1				1	3
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2			2				1	1	1	2	1	10
Patdown - Flyer	2			2				1	1	1	2	1	10
Persons w/ Disabilities (PWD)	1	1	2	1				1	1	3	2	1	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio			1										1

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
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1				1				1	4
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2				1	1			2	3	1		10
Property - Special Handling - Damaged It	1					1			2	2	1		7
Property - Special Handling - Missing Item	1				1					1			3
Screening	8	7	4	10	8	5	6	6	9	4	3	4	74
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	3			1					1	1	1	8
Screening - Lengthy Lines	2		2	2	2	2	3	1	2				16
Screening - Procedures/Process	4	4	1	8	5	3	3	5	6	3	2	3	47
Screening - Retrieving Abandoned/Confiscated Items			1						1				2
<b>2025</b>	<b>22</b>												<b>22</b>
Customer Service	8												8
Customer Service - TSO	8												8
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	8												8
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5												5

**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
<b>JFK</b>	<b>406</b>	<b>272</b>	<b>296</b>	<b>269</b>	<b>242</b>	<b>308</b>	<b>259</b>	<b>306</b>	<b>349</b>	<b>314</b>	<b>371</b>	<b>298</b>	<b>3,690</b>
<b>2023</b>	<b>127</b>	<b>147</b>	<b>140</b>	<b>139</b>	<b>109</b>	<b>151</b>	<b>116</b>	<b>150</b>	<b>145</b>	<b>146</b>	<b>153</b>	<b>120</b>	<b>1,643</b>
Additional Information Required/Insufficient Information		2						1		1			4
Additional Information Required/Insufficient Informatic		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 Employee)						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 Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	3		2	1	1	2			1	1			11
Civil Rights - Sexual Orientation - Not Transgender		1					1						2
Civil Rights - Transgender Screening				1			2			2		1	6
Claims			2			1		1		1	1		6
Claims - General			1			1				1			3
Claims - Status			1								1		3
Customer Service	35	55	51	52	41	53	41	46	45	50	46	41	556
Customer Service - Others		1			1								2
Customer Service - TCC		1										2	3
Customer Service - TSO	35	53	51	52	40	53	41	46	45	50	46	39	551
DHS TRIP							1				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 - Damaged/Missing Items--Unspecified Luggage	8	4	5	5	4	7	5	7	9	5	10	1	70
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	10	7	5	2	3	5	1	6	3	1	8	5	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1	2				1						5
Mishandling of Passenger Property - Disassembly	7	4	1	2	11	7	3	2	7	4	9	4	61
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 State											1		1
No Jurisdiction - Refer to Other		1			2			1		2	3		9
Patdown	4	11	6	7	7	6	3	14	2	7	2	3	72
Patdown - Children								1					1
Patdown - Flyer	4	7	3	6	7	5	3	14	2	6	2	2	61
Patdown - Flyer as Observer		4	2	1								1	8
Patdown - General			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 Spectrum Disorder	1	1	1				2	2	1	5		2	15
Persons w/ Disabilities (PWD) - Cognitive/Developmental Delay		1						1	2	2		1	7
Persons w/ Disabilities (PWD) - Diabetes			2			1	2		1	1	1		7
Persons w/ Disabilities (PWD) - General				1						3	1		5
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1		1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices		1	1										2
Persons w/ Disabilities (PWD) - Medical Equipment	1	1				1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1	1		1	5			2		10
Persons w/ Disabilities (PWD) - Metal Implants (Joint)		1					1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4	1				2	1	1			2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1						1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1						1				2
Persons w/ Disabilities (PWD) - Service Animals	1	1				1	1		1	1			6
Persons w/ Disabilities (PWD) - Wheelchairs	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 Items	12	6	5	5	1	2	6	4	5	3	3		52
Property - Special Handling - Damaged Items - Checked	3		1	2	1	6	3	2	3	1	1		23
Property - Special Handling - Missing Items	2	8	4	4	2	2	1	1	3	2	3	6	38
Property - Special Handling - Missing Items - Checked		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 Employee			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	17	15	18	17	29	17	29	24	24	31	23	259
Screening - Retrieving Abandoned/Confiscated	1		1	3	7	2		1	3			1	19



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
Screening - Security Breach		1											1
<b>2024</b>	<b>123</b>	<b>125</b>	<b>156</b>	<b>130</b>	<b>133</b>	<b>157</b>	<b>143</b>	<b>156</b>	<b>204</b>	<b>168</b>	<b>218</b>	<b>178</b>	<b>1,891</b>
Additional Information Required/Insufficient Information	1									1	2		4
Advanced Imaging Technology (AIT)	1										1	2	4
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline	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	2	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	19	114
Civil Rights - Age								1			1	4	6
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin				4	2		2	3	2		3	3	19
Civil Rights - Not Specified					2	2				1		2	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 Cultural Beliefs	1			1									2
Civil Rights - Sex/Gender/Gender Identity	1	1	2		1	2		2		2	1	1	13
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening										1	1		2
Claims						1	1	1	1				4
Claims - General							1	1	1				3
Claims - Status						1							1
Customer Service	43	51	79	56	60	58	56	51	63	50	64	55	686
Customer Service - CSM			1	2		2		1		1		2	9
Customer Service - Others						1	1						2
Customer Service - TCC								1					1
Customer Service - TSO	43	51	78	54	60	55	55	49	63	49	64	53	674
DHS TRIP	1				1	1		2	1		3	2	11
DHS TRIP - General	1				1			2			3	2	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	1	16
Lost and Found			2	1	2	1	2	3	3	4	3	3	24
Lost and Found - Airport/TSA			2	1	2	1	2	3	3	4	3	3	24
Mishandling of Passenger Property	5	7	10	11	11	17	12	14	22	19	20	13	161
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item	3	3	2	6	5	8	9	4	12	15	10	6	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item	2	3	8	4	5	9	2	9	9	4	9	7	71
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item			1					1					2
Mishandling of Passenger Property - Disarrayed Item		1			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	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	5	3	2	3	4	5	6	7	9	7	5	59
Patdown - Children		1					1			1			3
Patdown - Flyer	2	3	3	1	3	3	4	5	7	8	7	5	51
Patdown - Flyer as Observer	1	1		1		1		1					5
Persons w/ Disabilities (PWD)	7	7	10	6	10	11	10	14	21	15	23	17	151
Persons w/ Disabilities (PWD) - Autism Spectrum			1					1	2	2	2	2	10
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2								2
Persons w/ Disabilities (PWD) - Cognitive	1						1		1		2		5
Persons w/ Disabilities (PWD) - Diabetes	1					1			3		2	2	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General	1		2			3		1	3	1	3	2	16
Persons w/ Disabilities (PWD) - Hearing Impairment							2	2	1	1	1		7
Persons w/ Disabilities (PWD) - Internal Medical Device		1		1					1		2		5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													2
Persons w/ Disabilities (PWD) - Medical	1	2	1		2		1	1	4	1	5	4	22
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1				2	1	3	2		2	12
Persons w/ Disabilities (PWD) - Mobility	1	2	1		2	1	2	2	2	6	1	1	21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1		1						2
Persons w/ Disabilities (PWD) - Service Animals	1			1		2							4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2		1					1		4
Persons w/ Disabilities (PWD) - Visual Impairment	1					1		2					4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		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	15	164
Property - Special Handling - Damaged Items	3	3	5	3	1	2	2	2	5	3	1	6	36
Property - Special Handling - Damaged Items - Checked	1	3	3	1	1			1	1	1	1	1	14
Property - Special Handling - Missing Items	5	5	9	5	7	2	5	1	6	7	5	4	61
Property - Special Handling - Missing Items - Checked	3	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	1												1
Screening - Crew Member or Airline Employee	2	1			1		1	1					6

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
Screening - Inconsistency	5	3		1	1	2	1	3		3	5	2	26
Screening - Lengthy Lines	5	8	10	3	3	12	5	6	11	7	13	10	93
Screening - Procedures/Process	24	19	10	14	8	13	20	11	27	18	26	21	211
Screening - Retrieving Abandoned/Confis	1			2	1	2	3	1	1		2	3	16
Screening - Security Breach		1		1			1						3
TWIC	1												1
TWIC - General	1												1
<b>2025</b>	<b>156</b>												<b>156</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline	3												3
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	2												2
Civil Rights	10												10
Civil Rights - Age	2												2
Civil Rights - National Origin	3												3
Civil Rights - Not Specified	2												2
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims	2												2
Claims - General	1												1
Claims - Status	1												1
CLEAR	2												2
CLEAR - Registered Traveler	2												2
Customer Service	41												41
Customer Service - TSO	41												41
DHS TRIP	3												3
DHS TRIP - General	3												3
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	10												10
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	7												7
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1												1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	14												14
Persons w/ Disabilities (PWD) - Autism Sp	1												1
Persons w/ Disabilities (PWD) - General	1												1
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) - Respiratc	1												1
Persons w/ Disabilities (PWD) - Wheelcha	5												5
Property - Special Handling	21												21
Property - Special Handling - Damaged It	8												8
Property - Special Handling - Missing Item	6												6
Property - Special Handling - Missing Item	7												7
Screening	40												40
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency	1												1
Screening - Lengthy Lines	10												10
Screening - Procedures/Process	24												24
Screening - Retrieving Abandoned/Confis	2												2
Screening - Security Breach	1												1

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
JHM							1						1
2023							1						1
Screening							1						1
Screening - Crew Member or Airline Employee							1						1

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
JLN							1						1
2024							1						1
Screening							1						1
Screening - Inconsistency							1						1

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
JMS									1				1
2023									1				1
Screening									1				1
Screening - Children									1				1

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
<b>JNU</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>1</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>45</b>
<b>2023</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>26</b>
Civil Rights			1			1		2	2				6
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin								1					1
Civil Rights - Not Specified						1							1
Civil Rights - Race			1					1	1				3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property	1	2	1			2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missin		2				2				1			5
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown									1	1	1		3
Patdown - Flyer									1	1			2
Patdown - Non-Flyer											1		1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening							2	1	1		1	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1		1		1		3
Screening - Procedures/Process							1	1					2
<b>2024</b>	<b>4</b>		<b>2</b>			<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>18</b>
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown	2									1			3
Patdown - Flyer										1			1
Patdown - Flyer as Observer	2												2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening	1		1			1	2		1		2		8
Screening - Inconsistency						1			1				2
Screening - Procedures/Process	1		1				1				2		5
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>JQF</b>	1	1			1	1		1	1	1	2		9
<b>2023</b>										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>		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 - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Screening		1									1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
<b>2025</b>	1												1
Patdown	1												1
Patdown - Flyer	1												1

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
<b>JST</b>								1	1				2
<b>2023</b>								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2024</b>									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1



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
<b>KOA</b>	<b>28</b>	<b>8</b>	<b>9</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>11</b>	<b>161</b>
<b>2023</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>61</b>
Civil Rights								1			1	1	3
Civil Rights - Perceived Religion												1	1
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	2	1	3	1	2	2		2	2			2	17
Customer Service - TSO	2	1	3	1	2	2		2	2			2	17
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		1	1				2		1	2	2	10
Mishandling of Passenger Property - Dam	1			1				1		1	2		6
Mishandling of Passenger Property - Damaged/Missing Items--C				1				1				2	4
Patdown		1		1		1	1	1	1	1	1	1	8
Patdown - Flyer				1		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 Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1					1	1			1			4
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item	1												1
Screening	1			2	3	1			2			2	11
Screening - Children						1							1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1				2			1	5
Screening - Retrieving Abandoned/Confiscated Items						1						1	2
<b>2024</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>84</b>
Civil Rights							1		1			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	2	1	1	6	1	2	2	1	1	8	1	3	29
Lost and Found				1							1		2
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	1				3		7
Mishandling of Passenger Property - Dam	2	1				2	1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction										1		1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										1			1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1	1					4		1				7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1		1				3
Persons w/ Disabilities (PWD) - Metal Im	1						1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1	1	1			1			1		5
Property - Special Handling - Damaged Items - Carry-On			1	1							1		3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	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/Confiscated Items						1							1
<b>2025</b>	<b>16</b>												<b>16</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	3												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												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	2												2
Property - Special Handling - Damaged It	2												2
Screening	2												2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process		2											2
<b>KTN</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>				<b>1</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>17</b>
<b>2023</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>						<b>2</b>	<b>1</b>		<b>9</b>
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 - Damaged/Missing Items--Carry-on Luggage											1		1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Screening				1	1						1		3
Screening - Inconsistency				1	1								2
Screening - Procedures/Process											1		1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>8</b>
Customer Service			1	1							1	1	4
Customer Service - TCC												1	1
Customer Service - TSO			1	1									3
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening									1				1
Screening - Lengthy Lines									1				1
<b>LAF</b>											<b>1</b>		<b>1</b>
<b>2024</b>											<b>1</b>		<b>1</b>
Business, Suggestions, and Ideas											1		1
Business, Suggestions, and Ideas - General											1		1
<b>LAL</b>	<b>1</b>												<b>3</b>
<b>2024</b>													<b>2</b>
Customer Service											1		1
Customer Service - TSO											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
<b>2025</b>	<b>1</b>												<b>1</b>
Civil Rights	1												1
Civil Rights - Not Specified	1												1
<b>LAN</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>15</b>
<b>2023</b>						<b>1</b>		<b>2</b>					<b>4</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
<b>2024</b>		<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>
Civil Rights													2
Civil Rights - Not Specified													1
Civil Rights - Race													1
Customer Service			1	1									5
Customer Service - TSO			1	1									5
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening			1									1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>LAR</b>	<b>1</b>												<b>1</b>
<b>2024</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Lengthy Lines	1												1
<b>LAS</b>	<b>325</b>	<b>161</b>	<b>153</b>	<b>163</b>	<b>124</b>	<b>193</b>	<b>197</b>	<b>210</b>	<b>205</b>	<b>182</b>	<b>193</b>	<b>193</b>	<b>2,299</b>
<b>2023</b>	<b>85</b>	<b>72</b>	<b>70</b>	<b>78</b>	<b>62</b>	<b>101</b>	<b>91</b>	<b>97</b>	<b>89</b>	<b>84</b>	<b>88</b>	<b>89</b>	<b>1,006</b>
Additional Information Required/Insufficient Information		1	2		1							1	5
Additional Information Required/Insufficient Informatic		1	2		1							1	5
Airline		1	1		1							1	4
Airline - Policy/Regulations/Service		1	1		1							1	4
Civil Rights	1	2	2	1	3	3	8	9	3	4	2	1	39
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin				1					1		1		3
Civil Rights - Perceived Religion					1			2	1				4
Civil Rights - Race	1	2	2					4	6	2	3	1	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1	1	1		5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims								1		1			2
Claims - General								1		1			2
Customer Service	33	24	25	21	20	24	33	31	34	27	32	23	327
Customer Service - Others	2												2
Customer Service - TCC											1		1
Customer Service - TSO	31	24	25	21	20	24	33	31	34	26	32	23	324

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Categories	10-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		1
Locks - Missing or Damaged Lock		1			1	3		1		2	1		9
Lost and Found			3					1	1		2		7
Lost and Found - Airport/TSA			3					1	1		2		7
Mishandling of Passenger Property	9	14	7	19	8	11	7	7	3	10	8	14	117
Mishandling of Passenger Property - Dam	3	6	2	15	4	6	4	5	2	5	4	10	66
Mishandling of Passenger Property - Dam	5	7	3	4	4	4	3	2	1	5	4	4	46
Mishandling of Passenger Property - Disa	1	1	2			1							5
No Jurisdiction	1		1		1					1	1	3	8
No Jurisdiction - No Referral										1		1	2
No Jurisdiction - Refer to CBP											1	1	2
No Jurisdiction - Refer to Other	1		1		1							1	4
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	4	3	7	2	1	2	3	1	2	6	2	1	34
Patdown - Children										1			1
Patdown - Flyer	4	3	7	2	1	2	3	1	2	5	2	1	33
Persons w/ Disabilities (PWD)	2	2	3		3	5	2	7	6	1	6	8	45
Persons w/ Disabilities (PWD) - Autism Spectrum											2		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2			3			1	8
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical [	1		1		1				1			1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					3			2	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1					1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1		2		1	1	3	9
Property - Special Handling	12	8	6	14	4	13	13	13	6	9	4	10	112
Property - Special Handling - Damaged It	4	4	3	9	4	4	4	6	2	3	3	7	53
Property - Special Handling - Damaged It	1	2	1			4	3	2	2	1	1		17
Property - Special Handling - Missing Item	3		2	3		2	4	4	2	2		1	23
Property - Special Handling - Missing Item	4	2		2		3	2	1		3		2	19
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	23	16	13	21	19	39	24	27	31	23	27	29	292
Screening - Crew Member or Airline Empl	2					1			3				6
Screening - Inconsistency	4	2	3	4	4	7	5	1	8	5	6	4	53
Screening - International Screening				1					1				2
Screening - Lengthy Lines	4	2	2	4		1	2	5	2	1		5	28
Screening - Procedures/Process	12	11	7	11	13	28	16	20	17	17	20	20	192
Screening - Retrieving Abandoned/Confis	1	1	1	1	2	2	1				1		10
Screening - Security Breach								1					1
<b>2024</b>	<b>107</b>	<b>89</b>	<b>83</b>	<b>85</b>	<b>62</b>	<b>92</b>	<b>106</b>	<b>113</b>	<b>116</b>	<b>98</b>	<b>105</b>	<b>104</b>	<b>1,160</b>
Additional Information Required/Insufficient Inf	1								1				2
Additional Information Required/Insuffici	1								1				2
Airline			2	1			1	1	3	3	1	1	13
Airline - Lost Baggage							1			1		1	3
Airline - Policy/Regulations/Service			2					1	3	2	1		9
Airline - Wheelchair Assistance				1									1
Civil Rights	4	2	5	5	5	5	6	9	2	5	4	1	53
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - National Origin	1					2							3
Civil Rights - Not Specified				1		1							2
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2	1	2	2	4	2	2	4	2	1	24
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	2	1		1	5			2		13
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening	2		1					2					5
Claims							1				1	1	3
Claims - General							1						1
Claims - Status											1	1	2
CLEAR					1	2		1	1		2		7
CLEAR - Registered Traveler						2		1	1				4
CLEAR - TSA PreCheck Application Program					1						2		3
Customer Service	36	29	23	31	22	41	44	37	44	31	30	29	397
Customer Service - CSM						1							1
Customer Service - Others		2		1	1	4	1				2		11
Customer Service - TCC		1			1		1						3
Customer Service - TSO	36	26	23	30	20	36	42	37	44	31	28	29	382
Intranet/Internet Inquiries													1
Intranet/Internet Inquiries - General													1
Locks	3	1			1			2	1	1	2	2	13
Locks - Missing or Damaged Lock	3	1			1			2	1	1	2	2	13
Lost and Found			2	1			1	1	2	1	3	1	12
Lost and Found - Airport/TSA			2	1			1	1	2	1	3	1	12
Mishandling of Passenger Property	10	11	13	15	14	13	16	17	20	12	17	18	176
Mishandling of Passenger Property - Dam	7	10	11	9	10	11	9	9	15	10	11	9	121

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged	3	1	2	6	3	2	6	6	5	2	6	6	48
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					4
No Jurisdiction	3		1	1		3	1	1	1	1	1	2	15
No Jurisdiction - No Referral			1			3	1			1	1	2	9
No Jurisdiction - Refer to CBP	2							1	1				4
No Jurisdiction - Refer to Other	1			1									2
Patdown	5	4	3	3		2	1	2	7	4	1	5	37
Patdown - Flyer	5	4	2	3		2	1	2	7	4	1	5	36
Patdown - General			1										1
Persons w/ Disabilities (PWD)	10	4	3	3	4	3	6	9	8	5	16	15	86
Persons w/ Disabilities (PWD) - Autism Spectrum		1						1		2	1		5
Persons w/ Disabilities (PWD) - Breast Cancer	1						1				1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1				1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1		1			2	4
Persons w/ Disabilities (PWD) - Diabetes	2					1			1		1	1	6
Persons w/ Disabilities (PWD) - General						1		1				1	5
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Device		1						2				1	4
Persons w/ Disabilities (PWD) - Medical Condition	1					1			1				3
Persons w/ Disabilities (PWD) - Medically Fragile	3	1				2	1	2	2	1	7	4	23
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Impaired	2					1					1	3	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1			1	3
Persons w/ Disabilities (PWD) - Visual Impairment									1	1	1		3
Persons w/ Disabilities (PWD) - Wheelchair	1	1	2	2				2	1		4		13
Property - Special Handling	19	20	20	11	4	7	9	12	7	14	6	14	143
Property - Special Handling - Damaged Items	12	13	6	6	3	5	3	5	2	6	2	7	70
Property - Special Handling - Damaged Items - Checked		2		2	1		1			2		2	10
Property - Special Handling - Missing Items	2	4	8	2		1	2	4	4	3	2	2	34
Property - Special Handling - Missing Items - Checked	5	1	6	1		1	3	3	1	3	2	3	29
Screening	16	18	11	14	11	16	20	21	18	21	21	14	201
Screening - Children										1			1
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency		4	1	1	1	2	1	3	2	4	3		22
Screening - Lengthy Lines	4	1	3	2	1	5	4	5	5	2	7	2	41
Screening - Procedures/Process	10	12	7	10	8	7	15	13	11	12	9	12	126
Screening - Retrieving Abandoned/Confiscated Items		1		1		1				1			4
Screening - Security Breach						1				1	1		3
Screening - Shoe Screening							1						2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
<b>2025</b>	<b>133</b>												<b>133</b>
Airline	2												2
Airline - Policy/Regulations/Service	2												2
Civil Rights	6												6
Civil Rights - Age	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race	3												3
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims	1												1
Claims - General	1												1
Customer Service	29												29
Customer Service - TSO	29												29
DHS TRIP	1												1
DHS TRIP - 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	16												16
Mishandling of Passenger Property - Damaged	14												14
Mishandling of Passenger Property - Damaged/Missing Items	2												2
No Jurisdiction	3												3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other	2												2
Patdown	5												5
Patdown - Flyer	5												5
Persons w/ Disabilities (PWD)	20												20
Persons w/ Disabilities (PWD) - Diapers/Child Care	1												1
Persons w/ Disabilities (PWD) - General	3												3
Persons w/ Disabilities (PWD) - Internal Medical Device	1												1
Persons w/ Disabilities (PWD) - Medically Fragile	3												3
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Impaired	2												2
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Wheelchair	6												6
Property - Special Handling	25												25
Property - Special Handling - Damaged Items	16												16
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items	5												5
Property - Special Handling - Missing Items - Checked	3												3

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
Screening	23												23
Screening - Inconsistency	3												3
Screening - Lengthy Lines	5												5
Screening - Procedures/Process	15												15

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
<b>LAW</b>	1		1		1		1			1	2	1	8
<b>2023</b>							1			1			2
Customer Service										1			1
Customer Service - TSO										1			1
Screening							1						1
Screening - Crew Member or Airline Employee							1						1
<b>2024</b>	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

**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
<b>LAX</b>	<b>281</b>	<b>140</b>	<b>160</b>	<b>165</b>	<b>134</b>	<b>183</b>	<b>190</b>	<b>202</b>	<b>204</b>	<b>208</b>	<b>253</b>	<b>214</b>	<b>2,334</b>
<b>2023</b>	<b>75</b>	<b>73</b>	<b>73</b>	<b>65</b>	<b>68</b>	<b>83</b>	<b>79</b>	<b>103</b>	<b>106</b>	<b>108</b>	<b>96</b>	<b>91</b>	<b>1,020</b>
Additional Information Required/Insufficient Information			1	1									3
Additional Information Required/Insufficient Information - EMAIL ONLY			1	1									3
Airline			2				1		2	1	1	1	8
Airline - Lost Baggage							1		1				2
Airline - Policy/Regulations/Service			2						1	1	1	1	6
Business, Suggestions, and Ideas													1
Business, Suggestions, and Ideas - General													1
Civil Rights	3	8	4	4	5	8	6	10	8	7	6	3	72
Civil Rights - Age						1			1				2
Civil Rights - Headwear									1				1
Civil Rights - National Origin		1					2			1			4
Civil Rights - Not Specified						1	1	2		1			5
Civil Rights - Perceived Religion				1					1		1	1	4
Civil Rights - Profiling								2				1	3
Civil Rights - Race	3	4	3	2	2	4		2	3	3	4	1	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1	1	2	3	2	1	1			13
Civil Rights - Transgender Screening		2			2			1	1	1	1		8
Claims	2		1						1		1		5
Claims - General	1								1				2
Claims - Status	1		1								1		3
Customer Service	29	16	14	15	15	22	22	19	26	26	20	28	252
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TCC												1	1
Customer Service - TSO	28	16	13	15	15	22	22	19	26	26	20	27	249
DHS TRIP											2		2
DHS TRIP - General										2			2
Freedom of Information Act (FOIA)								1					1
Freedom of Information Act (FOIA) - General								1					1
Hazardous Materials Safety			1						2				3
Hazardous Materials Safety - General			1						2				3
Locks			1	3	3	3	3	3	3	1	2		22
Locks - General									1				1
Locks - Missing or Damaged Lock			1	3	3	3	3	3	2	1	2		21
Lost and Found	1	2	1	1			3	3	1	5	7	3	27
Lost and Found - Airport/TSA	1	2	1	1			3	3	1	5	7	3	27
Mishandling of Passenger Property	5	8	6	3	11	16	7	16	8	16	13	8	117
Mishandling of Passenger Property - Damaged	2	5	3	2	7	7	2	11	6	8	5	3	61
Mishandling of Passenger Property - Damaged - Delayed	2	1	3	1	2	8	5	5	2	7	7	3	46
Mishandling of Passenger Property - Disappearance	1	2			2	1				1	1	2	10
No Jurisdiction	1	1	4	3	1	1	2	1	6	3	2	6	31
No Jurisdiction - No Referral					1				1		1	1	4
No Jurisdiction - Refer to CBP	1	1	3	1			1	1	3	3		5	19
No Jurisdiction - Refer to Other			1	2		1	1		2		1		8
Patdown	6	7	6	2	6	3	6	7	8	4	5	7	67
Patdown - Children						1	2						3
Patdown - Flyer	6	7	6	2	4	2	3	7	8	4	5	7	61
Patdown - Flyer as Observer					2		1						3
Persons w/ Disabilities (PWD)	3	4	7	3	2	2	1	4	4	5	5	9	49
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1							1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes										1	2	1	4
Persons w/ Disabilities (PWD) - General		2										1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1			1			2	1	2	1	3	12
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1	1		1				1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	2		1	1	1	1	1		1	11
Property - Special Handling	8	10	12	10	7	11	14	24	18	16	17	11	158
Property - Special Handling - Damaged Items	1	2	2	1	2	4	1	5	5	3	6	3	35
Property - Special Handling - Damaged Items - Checked		2	1	1	1	2	5	2	3	4	2	1	24
Property - Special Handling - Missing Items	4	2	5	4	2	3	15	9	5	6	2	2	57
Property - Special Handling - Missing Items - Checked	3	4	4	4	4	3	5	2	1	4	3	5	42
Screening	17	13	16	20	18	17	14	15	19	22	16	13	200
Screening - Crew Member or Airline Employee	2		1					1		2			6
Screening - Gate Pass										1			1
Screening - Inconsistency	3	3		7	4	1	2	2	1	1	2	2	28
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1		1	9
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9	11	12	12	10	15	16	13	8	139
Screening - Retrieving Abandoned/Confiscated Items			2	1	3	1		2	1	1	1	2	14
TWIC				1							1		2
TWIC - General				1							1		2
<b>2024</b>	<b>81</b>	<b>67</b>	<b>87</b>	<b>100</b>	<b>66</b>	<b>100</b>	<b>111</b>	<b>99</b>	<b>98</b>	<b>100</b>	<b>157</b>	<b>123</b>	<b>1,189</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1

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
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		1	5
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Constitutional Rights							1				1		2
Civil Rights - National Origin			2			1	1				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 Cultural and Ceremonial Items											2		2
Civil Rights - Screening of Religious or Cultural Garments					1					1			2
Civil Rights - Sex/Gender/Gender Identity	1		1			2		1	1		2	1	9
Civil Rights - Sexual Orientation - Not Transgender		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 Program												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									1		2		3
DHS TRIP - General									1		2		3
Hazardous Materials Safety							1	1		1		3	6
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 - Damaged/Missing Items--Unspecified Luggage				1	1	1	1	1				1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-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 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 - General								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						2				2		5
Patdown - Flyer	6	4	6	3	4	7	8	2	6	2	5	4	57
Patdown - Flyer as Observer										1		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 Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1				1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1		2
Persons w/ Disabilities (PWD) - Diabetes			1				3		1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1			1				1	1	1	2	1	8
Persons w/ Disabilities (PWD) - Hearing Impairment					1			2					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic			2		1		2	3	5	2	1	2	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	3		2	1	1	2	1	5	2	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1			2		1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respirator	1							1		2			4
Persons w/ Disabilities (PWD) - Service Animals									1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1		2				1	4
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/											1	2	21
Property - Special Handling	15	9	15	13	6	13	13	14	4	6	11	8	127
Property - Special Handling - Damaged It	3	5	3	1	1	2		3			4	1	23
Property - Special Handling - Damaged It	1		1	2	2	2	6	4	1	2	2	1	24
Property - Special Handling - Missing Item	8	4	5	9	3	5	3	5	3	1	4	2	52
Property - Special Handling - Missing Item	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		1	1						1			1	4



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	1	2		1	1	1	1	2	1	1	1	3	15
Screening - International Screening									1				1
Screening - Lengthy Lines		1				3	2	1	5	2	6	1	21
Screening - Procedures/Process	12	13	5	10	6	10	9	13	8	13	21	16	136
Screening - Retrieving Abandoned/Confiscated Items		1	1	1		1	3		1		1		9
Screening - Security Breach				1	1				1		1		4
Screening - Shoe Screening					1								1
Screening - Traveling with Cash							1						1
<b>2025</b>	<b>125</b>												<b>125</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Airline	4												4
Airline - Policy/Regulations/Service	4												4
Civil Rights	6												6
Civil Rights - Age	1												1
Civil Rights - National Origin	1												1
Civil Rights - Not Specified	1												1
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	42												42
Customer Service - TSO	42												42
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												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 - Damaged Item	3												3
Mishandling of Passenger Property - Damaged Item	4												4
Mishandling of Passenger Property - Damaged Item	1												1
Mishandling of Passenger Property - Damaged Item	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 Device	2												2
Persons w/ Disabilities (PWD) - Medically Fragile	3												3
Persons w/ Disabilities (PWD) - Mobility Device	2												2
Property - Special Handling	14												14
Property - Special Handling - Damaged Item	4												4
Property - Special Handling - Damaged Item	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												4
Screening - Lengthy Lines	6												6
Screening - Procedures/Process	12												12
Screening - Retrieving Abandoned/Confiscated Items	1												1

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
<b>LBB</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>54</b>
<b>2023</b>	<b>1</b>	<b>4</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>31</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights						1	1			1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2
Civil Rights - Transgender Screening						1							1
Customer Service		1			1		1	2	1	2			8
Customer Service - TSO		1			1		1	2	1	2			8
Patdown		1											2
Patdown - Flyer		1											2
Persons w/ Disabilities (PWD)		1									1	1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening	1	1	3		1		1	6	1				14
Screening - Inconsistency			3				1						4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			5	1				7
Screening - Retrieving Abandoned/Confis	1	1											2
<b>2024</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>16</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights							1		1				2
Civil Rights - Race									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2		1	1	1		1					1	7
Customer Service - TSO	2		1	1	1		1					1	7
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening	1	1					1						4
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency							1						1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2025</b>	<b>7</b>												<b>7</b>
Customer Service	4												4
Customer Service - Others	1												1
Customer Service - TSO	3												3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center 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
<b>LBE</b>	1		1		1	1		1	1				6
<b>2023</b>								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
<b>2024</b>			1		1	1							3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
<b>2025</b>	1												1
Screening	1												1
Screening - Inconsistency	1												1

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
<b>LBF</b>	<b>1</b>	<b>2</b>		<b>2</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>9</b>
<b>2023</b>									<b>1</b>	<b>1</b>			<b>2</b>
Customer Service										1			1
Customer Service - TSO										1			1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2024</b>		<b>2</b>		<b>2</b>							<b>1</b>	<b>1</b>	<b>6</b>
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Screening			2								1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>LCH</b>						<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>13</b>
<b>2023</b>							<b>2</b>		<b>3</b>		<b>1</b>	<b>1</b>	<b>7</b>
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				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening							1		1			1	3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process									1			1	2
<b>2024</b>						<b>3</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>6</b>
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 Medical Supplies						1							1

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
<b>LCK</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>24</b>
<b>2023</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>9</b>
Airline										1			1
Airline - Lost Baggage										1			1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown					1						2		3
Patdown - Children											1		1
Patdown - Flyer					1						1		2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1	1		1		3
Screening - Inconsistency									1				1
Screening - Procedures/Process								1			1		2
<b>2024</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>15</b>
Civil Rights												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				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Screening		1		1	1					1		1	5
Screening - Procedures/Process					1					1			2
Screening - Retrieving Abandoned/Confiscated Items		1		1								1	3

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
<b>LEB</b>	<b>2</b>				<b>1</b>					<b>2</b>			<b>5</b>
<b>2024</b>	<b>2</b>				<b>1</b>					<b>2</b>			<b>5</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1					1				2			4
Screening - Inconsistency	1									2			3
Screening - Procedures/Process						1							1

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
<b>LEX</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>		<b>5</b>		<b>3</b>	<b>31</b>
<b>2023</b>						<b>1</b>		<b>3</b>				<b>1</b>	<b>5</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Patdown								1					1
Patdown - Flyer								1					1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>1</b>		<b>5</b>		<b>2</b>	<b>26</b>
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 - Damaged/Missing Items--Carry-on Luggage					1					2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				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) - Medically Necessary Medication and Medical 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 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
<b>LFT</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>25</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown			1										1
Patdown - Flyer			1										1
Screening	1					2							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process						2							2
<b>2024</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>14</b>
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		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
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

**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
<b>LGA</b>	<b>172</b>	<b>93</b>	<b>99</b>	<b>95</b>	<b>84</b>	<b>103</b>	<b>108</b>	<b>110</b>	<b>124</b>	<b>132</b>	<b>134</b>	<b>104</b>	<b>1,358</b>
<b>2023</b>	<b>40</b>	<b>28</b>	<b>34</b>	<b>41</b>	<b>36</b>	<b>46</b>	<b>58</b>	<b>49</b>	<b>55</b>	<b>43</b>	<b>56</b>	<b>39</b>	<b>525</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1			1			1			1		2	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service				1			1					2	4
Airline - Wheelchair Assistance	1												1
Civil Rights	2	1	3	3	2	1	5	5	7	3	3	1	36
Civil Rights - Age				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 Cultural Garments											2		2
Civil Rights - Sex/Gender/Gender Identity	1						2	1		2	1		7
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening								1				1	2
Customer Service	18	9	20	13	14	14	21	12	20	13	15	12	181
Customer Service - Others	1												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			2				1	6
Lost and Found			1	2		1	1	1			3		9
Lost and Found - Airport/TSA			1	2		1	1	1			3		9
Mishandling of Passenger Property	2	3	2	1	2	4	5	5	5	4	2	4	39
Mishandling of Passenger Property - Damaged	2	2	1	1	1	4	5	2	3	2	1	3	27
Mishandling of Passenger Property - Damaged/Missing		1	1		1			3	1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									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									1	1			2
Patdown	3			2	3	3		2	1	2		4	20
Patdown - Children						1							1
Patdown - Flyer	3			2	3	2		2	1	2		3	18
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	2			3	3	5	3	2	5	6	3	33
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes	1	1									1		3
Persons w/ Disabilities (PWD) - General							1	1			1		3
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				4	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1								1		1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2	1	1					6
Property - Special Handling	5	4	4	9	3	6	6	6	6	3	9	4	65
Property - Special Handling - Damaged Items - Carry		1	1	2	1	3	4	2	1	2	3	3	23
Property - Special Handling - Damaged Items - Missing	1			1					1				3
Property - Special Handling - Missing Items	3	3	2	3	1	2	2	4	3	1	5	1	30
Property - Special Handling - Missing Items - Carry	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 Employee					1			1	1				3
Screening - Inconsistency	1	1	1	2	2	3	3	3	3	1		2	22
Screening - International Screening							1						1
Screening - Lengthy Lines	1	2			1	1	1	5	1	1	3	1	17
Screening - Procedures/Process	5	5	1	5	3	7	7	3	7	8	12	5	68
Screening - Retrieving Abandoned/Confiscated Items			1			1	1			1	1		5
Screening - Traveling with Cash									1				1
<b>2024</b>	<b>63</b>	<b>65</b>	<b>65</b>	<b>54</b>	<b>48</b>	<b>57</b>	<b>50</b>	<b>61</b>	<b>69</b>	<b>89</b>	<b>78</b>	<b>65</b>	<b>764</b>
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 - General							1						1
Civil Rights	2	3	2	3	3	3	2	4	2	4	7	3	38
Civil Rights - National Origin										1	1		2
Civil Rights - Not Specified								1	1		2		4
Civil Rights - Perceived Religion	1							1		1			3
Civil Rights - Profiling						1							1
Civil Rights - Race				1	3	1	1	2	1		2	1	14
Civil Rights - Screening of Religious Cultural and Cer		2											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2	2			1			2	2	1	10
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening	1						1						2
Claims		1											1

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
Claims - General		1											1
CLEAR							1	1					2
CLEAR - Registered Traveler								1					1
CLEAR - TSA PreCheck Application Program							1						1
Customer Service	23	18	33	26	19	18	17	13	20	37	23	12	259
Customer Service - CSM						1			2				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 Employment 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	20
Lost and Found - Airport/TSA	4	1		1		1			2	2	1	5	20
Mishandling of Passenger Property	7	8	8	4	3	9	2	7	8	6	5	6	73
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	5	5	4	2	3	7	1	5	6	2	4	3	47
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	2	3	3	1		1	1	2	2	3	1	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1							1			2
No Jurisdiction		1	1	1	1	1			2	2	3	1	13
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
Persons w/ Disabilities (PWD)	6	4	1	2	3	6	8	12	16	9	10	13	90
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1			1			2	1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes						2	3	2	4	2		1	14
Persons w/ Disabilities (PWD) - General										1	1	1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	5	3	1	3	2	16
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1		1					3
Persons w/ Disabilities (PWD) - Medically	2	1		1		1	1		2	2	2		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Mobility [	2	1				1	2						8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1			1	2
Persons w/ Disabilities (PWD) - Prosthesi	1		1				1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelcha	1							2	3		1	3	10
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Property - Special Handling	8	11	5	6	4	4	7	4	4	12	5	9	79
Property - Special Handling - Damaged It	2	5	1	3	2		1			2	1	2	19
Property - Special Handling - Damaged Items - Check		3			1				1	1			6
Property - Special Handling - Missing Item	4	1	4	3	1	1	6	4	3	8	4	6	45
Property - Special Handling - Missing Item	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 Employee												1	1
Screening - Inconsistency	1	4				3	1	1		1		1	12
Screening - Lengthy Lines		1	8	3	6	3	4	3	4	3	6	2	43
Screening - Procedures/Process	8	9	4	4	5	4	5	11	7	11	7	7	82
Screening - Retrieving Abandoned/Confis	1	1						2			2	1	7
Screening - Security Breach					1						1		2
Screening - Traveling with Cash											1		1
<b>2025</b>	<b>69</b>												<b>69</b>
Civil Rights													2
Civil Rights - National Origin													1
Civil Rights - Race													1
Claims													1
Claims - General													1
Customer Service													13
Customer Service - TSO													13
DHS TRIP													1
DHS TRIP - General													1
Human Capital													1
Human Capital - Prospective Employment													1
Locks													2
Locks - General													1
Locks - Missing or Damaged Lock													1
Lost and Found													4
Lost and Found - Airport/TSA													4
Mishandling of Passenger Property													4
Mishandling of Passenger Property - Dam													2
Mishandling of Passenger Property - Dam													2
No Jurisdiction													2
No Jurisdiction - Refer to Other													2
Patdown													2
Patdown - Flyer													2

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
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/C	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8												8
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	4												4
Screening	14												14
Screening - Lengthy Lines	3												3
Screening - Procedures/Process	11												11

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
<b>LGB</b>	<b>13</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>12</b>	<b>13</b>	<b>17</b>	<b>5</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>13</b>	<b>144</b>
<b>2023</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>79</b>
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights				1	1				1		1		4
Civil Rights - Race					1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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					1								2
Locks - Missing or Damaged Lock					1								2
Lost and Found									1				1
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 - Damaged	1				1	1			1	1		1	6
Mishandling of Passenger Property - Damaged/Checked	1			1			1	1				1	5
Mishandling of Passenger Property - Disposition	1										1		2
No Jurisdiction				1									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 Spectrum							1						1
Persons w/ Disabilities (PWD) - Medically	1				1		1		2		1	2	8
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	2	1							1	6
Property - Special Handling - Damaged Items - Carry-On			1	1	1							1	4
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	1	2		1	4			2		12
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1	1	1		1	3			2	1	10
<b>2024</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>62</b>
Airline									1				1
Airline - Wheelchair Assistance									1				1
Civil Rights			1						1				2
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion									1				1
Customer Service	2	1	2	1		3	4	2	2	2	2		21
Customer Service - TCC						1							1
Customer Service - TSO	2	1	2	1		2	4	2	2	2	2		20
HAZMAT Endorsement						1							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 - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1						1			2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)	1			1	1	4	1		3	1	2		14
Persons w/ Disabilities (PWD) - Autism Spectrum									2				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1	2	1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling				1	1	1	1		1		1	1	7
Property - Special Handling - Damaged Items - Carry-On				1	1						1		3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-On									1			1	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
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical	1												1

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
<b>LIH</b>	<b>23</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>11</b>	<b>18</b>	<b>16</b>	<b>31</b>	<b>10</b>	<b>179</b>
<b>2023</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>61</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Animals					1								1
Animals - Carry-On					1								1
Civil Rights								1		1	2		4
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Civil Rights - Transgender Screening								1					1
Customer Service	3	1	2		4	3		2	1			1	17
Customer Service - CSM						1							1
Customer Service - TSO	3	1	2		4	2		2	1			1	16
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2				2	3			2		1		10
Mishandling of Passenger Property - Damaged	1					3							4
Mishandling of Passenger Property - Damaged/Checked	1				2				2		1		6
Patdown			1			2				1	1	1	6
Patdown - Flyer			1			1				1	1	1	5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1			2	2			5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1	1			3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling							2			1			3
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1	1		1	1		2	4			2		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency					1								1
Screening - Lengthy Lines	1			1				1					3
Screening - Procedures/Process		1					2	1			2		6
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2024</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>7</b>	<b>107</b>
Civil Rights		1							1	1	1		4
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1							1	1			3
Customer Service	1	3	4	2	2	4	1	3	6	3	4	3	36
Customer Service - TSO	1	3	4	2	2	4	1	3	6	3	4	3	36
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Lost and Found									1				2
Lost and Found - Airport/TSA									1				2
Mishandling of Passenger Property				1			1		1	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		1		3
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)		2	1		1	1				2	6	1	14
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment		1									1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1								2		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1					1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1								2	2		5
Property - Special Handling - Damaged Items - Carry		1									2		3
Property - Special Handling - Missing Items - Carry-On										2			2
Screening	4	5	1	1	3	1	6	1	4	2	10		38
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency			1								1		2
Screening - Lengthy Lines	1	3		1	2	1	1		3		4		16
Screening - Procedures/Process	3	2			1		3	1	1	2	4		17
Screening - Retrieving Abandoned/Confiscated Items							2						2
<b>2025</b>	<b>11</b>												<b>11</b>
Civil Rights	1												1
Civil Rights - Age	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2												2
Screening	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2												2

**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
<b>LIT</b>	<b>26</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>20</b>	<b>16</b>	<b>18</b>	<b>10</b>	<b>8</b>	<b>153</b>
<b>2023</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>53</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													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	2			1		10
Mishandling of Passenger Property			1				2		1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2		1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1				1		1			3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Property - Special Handling	1	1		2			1		1		1		7
Property - Special Handling - Damaged Items - Carry-On				1			1				1		3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke			1						1				2
Screening	8	1	2	2	1	3	1	1	1	1			21
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1					1		1					3
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	6	1	2			1	2	1	1	1			15
<b>2024</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>15</b>	<b>13</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>86</b>
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		2	4	7	3	1	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 - Damaged/Missing Items--Carry-on Luggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1			1		2	1	2			7
Patdown - Flyer			1			1		2	1	2			7
Persons w/ Disabilities (PWD)		1	1			1		2	2	4	2	1	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes									1		1	1	3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1		1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	2			3
Property - Special Handling				1					1			1	5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1	1					1				4
Screening	1	1				2	1	3	6	1	5	5	28
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency					1	1						1	3
Screening - Lengthy Lines								2		1	1	1	5
Screening - Procedures/Process	1	1				1		3	4	1	2	4	17
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2025</b>	<b>14</b>												<b>14</b>
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
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	5												5
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	2												2

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
<b>LNK</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>24</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>
Civil Rights													1
Civil Rights - Race													1
Customer Service				1	1			1					3
Customer Service - TSO				1	1			1					3
Mishandling of Passenger Property	1	1											3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Disa	1												1
Patdown				1									1
Patdown - Flyer				1									1
Screening								3		1	1		5
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process								2					2
<b>2024</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>10</b>
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 - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown		1	1								1		3
Patdown - Flyer		1	1								1		3
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Screening							1						1
Screening - Inconsistency							1						1
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1



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
LNS											1		1
2024											1		1
Civil Rights											1		1
Civil Rights - Age											1		1

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
<b>LRD</b>	<b>2</b>			<b>1</b>								<b>1</b>	<b>4</b>
<b>2024</b>				<b>1</b>								<b>1</b>	<b>2</b>
Screening				1								1	2
Screening - Procedures/Process				1								1	2
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1

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
<b>LSE</b>				1					1			1	3
<b>2023</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1
<b>2024</b>									1			1	2
Screening									1			1	2
Screening - Crew Member or Airline Employee												1	1
Screening - Procedures/Process									1				1

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
<b>LWS</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>				<b>2</b>		<b>13</b>
<b>2023</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>				<b>1</b>		<b>7</b>
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2024</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>				<b>1</b>		<b>5</b>
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening				1									1
Screening - Inconsistency				1									1
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1

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
<b>LYH</b>	<b>1</b>							<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
<b>2023</b>								<b>3</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>8</b>
Customer Service								2	1		1	1	5
Customer Service - TSO								2	1		1	1	5
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1					1
Screening - Crew Member or Airline Employee								1					1
<b>2024</b>	<b>1</b>									<b>1</b>	<b>1</b>		<b>3</b>
Customer Service	1											1	2
Customer Service - TSO	1											1	2
Patdown											1		1
Patdown - Flyer											1		1

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
<b>MAF</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>50</b>
<b>2023</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>20</b>
Customer Service		1		1		1		1					5
Customer Service - TSO		1		1		1		1					5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening		2			1		1	3		1		1	9
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process					1			3		1		1	6
<b>2024</b>			<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>27</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service				1	1			1			1		4
Customer Service - TSO				1	1			1			1		4
Mishandling of Passenger Property			1					1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1	1				3
Patdown				1					1	1			3
Patdown - Flyer				1					1				2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)			1	1	2					1			5
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling			1				1		1			1	4
Property - Special Handling - Damaged Items - Carry-On							1		1				2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening							2			2	1	2	7
Screening - Inconsistency										1			1
Screening - Lengthy Lines							2				1	2	5
Screening - Procedures/Process										1			1
<b>2025</b>	<b>3</b>												<b>3</b>
Screening	3												3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confis	1												1

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
<b>MBS</b>	<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>9</b>
<b>2023</b>		<b>1</b>				<b>1</b>		<b>1</b>				<b>1</b>	<b>4</b>
No Jurisdiction		1											2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2024</b>	<b>1</b>				<b>1</b>					<b>1</b>			<b>3</b>
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
Screening										1			1
Screening - Inconsistency										1			1
<b>2025</b>	<b>2</b>												<b>2</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

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
MCE	1												1
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1



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
<b>MCI</b>	<b>33</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>24</b>	<b>31</b>	<b>23</b>	<b>38</b>	<b>23</b>	<b>24</b>	<b>20</b>	<b>24</b>	<b>299</b>
<b>2023</b>	<b>14</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>13</b>	<b>13</b>	<b>8</b>	<b>144</b>
Additional Information Required/Insufficient Information				1		1							2
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1							2
Civil Rights			1		1	1					1		4
Civil Rights - National Origin			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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						1
Customer Service - TSO	1	5	4	5	8	6	2	3	1	3	2	1	41
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		1	2	1	1	2	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1		1	2	1			6
Mishandling of Passenger Property - Dam	1		1			1	1						4
No Jurisdiction								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												1
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked											1		1
Screening	5	4	2	2	4	3	5	5	4	6	5	5	50
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3		2		1				2	1			9
Screening - Lengthy Lines	1	2						1		2	2	2	10
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3	3	29
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2024</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>17</b>	<b>11</b>	<b>24</b>	<b>13</b>	<b>11</b>	<b>7</b>	<b>16</b>	<b>142</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline			1		1								2
Airline - Policy/Regulations/Service			1		1								2
Civil Rights			1	1		1	1	1	1	1			7
Civil Rights - National Origin										1			1
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1	1		1				4
Civil Rights - Sexual Orientation - Not Transgender								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						1				1			2
Lost and Found				1			1	2				1	5
Lost and Found - Airport/TSA				1			1	2				1	5
Mishandling of Passenger Property		1		1	1	3	3	2	1	1	1	2	16
Mishandling of Passenger Property - Damaged/Missi		1				1	1	2	1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1				1	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		1					2					4
No Jurisdiction - No Referral	1		1					2					4
Notice of Violation/Civil Penalties			1				1						2
Notice of Violation/Civil Penalties - General			1				1						2
Patdown						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 Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes						1						2	3
Persons w/ Disabilities (PWD) - General			1			1		1					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1	1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1				2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling		2	1	3				1	1	2		1	11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Check		1											1

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
Property - Special Handling - Missing Items - Carry-On				1	1				1	1		1	5
Property - Special Handling - Missing Items - Checke			1	1				1		1			4
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/Confiscated Items		1				2							3
Screening - Security Breach									1				1
Screening - Shoe Screening				1									1
<b>2025</b>	<b>13</b>												<b>13</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
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												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	1												1
Screening	3												3
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1

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
<b>MCK</b>	1		1		1								3
<b>2023</b>			1										1
Customer Service			1										1
Customer Service - TSO			1										1
<b>2024</b>	1					1							2
Civil Rights						1							1
Civil Rights - Race						1							1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>MCN</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>8</b>
<b>2023</b>			<b>1</b>						<b>1</b>			<b>1</b>	<b>3</b>
Civil Rights												<b>1</b>	<b>1</b>
Civil Rights - Race												<b>1</b>	<b>1</b>
Mishandling of Passenger Property									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>				<b>1</b>
Patdown				<b>1</b>									<b>1</b>
Patdown - Flyer				<b>1</b>									<b>1</b>
<b>2024</b>		<b>1</b>				<b>1</b>			<b>1</b>	<b>1</b>			<b>4</b>
Customer Service		<b>1</b>							<b>1</b>				<b>2</b>
Customer Service - Others									<b>1</b>				<b>1</b>
Customer Service - TSO			<b>1</b>										<b>1</b>
Mishandling of Passenger Property							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>						<b>1</b>
Screening										<b>1</b>			<b>1</b>
Screening - Lengthy Lines										<b>1</b>			<b>1</b>
<b>2025</b>		<b>1</b>											<b>1</b>
Property - Special Handling		<b>1</b>											<b>1</b>
Property - Special Handling - Missing Item		<b>1</b>											<b>1</b>

## 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
<b>MCO</b>	<b>347</b>	<b>224</b>	<b>243</b>	<b>278</b>	<b>251</b>	<b>321</b>	<b>271</b>	<b>291</b>	<b>250</b>	<b>264</b>	<b>230</b>	<b>218</b>	<b>3,188</b>
<b>2023</b>	<b>125</b>	<b>128</b>	<b>132</b>	<b>166</b>	<b>143</b>	<b>199</b>	<b>149</b>	<b>156</b>	<b>126</b>	<b>129</b>	<b>101</b>	<b>109</b>	<b>1,663</b>
Additional Information Required/Insufficient Information			2	2				1					5
Additional Information Required/Insufficient Information - EMAIL			2	2				1					5
Advanced Imaging Technology (AIT)			1			1							2
Advanced Imaging Technology (AIT) - Flyer						1							1
Advanced Imaging Technology (AIT) - General			1										1
Airline			1	1		2		2		1	2	1	10
Airline - Lost Baggage								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	4	69
Civil Rights - Age	1		2					1	1				5
Civil Rights - Civil Rights Violation (TSA Employee)			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 Cultural and Ceremonial Items									1		1		2
Civil Rights - Screening of Religious or Cultural Garments								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 Transgender					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			2										2
Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22	37	479
DHS TRIP											1		1
DHS TRIP - General											1		1
Hazardous Materials Safety		1		1					1		2		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								1
Locks - Missing or Damaged Lock	1	2	2	1	1		1	2	1	1		1	14
Lost and Found						2		2		1			7
Lost and Found - Airport/TSA						2		2		1			7
Mishandling of Passenger Property	12	12	7	12	8	13	13	17	11	10	8	6	129
Mishandling of Passenger Property - Damaged	3	7	6	8	3	8	7	10	6	5	4	6	73
Mishandling of Passenger Property - Damaged or Lost	6	4	1	3	3	4	5	5	5	5	2		43
Mishandling of Passenger Property - Disposition	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 - General											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	6	160
Persons w/ Disabilities (PWD) - Autism Spectrum	2	2	1			2	3	2		6	2		20
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	2	1	14
Persons w/ Disabilities (PWD) - Diapers/Changing	1												1
Persons w/ Disabilities (PWD) - General		2				1		2	1	1			7
Persons w/ Disabilities (PWD) - Hearing Impairment				1			1						2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1		1		2				1	5
Persons w/ Disabilities (PWD) - Medical Equipment	1	1		1		1		1			1		6
Persons w/ Disabilities (PWD) - Medically Fragile	1	1	1			3	7		7	3	4	1	28
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1	1			3
Persons w/ Disabilities (PWD) - Mobility Device	1	2		2	1	3	3	3	1	1		1	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						2	1	1	1	1			6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1	1				1	2		1	1	8
Persons w/ Disabilities (PWD) - Respiratory	1									1			2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair	3	2		7	2	3		3	3	2	2	1	28
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13	16	132
Property - Special Handling - Damaged Items	5	2	1	5	2	3		3	2	2	2	4	31
Property - Special Handling - Damaged Items - Missing	3	2		1	2	3		3		3	2		23
Property - Special Handling - Missing Items	1	2	2	6	2	6	1	5	1	2	1	8	37
Property - Special Handling - Missing Items - Damaged	5		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 Employee	4		2	6		1			1	1		1	16
Screening - Inconsistency	1	1	15	6	5	6	4	4	5	1	4	1	53
Screening - International Screening				1								1	2

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
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/Confiscated	3	3	4		1	4	3	1	1	2	1	1	24
Screening - Security Breach			1										1
TWIC				1									2
TWIC - General				1									2
<b>2024</b>	<b>103</b>	<b>96</b>	<b>111</b>	<b>112</b>	<b>108</b>	<b>122</b>	<b>122</b>	<b>135</b>	<b>124</b>	<b>135</b>	<b>129</b>	<b>109</b>	<b>1,406</b>
Additional Information Required/Insufficient Information				1									2
Additional Information Required/Insufficient Information - EMAIL ONLY				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				1
Business, Suggestions, and Ideas - General									1				1
Cargo										1			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 Cultural Practices	1			1	1					1			4
Civil Rights - Sex/Gender/Gender Identity	1		1		2	2		1				1	8
Civil Rights - Sexual Orientation - Not Transgender							1						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 Program									1				1
Customer Service	30	29	38	53	42	46	38	36	36	44	33	35	460
Customer Service - CSM				1		2						1	4
Customer Service - Others			1	1		1							3
Customer Service - TCC					1		2	1					4
Customer Service - TSO	30	29	37	51	41	43	36	35	36	44	33	34	449
DHS TRIP							1	1		2	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
Lost and Found		1	3	4	4	1	2	1	6	2	2	4	30
Lost and Found - Airport/TSA		1	3	4	4	1	2	1	6	2	2	4	30
Mishandling of Passenger Property	10	8	10	10	15	12	9	16	17	12	13	9	141
Mishandling of Passenger Property - Damaged	4	3	5	3	10	7	3	8	9	4	8	5	69
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	5	4	7	4	4	5	8	7	5	4	4	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1		1	2	1		6
Mishandling of Passenger Property - Disposition	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			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	2		52
Patdown - Children		1							1		1		3
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 Spectrum Disorder	1		1		2		3	2	2	3	3	1	18
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1	1	1					1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								2	1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes	1			3			3	2	1	3	1	2	16
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General		1					1	2		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment							1			1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1										1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1	1	1				4
Persons w/ Disabilities (PWD) - Medical Devices - Prostheses/Amputees and Casts	3	1		2	4	3	1	6	5	1	6	4	36
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1								1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2	1	6	4	1	4		21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1				2	1				1	5
Persons w/ Disabilities (PWD) - Service Animals			1					1			1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1		1			1		1	1		5
Persons w/ Disabilities (PWD) - Visual Impairment					1					1		1	3

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
Persons w/ Disabilities (PWD) - Wheelchair	4	2	1		2	2	1	4	1	3	1	4	25
Persons w/ Disabilities (PWD) - Wounded Warrior		1				1		1					3
Property - Special Handling	11	13	16	12	5	11	11	7	7	8	14	12	127
Property - Special Handling - Damaged Items	4	5	2	2	1	4	2	3	2	3	7	7	42
Property - Special Handling - Damaged Items	1	2					2		1	3			11
Property - Special Handling - Missing Items	3	4	9	8	3	5	2		1	1	5	1	42
Property - Special Handling - Missing Items	3	2	5	2	1	2	5	4	3	1	2	2	32
Request for Assistance			1	1	1		2			1	2		8
Request for Assistance - Other			1	1	1		2			1	2		8
Screening	29	24	25	14	11	28	32	19	25	20	24	17	268
Screening - Children		1			1	1							3
Screening - Crew Member or Airline Employee			1			1						1	3
Screening - Inconsistency	3	1	2	1	1	6	4	1	1	4		2	26
Screening - Lengthy Lines	11	9	11	6	5	5	13	4	6	9	7	1	87
Screening - Procedures/Process	15	13	11	7	3	15	13	14	18	7	16	12	144
Screening - Retrieving Abandoned/Confiscated Items					1		1				1		3
Screening - Security Breach							1					1	2
<b>2025</b>	<b>119</b>												<b>119</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	6												6
Civil Rights - Age	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	2												2
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	29												29
Customer Service - TSO	29												29
Hazardous Materials Safety	2												2
Hazardous Materials Safety - General	2												2
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	11												11
Mishandling of Passenger Property - Damaged	9												9
Mishandling of Passenger Property - Damaged	2												2
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	18												18
Persons w/ Disabilities (PWD) - Autism Spectrum	3												3
Persons w/ Disabilities (PWD) - Cognitive	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Internal Medical	1												1
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Mobility	2												2
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Wheelchair	4												4
Property - Special Handling	16												16
Property - Special Handling - Damaged Items	7												7
Property - Special Handling - Damaged Items	3												3
Property - Special Handling - Missing Items	4												4
Property - Special Handling - Missing Items	2												2
Screening	29												29
Screening - Inconsistency	2												2
Screening - Lengthy Lines	8												8
Screening - Procedures/Process	17												17
Screening - Retrieving Abandoned/Confiscated	1												1
Screening - Security Breach	1												1

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
<b>MCW</b>			2	1									3
<b>2024</b>			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



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
<b>MDT</b>	<b>14</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>84</b>
<b>2023</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>		<b>2</b>		<b>2</b>	<b>4</b>	<b>31</b>
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 - Damaged/Missing Items--Carry-on Luggage								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 Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		1			2							1	4
Property - Special Handling - Missing Items - Carry-C		1										1	2
Property - Special Handling - Missing Items - 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/Confiscated Items				1									1
<b>2024</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>44</b>
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 - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified 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 (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling					1	1			1		1		4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening	3		1	1							1	2	8
Screening - Inconsistency												1	1
Screening - Procedures/Process	2		1	1							1	1	6
Screening - Shoe Screening	1												1
<b>2025</b>	<b>9</b>												<b>9</b>
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) - Prothesi	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
Screening - Retrieving Abandoned/Confis	1												1

**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
<b>MDW</b>	<b>99</b>	<b>61</b>	<b>66</b>	<b>62</b>	<b>52</b>	<b>55</b>	<b>75</b>	<b>66</b>	<b>75</b>	<b>81</b>	<b>68</b>	<b>70</b>	<b>830</b>
<b>2023</b>	<b>26</b>	<b>30</b>	<b>32</b>	<b>35</b>	<b>29</b>	<b>28</b>	<b>32</b>	<b>36</b>	<b>35</b>	<b>44</b>	<b>33</b>	<b>38</b>	<b>398</b>
Additional Information Required/Insufficient Information	1				1			1					3
Additional Information Required/Insufficient Information - Airline	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- Not Transgender			2					1		2			5
Civil Rights - Sexual Orientation - Not Transgender	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 - Damaged/Missing	2	2	3		1	2	2	2	2	3	5	2	26
Mishandling of Passenger Property - Damaged/Missing - Carry-on or Checked		4		1	2		1		1	2	2	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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	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 Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - Diabetes	1									2			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General						1			1	1			3
Persons w/ Disabilities (PWD) - Medically	1		1	1	2	1	1	1	1	1			10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Persons w/ Disabilities (PWD) - Service Animals											1	2	3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair	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	5	41
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		3	3	3	1	3	20
Property - Special Handling - Missing Items	1	2		1	3	1		1	1		1		11
Property - Special Handling - Missing Items - Carry-on or Checked	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 Employee	1	2		1	1								5
Screening - Inconsistency		1	2				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/Confiscated Items				3			1						4
Screening - Shoe Screening			1										1
<b>2024</b>	<b>34</b>	<b>31</b>	<b>34</b>	<b>27</b>	<b>23</b>	<b>27</b>	<b>43</b>	<b>30</b>	<b>40</b>	<b>37</b>	<b>35</b>	<b>32</b>	<b>393</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1	2		1	3	1	3		3	1	1	2	18
Civil Rights - Age				1	1				1				3
Civil Rights - Not Specified						1							1
Civil Rights - Race	1	2					2		1	1	1	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening									1				2
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	15	11	18	9	6	11	22	13	14	8	11	10	148
Customer Service - CSM							1						1
Customer Service - TCC					1								1
Customer Service - TSO	15	11	18	9	5	11	21	13	14	8	11	10	146
Locks					1	1			1				3
Locks - Missing or Damaged Lock					1	1			1				3
Lost and Found			1				1		1			2	5
Lost and Found - Airport/TSA			1				1		1			2	5
Mishandling of Passenger Property	3	4	4	2	4	3	6	4	2	4	1	5	42
Mishandling of Passenger Property - Damaged/Missing	2	3	3	2	2	3	4	1	2	3	1	4	30
Mishandling of Passenger Property - Damaged/Missing - Carry-on or Checked	1	1	1		2		2	2	1			1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1				1		2	1	1	1	7
No Jurisdiction - No Referral			1						1				2
No Jurisdiction - Refer to CBP							1					1	2
No Jurisdiction - Refer to FAA										1			1
No Jurisdiction - Refer to Other									1		1		2
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1	6	1		1	5	2	1	2	1	2	1	23
Patdown - Children										1	1		2
Patdown - Flyer	1	6	1		1	5	2		2		1	1	20
Patdown - Flyer as Observer								1					1

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
Persons w/ Disabilities (PWD)	6	1	2	3		2	2	5	4	4	3	6	38
Persons w/ Disabilities (PWD) - Autism Spectrum			1							1			3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1			1					2			1	5
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment							1					1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1			2		4
Persons w/ Disabilities (PWD) - Mobility Device	1						1	1	1	1		1	6
Persons w/ Disabilities (PWD) - Prostheses	2							2					4
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1		1	1	1		1	7
Property - Special Handling	2	1	1	8	3	2	2	3	4	3	6	2	37
Property - Special Handling - Damaged Items	1	1		3	3	1	1	2	2		3	1	18
Property - Special Handling - Damaged Items - Checked								1	1		1		3
Property - Special Handling - Missing Items	1		1	4		1	1			3	1	1	13
Property - Special Handling - Missing Items - Checked				1					1		1		3
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	6	5	5	4	3	1	4	4	7	14	10	3	66
Screening - Children					1								1
Screening - Crew Member or Airline Employee				1					1				2
Screening - Inconsistency		1		2			1						4
Screening - Lengthy Lines	1		2					2	1	2			10
Screening - Opposite Gender											1		1
Screening - Procedures/Process	5	3	3		2	1	3	2	5	11	7	3	45
Screening - Retrieving Abandoned/Confiscated Items		1		1						1			3
<b>2025</b>	<b>39</b>												<b>39</b>
Civil Rights													4
Civil Rights - Age	2												2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	14												14
Customer Service - TSO	14												14
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	8												8
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	1												1
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Property - Special Handling	3												3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	2												2
Screening	6												6
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4												4
Screening - Retrieving Abandoned/Confiscated Items	1												1

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
<b>MEI</b>				1	1				1			1	4
<b>2024</b>				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) - Prosthesis/Amputees and Casts					1								1
Screening												1	1
Screening - International Screening												1	1

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
<b>MEM</b>	<b>27</b>	<b>13</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>13</b>	<b>16</b>	<b>20</b>	<b>194</b>
<b>2023</b>	<b>14</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>16</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>101</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Race	1												1
Civil Rights		2				1		1	1		1		6
Civil Rights - Race		1							1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		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 - Damaged/Missing Items--Checked Baggage			1				1	2	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage - Checked		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
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	1		1	2		1	4	1			1	1	12
Property - Special Handling - Damaged Items - Checked	1			2			1						5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On			1					1					2
Property - Special Handling - Missing Items - Checked							3				1		4
Screening	5	2	2	1		1	1	1	4		2	7	26
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												2	2
Screening - Lengthy Lines	2	1					1	1	2				11
Screening - Procedures/Process	3	1	2	1		1			2		2		12
<b>2024</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>88</b>
Airline													2
Airline - Policy/Regulations/Service													1
Airline - Wheelchair Assistance													1
Civil Rights							1	1			1		3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		2
Customer Service	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 - Damaged/Missing Items--Checked Baggage		1				1		2					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1	1	1			5
No Jurisdiction						1		1					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		1		7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling	2	1		2	1			1		1	1		9
Property - Special Handling - Damaged Items - Checked	1	1			1					1			4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing Items - Checked				2				1					3
Screening	1	1	4	1	1	2		2	1	4		1	18
Screening - Crew Member or Airline Employee						1				1			2
Screening - Lengthy Lines			1		1	1		2	1	2			8
Screening - Procedures/Process	1	1	3	1									7
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2025</b>	<b>5</b>												<b>5</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>MFE</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>26</b>
<b>2023</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>12</b>
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown										1			2
Patdown - Non-Flyer							1			1			2
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked									1				1
Screening			1				1		1		1		4
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							1						1
<b>2024</b>	<b>1</b>	<b>1</b>				<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>14</b>
Customer Service							2	1					1
Customer Service - TSO							2	1					1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening	1	1				2	1					1	6
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process	1	1				1						1	4

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
<b>MFR</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>45</b>
<b>2023</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>22</b>
Civil Rights	1							1					2
Civil Rights - Race	1							1					2
Customer Service		2		1			1					1	5
Customer Service - Others												1	1
Customer Service - TSO		2		1			1						4
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1					2
Property - Special Handling									1			1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening		2	1	2	1	1	1	1				1	10
Screening - Inconsistency		2		2				1					5
Screening - Procedures/Process			1		1	1	1					1	5
<b>2024</b>		<b>2</b>		<b>1</b>		<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>23</b>
Customer Service		1		1		3	2	1	1		2		11
Customer Service - Others						1							1
Customer Service - TSO		1		1		2	2	1	1		2		10
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling							2						2
Property - Special Handling - Missing Items - Checked							2						2
Screening		1								1	1	1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1								1	1		3

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
<b>MGM</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>		<b>1</b>	<b>4</b>	<b>1</b>		<b>28</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>			<b>2</b>			<b>8</b>
Civil Rights			1				1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1						2
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 - Disarrayed Items--Carry-on or Checked							1						1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>18</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	2		1	1						8
Customer Service - TSO	1	1	2	2		1	1						8
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Patdown				1						1			2
Patdown - Flyer				1						1			2
Property - Special Handling			1										2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1			1		1		3
Screening - Procedures/Process						1			1		1		3
<b>2025</b>	<b>2</b>												<b>2</b>
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2



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
<b>MGW</b>				1	1						1	1	4
<b>2023</b>				1							1	1	3
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2024</b>					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1

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
<b>MHK</b>	<b>3</b>	<b>4</b>			<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>13</b>
<b>2023</b>		<b>1</b>						<b>1</b>				<b>1</b>	<b>2</b>
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>	<b>1</b>	<b>3</b>			<b>1</b>		<b>2</b>			<b>1</b>		<b>1</b>	<b>9</b>
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
<b>2025</b>	<b>2</b>												<b>2</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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
<b>MHT</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>47</b>
<b>2023</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>2</b>		<b>16</b>
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 - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling		1					1	1					3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked		1						1					2
Screening			1		2		2			1	1		7
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency					1					1			2
Screening - Procedures/Process			1		1		1				1		4
<b>2024</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>3</b>		<b>4</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>31</b>
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 - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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 /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1	1				2
Screening	1				1	2			1			1	6
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process	1				1	1			1			1	5

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
<b>MIA</b>	<b>262</b>	<b>180</b>	<b>166</b>	<b>202</b>	<b>204</b>	<b>254</b>	<b>180</b>	<b>197</b>	<b>173</b>	<b>214</b>	<b>208</b>	<b>177</b>	<b>2,417</b>
<b>2023</b>	<b>76</b>	<b>82</b>	<b>85</b>	<b>107</b>	<b>96</b>	<b>110</b>	<b>78</b>	<b>89</b>	<b>81</b>	<b>89</b>	<b>101</b>	<b>72</b>	<b>1,066</b>
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	2	3		1		1	2	2		2	15
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1			1		1	2	2		2	10
Cargo						1							1
Cargo - Known Shipper						1							1
Civil Rights	2	5	1	5	2	5	3	2	7	9	2	6	49
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights		1				1				1		1	4
Civil Rights - National Origin				1						2		1	4
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1	2			1			4
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3	1	2	2	1	1	1	1	3	1	2	19
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		2		1		1	3	1	1	2	12
Civil Rights - Transgender Screening	1									1			2
Claims									1			1	2
Claims - General									1				1
Claims - Status												1	1
Customer Service	31	31	19	32	32	40	32	28	26	27	47	31	376
Customer Service - CSM									1				1
Customer Service - Others				1				1					2
Customer Service - TCC									1				1
Customer Service - TSO	31	31	19	31	32	40	32	27	24	27	47	31	372
DHS TRIP							1		1			1	3
DHS TRIP - General							1		1			1	3
Flying Armed						1							1
Flying Armed - General						1							1
Hazardous Materials Safety							1			1			2
Hazardous Materials Safety - General							1			1			2
Locks		1	2	2				1	2			1	9
Locks - General			1										1
Locks - Missing or Damaged Lock		1	1	2				1	2			1	8
Lost and Found	1		1			1		3	1		1	1	9
Lost and Found - Airport/TSA	1		1			1		3	1		1	1	9
Mishandling of Passenger Property	7	10	8	5	3	5	1	4	8	7	7	4	69
Mishandling of Passenger Property - Damaged Item	2	4	1	4	1	4	1	2	2	3	6	4	34
Mishandling of Passenger Property - Damaged/Missing Item	5	3	6	1	2	1	2	2	3	3	1		27
Mishandling of Passenger Property - Damaged/Missing Item		2							2				4
Mishandling of Passenger Property - Disarrayed Item		1	1						1	1			4
No Jurisdiction	3	1	6	4	4	5	2	3		2	5	3	38
No Jurisdiction - No Referral				2			1				2	1	6
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3	1	25
No Jurisdiction - Refer to Other			3		1	1				1		1	7
Patdown	1	1	4	5	2	6	2	2	1	2	3	2	31
Patdown - Flyer		1	4	5	2	6		2	1	2	3	2	28
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2	3	50
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1						2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes			1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1	1						1		1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication		1	1	1	1		2	1		2			8
Persons w/ Disabilities (PWD) - Mobility Devices	1	1		1			1		1				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchairs	1		1	1	1	4		1	1		1	1	12
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6	7	89
Property - Special Handling - Damaged Items - Carry On		2	3	3			1	3	1	2	2	4	21
Property - Special Handling - Damaged Items - Checked	3			4	1	1		2					11
Property - Special Handling - Missing Items - Carry On	1	5	2	3	3		2	2	2	2	2	3	27
Property - Special Handling - Missing Items - Checked	3	1	5	5	3	1	5	3	1	1	2		30
Screening	20	21	27	30	43	40	20	32	23	27	27	10	320
Screening - Children				1					1				2
Screening - Crew Member or Airline Employee	2	2	8	6		1		1		1			21
Screening - Inconsistency	4	5	3	4	5	3	4	5	6	2	4	3	48
Screening - International Screening						1							1
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/Confiscated Items				2	2				1	1			6
<b>2024</b>	<b>78</b>	<b>98</b>	<b>81</b>	<b>95</b>	<b>108</b>	<b>144</b>	<b>102</b>	<b>108</b>	<b>92</b>	<b>125</b>	<b>107</b>	<b>105</b>	<b>1,243</b>
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
Airline		2		2	2	1	1			2	3	2	15
Airline - Lost Baggage					2						1	2	5
Airline - Policy/Regulations/Service		1		2		1	1			2	2		9
Airline - Positive Bag Match Program		1											1

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
Civil Rights	2	5	3	2	10	4	4	7	5	2	9	10	63
Civil Rights - Age					1						1		2
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights			1								1		2
Civil Rights - National Origin					3		1		3	1		4	12
Civil Rights - Not Specified					1	1	1	1					4
Civil Rights - Perceived Religion						1						2	3
Civil Rights - Race	1	3	1	1	4	1	1	6	1	1	4	2	26
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1	1	1					3		8
Civil Rights - Sexual Orientation - Not Tra	1											1	2
Civil Rights - Transgender Screening		1										1	2
Claims		1				1							2
Claims - General						1							1
Claims - Status		1											1
CLEAR					1								1
CLEAR - TSA PreCheck Application Program					1								1
Customer Service	22	44	34	38	30	58	43	36	33	45	45	35	463
Customer Service - CSM						2					1		3
Customer Service - Others	1				2		1						4
Customer Service - TCC				2		1							3
Customer Service - TSO	21	44	34	36	28	55	42	36	33	45	44	35	453
DHS TRIP	1	1							1			2	5
DHS TRIP - General	1	1							1			2	5
Hazardous Materials Safety			1			1		1					3
Hazardous Materials Safety - General			1			1		1					3
Locks						4		1			1	1	7
Locks - Missing or Damaged Lock						4		1			1	1	7
Lost and Found				1	2	2		2	1	1	4	1	14
Lost and Found - Airport/TSA				1	2	2		2	1	1	4	1	14
Mishandling of Passenger Property	10	6	5	8	7	9	9	6	13	9	7	11	100
Mishandling of Passenger Property - Dam	3	3		1	5	4	2	2	4	4	3	5	36
Mishandling of Passenger Property - Dam	6	3	4	6	2	5	6	2	9	4	3	5	55
Mishandling of Passenger Property - Damaged/Missing Items--U			1					1		1		1	4
Mishandling of Passenger Property - Disa	1			1			1				1		5
No Jurisdiction	6	5	1	4	2	5	9	5	3	5	5	8	58
No Jurisdiction - No Referral	2	1		1			3	1		2	1		11
No Jurisdiction - Refer to CBP	2	2		2	2	4	5	2	2	3	3	6	33
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other	2	2	1	1		1	1	1	1		1	2	13
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	1		3	5	5	2	2	2	9		3	34
Patdown - Children				1						1			2
Patdown - Flyer	1	1		2	5	5	2	2	2	7		3	30
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	5	7	11	2	10	13	8	8	7	10	11	9	101
Persons w/ Disabilities (PWD) - Autism Spectrum						3	2			1	3	1	10
Persons w/ Disabilities (PWD) - Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1		1		1	3
Persons w/ Disabilities (PWD) - Cognitive	1				1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes	2	1	1		1	2		1	2			1	11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1				1						2
Persons w/ Disabilities (PWD) - General			1	1	1			1	2	1			7
Persons w/ Disabilities (PWD) - Hearing Impairment					1						1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1	1	1						1	5
Persons w/ Disabilities (PWD) - Medically	1	1	1		1	1		1		2			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2		2	1		1	1	10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prosthesi	1		1				1			3		1	7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service Animals		1	1		1	1	3						7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3	4		1		1		1	3	2	1	16
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	8	6	16	10	7	6	4	14	7	10	5	10	103
Property - Special Handling - Damaged It	4	1	4	2		3	1	3	1	2		2	23
Property - Special Handling - Damaged It	1	4	2		3			1		2		2	15
Property - Special Handling - Missing Item	1		5	6	4	3	1	7	2	3	2	4	38
Property - Special Handling - Missing Item	2	1	5	2		2	3	4	3	3	3	2	27
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	22	20	10	25	31	35	22	25	18	32	16	12	268
Screening - Children								1					1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1	1	2	1	1	2	2	1	1	2	1	1	16
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
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
<b>2025</b>	<b>108</b>												<b>108</b>

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
Airline	5												5
Airline - Policy/Regulations/Service	5												5
Civil Rights	6												6
Civil Rights - National Origin	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	25												25
Customer Service - TSO	25												25
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	5												5
Mishandling of Passenger Property - Dam	7												7
No Jurisdiction	10												10
No Jurisdiction - Refer to CBP	5												5
No Jurisdiction - Refer to Other	5												5
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	10												10
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	4												4
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	7												7
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	4												4
Property - Special Handling - Missing Item	2												2
Screening	30												30
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	4												4
Screening - Lengthy Lines	4												4
Screening - Procedures/Process	19												19
Screening - Retrieving Abandoned/Confis	2												2

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
<b>MKE</b>	<b>27</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>20</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>20</b>	<b>26</b>	<b>9</b>	<b>196</b>
<b>2023</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>72</b>
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- Not Transgender											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 - Damaged	1		1		1								3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1			1		2				1			5
Patdown						1							1
Patdown - Flyer						2	1				1		4
Patdown - Flyer as Observer						2					1		3
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Mobility Disabilities	1												1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	1		1	2	1	2		1		3			11
Property - Special Handling - Damaged Items - Checked	1									1			2
Property - Special Handling - Damaged Items - Checked			1	1	1	1				2			6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - 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/Confiscated Items									1				1
<b>2024</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>18</b>	<b>8</b>	<b>111</b>
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 Transgender		1					1						2
CLEAR												1	1
CLEAR - TSA PreCheck Application Program												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	5	2	4	1	4	3	2	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	1	1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1			1	1	1		2	1		7
No Jurisdiction													1
No Jurisdiction - No Referral													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											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1			1	3		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		2									2		4
Property - Special Handling - Damaged Items - Checked		1									1		2
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked											1		1
Screening	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/Confiscated Items										1		1	2
Screening - Security Breach							1						1
<b>2025</b>	<b>13</b>												<b>13</b>
Civil Rights	1												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 - Damaged	2												2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2												2
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Screening	3												3
Screening - Inconsistency	1												1

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
Screening - Procedures/Process	2												2
<b>MKG</b>				1									1
<b>2024</b>				1									1
No Subject				1									1
No Subject - General				1									1
<b>MKL</b>		1											1
<b>2024</b>		1											1
Screening		1											1
Screening - Procedures/Process		1											1
<b>MLB</b>	4	3	2			1	2	2	4	6	2	6	32
<b>2023</b>	4	3	1						3	5		2	18
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	1	1							2			7
Customer Service - Others			1										1
Customer Service - TSO	3	1								2			6
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Damaged/Missi		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										2			2
Screening - Procedures/Process										2			2
<b>2024</b>			1			1	2	2	1	1	2	4	14
Civil Rights									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	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Screening							1				1	2	4
Screening - Procedures/Process							1				1	2	4
<b>MLI</b>	3	2	1	4	1	2	1	5	1	4	1	2	27
<b>2023</b>	1	1	1			1	1	1	2	1	2	2	10
Civil Rights						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 - Damaged/Missing Items--C			1										1
Patdown										1		2	3
Patdown - Flyer										1		2	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
<b>2024</b>		1		4	1	1	1	4	1	2			15
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service						1	1		1				3
Customer Service - TSO						1	1		1				3
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1			2
Mishandling of Passenger Property - Disarrayed Items--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			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling		1						1					2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening				1				1					2
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1
<b>2025</b>	2												2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Autism S	1												1
Screening	1												1
Screening - Procedures/Process	1												1
<b>MLU</b>	2		2	3		1		3	1	2	1		15
<b>2023</b>	2		1	2		1		2		1	1		10



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
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 Cancer						1							1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked			1										1
Screening		1		2				1			1		5
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process				1				1					2
<b>2024</b>			<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>5</b>
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1				1					2
Screening - Procedures/Process				1				1					2

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
<b>MOB</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>32</b>
<b>2023</b>	<b>2</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
Civil Rights							1						1
Civil Rights - Perceived Religion							1						1
Customer Service	1										1	1	3
Customer Service - TSO	1										1	1	3
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening						1				1	1	1	4
Screening - Procedures/Process						1				1	1	1	4
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>19</b>
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	9
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/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
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1												1
Screening - Crew Member or Airline Empl	1												1

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
<b>MOT</b>	<b>3</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>9</b>	<b>3</b>	<b>23</b>
<b>2023</b>	<b>1</b>	<b>1</b>									<b>5</b>	<b>2</b>	<b>9</b>
Customer Service		1									1		2
Customer Service - CSM											1		1
Customer Service - TSO			1										1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening	1										4		6
Screening - Procedures/Process	1										4		6
<b>2024</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>4</b>	<b>1</b>	<b>13</b>
Civil Rights													1
Civil Rights - Race													1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Property - Special Handling						1		1	1				3
Property - Special Handling - Missing Items - Checked						1		1	1				3
Screening	1			1			1		2		2		7
Screening - Inconsistency	1												1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				1			1		1		2		5
<b>2025</b>	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1

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
<b>MRY</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>5</b>		<b>2</b>	<b>20</b>
<b>2023</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>11</b>
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening		1	1		1					1			4
Screening - Inconsistency					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1										2
<b>2024</b>	<b>1</b>			<b>1</b>		<b>1</b>			<b>1</b>	<b>3</b>		<b>2</b>	<b>9</b>
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 - TSO	1									1		1	3
Patdown							1			1			2
Patdown - Flyer							1						1
Patdown - Flyer as Observer										1			1
Screening				1						1			2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process										1			1

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
<b>MSL</b>			1	1		1							3
<b>2024</b>			1	1		1							3
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Customer Service			1										1
Customer Service - TSO			1										1
Screening							1						1
Screening - Procedures/Process							1						1

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
<b>MSN</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>87</b>
<b>2023</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>39</b>
Civil Rights						2		1					3
Civil Rights - Profiling						1							1
Civil Rights - Race						1		1					2
Customer Service	1			1		2	1	1	3	3	2	1	15
Customer Service - TSO	1			1		2	1	1	3	3	2	1	15
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-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 /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening	1	2			1	1	1		1	3		1	11
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1	1		1	2		1	8
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2024</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>41</b>
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	1	4	2	2	1	18
Customer Service - TSO		1	1	2	2		2	1	4	2	2	1	18
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
No Jurisdiction				1						2			3
No Jurisdiction - No Referral				1						1			2
No Jurisdiction - Refer to Other										1			1
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)									2	1			3
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening				3	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/Confiscated Items				1									1
<b>2025</b>	<b>7</b>												<b>7</b>
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 D	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>MSO</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>3</b>			<b>3</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>34</b>
<b>2023</b>	<b>1</b>			<b>1</b>	<b>1</b>			<b>3</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>11</b>
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown				1									1
Patdown - Flyer				1									1
Screening					1					1	2		4
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency											1		1
Screening - Procedures/Process										1			2
<b>2024</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>			<b>3</b>	<b>6</b>		<b>5</b>	<b>2</b>	<b>23</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - 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 - Damaged/Missing Items--Carry-on Luggage									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) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked											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		4

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
<b>MSP</b>	<b>90</b>	<b>60</b>	<b>64</b>	<b>58</b>	<b>47</b>	<b>79</b>	<b>63</b>	<b>63</b>	<b>91</b>	<b>107</b>	<b>85</b>	<b>73</b>	<b>880</b>
<b>2023</b>	<b>35</b>	<b>27</b>	<b>28</b>	<b>31</b>	<b>24</b>	<b>37</b>	<b>31</b>	<b>41</b>	<b>41</b>	<b>43</b>	<b>35</b>	<b>33</b>	<b>406</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline				1									1
Airline - Wheelchair Assistance				1									1
Civil Rights	3	3	3	2	1	3	6	3	2	4	4	1	35
Civil Rights - Age											1		1
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 Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2	2	1		1			6
Civil Rights - Transgender Screening	1												1
Customer Service	14	8	11	10	6	10	13	20	10	8	6	9	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											1
Locks - Missing or Damaged Lock		1								1	1		3
Mishandling of Passenger Property	2	1	3			3	3	1	4	3	2	5	27
Mishandling of Passenger Property - Damaged	1					3	3			2	2		13
Mishandling of Passenger Property - Damaged/Missing		1						1	2	1	1	3	9
Mishandling of Passenger Property - Damaged/Missing/Other	1		3								1		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		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 Spectrum Disorder	1					3				1		1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						2			1		1		4
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General									2				2
Persons w/ Disabilities (PWD) - Medically Fragile	2		1	1			1	2		1		1	9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1	1		1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	2	2	3	2	3	1	2	4	3	5	3	3	33
Property - Special Handling - Damaged Items	2	1	1				1	2	1	1	2	2	13
Property - Special Handling - Damaged Items - Checked										3			3
Property - Special Handling - Missing Items - Carry-on		1	1		2		1	1		1		1	8
Property - Special Handling - Missing Items - Checked		1	1	2	1	1		1	2		1		9
Screening	8	7	5	10	10	11	7	7	13	17	10	10	115
Screening - Crew Member or Airline Employee	1							1					2
Screening - Inconsistency	1	2		1	3	3		1	4	4	3		22
Screening - Lengthy Lines	1		1	2	1		1	1		3	2	4	16
Screening - Procedures/Process	4	3	3	7	5	8	6	4	9	10	4	5	68
Screening - Retrieving Abandoned/Confiscated	1	2	1		1						1	1	7
<b>2024</b>	<b>25</b>	<b>33</b>	<b>36</b>	<b>27</b>	<b>23</b>	<b>42</b>	<b>32</b>	<b>22</b>	<b>50</b>	<b>64</b>	<b>50</b>	<b>40</b>	<b>444</b>
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					1		2
Customer Service - Others			1										2
Customer Service - TSO	8	12	13	9	7	17	13	7	13	24	16	13	152
Locks			1	1		1		1			1	1	6
Locks - Missing or Damaged Lock			1	1		1		1			1	1	6
Lost and Found			1	1	1	2			1	3	1		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 - Damaged/Missing Items--Carry-on Luggage				1		2	2	1	4	2	5	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	2	1	1	3	1	1	1	1	1	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Other	2												2
No Jurisdiction		2	1		3	2		1	2	1	2	4	18
No Jurisdiction - No Referral			1		1	1		1	1	1	1	1	8
No Jurisdiction - Refer to CBP		2			2	1						2	7
No Jurisdiction - Refer to Other									1		1	1	3
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown		2	2	3		1		2	2	1	2		15



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
Patdown - Children						1							1
Patdown - Flyer		2	2	2				2	2	1	2		13
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	3	5		4	5	3	3	9	6	9	7	55
Persons w/ Disabilities (PWD) - Autism Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1								1		2
Persons w/ Disabilities (PWD) - Diabetes		1				1		1					3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General										2		2	4
Persons w/ Disabilities (PWD) - Hearing I	1							1	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1			1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1			2			4	2	3	1	14
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2		2	1			1		1	3	10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									2				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1				1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1		2						4
Property - Special Handling	1	5	2	1		1	2	2	3	3	1	2	23
Property - Special Handling - Damaged It	1	1					1		2	1	1		7
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items - Carry-On			1	1		1	1	2	1	1		2	10
Property - Special Handling - Missing Items - Checke		2	1							1			4
Request for Assistance										2			2
Request for Assistance - Other										2			2
Screening	8	5	5	5	5	8	10	5	12	17	10	10	100
Screening - Children									1				1
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1				1	1			1	2	1	1	8
Screening - Lengthy Lines	1		1		1	3	3		3	2	6	2	22
Screening - Procedures/Process	5	5	3	4	3	3	7	4	7	13	3	7	64
Screening - Retrieving Abandoned/Confiscated Items			1	1		1		1					4
<b>2025</b>	<b>30</b>												<b>30</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3												3
Civil Rights - Age	1												1
Civil Rights - Race	2												2
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	4												4
Customer Service - TSO	4												4
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	1												1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	2												2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	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) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	4												4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	3												3
Screening	8												8
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5												5
Screening - Retrieving Abandoned/Confis	1												1

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

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
<b>MSY</b>	<b>97</b>	<b>57</b>	<b>39</b>	<b>34</b>	<b>40</b>	<b>47</b>	<b>58</b>	<b>71</b>	<b>53</b>	<b>70</b>	<b>64</b>	<b>66</b>	<b>696</b>
<b>2023</b>	<b>23</b>	<b>26</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>26</b>	<b>35</b>	<b>33</b>	<b>21</b>	<b>31</b>	<b>27</b>	<b>27</b>	<b>309</b>
Additional Information Required/Insufficient Information							1		1		1		3
Additional Information Required/Insufficient Information - EMAIL ONLY							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 Employee)		1							1				2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	2	1	1	1			2		2		2	1	12
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity	2	1			1				1	1			6
Civil Rights - Sexual Orientation - Not Transgender											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
Hazardous Materials Safety - General													1
Locks						1	1	2	1	1			7
Locks - Missing or Damaged Lock						1	1	2	1	1			7
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	3	28
Mishandling of Passenger Property - Damaged	1	1				2	3	1	1		2	1	12
Mishandling of Passenger Property - Damaged or Lost	1	2	1	1		1	1	3		2			11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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 - General						1							1
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 Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								3					3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ 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 Items	2	1		1	1		1		1		1		6
Property - Special Handling - Damaged Items - Checked				1	1	3	1						6
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked								1		2			6
Screening	6	6	4	4	4	4	9	14	3	7	3	6	70
Screening - Inconsistency		3				1	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/Confiscated Items			1	1									2
TWIC				1	1							1	3
TWIC - General				1	1							1	3
<b>2024</b>	<b>25</b>	<b>31</b>	<b>19</b>	<b>14</b>	<b>20</b>	<b>21</b>	<b>23</b>	<b>38</b>	<b>32</b>	<b>39</b>	<b>37</b>	<b>39</b>	<b>338</b>
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	2
Civil Rights - Not Specified								1					1
Civil Rights - Perceived Religion										1			1
Civil Rights - Race			1	1	2	1	1			1	2	2	11
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening							1						1
Claims		1											1
Claims - General		1											1
Customer Service	8	10	11	10	6	8	8	18	8	10	7	13	117
Customer Service - CSM								1					1
Customer Service - TCC										2			2
Customer Service - TSO	8	10	11	10	6	8	8	17	8	8	7	13	114
Hazardous Materials Safety											2		2
Hazardous Materials Safety - General											2		2
Locks	1	1					1		1	1	1		6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	1	1					1		1	1	1		6
Lost and Found		1					3			1	1		6
Lost and Found - Airport/TSA		1					3			1	1		6
Mishandling of Passenger Property		1			1	1	3	2		5	1	2	16
Mishandling of Passenger Property - Damaged/Missin		1					1	1		2	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1		3			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction					1			1	1		1		4
No Jurisdiction - Refer to Department of State									1				1
No Jurisdiction - Refer to Other					1			1			1		3
Patdown	6		1		2	2	3	1	4	5	5	3	32
Patdown - Children					1								1
Patdown - Flyer	6		1		1	2	3	1	4	5	5	3	31
Persons w/ Disabilities (PWD)	5	4		1	2	3	2	4	7	5	7	4	44
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer					2				1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2	1			3
Persons w/ Disabilities (PWD) - Diabetes	1			1				1	1	1	1		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1										2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Medically Necessary		1				1	1	1		1	1	2	8
Persons w/ Disabilities (PWD) - Metal Imp	1											1	2
Persons w/ Disabilities (PWD) - Mobility D	1	1				1				1	1		5
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/	1							2	1		1	1	6
Property - Special Handling	2	5	1	1	2	1	1	3	3	3	3	3	28
Property - Special Handling - Damaged It	2	1			1		1	1	2	1	2		11
Property - Special Handling - Damaged Items - Chec		1		1		1							3
Property - Special Handling - Missing Items - Carry-C		1	1		1			1		1		3	8
Property - Special Handling - Missing Items - Checke		2						1	1	1	1		6
Screening	2	7	2	1	3	4		8	7	6	6	10	56
Screening - Inconsistency		1						2	2	1	1	2	9
Screening - Lengthy Lines					1	2		2	1			3	9
Screening - Procedures/Process	2	6	2	1	2	2		4	4	5	5	5	38
TWIC		1	2										3
TWIC - General		1	2										3
<b>2025</b>	<b>49</b>												<b>49</b>
Civil Rights	3												3
Civil Rights - Age	2												2
Civil Rights - Race	1												1
Customer Service	16												16
Customer Service - TSO	16												16
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	10												10
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	3												3
Property - Special Handling	4												4
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	14												14
Screening - Lengthy Lines	4												4
Screening - Procedures/Process	10												10

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
<b>MTJ</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>		<b>3</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>62</b>
<b>2023</b>			<b>4</b>		<b>4</b>	<b>3</b>			<b>3</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>27</b>
Customer Service					2				2	1	2	2	9
Customer Service - TSO					2				2	1	2	2	9
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked 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 Impairment			1										1
Property - Special Handling						2							2
Property - Special Handling - Damaged Items - Carry-On						2							2
Screening			2			1				1	1	2	7
Screening - Lengthy Lines			2							1	1		4
Screening - Procedures/Process							1					2	3
<b>2024</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>7</b>	<b>2</b>		<b>32</b>
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
No Jurisdiction - No Referral													1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
<b>2025</b>	<b>3</b>												<b>3</b>
Patdown	1												1
Patdown - Flyer	1												1
Screening	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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
<b>MVY</b>		1								4	3	1	9
<b>2023</b>										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
<b>2024</b>		1									1		2
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service											1		1
Customer Service - TSO											1		1

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
<b>MWA</b>	<b>2</b>				<b>1</b>								<b>3</b>
<b>2024</b>					<b>1</b>								<b>1</b>
Civil Rights					1								1
Civil Rights - Race					1								1
<b>2025</b>	<b>2</b>												<b>2</b>
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Disa	2												2

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
<b>MYR</b>	<b>16</b>	<b>12</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>16</b>	<b>126</b>
<b>2023</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>59</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights	1	1	1				4			1	1		9
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1						3				1		5
Civil Rights - Transgender Screening			1										1
Customer Service	1	1		1			1		2	3	1		10
Customer Service - TSO	1	1		1			1		2	3	1		10
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1						2		2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown							2		1				3
Patdown - Children							1		1				2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1				1			1	2			5
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	1			1	1	1		2	1				7
Property - Special Handling - Damaged Items - Carry-On				1	1			1					3
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	5	2			1			2	1		4		15
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	1						1			1		4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	1			1			1	1		2		9
<b>2024</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>15</b>	<b>62</b>
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Customer Service	1	4		1		2	1		5	4	1	5	24
Customer Service - Others										1			1
Customer Service - TCC	1												1
Customer Service - TSO		4		1		2	1		5	3	1	5	22
Mishandling of Passenger Property			2				2		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1		1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown		1							1	1		1	4
Patdown - Children										1			1
Patdown - Flyer		1							1			1	3
Persons w/ Disabilities (PWD)											2	4	6
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												2	2
Property - Special Handling	1		1				2				1		5
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	1		1				2	1	4	1	4	15
Screening - Lengthy Lines	1	1								1	1	1	5
Screening - Procedures/Process				1				2	1	3		3	10
<b>2025</b>	<b>5</b>												<b>5</b>
Customer Service	3												3
Customer Service - TCC	1												1
Customer Service - TSO	2												2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening	1												1
Screening - Inconsistency	1												1



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
<b>NYL</b>					1	1	2	1		1		2	<b>8</b>
<b>2023</b>					1		1			1		1	<b>5</b>
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening					1		1					1	3
Screening - Inconsistency					1								1
Screening - Procedures/Process							1					1	2
<b>2024</b>						1	1					1	<b>3</b>
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Screening												1	1
Screening - Procedures/Process												1	1

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
<b>OAJ</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>30</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>20</b>
Civil Rights								1		1			2
Civil Rights - Age								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1	1		1	1	4
Customer Service - TSO								1	1		1	1	4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Patdown										2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)	1	1									1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening		1	1		1	1			1	1			6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency		1											1
Screening - Procedures/Process			1			1							4
<b>2024</b>			<b>2</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>8</b>
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service								1		1			2
Customer Service - Others								1					1
Customer Service - TSO											1		1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown								1	1				2
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
<b>2025</b>	<b>2</b>												<b>2</b>
Civil Rights	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1

## 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
<b>OAK</b>	<b>40</b>	<b>25</b>	<b>23</b>	<b>21</b>	<b>23</b>	<b>39</b>	<b>40</b>	<b>38</b>	<b>32</b>	<b>25</b>	<b>39</b>	<b>31</b>	<b>376</b>
<b>2023</b>	<b>14</b>	<b>16</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>16</b>	<b>17</b>	<b>15</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>152</b>
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 Transgender						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		2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		2	1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1		1	1	2	1	1	1		1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Baggage	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 Spectrum						1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1		1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	3	3	2		1		1	1	2		1	1	15
Property - Special Handling - Damaged Items - Checked Baggage	1								1				2
Property - Special Handling - Damaged Items - Carry-On Baggage		2			1		1				1		5
Property - Special Handling - Missing Items - Carry-On Baggage			1									1	2
Property - Special Handling - Missing Items - Checked Baggage	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 Employee	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/Confiscated Items							1						1
<b>2024</b>	<b>13</b>	<b>9</b>	<b>16</b>	<b>9</b>	<b>14</b>	<b>23</b>	<b>23</b>	<b>23</b>	<b>18</b>	<b>16</b>	<b>28</b>	<b>19</b>	<b>211</b>
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 Employee)							1						1
Civil Rights - Constitutional Rights							1		1				2
Civil Rights - Race	1				1		1	1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1								2		3
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening						1	1						2
Claims						1							1
Claims - 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 - Damaged/Missing Items--Carry-on Baggage	1					3	1		2	2	2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					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
Persons w/ Disabilities (PWD)		2	2		2	2				1	2	2	13
Persons w/ Disabilities (PWD) - General		1	1									1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2					1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals		1									1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2			2	1	3	1			1	3	14
Property - Special Handling - Damaged Items - Checked Baggage	1												1
Property - Special Handling - Damaged Items - Carry-On Baggage					1								1
Property - Special Handling - Missing Items - Carry-On Baggage		1			1		3					2	7

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
Property - Special Handling - Missing Items - Checke			1					1			1	1	5
Screening	7	1	3	4	4	4	9	14	6	6	8	5	71
Screening - Children									2				2
Screening - Inconsistency			1							1			2
Screening - Lengthy Lines	2		1		1	4	7	6	1	1	3	1	27
Screening - Procedures/Process	4	1		3	3		2	8	3	4	4	4	36
Screening - Retrieving Abandoned/Confis	1			1							1		3
Screening - Security Breach			1										1
TWIC		1											1
TWIC - General		1											1
<b>2025</b>	<b>13</b>												<b>13</b>
Customer Service	2												2
Customer Service - TSO	2												2
No Jurisdiction	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - Mobility D	2												2
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Screening	2												2
Screening - Gate Pass	1												1
Screening - Lengthy Lines	1												1

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
<b>OGG</b>	<b>32</b>	<b>22</b>	<b>21</b>	<b>30</b>	<b>20</b>	<b>25</b>	<b>29</b>	<b>21</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>16</b>	<b>280</b>
<b>2023</b>	<b>21</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>169</b>
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening			1										1
Customer Service	2	2	4	8	3	3	8	5	2	6	3	3	49
Customer Service - TCC							1						1
Customer Service - TSO	2	2	4	8	3	3	7	5	2	6	3	3	48
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1	1	2	1		1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1		1	1		1		1	6
Mishandling of Passenger Property - Dam	1			1		1	1				1	1	6
No Jurisdiction									2				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other									1				1
Patdown		1	5	1	1	1		1	1		1		12
Patdown - Flyer		1	5	1	1	1		1	1		1		12
Persons w/ Disabilities (PWD)	16	6	1	1	1	1	3	4	3	1		1	38
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1				1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)	14	5	1			1	1		1	1			24
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1					2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair	2						1	1	1				5
Property - Special Handling		1	1	1	2	2							7
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Missing Items - Carry-On		1		1									2
Property - Special Handling - Missing Items - Checked			1		1	1							3
Screening	2	7	4	10	5	8	3	3	1	2			45
Screening - Children							1			1			2
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency		1	2	2	1	2		1					9
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	2	6	2	7	4	5	2	2		1			31
<b>2024</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>14</b>	<b>9</b>	<b>17</b>	<b>10</b>	<b>106</b>
Civil Rights			1					1		1	1	3	7
Civil Rights - Age								1					1
Civil Rights - Headwear										1			1
Civil Rights - Race			1									2	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	2	1	1	2	2	5	2	3	5	4	7	1	35
Customer Service - TSO	2	1	1	2	2	5	2	3	5	4	7	1	35
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		3		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		2		1		5
Mishandling of Passenger Property - Damaged/Missing		1									2		3
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
Patdown	2		1		1	2	5			1			12
Patdown - Children							2						2
Patdown - Flyer	2		1		1	2	2			1			9
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1		1	1	1	1	1	1	3		2	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum								1	2		1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment									1			1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1		1								1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1	1						2
Property - Special Handling		1			1		2		1			1	8
Property - Special Handling - Damaged Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Carry-On		1		1			2						5
Property - Special Handling - Missing Items - Checked					1								1
Screening				3	1		2	1	3	2	2	4	18
Screening - Crew Member or Airline Employee				1									1
Screening - Gate Pass							1						1
Screening - Inconsistency								1		1		1	3
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				2	1		1		2	1	2	3	12
<b>2025</b>	<b>5</b>												<b>5</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	2												2

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
Property - Special Handling		1											1
Property - Special Handling - Damaged It		1											1

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
<b>OGS</b>									1				1
<b>2024</b>									1				1
Customer Service									1				1
Customer Service - TSO									1				1

**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
<b>OKC</b>	<b>18</b>	<b>14</b>	<b>19</b>	<b>10</b>	<b>20</b>	<b>17</b>	<b>12</b>	<b>21</b>	<b>18</b>	<b>27</b>	<b>20</b>	<b>16</b>	<b>212</b>
<b>2023</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>5</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>79</b>
Civil Rights					1			1		1			3
Civil Rights - Race					1								1
Civil Rights - Transgender Screening								1		1			2
Customer Service	1	2	1	1	1	3				1			10
Customer Service - Others		1											1
Customer Service - TSO	1	1	1	1	1	3				1			9
Mishandling of Passenger Property					2						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
No Jurisdiction											2		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other											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 Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Property - Special Handling			1		1				3	1	1		7
Property - Special Handling - Damaged Items - Carry-On			1		1					1			3
Property - Special Handling - Damaged Items - Checked									2				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1		5	4	7	2	3	2	6	7	4	3	44
Screening - Crew Member or Airline Employee			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
<b>2024</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>18</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>123</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Airline						1							1
Airline - Policy/Regulations/Service						1							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			1							1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1			2
CLEAR								1			1		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													1
HAZMAT Endorsement - General	1												1
Human Capital													1
Human Capital - Prospective Employment with TSA													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 - Damaged/Missing Items--Carry-on Luggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1		1		4			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction					1					1			2
No Jurisdiction - No Referral					1					1			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 Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1								1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	1	1		1			1	1	1	1		8
Property - Special Handling - Damaged Items - Carry-On	1		1										2
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Carry-On					1					1	1		3
Property - Special Handling - Missing Items - Checked		1											1
Screening	2	4		4	2	2	2	5	3		2	4	30
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines	1			2	1		1	1				2	8
Screening - Procedures/Process	1	4		2	1		1	4	3		1	1	18
Screening - Retrieving Abandoned/Confiscated Items						1						1	2
<b>2025</b>	<b>10</b>												<b>10</b>
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



**TSA Contact Center Traveler Complaints Report**

<b>Categories</b>	<b>10-Oct</b>	<b>11-Nov</b>	<b>12-Dec</b>	<b>01-Jan</b>	<b>02-Feb</b>	<b>03-Mar</b>	<b>04-Apr</b>	<b>05-May</b>	<b>06-Jun</b>	<b>07-Jul</b>	<b>08-Aug</b>	<b>09-Sep</b>	<b>Total</b>
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

**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
<b>OMA</b>	<b>31</b>	<b>20</b>	<b>17</b>	<b>19</b>	<b>26</b>	<b>16</b>	<b>22</b>	<b>38</b>	<b>25</b>	<b>33</b>	<b>30</b>	<b>29</b>	<b>306</b>
<b>2023</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>12</b>	<b>13</b>	<b>20</b>	<b>13</b>	<b>26</b>	<b>19</b>	<b>14</b>	<b>167</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights		1	1		1	1	1		4	4	1	1	15
Civil Rights - Age										1			1
Civil Rights - National Origin										1			1
Civil Rights - Race			1		1		1		2	2	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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													2
Locks - Missing or Damaged Lock													2
Mishandling of Passenger Property		1		2	3			1		1	1	1	10
Mishandling of Passenger Property - Damaged/Missin		1			2					1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1						1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1					2		2	2	4	3		14
Patdown - Children										1	1		2
Patdown - Flyer	1					1		2	2	3	2		11
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				2			2		1	2		2	9
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				2					1	1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1	1	2	1				1	3		9
Property - Special Handling - Damaged Items - Carry-On			1		1						2		4
Property - Special Handling - Damaged Items - Checked				1		1				1	1		4
Property - Special Handling - Missing Items - Checked					1								1
Screening	2	2	4	3	5	5	3	7	2	4	4	6	47
Screening - Inconsistency						1		1	1		2		5
Screening - Lengthy Lines	1	1			1			2		1	1	1	8
Screening - Procedures/Process	1	1	3	3	4	4	3	4	1	3	1	5	33
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC									1				1
TWIC - General									1				1
<b>2024</b>	<b>14</b>	<b>15</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>18</b>	<b>12</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>131</b>
Civil Rights	1	1			1			2			2		7
Civil Rights - National Origin								1					1
Civil Rights - Race	1	1			1			1			1		5
Civil Rights - Screening of Religious Cultural and Ceremonial Items											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
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		1		3		2	1	1	3	2	2	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3			1		2		1	1	8
Mishandling of Passenger Property - Damaged/Missin		1				2		1	1	2	1	2	10
No Jurisdiction				1			1						2
No Jurisdiction - No Referral				1			1						2
Patdown	3	2	2	1	3		1	1	1	1		2	17
Patdown - Flyer	3	1	2	1	3		1	1		1		2	15
Patdown - Flyer as Observer		1							1				2
Persons w/ Disabilities (PWD)	2	1			2	1		1	1		1	2	11
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling				1				4		1		1	7
Property - Special Handling - Damaged Items - Carry-On								3				1	4
Property - Special Handling - Damaged Items - Checked				1				1					2
Property - Special Handling - Missing Items - Checked										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				1	1		1			7
Screening - Procedures/Process	1	5	1	1			4	1	1		2	2	18
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2025</b>	<b>8</b>												<b>8</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4												4
Customer Service - TSO	4												4

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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medical D		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening		1											1
Screening - Lengthy Lines		1											1

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
OME			1										1
2023			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

**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
<b>ONT</b>	<b>46</b>	<b>20</b>	<b>22</b>	<b>16</b>	<b>11</b>	<b>22</b>	<b>38</b>	<b>30</b>	<b>42</b>	<b>28</b>	<b>36</b>	<b>24</b>	<b>335</b>
<b>2023</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>5</b>	<b>5</b>	<b>15</b>	<b>14</b>	<b>15</b>	<b>12</b>	<b>19</b>	<b>13</b>	<b>3</b>	<b>134</b>
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 Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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										1			1
Mishandling of Passenger Property	2	2	3		1	2	1	1	1	2			15
Mishandling of Passenger Property - Damaged/Missii		1	2			1	1		1				7
Mishandling of Passenger Property - Dam	1		1				1		1	1			5
Mishandling of Passenger Property - Disa	1	1			1								3
Patdown	1			1			1	3	1	5	2		14
Patdown - Children									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 Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1			1
Property - Special Handling	1	1	4		1	1	1		1	1	1		12
Property - Special Handling - Damaged Items - Carry-On			2		1					1			4
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke		1	2						1		1		5
Screening	2	2	3	3		7	2	4	4	5	3	1	36
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1		2				1	1	1	1		9
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		23
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2024</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>24</b>	<b>15</b>	<b>30</b>	<b>9</b>	<b>23</b>	<b>21</b>	<b>172</b>
Airline									1				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	2
Civil Rights - Race	1						1	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity	2					1						1	4
Customer Service	2	4	2	3	3	2	7	4	8	2	8	4	49
Customer Service - CSM											1		1
Customer Service - TSO	2	4	2	3	3	2	7	4	8	2	7	4	48
Locks		1							1				3
Locks - Missing or Damaged Lock		1							1				3
Mishandling of Passenger Property	1		2	1	1	1	2	2	2	1	1	3	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1	1		2				2	9
Mishandling of Passenger Property - Disa	1						1		1				3
No Jurisdiction									1	1	1		3
No Jurisdiction - No Referral									1	1	1		3
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown				1			3	1	2		2	2	11
Patdown - Flyer				1			3	1	2		2	2	11
Persons w/ Disabilities (PWD)							3	1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2				1	1	4
Property - Special Handling		3	1	3			2	1	5	1	4	2	22
Property - Special Handling - Damaged Items - Carry		2	1					1	1				5
Property - Special Handling - Damaged Items - Check		1					1				2	1	5
Property - Special Handling - Missing Items - Carry-On				2			1		2	1			6
Property - Special Handling - Missing Items - Checked				1					2		2	1	6
Screening	3	1	3	3	2	3	6	4	7	1	3	6	42
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines	1			1	1		3	1	3			3	13
Screening - Procedures/Process	2	1	3	2	1	3	3	3	3		2	3	26
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2025</b>	<b>29</b>												<b>29</b>
Civil Rights	2												2

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
Civil Rights - National Origin		1											1
Civil Rights - Transgender Screening		1											1
Customer Service		9											9
Customer Service - TSO		9											9
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 It		1											1
Property - Special Handling - Missing Item		2											2
Screening		10											10
Screening - Lengthy Lines		5											5
Screening - Procedures/Process		5											5

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
<b>ORD</b>	<b>221</b>	<b>111</b>	<b>141</b>	<b>124</b>	<b>87</b>	<b>127</b>	<b>138</b>	<b>172</b>	<b>181</b>	<b>177</b>	<b>189</b>	<b>187</b>	<b>1,855</b>
<b>2023</b>	<b>52</b>	<b>55</b>	<b>67</b>	<b>54</b>	<b>47</b>	<b>63</b>	<b>69</b>	<b>66</b>	<b>86</b>	<b>69</b>	<b>89</b>	<b>77</b>	<b>794</b>
Additional Information Required/Insufficient Information	1												2
Additional Information Required/Insufficient Information - Airline	1												2
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 Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1					1			2		1		5
Civil Rights - Sexual Orientation - Not Transgender											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			1										1
Customer Service - TSO	16	20	30	15	25	24	28	25	21	21	40	26	291
DHS TRIP											2	1	3
DHS TRIP - General											2	1	3
Hazardous Materials Safety				1						1			2
Hazardous Materials Safety - General				1						1			2
Intranet/Internet Inquiries									1				1
Intranet/Internet Inquiries - General									1				1
Locks		1		3			1	3	2		3	1	14
Locks - General								1					1
Locks - Missing or Damaged Lock		1		3			1	2	2		3	1	13
Lost and Found	1		1		1	1			1	1			7
Lost and Found - Airport/TSA	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 - Damaged	1	2	2	1	2	1	4	5	2	3	1	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	1		3	1	5	2	2	5	1	5	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1					1							1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	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		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 Spectrum						1					1		2
Persons w/ Disabilities (PWD) - Cancer (diagnosed)	1											1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General	1	1							1				3
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1				1		1	1	1		3	2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility (wheelchair)	1			1			2		1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					2		1				4
Persons w/ Disabilities (PWD) - Visual Impairment											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Carry		1	1	1		1				1			5
Property - Special Handling - Damaged Items - Checked	1	2			1	1	2	1	2		2	1	13
Property - Special Handling - Missing Items - Carry	1	2				2	1	3	2	3		3	17
Property - Special Handling - Missing Items - Checked	2	1	3	2	2	3	4	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 Employee	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/Confiscated Items	1	1	1	2		1	1		1		1	1	10
TWIC													1
TWIC - General													1
<b>2024</b>	<b>71</b>	<b>56</b>	<b>74</b>	<b>70</b>	<b>40</b>	<b>64</b>	<b>69</b>	<b>106</b>	<b>95</b>	<b>108</b>	<b>100</b>	<b>110</b>	<b>963</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											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 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
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	4
Civil Rights - Perceived Religion					1	1							2
Civil Rights - Profiling				1									1
Civil Rights - Race	2		3	2	1	3	1	3	1	4	1	2	23
Civil Rights - Screening of Religious Cultu	1										1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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										1
Claims - Status	1												1
CLEAR											1	1	2
CLEAR - Registered Traveler											1	1	2
Customer Service	25	20	28	29	18	23	33	29	30	39	34	28	336
Customer Service - CSM								1	1				2
Customer Service - Others			1			1				1	1		4
Customer Service - TCC			1										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	4
Hazardous Materials Safety	1	1	1								1		4
Hazardous Materials Safety - General	1	1	1								1		4
Human Capital													1
Human Capital - Prospective Employment with TSA													1
Locks	1	1	1	2			2		1	2	3	2	15
Locks - General												1	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	27
Mishandling of Passenger Property	2	3	8	7	4	4	9	13	12	10	9	17	98
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	2	3	8	7	5	6	12	46
Mishandling of Passenger Property - Dam	2	2	5	5	2	2	4	5	3	4	2	4	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1		1	1	4
Mishandling of Passenger Property - Disarrayed Item		1	1	1	1		2		1	1			8
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	5	31
Patdown - Flyer	2	1	3	2		1	2	5	3	2	3	5	29
Patdown - Flyer as Observer							2						2
Persons w/ Disabilities (PWD)	5	5	7	4	1	9	5	10	15	10	5	15	91
Persons w/ Disabilities (PWD) - Autism Spectrum			2		1		1	1				1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /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/Garments/D		1									1		2
Persons w/ Disabilities (PWD) - General	1							2			2	1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1							2	1	3	7
Persons w/ Disabilities (PWD) - Internal Medical Dev		1							2				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						1			2
Persons w/ Disabilities (PWD) - Medically	1	1					1	3	2		1	1	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility	1	1	1	1				2	5	3		2	16
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesi	1					4			1	1			7
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	2						3	1		3	10
Property - Special Handling	8	3	7	9	3	1	3	10	6	10	10	7	77
Property - Special Handling - Damaged It	3	1		1		1		2	2	2	2	2	16
Property - Special Handling - Damaged It	1		3	1	1			2		1			9
Property - Special Handling - Missing Item	3	2	3	2	2		2	5	2	4	3	5	33
Property - Special Handling - Missing Item	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											1
Screening - Crew Member or Airline Employee							1						1
Screening - Gate Pass									1				1
Screening - Inconsistency	3	1		2	2	1		3	2	2		2	18
Screening - International Screening									1				1
Screening - Lengthy Lines	1		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/Confiscated Items		2		1	1			1	1		1		7
TWIC						1							1
TWIC - Status						1							1
<b>2025</b>	<b>98</b>												<b>98</b>
Airline	6												6
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	3												3
Airline - Wheelchair Assistance	2												2
Civil Rights	11												11
Civil Rights - Age	2												2



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
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) - Prothesi	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 It	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

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
<b>ORF</b>	<b>33</b>	<b>29</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>21</b>	<b>24</b>	<b>23</b>	<b>26</b>	<b>21</b>	<b>38</b>	<b>34</b>	<b>289</b>
<b>2023</b>	<b>14</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>113</b>
Airline		2								1			3
Airline - Policy/Regulations/Service		2								1			3
Civil Rights		1						1			1	1	4
Civil Rights - Race		1						1			1	1	4
Claims		1											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												1
Mishandling of Passenger Property		3	3		1	2		1		1	5		16
Mishandling of Passenger Property - Damaged/Missi		2	1			2				1	2		8
Mishandling of Passenger Property - Damaged/Missi		1	2		1			1			3		8
Notice of Violation/Civil Penalties						1	1						2
Notice of Violation/Civil Penalties - General						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)					1		2		3	1	1		8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1				1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1			2
Property - Special Handling	1	2	1		1		1	1		1		2	10
Property - Special Handling - Damaged It	1	1										1	3
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items - Carry-On			1				1	1					3
Property - Special Handling - Missing Items - Checke		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/Confiscated Items												1	1
<b>2024</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>15</b>	<b>19</b>	<b>16</b>	<b>16</b>	<b>12</b>	<b>26</b>	<b>22</b>	<b>165</b>
Airline		1							1				2
Airline - Baggage Requirements									1				1
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										1
Claims											1		1
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			1			1							2
Locks - Missing or Damaged Lock			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	1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	1			1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
No Jurisdiction													1
No Jurisdiction - No Referral													1
Patdown		1	2		1	1	1	1	3	3	5	3	21
Patdown - Children											1		1
Patdown - Flyer		1	2		1	1		1	3	2	3	3	17
Patdown - Flyer as Observer							1						1
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 Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1				1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1		1			2
Property - Special Handling	1	1	1		1	1				2		1	8
Property - Special Handling - Damaged It	1									1			2
Property - Special Handling - Damaged Items - Checked			1		1	1						1	4
Property - Special Handling - Missing Items - Checke		1								1			2
Screening	2	4	1			2	7	7	3	4	7	6	43
Screening - Children									1				1

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
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency								1		1	1	1	4
Screening - Lengthy Lines						1	1	1					5
Screening - Military				1									1
Screening - Procedures/Process	2	4				1	6	4	1	3	3	5	29
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>		<b>11</b>											<b>11</b>
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 D		1											1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha		1											1
Property - Special Handling		2											2
Property - Special Handling - Missing Item		2											2
Screening		1											1
Screening - Inconsistency		1											1

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
<b>ORH</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>12</b>
<b>2023</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>4</b>
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Screening			1										1
Screening - Procedures/Process			1										1
<b>2024</b>						<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>6</b>
Customer Service						1							1
Customer Service - TSO						1							1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Screening							1	1					2
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
<b>2025</b>	<b>2</b>												<b>2</b>
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening													1
Screening - Procedures/Process	1												1

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
<b>OTH</b>	<b>1</b>						<b>2</b>						<b>3</b>
<b>2023</b>							<b>2</b>						<b>2</b>
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
<b>2024</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>OTZ</b>		1		1	1						1	1	5
<b>2023</b>				1	1								2
Patdown				1	1								2
Patdown - Flyer				1	1								2
<b>2024</b>		1									1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center 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
<b>PAE</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>21</b>
<b>2023</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown								1			1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1								1				2
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process	1								1			1	3
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>1</b>			<b>9</b>
Civil Rights					1								1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1	1								2
Patdown - Children				1									1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening		1											1
Screening - Retrieving Abandoned/Confiscated Items		1											1
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>PAH</b>	1					1		1					3
<b>2023</b>	1							1					2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Screening	1												1
Screening - Crew Member or Airline Empl	1												1
<b>2024</b>						1							1
Patdown						1							1
Patdown - Flyer						1							1



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
<b>PBG</b>				1			1						2
<b>2024</b>				1			1						2
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Screening				1									1
Screening - Procedures/Process				1									1

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
<b>PBI</b>	<b>34</b>	<b>27</b>	<b>29</b>	<b>29</b>	<b>32</b>	<b>42</b>	<b>45</b>	<b>33</b>	<b>29</b>	<b>17</b>	<b>22</b>	<b>23</b>	<b>362</b>
<b>2023</b>	<b>9</b>	<b>16</b>	<b>17</b>	<b>11</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>6</b>	<b>167</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2			1	2	1	2	1				9
Civil Rights - Age						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Race		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1				1		1					3
Civil Rights - Transgender Screening							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					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property		3	3		2	1	1			2	1		13
Mishandling of Passenger Property - Damaged/Missii		1	2			1				1			5
Mishandling of Passenger Property - Damaged/Missii		1	1		2		1			1	1		7
Mishandling of Passenger Property - Disarrayed Item		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				1		1			6
Persons w/ Disabilities (PWD)		2	1		1	4	3	1	2	2	1		17
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diabetes					1	1		1					3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1	1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Visual Impairment		1						1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				2							3
Property - Special Handling	2		2	2	1		1	3	1	1	2		15
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Carry-On				2	1			3	1				7
Property - Special Handling - Missing Item	2		1				1			1	1		6
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	2	3	2	1	8	4	4	4	1	3		3	35
Screening - Inconsistency		1					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/Confiscated Items						1							1
<b>2024</b>	<b>6</b>	<b>11</b>	<b>12</b>	<b>18</b>	<b>12</b>	<b>23</b>	<b>25</b>	<b>16</b>	<b>18</b>	<b>5</b>	<b>13</b>	<b>17</b>	<b>176</b>
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1		1	2	1	3	1	1	1		2	3	16
Civil Rights - National Origin						1							1
Civil Rights - Not Specified							1	1	1			1	4
Civil Rights - Perceived Religion												1	1
Civil Rights - Race							1					1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	1	1					2		6
Civil Rights - Transgender Screening	1			1									2
Customer Service	1	6	4	10	8	11	13	3	6	2	4	6	74
Customer Service - CSM	1												1
Customer Service - Others			1						2	1	1		5
Customer Service - TSO		6	3	10	8	11	13	3	4	1	3	6	68
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found							1	2					3
Lost and Found - Airport/TSA							1	2					3
Mishandling of Passenger Property			2	1			3	2			1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--C			1				3				1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1				1				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	2	2			1	4	1	1	1	1	2	2	17
Patdown - Children						1	1						2
Patdown - Flyer	2	2			1	3		1	1	1	2	2	15
Persons w/ Disabilities (PWD)		1		2	1	2	2	1	1		1	3	14
Persons w/ Disabilities (PWD) - Autism Spectrum						1						1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1		1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					2						3
Property - Special Handling	1	1	1	1			1	5	5	1	3		19
Property - Special Handling - Damaged Items - Carry-On								1	1		1		3
Property - Special Handling - Damaged Items - Checked			1								1		2
Property - Special Handling - Missing Item	1							2	2	1	1		7
Property - Special Handling - Missing Items - Checke		1		1			1	2	2				7
Screening	1	1	4	2	1	1	2	2	4	1		2	21

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
Screening - Children										1			1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1			1				2
Screening - Procedures/Process			1	4	2	1		1		4		2	15
Screening - Retrieving Abandoned/Confis	1						1						2
<b>2025</b>	<b>19</b>												<b>19</b>
CLEAR	1												1
CLEAR - Registered Traveler	1												1
Customer Service	4												4
Customer Service - TSO	4												4
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	6												6
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Touch Av	2												2
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>PDX</b>	<b>95</b>	<b>48</b>	<b>54</b>	<b>28</b>	<b>39</b>	<b>37</b>	<b>60</b>	<b>51</b>	<b>53</b>	<b>41</b>	<b>66</b>	<b>56</b>	<b>628</b>
<b>2023</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>15</b>	<b>21</b>	<b>16</b>	<b>32</b>	<b>27</b>	<b>21</b>	<b>23</b>	<b>34</b>	<b>22</b>	<b>299</b>
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights	2		3		1		1	1		2	3	1	14
Civil Rights - Age			1							1	1		3
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2					1				1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1	1		2
Customer Service	6	14	7	7	4	5	11	12	5	4	14	12	101
Customer Service - TCC											1		1
Customer Service - TSO	6	14	7	7	4	5	11	12	5	4	13	12	100
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Locks	1		1				1	1					4
Locks - General	1												1
Locks - Missing or Damaged Lock			1				1	1					3
Lost and Found									1	1			2
Lost and Found - Airport/TSA									1	1			2
Mishandling of Passenger Property	3	1	2	2	3	1	5	2	2	4		1	26
Mishandling of Passenger Property - Damaged	1			1	1	1	4		2	4		1	15
Mishandling of Passenger Property - Damaged/Missing	2		2	1	1		1	1					8
Mishandling of Passenger Property - Damaged/Missing/Unspecified		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
No Jurisdiction								1		1		1	3
No Jurisdiction - Refer to Other								1		1		1	3
Patdown	4	2	1	2	3	1	2	3	3	3	3		27
Patdown - Flyer	4	2	1	2	3	1	1	3	3	2	2		24
Patdown - Flyer as Observer							1				1		2
Patdown - General										1			1
Persons w/ Disabilities (PWD)	2	2	3	1	2	4	4	1	2		2	2	25
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1					1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Mobility	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1			2	1	1	1				7
Persons w/ Disabilities (PWD) - Mobility	1			1								1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2				1						3
Property - Special Handling	2	4	4	1	2	1	2	3	3		2	1	25
Property - Special Handling - Damaged Items - Checked	1	1	1	1				2	1				7
Property - Special Handling - Damaged Items - Checked/Unspecified		3											3
Property - Special Handling - Missing Items - Checked	1		2		1		1			2			7
Property - Special Handling - Missing Items - Checked/Unspecified			1		1	1	1	1	2				8
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	7	7	9	2	6	4	5	3	5	8	10	3	69
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency		1			2	1				1	1		6
Screening - Lengthy Lines			2		1	1	1		1	1	1		8
Screening - Procedures/Process	6	6	6	2	2	2	4	2	4	6	6	3	49
Screening - Retrieving Abandoned/Confiscated Items			1					1			1		3
Screening - Security Breach					1								1
<b>2024</b>	<b>34</b>	<b>18</b>	<b>23</b>	<b>13</b>	<b>18</b>	<b>21</b>	<b>28</b>	<b>24</b>	<b>32</b>	<b>18</b>	<b>32</b>	<b>34</b>	<b>295</b>
Airline							1			1		1	3
Airline - Policy/Regulations/Service							1			1		1	3
Civil Rights	2		1	1	1	3	2	1	2	2	2	3	20
Civil Rights - Age					1							1	2
Civil Rights - National Origin						1							1
Civil Rights - Not Specified									1				1
Civil Rights - Race	1		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
Customer Service - TCC	1												1
Customer Service - TSO	13	5	10	3	7	4	9	4	9	3	11	8	86
DHS TRIP								1					1
DHS TRIP - General								1					1
Human Capital									1				1
Human Capital - Current Employee									1				1
Locks				1				2	1			1	5
Locks - General				1									1
Locks - Missing or Damaged Lock									2	1		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 - Damaged	3	2			4		2	1	1	1	2		16
Mishandling of Passenger Property - Damaged/Missing	3	1	1						3	2	1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1									1

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
Mishandling of Passenger Property - Disa	1										1		2
No Jurisdiction				1				2			1		4
No Jurisdiction - Refer to CBP								1			1		2
No Jurisdiction - Refer to Other				1				1					2
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	1		5		2	3	3	4	3		1	3	25
Patdown - Children					1								1
Patdown - Flyer	1		5		1	3	3	4	3		1	3	24
Persons w/ Disabilities (PWD)	2			1	1	4	3		2	3	6	3	25
Persons w/ Disabilities (PWD) - Autism Spectrum						2							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											2		2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1		1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1	3	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			2
Persons w/ Disabilities (PWD) - Respirat	1												1
Persons w/ Disabilities (PWD) - Service Animals					1						1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	5	2	1	2	1	2	1	3	2	3	3	28
Property - Special Handling - Damaged It	2	2		1		1		1	1	1		1	10
Property - Special Handling - Damaged It	1	1			1		1		2		2	1	9
Property - Special Handling - Missing Items - Carry-C	1	1	2		1		1			1	1		7
Property - Special Handling - Missing Items - Checke		1										1	2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	5	5	4	4		6	6	5	5	4	4	10	58
Screening - Inconsistency				1		1	1	1	1	1	1	1	8
Screening - International Screening							1						1
Screening - Lengthy Lines		1	3						1		1	2	8
Screening - Procedures/Process	5	3	1	2		3	4	4	1	3	2	7	35
Screening - Retrieving Abandoned/Confiscated Items				1		2			2				5
Screening - Security Breach		1											1
<b>2025</b>	<b>34</b>												<b>34</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3												3
Civil Rights - Age	1												1
Civil Rights - National Origin	1												1
Civil Rights - Screening of Religious Cultu	1												1
Customer Service	10												10
Customer Service - TSO	10												10
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	9												9
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	6												6
Screening - Retrieving Abandoned/Confis	1												1

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
<b>PGA</b>			1									1	2
<b>2023</b>			1									1	2
Customer Service												1	1
Customer Service - TSO												1	1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1

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
<b>PGD</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>56</b>
<b>2023</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>19</b>
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 - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown					1	1	1						3
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)							1	2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1	1					2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
<b>2024</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>33</b>
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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/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 Spectrum				1									1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling			1				1						3
Property - Special Handling - Missing Items - Carry-On			1										2
Property - Special Handling - Missing Items - Checked							1						1
Screening		1	1	3	2	1		1		1	1	1	12
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1	1	2	1			1		1	1		8
<b>2025</b>	<b>4</b>												<b>4</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

**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	
<b>PGV</b>			<b>2</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>14</b>
<b>2023</b>			<b>1</b>						<b>1</b>		<b>1</b>	<b>2</b>		<b>5</b>
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
<b>2024</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>9</b>
Customer Service								2			1			3
Customer Service - TSO								2			1			3
Mishandling of Passenger Property			1										1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	1
Mishandling of Passenger Property - Disarrayed Item			1											1
Persons w/ Disabilities (PWD)									1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1					1
Property - Special Handling				1	1									2
Property - Special Handling - Missing Items - Checked				1	1									2
Screening													1	1
Screening - Procedures/Process													1	1



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
<b>PHF</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>12</b>
<b>2023</b>				<b>1</b>	<b>1</b>						<b>1</b>	<b>1</b>	<b>4</b>
Customer Service											1		1
Customer Service - TSO											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Screening					1								1
Screening - Lengthy Lines													1
Screening - Procedures/Process					1								1
<b>2024</b>	<b>1</b>			<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>				<b>8</b>
Airline													1
Airline - Policy/Regulations/Service													1
Customer Service				1			1	1					3
Customer Service - TSO				1			1	1					3
Screening	1						1	1	1				4
Screening - Procedures/Process	1						1	1	1				4

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
<b>PHL</b>	<b>165</b>	<b>73</b>	<b>89</b>	<b>96</b>	<b>67</b>	<b>90</b>	<b>119</b>	<b>108</b>	<b>147</b>	<b>160</b>	<b>139</b>	<b>126</b>	<b>1,379</b>
<b>2023</b>	<b>41</b>	<b>34</b>	<b>33</b>	<b>44</b>	<b>38</b>	<b>43</b>	<b>50</b>	<b>44</b>	<b>53</b>	<b>65</b>	<b>48</b>	<b>43</b>	<b>536</b>
Airline	1						1	1		2	1		6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1	1	29
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA 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 Transgender							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	6
Lost and Found - Airport/TSA	2				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 - Damaged/Missed		1	1	3	1	3	3			2	2		16
Mishandling of Passenger Property - Damaged	1	2	2	1	2	1	2	2	1	4		1	19
Mishandling of Passenger Property - Disarrayed Item	1					1				1			3
No Jurisdiction	1	2	1	2					1	3	2	4	16
No Jurisdiction - No Referral		1							1		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									1		1		2
Patdown - Flyer	5	3	1	1	9	3	6	3	7	2	4	4	48
Patdown - Flyer as Observer				1							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 Spectrum			1			1					1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes							1			2		1	4
Persons w/ Disabilities (PWD) - General			1						1			1	3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	1										1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	3	1					5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		2						3
Property - Special Handling	4	3		6	2	4	4	8	3	6	4	4	48
Property - Special Handling - Damaged Items	3	1					1	3	2		3	2	15
Property - Special Handling - Damaged Items - Checked					1	1	2	3					7
Property - Special Handling - Missing Items	1	2		3		1	1	2		6	1		17
Property - Special Handling - Missing Items - Checked				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 Employee			1	1	1								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/Confiscated	1			1					1		1		4
<b>2024</b>	<b>36</b>	<b>39</b>	<b>56</b>	<b>52</b>	<b>29</b>	<b>47</b>	<b>69</b>	<b>64</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>83</b>	<b>755</b>
Additional Information Required/Insufficient Information							1				1		2
Additional Information Required/Insufficient Information - EMAIL ONLY							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	1	2	3	2	2	2	4	3	4	5	2	4	34
Civil Rights - Age						1							3
Civil Rights - National Origin							2					2	4
Civil Rights - Not Specified								1	1				2
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2		2	1	2	2	2	3	2	1	19
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1		1	3
Civil Rights - Transgender Screening		1											1
Claims				1				1			1		3
Claims - General				1									1
Claims - Status								1			1		2
Customer Service	11	16	29	28	12	20	20	32	39	35	34	26	302
Customer Service - Others							1			2			3

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
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
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
Mishandling of Passenger Property - Damaged	2	2	2	3		3	3	1	1	5	4	2	28
Mishandling of Passenger Property - Damaged/Missing	2	1	1		2	1	2	1		1	4	3	18
Mishandling of Passenger Property - Damaged/Missing/Carry-on or Checked		1	1	1					1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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
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
Persons w/ Disabilities (PWD) - Autism Spectrum			1		1	1			3		1	1	8
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes									1	1	1	1	4
Persons w/ Disabilities (PWD) - General		1	1					1	1		2		6
Persons w/ Disabilities (PWD) - Hearing Impairment										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	1	1				3
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1	1		1	2	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1	1		1	4
Persons w/ Disabilities (PWD) - Mobility Device	1			1	1	1			2			2	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Checked	1		1		1		2		2	2	4	1	14
Property - Special Handling - Damaged Items - Checked			1				1	1			2	2	7
Property - Special Handling - Missing Items - Carry-Covered		1		1		4		3	2	3	1	1	16
Property - Special Handling - Missing Items - Checked		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 Employee	1												1
Screening - Inconsistency	1		2	1			1		3		2	4	14
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/Confiscated Items							1		1	1			3
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - General			1										1
<b>2025</b>	<b>88</b>												<b>88</b>
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 - Damaged	8												8
Mishandling of Passenger Property - Damaged/Missing	3												3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	13												13
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	2												2
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1												1
Persons w/ Disabilities (PWD) - Mobility Device	1												1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	3												3
Property - Special Handling	9												9
Property - Special Handling - Damaged Items - Checked	4												4
Property - Special Handling - Missing Items - Carry-Covered	5												5
Screening	22												22

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
Screening - Inconsistency		2											2
Screening - Lengthy Lines		3											3
Screening - Procedures/Process		16											16
Screening - Retrieving Abandoned/Confis		1											1

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
<b>PHX</b>	<b>234</b>	<b>134</b>	<b>172</b>	<b>142</b>	<b>134</b>	<b>156</b>	<b>168</b>	<b>177</b>	<b>163</b>	<b>170</b>	<b>161</b>	<b>156</b>	<b>1,967</b>
<b>2023</b>	<b>75</b>	<b>60</b>	<b>81</b>	<b>67</b>	<b>65</b>	<b>77</b>	<b>93</b>	<b>96</b>	<b>71</b>	<b>68</b>	<b>73</b>	<b>83</b>	<b>909</b>
Additional Information Required/Insufficient Information	1										1		2
Additional Information Required/Insufficient Information - Airline	1										1		2
Airline			1	1			1				1		4
Airline - Baggage Requirements							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 Transgender			1	1		1	1	1				2	7
Civil Rights - Transgender Screening											1		1
Claims			1								1		2
Claims - General			1										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								1					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					3	2		3	1	11
Lost and Found - Airport/TSA	1		1					3	2		3	1	11
Mishandling of Passenger Property	4	7	8	5	3	6	8	10	7	6	6	6	76
Mishandling of Passenger Property - Damaged	2	5	4	2	3	4	4	4	1	5	2	3	35
Mishandling of Passenger Property - Damaged - Disarrayed Item	2	1	2	3	1	3	3	6	5	1	3	2	32
Mishandling of Passenger Property - Disarrayed Item		1	2	2			1		1		1	1	9
No Jurisdiction		1	1	1		1	1		1	1			7
No Jurisdiction - No Referral										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			1			1				2	1		5
Patdown - Flyer	2	5	1	6	6	1	5	6	3	3	5	7	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 Spectrum			1			2	2				1		6
Persons w/ Disabilities (PWD) - Breast Cancer	1							1					2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive	1	1			1						1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	1					1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1					1						2
Persons w/ Disabilities (PWD) - General	1										2		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1				1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1						1				2
Persons w/ Disabilities (PWD) - Medical Devices - At		1						3					4
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	2	1	1		3	1	3			2	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1				2	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2				1		1	1		3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1		1		1						4
Persons w/ Disabilities (PWD) - Touch Assistance	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	3	2	2		1		11
Property - Special Handling	5	6	6	11	7	9	6	13	12	8	5	10	98
Property - Special Handling - Damaged Items - Carry		2	2	3	2	4	4	2	2	3		2	26
Property - Special Handling - Damaged Items - Lost	3	1		2	1	1	1	1	1		4	1	16
Property - Special Handling - Missing Items	1		3	5	3	3	1	5	3	2	1	5	32
Property - Special Handling - Missing Items - Damaged	1	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 Employee	2		6	4		1		1			1		15
Screening - Inconsistency	6	3	1	6	3	3	4	1	1	2	3	2	35
Screening - Lengthy Lines	1		1	1	2	1	2	1	1	2	2	2	14
Screening - Procedures/Process	18	5	14	11	11	16	18	15	10	17	11	15	161
Screening - Retrieving Abandoned/Confiscated	2	1	1		3	1							8
Screening - Traveling with Cash								1					1
<b>2024</b>	<b>73</b>	<b>74</b>	<b>91</b>	<b>75</b>	<b>69</b>	<b>79</b>	<b>75</b>	<b>81</b>	<b>92</b>	<b>102</b>	<b>88</b>	<b>73</b>	<b>972</b>
Airline			1	1			1	1	1	1		1	7
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			1				1	1		1		1	5
Airline - Positive Bag Match Program				1									1

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
Civil Rights	3	1	2	5	3	4	4	4	6	9	4	3	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
Civil Rights - Profiling					1								1
Civil Rights - Race				3		1	2		3	5			14
Civil Rights - Sex/Gender/Gender Identity	2			1	1	3	2	1		3		2	15
Civil Rights - Sexual Orientation - Not Transgender				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			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
Locks - Missing or Damaged Lock			2	2		1	1			1			7
Lost and Found	1		1	1		2	1	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 - Damaged	3	1	4		4	3	1	2	1	9	4	4	36
Mishandling of Passenger Property - Damaged/Missing Items--U	3	4	7	1	4	4	2	8	2	7	5	2	49
Mishandling of Passenger Property - Damaged/Missing Items--U			1				1			1			3
Mishandling of Passenger Property - Disassembled	1	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
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	10	9	16	19	18	9	123
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1			2	1		3	3	1	13
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (all types)	1					1				1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							2		2		1		5
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1	1	3	3	2		4	1	1	19
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		2			1		1		1	1	1		7
Persons w/ Disabilities (PWD) - Hearing Impairment					1					1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1		2	2	1		7
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1		1	1				1	1			5
Persons w/ Disabilities (PWD) - Medically Necessary		3	1						2	2	2		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1					1	1		1	1	6
Persons w/ Disabilities (PWD) - Mobility (wheelchair)		3	2	1	2	2		2	6		3	1	22
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1	1	1	1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair	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 Items	2	4	1	4	1	1	2	5	1	2	1	4	28
Property - Special Handling - Damaged Items - Missing Items	3	1	1	3	1	2	2	3	2	1	1	2	22
Property - Special Handling - Missing Items	1	1	1	3	4	2	1	1		1	1	2	18
Property - Special Handling - Missing Items - Damaged	1	5	5	2		5	2	2	3	2	4	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 Employee	3		1		1				2				7
Screening - Inconsistency	3	4	1	1		2	5	2		3	1		22
Screening - Lengthy Lines	3	1	1			2	1				1	3	12
Screening - Procedures/Process	17	11	6	6	3	8	4	13	15	6	18	11	118
Screening - Retrieving Abandoned/Confiscated	1		1		1	1	3	1			3		11
Screening - Security Breach									3				3
Screening - Shoe Screening										1			1
<b>2025</b>	<b>86</b>												<b>86</b>
Civil Rights	6												6
Civil Rights - Perceived Religion	1												1
Civil Rights - Race	4												4
Civil Rights - Sex/Gender/Gender Identity	1												1
CLEAR	1												1
CLEAR - TSA PreCheck Application Program	1												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

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
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												1
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Mobility D	3												3
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	4												4
Property - Special Handling	9												9
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	5												5
Property - Special Handling - Missing Item	2												2
Screening	13												13
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	9												9
Screening - Retrieving Abandoned/Confis	1												1

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
<b>PIA</b>	<b>3</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>
<b>2023</b>	<b>1</b>			<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>9</b>
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service								1	2				4
Customer Service - TSO								1	2			1	4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items	1			1									2
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>11</b>
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Mishandling of Passenger Property							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Screening	1	1											3
Screening - Procedures/Process	1	1											3
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1



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
<b>PIB</b>		1			1			1	2	1		1	7
<b>2023</b>								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					1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2024</b>		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								1

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
<b>PIE</b>	<b>11</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>91</b>
<b>2023</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>37</b>
Civil Rights		1			1	1		2					5
Civil Rights - Race		1				1		1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening						1							1
Customer Service		2	2			3	2	1	1	1	1		13
Customer Service - TSO		2	2			3	2	1	1	1	1		13
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown	3			1	1								5
Patdown - Flyer	3			1									4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)							1		1		1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1	1		1	1		1	1		1			7
Screening - Inconsistency	1									1			2
Screening - Opposite Gender								1					1
Screening - Procedures/Process		1		1	1		1						4
<b>2024</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>50</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights											1	2	3
Civil Rights - Age												1	1
Civil Rights - Not Specified											1		1
Civil Rights - Race												1	1
Customer Service	2	2	1	2	2	2	4	4	4	3	1	1	28
Customer Service - TSO	2	2	1	2	2	2	4	4	4	3	1	1	28
Mishandling of Passenger Property	1	1					1						3
Mishandling of Passenger Property - Damaged/Missing Items		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage	1												1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown								1					1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1		1				1	1				4
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-Flyer)		1		1									2
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening					1	2	2			2			7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1	2	2			1			6
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Carry-On	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIH</b>	<b>1</b>					<b>2</b>							<b>3</b>
<b>2024</b>	<b>1</b>					<b>2</b>							<b>3</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening		1											1
Screening - Procedures/Process		1											1

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
<b>PIR</b>		1			1					1			<b>3</b>
<b>2024</b>		1			1					1			<b>3</b>
Civil Rights					1					1			2
Civil Rights - Race					1					1			2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1

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
<b>PIT</b>	<b>52</b>	<b>16</b>	<b>31</b>	<b>15</b>	<b>17</b>	<b>16</b>	<b>23</b>	<b>27</b>	<b>30</b>	<b>49</b>	<b>36</b>	<b>35</b>	<b>347</b>
<b>2023</b>	<b>16</b>	<b>7</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>9</b>	<b>9</b>	<b>109</b>
Airline				1									1
Airline - Baggage Requirements				1									1
Civil Rights	1	1				1	1		1	1			6
Civil Rights - Age							1						1
Civil Rights - Race		1				1				1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening	1												1
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									1				1
Mishandling of Passenger Property	2	1			2	1	1	1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1			1	1					1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
No Jurisdiction	1							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 Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling			1	1		1		1		1	1	2	8
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On				1								2	3
Property - Special Handling - Missing Items - Checked			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 Employee	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
<b>2024</b>	<b>12</b>	<b>9</b>	<b>19</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>18</b>	<b>16</b>	<b>24</b>	<b>34</b>	<b>27</b>	<b>26</b>	<b>214</b>
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline			1				1		1	2		1	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1				1		1			1	5
Civil Rights			1	1	1			1		1	3		8
Civil Rights - Age								1					1
Civil Rights - Not Specified											1		1
Civil Rights - Race				1	1					1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1								2		3
Customer Service	4	6	6	2	4	4	7	6	8	8	10	9	74
Customer Service - TSO	4	6	6	2	4	4	7	6	8	8	10	9	74
Locks			1	1			1				1		4
Locks - Missing or Damaged Lock			1	1			1				1		4
Lost and Found					1			2	1				4
Lost and Found - Airport/TSA					1			2	1				4
Mishandling of Passenger Property			5		1	2	1		1	1			11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2				1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked			3		1	2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction								1		1		2	4
No Jurisdiction - No Referral								1		1			2
No Jurisdiction - Refer to Other												2	2
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	1	1	2					1	1			1	7
Patdown - Flyer	1	1	2					1	1				6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	2	2				2		2	3	4	1	17
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2

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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2	2					1	1	2	1		3	12
Property - Special Handling - Damaged Items - Carry		1					1					1	3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items	1							1	2	1		1	6
Property - Special Handling - Missing Items	1											1	2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	4	1	2	1	2	4	5	4	8	17	8	8	64
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency						1	1			1	1		4
Screening - Lengthy Lines						1	1	1	5	8	2	2	20
Screening - Procedures/Process	3	1	1	1	2	2	3	3	3	5	5	5	34
Screening - Retrieving Abandoned/Confiscated Items										2		1	3
Screening - Security Breach			1										1
Screening - Traveling with Cash										1			1
<b>2025</b>		<b>24</b>											<b>24</b>
Customer Service	7												7
Customer Service - TSO	7												7
DHS TRIP	1												1
DHS TRIP - 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
Mishandling of Passenger Property - Damaged	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	11												11
Screening - Lengthy Lines	4												4
Screening - Procedures/Process	7												7

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
<b>PKB</b>	1							1				2	4
<b>2023</b>												2	2
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service												1	1
Customer Service - TSO												1	1
<b>2024</b>								1					1
Patdown								1					1
Patdown - Flyer								1					1
<b>2025</b>	1												1
Airline	1												1
Airline - Policy/Regulations/Service	1												1

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
<b>PLN</b>	<b>1</b>					<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>6</b>
<b>2023</b>						<b>1</b>							<b>1</b>
Screening						1							1
Screening - Procedures/Process						1							1
<b>2024</b>							<b>1</b>		<b>2</b>		<b>1</b>		<b>4</b>
Customer Service							1		2		1		4
Customer Service - Others							1						1
Customer Service - TSO									2		1		3
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1



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
<b>PNS</b>	<b>26</b>	<b>12</b>	<b>16</b>	<b>14</b>	<b>20</b>	<b>26</b>	<b>32</b>	<b>35</b>	<b>44</b>	<b>20</b>	<b>24</b>	<b>18</b>	<b>287</b>
<b>2023</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>22</b>	<b>4</b>	<b>10</b>	<b>3</b>	<b>89</b>
Civil Rights			2	2				1	1				6
Civil Rights - Age									1				1
Civil Rights - Race			2	1				1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	1	1	1	1	2	2	7	7	3	4	1	32
Customer Service - TSO	2	1	1	1	1	2	2	7	7	3	4	1	32
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				1			1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	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/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling			1				2						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1				1						2
Screening	1	1	1	1	2	3	2	4	13		4	1	33
Screening - Crew Member or Airline Employee							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/Confiscated Items								1					1
<b>2024</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>16</b>	<b>19</b>	<b>25</b>	<b>22</b>	<b>22</b>	<b>16</b>	<b>14</b>	<b>15</b>	<b>186</b>
Airline										1	1		2
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 Transgender					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										1			1
Mishandling of Passenger Property		2				1	2	1	4	5	3	2	20
Mishandling of Passenger Property - Damaged/Missii		1				1	2	1	2	5	3	2	17
Mishandling of Passenger Property - Damaged/Missii		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
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 (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Visual Imp	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1			1	3
Property - Special Handling		1	1				2	4		1			9
Property - Special Handling - Damaged Items - Carry		1	1				1	2		1			6
Property - Special Handling - Missing Items - Checked							1	2					3
Screening	5	3	2	5	7	9	7	4	7	4	3	6	62
Screening - Inconsistency		1						1				1	3
Screening - Lengthy Lines	3		2	2	2	3	3	1	5			2	23
Screening - Procedures/Process	2	2		3	5	5	4	1	2	4	3	3	34
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
<b>2025</b>	<b>12</b>												<b>12</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	5												5
Screening - Inconsistency	1												1

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
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		3											3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PPG</b>			1	1							1		3
<b>2023</b>			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
<b>2024</b>				1							1		2
Customer Service											1		1
Customer Service - TSO											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1

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
<b>PQI</b>						1					1	1	3
<b>2023</b>												1	1
Customer Service												1	1
Customer Service - TSO												1	1
<b>2024</b>						1					1		2
Patdown											1		1
Patdown - Flyer											1		1
Screening							1						1
Screening - Procedures/Process							1						1

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
<b>PRC</b>	<b>2</b>					<b>1</b>					<b>1</b>		<b>4</b>
<b>2023</b>	<b>1</b>					<b>1</b>					<b>1</b>		<b>3</b>
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
<b>2024</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>PSC</b>	<b>4</b>	<b>5</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>25</b>
<b>2023</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>12</b>
Customer Service	1												1
Customer Service - TSO	1												2
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown													1
Patdown - Flyer													1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening	1		1			2		1			1		6
Screening - Inconsistency						1							1
Screening - Procedures/Process	1		1			1		1			1		5
<b>2024</b>		<b>4</b>	<b>1</b>					<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>11</b>
Customer Service		3						1		1	1		6
Customer Service - Others											1		1
Customer Service - TSO		3						1		1			5
HAZMAT Endorsement				1									1
HAZMAT Endorsement - General				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missii			1										1
Screening								2				1	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process								2					2
<b>2025</b>	<b>2</b>												<b>2</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>PSE</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>2</b>			<b>1</b>		<b>1</b>			<b>11</b>
<b>2023</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>								<b>6</b>
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 Items - Carry-On			1										1
Screening			1										1
Screening - Inconsistency			1										1
<b>2024</b>	<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>			<b>5</b>
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSG</b>							2			1	1	1	5
<b>2023</b>							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2024</b>							1				1	1	3
Customer Service							1				1		2
Customer Service - TSO							1				1		2
No Jurisdiction													1
No Jurisdiction - Refer to FAA													1



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSM</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>6</b>
<b>2023</b>			<b>1</b>			<b>1</b>			<b>1</b>				<b>3</b>
No Jurisdiction									<b>1</b>				<b>1</b>
No Jurisdiction - Refer to FAA									<b>1</b>				<b>1</b>
Patdown			<b>1</b>										<b>1</b>
Patdown - Flyer as Observer			<b>1</b>										<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>
<b>2024</b>							<b>1</b>	<b>1</b>					<b>2</b>
Mishandling of Passenger Property							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD) - Hearing Impairment								<b>1</b>					<b>1</b>
<b>2025</b>	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD)	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD) - Medically	<b>1</b>												<b>1</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSP</b>	<b>16</b>	<b>3</b>	<b>11</b>	<b>11</b>	<b>15</b>	<b>22</b>	<b>13</b>	<b>17</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>137</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>56</b>
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
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property			2	1	1	2	1						7
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown			1				1			1		1	4
Patdown - Flyer			1				1			1		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 Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged Items - Carry-On					3	2		1					6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1			2	1		1			1	2	1	9
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process	1			2			1			1	2	1	8
<b>2024</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>17</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>72</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1			1	1	2				2	7
Civil Rights - Age						1							1
Civil Rights - Race							1	2				1	4
Civil Rights - Sexual Orientation - Not Transgender			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 - Damaged/Missing Items--C			1			1	1	1	1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2	2				6
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	1				2	2			1				6
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer					1	1							2
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1		1			3		2					7
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N	1		1					1					3
Property - Special Handling			1				1	1	1				4
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked									1				1
Screening	1			1	1	5	1	1		1		2	13
Screening - Children				1		1							2
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1					1	1	1		1		1	6
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process						1						1	2
<b>2025</b>	<b>9</b>												<b>9</b>
Customer Service	2												2
Customer Service - TSO	2												2
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	4												4
Screening - Procedures/Process	3												3
Screening - Security Breach	1												1

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
<b>PUB</b>						1	1			1			<b>3</b>
<b>2024</b>						1	1			1			<b>3</b>
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening										1			1
Screening - Procedures/Process										1			1

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
<b>PUW</b>	2					1	1						4
<b>2023</b>	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
<b>2024</b>							1						1
Screening							1						1
Screening - Procedures/Process							1						1

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
PVC										1			1
2024										1			1
Civil Rights										1			1
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1

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
<b>PVD</b>	<b>30</b>	<b>10</b>	<b>18</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>13</b>	<b>21</b>	<b>14</b>	<b>157</b>
<b>2023</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>47</b>
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights						1							1
Civil Rights - Race					1								1
Customer Service	1	1	2				1	1	5	2	1	5	20
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	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 - Damaged/Missing Items--Checked Baggage							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 D	1												1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1				1					2
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening		2	1	1				2		2	4		12
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1		1	2		4
Screening - Procedures/Process				1				1		1	2		5
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2024</b>	<b>14</b>	<b>7</b>	<b>15</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>15</b>	<b>7</b>	<b>98</b>
Airline									1			1	2
Airline - Policy/Regulations/Service									1			1	2
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		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 - Damaged/Missing Items--Carry-on Luggage							2			1			3
Mishandling of Passenger Property - Dam	1		2	1			1		1	1	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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 Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically	1												2
Property - Special Handling			1				1			1	2		5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked			1							1			2
Screening	5	3	3		1	1	1	3	3	2	6	3	31
Screening - Inconsistency	1												1
Screening - Lengthy Lines			2				1		2	1	1	1	8
Screening - Procedures/Process	4	3	1			1		3	1	1	4	2	20
Screening - Retrieving Abandoned/Confiscated Items					1						1		2
<b>2025</b>	<b>12</b>												<b>12</b>
Customer Service	2												2
Customer Service - TSO	2												2
Mishandling of Passenger Property	3												3
Mishandling of Passenger Property - Dam	1												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

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
<b>PVU</b>			<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>24</b>
<b>2023</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>				<b>2</b>	<b>5</b>
Customer Service				1									1
Customer Service - TSO				1									1
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2024</b>		<b>2</b>	<b>4</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>19</b>
Customer Service		1	1			1			1	1	1		6
Customer Service - TSO		1	1			1			1	1	1		6
Locks									1				1
Locks - General									1				1
Mishandling of Passenger Property			1										2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown				3					1				5
Patdown - Flyer				3					1				5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PWM</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>20</b>	<b>9</b>	<b>16</b>	<b>83</b>
<b>2023</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>28</b>
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service							1			3		1	5
Customer Service - TSO							1			3		1	5
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1		1					1			1		4
Mishandling of Passenger Property - Dam	1							1			1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown	1	2											3
Patdown - Flyer	1	2											3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1								3	3	2	9
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines										1			1
Screening - Opposite Gender										1			1
Screening - Procedures/Process		1								1	2	1	5
<b>2024</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>5</b>	<b>12</b>	<b>49</b>
Civil Rights						1	1				2		4
Civil Rights - Race						1	1				1		3
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	2				1	1			2	3	1	8	18
Customer Service - Others						1							1
Customer Service - TSO	2				1				2	3	1	8	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					1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						1	1		3
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown							1			1			2
Patdown - Flyer							1			1			2
Persons w/ Disabilities (PWD)	1								1	1			3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical [	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling	1	1				1							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1	1											2
Screening	1		1					1		5	2	3	13
Screening - Inconsistency										1		2	3
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process	1		1					1		2	1		6
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach											1		1
<b>2025</b>	<b>6</b>												<b>6</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown	2												2
Patdown - Flyer	2												2
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1



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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RAP</b>	<b>12</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>11</b>	<b>18</b>	<b>6</b>	<b>14</b>	<b>12</b>	<b>87</b>
<b>2023</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>27</b>
Civil Rights									1	1			2
Civil Rights - Race											1		1
Civil Rights - Transgender Screening									1				1
Customer Service					2							4	7
Customer Service - TSO					2						1	4	7
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									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
<b>2024</b>	<b>4</b>		<b>3</b>	<b>3</b>		<b>2</b>		<b>10</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>54</b>
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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Property - Special Handling				1				2					3
Property - Special Handling - Missing Items - Carry-On								2					2
Property - Special Handling - Missing Items - 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
<b>2025</b>	<b>6</b>												<b>6</b>
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

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
<b>RDD</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>	<b>1</b>		<b>7</b>
<b>2023</b>	<b>2</b>	<b>1</b>									<b>1</b>		<b>4</b>
Civil Rights											<b>1</b>		<b>1</b>
Civil Rights - Race											<b>1</b>		<b>1</b>
Screening	<b>2</b>		<b>1</b>										<b>3</b>
Screening - Inconsistency			<b>1</b>										<b>1</b>
Screening - Procedures/Process	<b>2</b>												<b>2</b>
<b>2024</b>				<b>1</b>				<b>1</b>		<b>1</b>			<b>3</b>
Customer Service				<b>1</b>									<b>1</b>
Customer Service - TSO				<b>1</b>									<b>1</b>
Screening								<b>1</b>		<b>1</b>			<b>2</b>
Screening - Inconsistency										<b>1</b>			<b>1</b>
Screening - Retrieving Abandoned/Confiscated Items								<b>1</b>					<b>1</b>

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
<b>RDM</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>			<b>2</b>	<b>24</b>
<b>2023</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>15</b>
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown												1	1
Patdown - Flyer												1	1
Screening	1	2	2	1		2		1	1			1	11
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency	1	1											3
Screening - Military			1										1
Screening - Procedures/Process		1	1	1				1	1			1	6
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>			<b>2</b>	<b>1</b>				<b>8</b>
Customer Service		1			1			1	1				4
Customer Service - Others									1				1
Customer Service - TSO		1			1			1					3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1					1		1					3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>RDU</b>	<b>87</b>	<b>36</b>	<b>43</b>	<b>33</b>	<b>41</b>	<b>57</b>	<b>58</b>	<b>75</b>	<b>74</b>	<b>69</b>	<b>53</b>	<b>65</b>	<b>691</b>
<b>2023</b>	<b>22</b>	<b>19</b>	<b>27</b>	<b>13</b>	<b>19</b>	<b>24</b>	<b>19</b>	<b>18</b>	<b>13</b>	<b>34</b>	<b>22</b>	<b>32</b>	<b>262</b>
Additional Information Required/Insufficient Information								1					4
Additional Information Required/Insufficient Information - EMAIL ONLY								1					4
Airline			1	1				1					3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2	1	1		1	1	1	3	1	13
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1				1					1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1	1		1	1	5
Civil Rights - Transgender Screening	1												1
Claims													1
Claims - Status													1
Customer Service	6	7	15	4	2	4	5	8	5	14	6	10	86
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6	10	86
Locks		1			1					1			3
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 - Damaged Item	2	2	2	1	3	3	4	2	1		2	2	24
Mishandling of Passenger Property - Damaged Item	2	1			2	1				3	1		10
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			1			2	1				1	1	6
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1				1	1	3
No Jurisdiction - Refer to Other			1			1							2
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	3		1	1	1	3	3		1	1	2	5	21
Patdown - Children							1						1
Patdown - Flyer	3		1	1	1	2	2		1	1	2	5	19
Patdown - General						1							1
Persons w/ Disabilities (PWD)						1	2			7	1		11
Persons w/ Disabilities (PWD) - Autism Spectrum										2			2
Persons w/ Disabilities (PWD) - Diabetes										2	1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1				1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	4	4	3	3		2	3	1	1	3	1	27
Property - Special Handling - Damaged Item	1	2	1	2	2		2	1	1		3	1	16
Property - Special Handling - Damaged Items - Checked			1	1				1					3
Property - Special Handling - Missing Item	1		2		1					1			5
Property - Special Handling - Missing Items - Checked		2						1					3
Screening	5	3	3	1	6	8	2	3	3	6	3	6	49
Screening - Crew Member or Airline Employee			1							1			2
Screening - Inconsistency					1	1	1						4
Screening - Lengthy Lines			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/Confiscated Items						1							1
TWIC													1
TWIC - General													1
<b>2024</b>	<b>18</b>	<b>17</b>	<b>16</b>	<b>20</b>	<b>22</b>	<b>33</b>	<b>39</b>	<b>57</b>	<b>61</b>	<b>35</b>	<b>31</b>	<b>33</b>	<b>382</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Airline								2	1	1			4
Airline - Policy/Regulations/Service								2	1				3
Airline - Wheelchair Assistance										1			1
Civil Rights		1	1	2		1		4	3			2	14
Civil Rights - National Origin												1	1
Civil Rights - Not Specified								1					1
Civil Rights - Profiling				1									1
Civil Rights - Race			1			1		1	2				5
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1			1	2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening		1		1									2
Claims							1		1				2
Claims - General							1		1				2
CLEAR								1					1
CLEAR - TSA PreCheck Application Program								1					1
Customer Service	7	4	11	7	14	14	19	20	27	11	10	8	152
Customer Service - Others			2						1				3
Customer Service - TCC					1								1
Customer Service - TSO	7	4	9	7	13	14	19	20	26	11	10	8	148
Locks							1		1	1			3
Locks - Missing or Damaged Lock							1		1	1			3
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2	2	2	2	2	4	5	3	6	3	3		34
Mishandling of Passenger Property - Damaged Item	1	1	1	1	1	3	2	3	3	2	2		20
Mishandling of Passenger Property - Damaged Item	1	1	1	1	1	1	2		3	1	1		13

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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction	1					2		3		1		2	9
No Jurisdiction - No Referral						2		3		1		1	7
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 - General									1				1
Patdown	2	4		1	4		2	3	2		2	3	23
Patdown - Children								1	1		1		3
Patdown - Flyer	2	4		1	4		2	2	1		1	3	20
Persons w/ Disabilities (PWD)		1		2		2	4	3	7	3	4	4	30
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1	1		1		4
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment							2		1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1	1	2	1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1				1	4
Property - Special Handling	1	1		4		2	1	2	2	5	3	4	25
Property - Special Handling - Damaged It	1	1		3		2	1	2	1	1	3		15
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing Items - Checked				1						3		1	5
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	5	4	2	1	2	7	7	14	8	10	8	10	78
Screening - Crew Member or Airline Employee						1				1			2
Screening - Inconsistency	1	1						1		2		2	7
Screening - Lengthy Lines	1	1	1	1		4	1	6	3				18
Screening - Procedures/Process	3	2	1		2	2	5	7	5	6	8	8	49
Screening - Retrieving Abandoned/Confiscated Items							1			1			2
<b>2025</b>	<b>47</b>												<b>47</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	2												2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Race	1												1
Customer Service	14												14
Customer Service - TSO	14												14
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4												4
Mishandling of Passenger Property - Dam	4												4
Patdown	4												4
Patdown - Children	1												1
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes	2												2
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening	10												10
Screening - Inconsistency	1												1
Screening - Procedures/Process	6												6
Screening - Retrieving Abandoned/Confis	3												3

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
<b>RFD</b>		<b>3</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>3</b>		<b>1</b>	<b>10</b>
<b>2023</b>		<b>1</b>	<b>1</b>										<b>2</b>
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Screening				1									1
Screening - Lengthy Lines				1									1
<b>2024</b>		<b>2</b>		<b>1</b>				<b>1</b>		<b>3</b>		<b>1</b>	<b>8</b>
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 - Damaged/Missing Items--Checked Baç				1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2

TSA Contact Center 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	
RHI													1	1
2023													1	1
Mishandling of Passenger Property													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1	1

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
<b>RIC</b>	<b>44</b>	<b>27</b>	<b>26</b>	<b>14</b>	<b>7</b>	<b>18</b>	<b>18</b>	<b>26</b>	<b>28</b>	<b>25</b>	<b>24</b>	<b>26</b>	<b>283</b>
<b>2023</b>	<b>13</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>124</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline				1									1
Airline - Lost Baggage				1									1
Animals										1			1
Animals - Carry-On										1			1
Civil Rights									2	1			3
Civil Rights - Race									1	1			2
Civil Rights - Transgender Screening									1				1
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	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
Mishandling of Passenger Property	1	2		1	1		2				1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1	1		1			1				1		5
Mishandling of Passenger Property - Disarrayed Item		1			1								2
No Jurisdiction						1				1			2
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 Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Wheelchair or Scooter	1							1					2
Property - Special Handling	1	1	1	2	1				1				7
Property - Special Handling - Damaged Items - Carry-On					1				1				2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked	1	1											2
Request for Assistance												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					4
Screening - Lengthy Lines						1			2				3
Screening - Procedures/Process	1	4	2			3	4	4	1	1	2		22
Screening - Retrieving Abandoned/Confiscated Items					1					1			2
<b>2024</b>	<b>8</b>	<b>14</b>	<b>18</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>17</b>	<b>13</b>	<b>12</b>	<b>15</b>	<b>136</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline		1	1	1					1				4
Airline - Policy/Regulations/Service		1	1	1					1				4
Civil Rights	1		2								2	1	6
Civil Rights - National Origin												1	1
Civil Rights - Race	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Civil Rights - Transgender Screening				1									1
Customer Service	5	5	7	2	2	3	6	6	8	4	4	6	58
Customer Service - Others			2										2
Customer Service - TSO	5	5	5	2	2	3	6	6	8	4	4	6	56
Locks		1	1			1							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 - Damaged/Missing Items--Carry-on Luggage								1	2	2		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage			3										4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1			1		2
Patdown		2		2					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		1						1					2
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Property - Special Handling	1		1							2			4
Property - Special Handling - Damaged Items - Carry-On	1									1			2
Property - Special Handling - Missing Items - Checked			1							1			2
Request for Assistance												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 Employee											1		1
Screening - Inconsistency							1	1		2			4
Screening - Lengthy Lines							1				1	4	6
Screening - Procedures/Process	1	3	2			1	2	3	2	1	2		17
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2025</b>	<b>23</b>												<b>23</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - National Origin	1												1



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
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

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
<b>RIW</b>	1		1	1									3
<b>2023</b>			1	1									2
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2025</b>	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>RKS</b>	1		1						1				3
<b>2023</b>			1						1				2
Claims			1										1
Claims - Status			1										1
Patdown									1				1
Patdown - Flyer									1				1
<b>2025</b>	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1

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
<b>RNO</b>	<b>36</b>	<b>22</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>18</b>	<b>23</b>	<b>15</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>21</b>	<b>247</b>
<b>2023</b>	<b>11</b>	<b>13</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>129</b>
Civil Rights	1			1					1				3
Civil Rights - Race	1												1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening												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 - Damaged/Missin		1		1		2		1					5
Mishandling of Passenger Property - Dam	1			1		2	1			1	1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1					2		1	3	4	2	2	1
Patdown - Flyer	1					2		1	3	4	2	2	1
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										1	3	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2				1							3
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening	1	5	3	1	2	6	5		5	9	3	2	42
Screening - Inconsistency		1			1	1			1	1	1		6
Screening - International Screening						1							1
Screening - Lengthy Lines	1					1	1		2	1			6
Screening - Procedures/Process		4	3	1	1	3	4		2	7	2	2	29
<b>2024</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>6</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>101</b>
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		1							1		1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1			3			5
Customer Service	2	1	4		2	1	1		3	2	2	1	19
Customer Service - Others	1												1
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 - Dam	2	1					1		1		1	1	7
Mishandling of Passenger Property - Damaged/Missin		1							2			1	4
Mishandling of Passenger Property - Disarrayed 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			1	1				1	1		1		5
Persons w/ Disabilities (PWD)				1	1	2	2	4	2		1	1	14
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1		1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1				1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2					2
Property - Special Handling	1	1		1			1				1		5
Property - Special Handling - Damaged Items - Carry		1									1		2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Item	1												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/Confiscated Items						1							1
<b>2025</b>	<b>17</b>												<b>17</b>
Civil Rights	2												2
Civil Rights - Sex/Gender/Gender Identity	2												2
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 - Dam	2												2
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	2												2
Property - Special Handling	1												1

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
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

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
<b>ROA</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>36</b>
<b>2023</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>11</b>
Airline													1
Airline - Policy/Regulations/Service							1						1
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown											1	1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening												1	1
Screening - Lengthy Lines												1	1
<b>2024</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>21</b>
Civil Rights											1		1
Civil Rights - Age											1		1
Customer Service			1	1					1	1	2	1	7
Customer Service - TSO			1	1					1	1	2	1	7
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Screening	1		1			1		3			1	2	9
Screening - Inconsistency			1			1						1	3
Screening - Procedures/Process	1							2			1	1	5
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>	<b>4</b>												<b>4</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>ROC</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>16</b>	<b>8</b>	<b>89</b>
<b>2023</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>31</b>
Civil Rights	1										1		2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1					1			1	1	1	5
Customer Service - TSO		1					1			1	1	1	5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown		1			1						1		3
Patdown - Flyer		1									1		2
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1			1							1	1	4
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1								1	2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening	2		2		2	1		3	1		3		14
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			2		2	1		3	1		3		12
Screening - Retrieving Abandoned/Confis	1												1
<b>2024</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>51</b>
Civil Rights						2		1			1	1	5
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race								1					1
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening						1							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		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1				1			1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1		1									2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1											1
Patdown					2		1						3
Patdown - Children							1						1
Patdown - Flyer					2								2
Persons w/ Disabilities (PWD)		1		2						1	3	3	10
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1									2
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1	2	1	1			3		2	1		11
Screening - Children										1			1
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process		1	1		1			3		1	1		8
<b>2025</b>	<b>7</b>												<b>7</b>
Customer Service	2												2
Customer Service - Others	1												1
Customer Service - TSO	1												1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prothesi	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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
<b>ROW</b>			1		2	2	1		1	3		6	16
<b>2023</b>			1			1	1		1	1		2	7
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening							1			1		1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1
Screening - Procedures/Process												1	1
<b>2024</b>					2	1				2		4	9
Civil Rights												2	2
Civil Rights - Race												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening										2		1	3
Screening - Inconsistency										1			1
Screening - Procedures/Process										1		1	2



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
<b>RST</b>	<b>5</b>	<b>2</b>		<b>1</b>			<b>5</b>			<b>1</b>	<b>6</b>		<b>20</b>
<b>2023</b>	<b>2</b>	<b>1</b>					<b>4</b>				<b>2</b>		<b>9</b>
Customer Service	1						2				1		4
Customer Service - Others	1												1
Customer Service - TSO							2				1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening		1					2						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							2						2
<b>2024</b>	<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>4</b>		<b>9</b>
Airline		1											1
Airline - Lost Baggage		1											1
Civil Rights				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Customer Service											1		1
Customer Service - TSO											1		1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)							1			1	2		4
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
<b>2025</b>	<b>2</b>												<b>2</b>
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1

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
<b>RSW</b>	<b>33</b>	<b>27</b>	<b>31</b>	<b>41</b>	<b>48</b>	<b>60</b>	<b>41</b>	<b>39</b>	<b>27</b>	<b>34</b>	<b>36</b>	<b>39</b>	<b>456</b>
<b>2023</b>	<b>5</b>	<b>13</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>19</b>	<b>14</b>	<b>10</b>	<b>14</b>	<b>18</b>	<b>17</b>	<b>170</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
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- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service	4	3	2	6	5	5	5	4	2	5	8	3	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						2
Locks - Missing or Damaged Lock							1						2
Lost and Found						1				1			3
Lost and Found - Airport/TSA						1				1			3
Mishandling of Passenger Property		1	1	6	1	1	1	2	2	3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1				1					2
Mishandling of Passenger Property - Damaged/Missii		1	1	3	1		1	1	2	2			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				2		1				1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP											1		1
Patdown			1	2	1	2			2	2	1	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 Cancer											1		1
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) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling	4	1	1	2	2	2	1	2		1		3	17
Property - Special Handling - Damaged Items - Carry	1				1								2
Property - Special Handling - Damaged Items - Check	1					1		2				1	5
Property - Special Handling - Missing Items - Carry-C	1						1					1	3
Property - Special Handling - Missing Items - Checke	1	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
Screening - Crew Member or Airline Employee						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/Confiscated Items			1				1	1					3
<b>2024</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>24</b>	<b>32</b>	<b>43</b>	<b>22</b>	<b>25</b>	<b>17</b>	<b>20</b>	<b>18</b>	<b>22</b>	<b>270</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													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									1
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1							2
Civil Rights - Sexual Orientation - Not Transgender										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	5	114
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Human Capital													1
Human Capital - Prospective Employment with TSA												1	1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property	2	1	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		1	2	1	2	2	3		2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1		1		1		1	5
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 Other													1
Patdown	1	1	3	2	1	2	1		1			2	14
Patdown - Flyer	1	1	2	1	1	1	1		1			2	11

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
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer				1		1							2
Persons w/ Disabilities (PWD)				2	2	3	3	5		2	2	5	24
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment							1				1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1	1				2	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			2	1			1	1	6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1			2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1			1			3
Property - Special Handling		4		2	2	2		2	2	2			16
Property - Special Handling - Damaged Items - Carry		2			2	1		2					7
Property - Special Handling - Damaged Items - Checked				1					1	1			3
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Items - Checked				1		1			1	1			4
Screening	5	1	2	4	4	11	3	4	2	3	3	5	47
Screening - Inconsistency					1	1	1		1		1		5
Screening - Lengthy Lines	1		1	2		1	1	1					7
Screening - Procedures/Process	3	1	1	2	3	9	1	2	1	3	2	5	33
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach								1					1
<b>2025</b>	<b>16</b>												<b>16</b>
Customer Service	2												2
Customer Service - TSO	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	9												9
Screening - Procedures/Process	8												8
Screening - Shoe Screening	1												1

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
<b>RUT</b>							1				1		2
<b>2023</b>											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
<b>2024</b>							1						1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1

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
<b>SAF</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>47</b>
<b>2023</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>19</b>
Civil Rights							1	1					2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1		1	1							2		5
Customer Service - TSO	1		1	1							2		5
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
No Jurisdiction										4			4
No Jurisdiction - No Referral										2			2
No Jurisdiction - Refer to Other										2			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening									2				2
Screening - Procedures/Process									2				2
<b>2024</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>26</b>
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	2	2	1	2	1	1	1		1	1			12
Customer Service - TSO	2	2	1	2	1	1	1		1	1			12
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	2						1						3
Property - Special Handling - Missing Item	2						1						3
Screening	4	1					1	1					7
Screening - Inconsistency		1					1						2
Screening - Procedures/Process	3							1					4
Screening - Retrieving Abandoned/Confis	1												1
<b>2025</b>	<b>2</b>												<b>2</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Screening	1												1
Screening - Inconsistency	1												1

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
<b>SAN</b>	<b>111</b>	<b>58</b>	<b>74</b>	<b>70</b>	<b>55</b>	<b>74</b>	<b>63</b>	<b>74</b>	<b>77</b>	<b>82</b>	<b>93</b>	<b>57</b>	<b>888</b>
<b>2023</b>	<b>40</b>	<b>36</b>	<b>36</b>	<b>40</b>	<b>30</b>	<b>33</b>	<b>35</b>	<b>37</b>	<b>32</b>	<b>38</b>	<b>47</b>	<b>28</b>	<b>432</b>
Additional Information Required/Insufficient Information					1			1					2
Additional Information Required/Insufficient Information - EMAIL ONLY						1		1					2
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1			5	1	1	2	1		2		1	14
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear					1								1
Civil Rights - Race				3		1	1			1			6
Civil Rights - Sex/Gender/Gender Identity	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
Locks - Missing or Damaged Lock		1										1	1
Lost and Found	1				1						2		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 - Damaged	1		2	6	1	1		3	1	1	5	2	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1	3	3	1	3		1	2		3		19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disallowed	1									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 Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Diabetes				1					1				2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary	1									3	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)	2									1		2	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1			1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals	2	1											3
Persons w/ Disabilities (PWD) - Wheelchairs	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 Items	5	2	1	1	1		1	1	2	3		2	19
Property - Special Handling - Damaged Items	1	3	1			1		1	1		2	2	11
Property - Special Handling - Missing Items - Carry-On					2			1	1		1	2	7
Property - Special Handling - Missing Items	1	2	1				1	1	1			1	8
Screening	8	9	10	9	12	17	10	12	11	6	12	5	121
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1	4	2	5	1	2	1		2	2	2		22
Screening - Lengthy Lines	1		1	1	3	2		1	1		1		11
Screening - Opposite Gender		1											1
Screening - Procedures/Process	6	4	6	3	8	12	9	10	8	4	8	5	83
Screening - Retrieving Abandoned/Confiscated Items			1			1					1		3
<b>2024</b>	<b>38</b>	<b>22</b>	<b>38</b>	<b>30</b>	<b>25</b>	<b>41</b>	<b>28</b>	<b>37</b>	<b>45</b>	<b>44</b>	<b>46</b>	<b>29</b>	<b>423</b>
Airline					1								1
Airline - Policy/Regulations/Service					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- Not Transgender							3	1	2	1			7
Civil Rights - Sexual Orientation - Not Transgender	2												2
Civil Rights - Transgender Screening					1				1	1			3
Customer Service	17	6	17	11	9	17	5	13	16	11	9	4	135
Customer Service - Others	1												1
Customer Service - TCC				1									1
Customer Service - TSO	16	6	17	10	9	17	5	13	16	11	9	4	133
DHS TRIP					1	1					1		3
DHS TRIP - General					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 - Damaged	2	1	4	2	1	1	1	3	3	3	1	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			1	2	1	2	2	2	2	1		14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disallowed	1							1					2
No Jurisdiction		1	1				1		1	2		2	8

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 Jurisdiction - No Referral			1				1			2		1	5
No Jurisdiction - Refer to CBP		1										1	2
No Jurisdiction - Refer to Other									1				1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	2		1	3	3	4	2		2		2	3	22
Patdown - Children						1							1
Patdown - Flyer	2		1	3	3	3	2		2		2	3	21
Persons w/ Disabilities (PWD)	1	1	5	3		4	1	1	7	7	6	4	40
Persons w/ Disabilities (PWD) - Autism Spectrum						1			2	1	1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1							1		1	3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General		1						1			2	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1							1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1		1	1					1		1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1				1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					2			1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			2			2	3			9
Property - Special Handling	4	3	3	2	2	4		2	1	5	3	3	32
Property - Special Handling - Damaged It	3	2	2		1			2		4	3	2	19
Property - Special Handling - Damaged Items - Checked				1		1			1	1			4
Property - Special Handling - Missing Item	1		1		1	2						1	6
Property - Special Handling - Missing Items - Checke		1		1		1							3
Screening	7	10	5	6	2	8	9	12	6	10	15	5	95
Screening - Children										1			1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1						1			1	1	1	5
Screening - Lengthy Lines	2	3	2	1	2	5	7	8	1	1	4	1	37
Screening - Military										1			1
Screening - Procedures/Process	4	6	3	4		3		4	5	6	9	3	47
Screening - Retrieving Abandoned/Confiscated Items				1			1				1		3
<b>2025</b>	<b>33</b>												<b>33</b>
Civil Rights	4												4
Civil Rights - Race	3												3
Civil Rights - Transgender Screening	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction	2												2
No Jurisdiction - Refer to FAA	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	8												8
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	2												2
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling	3												3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	1												1
Screening	8												8
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	6												6

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
<b>SAT</b>	<b>35</b>	<b>31</b>	<b>22</b>	<b>33</b>	<b>18</b>	<b>25</b>	<b>26</b>	<b>37</b>	<b>22</b>	<b>19</b>	<b>17</b>	<b>30</b>	<b>315</b>
<b>2023</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>16</b>	<b>12</b>	<b>5</b>	<b>7</b>	<b>13</b>	<b>120</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights	1		1			1			1				5
Civil Rights - Race			1			1			1				3
Civil Rights - Sexual Orientation - Not Transgender												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) - General				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 - Damaged/Missing Items--Carry-on Luggage	1			2		1		1	2	1			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1		1	1		2	1	2				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1	2					5
No Jurisdiction													1
No Jurisdiction - No Referral													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 Cancer		1											1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									3
Property - Special Handling	2	1	1	1	2			1	1	1	1	1	12
Property - Special Handling - Damaged Items - Checked	2	1	1						1				6
Property - Special Handling - Damaged Items - Carry-On				1	1						1		3
Property - Special Handling - Missing Items - Carry-On					1			1		1			3
Screening	4	1	3	5	3	1	1	2	3	1	2	5	31
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1		3	2						1		8
Screening - Lengthy Lines													1
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1	4	21
TWIC													1
TWIC - General													1
<b>2024</b>	<b>12</b>	<b>24</b>	<b>11</b>	<b>17</b>	<b>11</b>	<b>16</b>	<b>17</b>	<b>21</b>	<b>10</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>180</b>
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights				1	1	2		1					7
Civil Rights - Age													1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Race				1	1	2							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	6	8	5	9	3	10	7	9	5	3	1	7	73
Customer Service - TSO	6	8	5	9	3	10	7	9	5	3	1	7	73
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	2		1	4	1	1	1	2		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	1	1		1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1							1			2
No Jurisdiction						2	1						3
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1		1		1				1			6
Patdown - Children													1
Patdown - Flyer	1	1		1		1				1			5
Persons w/ Disabilities (PWD)	1	4	2	1	2		4	5		2	3	3	27
Persons w/ Disabilities (PWD) - Autism Spectrum		1					1						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1				1	1		1		1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1			1			1					3
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1			1					2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									2
Property - Special Handling	3	2	2	1	1			3	2		2	1	17



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	
Property - Special Handling - Damaged Items - Carry			1	1	1				1	1			5	
Property - Special Handling - Damaged Items - Checked					1	1					1		3	
Property - Special Handling - Missing Items - Carry-C		1					1		1	1		1	5	
Property - Special Handling - Missing Items - Checke		1	1						1		1		4	
Screening		3	8		1	2		1	2	2	7	1	2	29
Screening - Crew Member or Airline Employee						1							1	
Screening - Inconsistency		1	1			1					1		4	
Screening - Lengthy Lines								1			1		2	
Screening - Military									1				1	
Screening - Procedures/Process		2	6		1					1	5	1	2	18
Screening - Retrieving Abandoned/Confiscated Items			1				1		1				3	
<b>2025</b>		<b>15</b>											<b>15</b>	
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		2											2	
Mishandling of Passenger Property - Dam		2											2	
Persons w/ Disabilities (PWD)		1											1	
Persons w/ Disabilities (PWD) - Hearing I		1											1	
Property - Special Handling		3											3	
Property - Special Handling - Damaged It		2											2	
Property - Special Handling - Missing Item		1											1	
Screening		6											6	
Screening - Inconsistency		1											1	
Screening - Procedures/Process		4											4	
Screening - Security Breach		1											1	

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
<b>SAV</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>123</b>
<b>2023</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>52</b>
Airline							1			2		1	4
Airline - Policy/Regulations/Service							1			2		1	4
Civil Rights	1					1					1		3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2	1	1	1	1			2		2			10
Customer Service - Others			1										1
Customer Service - TSO	2	1		1	1			2		2			9
Mishandling of Passenger Property			1		1		2				1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
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
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1	1		1		1	2					6
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Missing Items - Carry-C		1	1				1						3
Property - Special Handling - Missing Items - Checked					1								1
Screening	1	3	3	1			2	2	1		2	3	18
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1				1		1				3
Screening - Procedures/Process	1	2	2	1				2			2	2	12
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>66</b>
Airline							1						1
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 Transgender									1				1
Customer Service		1	1		4	3	3	6	4	1	2	2	27
Customer Service - TSO		1	1		4	3	3	6	4	1	2	2	27
Human Capital											1		1
Human Capital - Prospective Employment 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 - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown		1	1	1					1		1	1	6
Patdown - Flyer		1	1	1					1		1	1	6
Persons w/ Disabilities (PWD)							2			1		1	4
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Property - Special Handling		1	1	1		1		1	1	2		2	10
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked			1									1	2
Property - Special Handling - Missing Items - Carry-On						1			1			1	3
Property - Special Handling - Missing Items - Checke		1		1						1			3
Screening	1				1		1		1		1		5
Screening - Crew Member or Airline Empl	1												1
Screening - Procedures/Process						1	1		1		1		4
<b>2025</b>	<b>5</b>												<b>5</b>
Customer Service	3												3
Customer Service - TSO	3												3
Patdown	2												2
Patdown - Flyer	2												2

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
<b>SAW</b>	1						1						2
<b>2024</b>	1						1						2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening							1						1
Screening - Retrieving Abandoned/Confiscated Items							1						1

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
<b>SBA</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>66</b>
<b>2023</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>30</b>
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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1		1										3
Patdown				1									2
Patdown - Flyer				1									3
Persons w/ Disabilities (PWD)	1								1	1		1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1	1	1	1		2	1				3	2	12
Screening - Inconsistency			1								1	2	4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1				2	1				2		7
<b>2024</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>31</b>
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 - Damaged/Missi		1		1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							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 Medication and Medical Supplies									1				1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1				1	2	1	1	2	2		1	11
Screening - Procedures/Process	1					2	1	1	2	1		1	9
Screening - Retrieving Abandoned/Confiscated Items					1					1			2
<b>2025</b>	<b>5</b>												<b>5</b>
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
Screening	2												2
Screening - Procedures/Process	2												2

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
<b>SBD</b>	2			1		1	1				1		6
<b>2023</b>	2					1	1				1		5
Civil Rights	2												2
Civil Rights - Race	2												2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening						1	1						2
Screening - Procedures/Process						1	1						2
<b>2024</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1

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
<b>SBN</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>29</b>
<b>2023</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>15</b>
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3
<b>2024</b>		<b>2</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>13</b>
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service										1		1	2
Customer Service - TCC										1			1
Customer Service - TSO												1	1
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction			1										1
No Jurisdiction - Refer to Department of State			1										1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening			1	1			1					1	4
Screening - Procedures/Process			1	1			1					1	4
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>SBP</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>44</b>
<b>2023</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>11</b>
Customer Service					1								1
Customer Service - TSO					1								1
Patdown	1		1				2						4
Patdown - Children							1						1
Patdown - Flyer	1		1				1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1			1			3
Screening - Procedures/Process							1			1			3
<b>2024</b>	<b>4</b>	<b>5</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>31</b>
Airline	1							1					2
Airline - Policy/Regulations/Service	1							1					2
Civil Rights	1											1	2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening												1	1
Customer Service		2	1		1	2	1	4	1	1	3		16
Customer Service - CSM						1							1
Customer Service - TSO		2	1		1	1	1	4	1	1	3		15
Locks							1						1
Locks - Missing or Damaged Lock							1						1
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
Property - Special Handling - Damaged Items - Carry-On													1
Screening	1	2							2	1			6
Screening - Inconsistency										1			1
Screening - Lengthy Lines	1								1				2
Screening - Procedures/Process		2							1				3
<b>2025</b>	<b>2</b>												<b>2</b>
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Carry-On	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

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
<b>SBY</b>	1							1	1	2		1	6
<b>2023</b>								1	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/Confiscated Items									1				1
<b>2024</b>										1		1	2
Screening										1		1	2
Screening - Procedures/Process										1		1	2
<b>2025</b>	1												1
Customer Service	1												1
Customer Service - TSO	1												1



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
<b>SCK</b>			1	1	1	1	1		1	1		1	8
<b>2023</b>			1	1						1			3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
<b>2024</b>					1	1	1		1			1	5
Customer Service							1						1
Customer Service - TSO							1						1
DHS TRIP						1							1
DHS TRIP - General						1							1
Persons w/ Disabilities (PWD)					1				1			1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1

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
<b>SDF</b>	<b>19</b>	<b>13</b>	<b>17</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>17</b>	<b>7</b>	<b>13</b>	<b>22</b>	<b>16</b>	<b>17</b>	<b>171</b>
<b>2023</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>71</b>
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights				1			1		1				3
Civil Rights - Constitutional Rights				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										3	1	1	5
Locks - General										1		1	2
Locks - Missing or Damaged Lock										2	1		3
Mishandling of Passenger Property				1		1	1		1	3			11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2	1	1	1	1		1	2			4
Mishandling of Passenger Property - Damaged/Missi			2	1	1		1						5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Jurisdiction									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 Cancer												1	1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				2						1	1	1	5
Property - Special Handling - Damaged Items - Carry-On				1						1	1		3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	2	3	5	3	2	3		5		6		30
Screening - Crew Member or Airline Empl	1			1									2
Screening - Inconsistency		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
<b>2024</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>5</b>	<b>14</b>	<b>6</b>	<b>12</b>	<b>92</b>
Airline	1			1						1			3
Airline - Policy/Regulations/Service	1			1						1			3
Civil Rights						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				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Lost and Found				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 - Damaged/Missing Items--Carry-on Luggage							1			1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1	2		1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1			1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	2					1				1	1	1	6
Patdown - Flyer	2					1					1	1	5
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)			1				1	3	1	2	2	1	11
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1					1			1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2	1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2	1		3
Property - Special Handling	1	1		1			1	2		1			7
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-C			1	1				1					3
Property - Special Handling - Missing Item	1							1					2
Screening	2	2		2	3		3		2	3	2	6	25
Screening - Inconsistency		1		1			2		1	1		1	7
Screening - Lengthy Lines					1					1		1	3
Screening - Procedures/Process	2	1		1	1		1			1	2	4	13
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
<b>2025</b>	<b>8</b>												<b>8</b>
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1												1
Customer Service - Others	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1												1

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
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Screening		2											2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1											1

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
<b>SDY</b>										1			1
<b>2023</b>										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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
<b>SEA</b>	<b>292</b>	<b>156</b>	<b>151</b>	<b>142</b>	<b>140</b>	<b>174</b>	<b>186</b>	<b>208</b>	<b>259</b>	<b>250</b>	<b>263</b>	<b>263</b>	<b>2,484</b>
<b>2023</b>	<b>84</b>	<b>75</b>	<b>78</b>	<b>71</b>	<b>73</b>	<b>98</b>	<b>97</b>	<b>101</b>	<b>151</b>	<b>136</b>	<b>135</b>	<b>120</b>	<b>1,219</b>
Additional Information Required/Insufficient Information			2										2
Additional Information Required/Insufficient Information - EMAIL			2										2
Airline	4	2						1		2		1	10
Airline - Lost Baggage	1	1								2			4
Airline - Policy/Regulations/Service	2	1						1				1	5
Airline - Wheelchair Assistance	1												1
Civil Rights	4	7	4	2	3	9	5	7	8	5	10	8	72
Civil Rights - Age						1			2		1		4
Civil Rights - Constitutional Rights						1	1		1				3
Civil Rights - National Origin			1						1	1			4
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Profiling								1			1		2
Civil Rights - Race	3	2	3		2	2	2	2	3	2	3	2	26
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1			3	2	3		1	1	4	16
Civil Rights - Sexual Orientation - Not Trans	1			1								1	3
Civil Rights - Transgender Screening		3				1	1		1	1	3		10
Claims					1								1
Claims - Status					1								1
Customer Service	35	21	25	31	24	31	31	30	35	41	34	44	382
Customer Service - CSM	1												1
Customer Service - Others							2						2
Customer Service - TSO	34	21	25	31	24	31	29	30	35	41	34	44	379
DHS TRIP								1					1
DHS TRIP - General								1					1
Hazardous Materials Safety										2			2
Hazardous Materials Safety - General										2			2
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks		2		1		2		2	1		3	1	12
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1											1
Lost and Found						2	1	1		1	2	1	7
Lost and Found - Airport/TSA						1	1	1		1	2	1	7
Mishandling of Passenger Property	4	6	8	3	5	5	6	3	6	6	16	10	78
Mishandling of Passenger Property - Damaged/Missing		3	5	2	2	3	3	1	3	3	8	2	35
Mishandling of Passenger Property - Damaged	3	3	3	1	3	1	2	2	3	2	6	7	36
Mishandling of Passenger Property - Damaged or Missing	1					1	1			1	2	1	7
No Jurisdiction		1	3			3	1	1	3	3	1	1	17
No Jurisdiction - No Referral			1			2			1				4
No Jurisdiction - Refer to CBP			2						1	3	1	1	8
No Jurisdiction - Refer to Other		1			1	1		1	1				5
Patdown	6	2	2	4	4	7	4	2	13	12	6	4	66
Patdown - Children										2			2
Patdown - Flyer	6	2	2	4	4	6	4	2	13	10	6	4	63
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	3	9	5	1	2	6	5	13	10	12	5	11	82
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	2		1	1	6
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1				3			4
Persons w/ Disabilities (PWD) - Diabetes			1			1	1		2				5
Persons w/ Disabilities (PWD) - General				1		2			2	1	1		7
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1		2					4
Persons w/ Disabilities (PWD) - Medically Necessary		3					1	5	1	3	2	7	22
Persons w/ Disabilities (PWD) - Metal Implants	1	2							1			1	5
Persons w/ Disabilities (PWD) - Mobility Devices	1		2			1	1	2		1			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prostheses	1						1		1				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals					1							1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		4					1	1		3			9
Property - Special Handling	7	9	6	8	5	5	7	4	9	5	8	5	78
Property - Special Handling - Damaged Items	2	3		2		3	3	1	1	2	3		20
Property - Special Handling - Damaged Items or Missing	1	3	1	3	2		2		2				14
Property - Special Handling - Missing Items	2	2	3	2	2		1	2	5	3	5	4	31
Property - Special Handling - Missing Items or Damaged	2	1	2	1	1	2	1	1	1			1	13
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	21	14	24	21	26	31	38	36	65	46	50	34	406
Screening - Children	1										1		2
Screening - Crew Member or Airline Employee	3		3	1	2					1	1		11
Screening - Inconsistency	3		1	4	2		2	2	7	5	7	4	37
Screening - International Screening					2					1			3
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22	16	177
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18	14	171
Screening - Retrieving Abandoned/Confiscated Items			2					1			1		4
Screening - Shoe Screening						1							1
<b>2024</b>	<b>89</b>	<b>81</b>	<b>73</b>	<b>71</b>	<b>67</b>	<b>76</b>	<b>89</b>	<b>107</b>	<b>108</b>	<b>114</b>	<b>128</b>	<b>143</b>	<b>1,146</b>
Additional Information Required/Insufficient Information													2
Additional Information Required/Insufficient Information - EMAIL			1										2

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
Airline			1	3			1		2		1	3	11
Airline - Lost Baggage				1			1				1	1	4
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 Employee)			1										1
Civil Rights - Constitutional Rights												2	2
Civil Rights - National Origin		1	2	1					1	2		1	8
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 Cultural and Ceremonial Items											1		1
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity	1	1		2	1	4	5		1	1	1	1	18
Civil Rights - Sexual Orientation - Not Transgender					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
Flying Armed - General				1									1
Hazardous Materials Safety													1
Hazardous Materials Safety - General													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
Mishandling of Passenger Property - Damaged	3		1	2	4	6	3	3	5	4	5	5	41
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4	2	2	4	3	3	6	2	5	2	1	6	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1		1	2
Mishandling of Passenger Property - Disposition	1	2									1	1	5
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
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
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1		1	2
Persons w/ Disabilities (PWD) - Diabetes				1	3		2	1	2			3	12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				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 Medical Devices							1	1	1			2	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		2				1	4
Persons w/ Disabilities (PWD) - Medically	1	1		1	2	2			4	1	2	4	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)										2			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1		1			1	1		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1	1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1	1							2
Persons w/ Disabilities (PWD) - Respiratory	1								1		1	1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								2	2				4
Persons w/ Disabilities (PWD) - Visual Impairment	1								1		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	1	2			1	4	2	2	6	1	20
Property - Special Handling	11	12	3	8	1	4	10	10	5	13	11	11	99
Property - Special Handling - Damaged Items	4	3	1	2		3	3	2		4	1	2	25
Property - Special Handling - Damaged Items	1	1						1	2	3	2		10
Property - Special Handling - Missing Items	4	5	2	4			6	4	2	5	5	6	43
Property - Special Handling - Missing Items	2	3		2	1	1	1	3	1	1	3	3	21
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 Employee	1	1											2
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
Screening - Retrieving Abandoned/Confiscated Items				1		2	2	2		1			8
Screening - Traveling with Cash										1			1
<b>2025</b>	<b>119</b>												<b>119</b>
Civil Rights	1												1
Civil Rights - National Origin	1												1
Customer Service	40												40

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
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 M	1												1
Persons w/ Disabilities (PWD) - Medical D	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Imp	3												3
Persons w/ Disabilities (PWD) - Mobility D	3												3
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	3												3
Property - Special Handling	8												8
Property - Special Handling - Damaged It	3												3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Item	1												1
Screening	34												34
Screening - Inconsistency	3												3
Screening - Lengthy Lines	16												16
Screening - Procedures/Process	14												14
Screening - Retrieving Abandoned/Confis	1												1

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
<b>SFB</b>	<b>19</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>10</b>	<b>150</b>
<b>2023</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>58</b>
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 Transgender				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 - Damaged/Missing Items--C			1				1				1		3
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			1										1
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	3	1	11
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	2		3
Persons w/ Disabilities (PWD) - Metal Implants (Joint)			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1								1			1	3
Property - Special Handling		2						1		1			4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - 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
<b>2024</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>10</b>	<b>8</b>	<b>84</b>
Civil Rights	1				1							1	3
Civil Rights - National Origin												1	1
Civil Rights - Race					1								1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service			2	2	2	2		1	1	3	2	2	17
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 - Damaged/Missing Items--Carry-on Lug				1					2	1			4
Mishandling of Passenger Property - Dam	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				1
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	14
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical 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) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1							1				2
Property - Special Handling			1		1						3		5
Property - Special Handling - Missing Items - Carry-On			1		1						3		5
Screening	3	2		1	3	1	1	2	2	4	4	2	25
Screening - Children	1												1
Screening - Inconsistency	1	1		1				1		2		2	8
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process	1	1			3	1	1		2	1	3		13
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>	<b>8</b>												<b>8</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service	2												2
Customer Service - TCC	1												1
Customer Service - TSO	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) - Medically	2												2
Screening	1												1
Screening - Procedures/Process	1												1



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
<b>SFO</b>	<b>157</b>	<b>79</b>	<b>69</b>	<b>75</b>	<b>66</b>	<b>77</b>	<b>71</b>	<b>92</b>	<b>106</b>	<b>104</b>	<b>118</b>	<b>114</b>	<b>1,128</b>
<b>2023</b>	<b>39</b>	<b>32</b>	<b>29</b>	<b>36</b>	<b>31</b>	<b>33</b>	<b>40</b>	<b>51</b>	<b>45</b>	<b>47</b>	<b>44</b>	<b>38</b>	<b>465</b>
Airline	1		1					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				2
Civil Rights - Race			1			1		5	1	1	1	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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 - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	1							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 - General										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 Spectrum				1			1			1			3
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - General		1				1							2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		1			1	2			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1						1			1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1	1				2
Persons w/ Disabilities (PWD) - Touch Av	1							1					2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		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 Items - Carry-On						1	3	1		3			8
Property - Special Handling - Damaged Items - Check		1	1	1							1		4
Property - Special Handling - Missing Item	1				1			2	3	2	3	1	13
Property - Special Handling - Missing Items - Checke		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 Employee			1										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/Confiscated Items					1	4							5
SIDA (Security Identification Display Area)													1
SIDA (Security Identification Display Area) - General													1
<b>2024</b>	<b>39</b>	<b>47</b>	<b>40</b>	<b>39</b>	<b>35</b>	<b>44</b>	<b>31</b>	<b>41</b>	<b>61</b>	<b>57</b>	<b>74</b>	<b>76</b>	<b>584</b>
Airline	1			1		1		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 - General											1		1
Civil Rights	2	7	3	8	2	8	3	1	2	5	8	8	57
Civil Rights - Age						1					2		3
Civil Rights - Constitutional Rights					1	1						2	4
Civil Rights - Headwear		1	1	3									5
Civil Rights - National Origin		1	1		1								3
Civil Rights - Not Specified			1	1			1						3
Civil Rights - Perceived Religion						2	1				2		5
Civil Rights - Profiling		1											1
Civil Rights - Race	2	3		2		2		1	1	2	3	2	18
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans	1			2		1	1		1	3	1	2	12
Civil Rights - Sexual Orientation - Not Transgender												1	1

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
Civil Rights - Transgender Screening												1	1
Claims			1										1
Claims - Status			1										1
Customer Service	11	16	20	15	15	16	8	11	22	23	21	20	198
Customer Service - CSM						1							1
Customer Service - Others						1				1			2
Customer Service - TCC						1							1
Customer Service - TSO	11	16	20	15	15	13	8	11	22	22	21	20	194
DHS TRIP			1								1		2
DHS TRIP - General			1								1		2
Locks		2	1	1	1	1		1					7
Locks - Missing or Damaged Lock		2	1	1	1	1		1					7
Lost and Found	1	1					3	2	1				8
Lost and Found - Airport/TSA	1	1					3	2	1				8
Mishandling of Passenger Property	3	2		3	3	5	3	3	5	4	4	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2	1	1	3	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2		1	1	3	2	2	2	2	3	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1								2
No Jurisdiction	2		2	1	1	2	1	3	3	2	5	4	26
No Jurisdiction - No Referral								1	1		2		4
No Jurisdiction - Refer to CBP	1		2	1	1	2	1	1	1	1	1	4	15
No Jurisdiction - Refer to Other	1							1	2	1	2		7
Ombudsman			1									1	2
Ombudsman - General			1									1	2
Patdown				2			3	1	1	4	3	3	17
Patdown - Flyer				2			3	1	1	3	3	3	16
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3		2	5	3	4	6	3	6	7	14	56
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes		1						2				2	5
Persons w/ Disabilities (PWD) - General			1			1	1	3	1				9
Persons w/ Disabilities (PWD) - Hearing Impairment											1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1				2	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Not Attached to the Body	1				1	1	1				1	2	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	3	3	7
Persons w/ Disabilities (PWD) - Prostheses			2	1	1								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		2			1		1		1	2	1		8
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	3	5	5	1	3	2	1	1	6	3	2	2	34
Property - Special Handling - Damaged Items - Carry-On					1	1					1		3
Property - Special Handling - Damaged Items - Checked				1				1	4	1			7
Property - Special Handling - Missing Items - Carry-On	1	4	3		1				1	1		2	13
Property - Special Handling - Missing Items - Checked	2	1	2		1	1	1		1	1	1		11
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	13	11	6	4	4	6	5	9	17	7	22	19	123
Screening - Children				1									1
Screening - Inconsistency	2	1	1		1	1		2	3	1	3		15
Screening - International Screening												1	1
Screening - Lengthy Lines	3	1	1		1	1		1	2	1	2	4	17
Screening - Procedures/Process	8	7	4	2	2	3	5	6	11	5	17	14	84
Screening - Retrieving Abandoned/Confiscated Items		2				1			1				4
Screening - Security Breach				1									1
TWIC					1								1
TWIC - General					1								1
<b>2025</b>	<b>79</b>												<b>79</b>
Additional Information Required/Insufficient Information	2												2
Additional Information Required/Insufficient Information - Other	2												2
Airline	3												3
Airline - Policy/Regulations/Service	3												3
Civil Rights	9												9
Civil Rights - Age	1												1
Civil Rights - Headwear	3												3
Civil Rights - Perceived Religion	2												2
Civil Rights - Race	2												2
Civil Rights - Screening of Religious or Cultural Practices	1												1
Customer Service	13												13
Customer Service - TSO	13												13
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	4												4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3												3
No Jurisdiction	6												6
No Jurisdiction - No Referral	4												4
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	10												10

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
Persons w/ Disabilities (PWD) - Diapers/C		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) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha		4											4
Property - Special Handling		3											3
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Item		2											2
Screening		24											24
Screening - Crew Member or Airline Empl		1											1
Screening - Inconsistency		2											2
Screening - Lengthy Lines		4											4
Screening - Procedures/Process		16											16
Screening - Retrieving Abandoned/Confis		1											1

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
<b>SGF</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>56</b>
<b>2023</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>24</b>
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 Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - 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
<b>2024</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>28</b>
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
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 Medication and Medical Supplies												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - 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
<b>2025</b>	<b>4</b>												<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	1												1

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
<b>SGU</b>	<b>3</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>18</b>
<b>2023</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service			1				1			1			4
Customer Service - TSO				1			1			1			4
Patdown			1								1		2
Patdown - Flyer			1								1		2
Property - Special Handling								1					2
Property - Special Handling - Damaged Items - Checked								1					2
<b>2024</b>	<b>2</b>	<b>2</b>				<b>2</b>			<b>1</b>		<b>2</b>		<b>9</b>
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 State											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
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service													1
Customer Service - TSO													1

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
SHD										1			1
2024										1			1
Locks										1			1
Locks - Missing or Damaged Lock										1			1

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
<b>SHR</b>		1				1						1	3
<b>2023</b>						1							1
Customer Service						1							1
Customer Service - TSO						1							1
<b>2024</b>		1										1	2
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1										1	2

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
<b>SHV</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>44</b>
<b>2023</b>		<b>2</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>4</b>	<b>1</b>	<b>22</b>
Civil Rights													2
Civil Rights - Race							2						2
Customer Service		1									2		3
Customer Service - Others											1		1
Customer Service - TSO		1									1		2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Checked				1					1				2
Screening			1			2	1	1	1		4	1	12
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process			1			2	1	1	1		3	1	10
<b>2024</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>		<b>3</b>	<b>3</b>	<b>1</b>		<b>22</b>
Customer Service	1	1		1			1		1				5
Customer Service - TSO	1	1		1			1		1				5
Mishandling of Passenger Property			1		1				1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1					1	1	3		1	1	1	9
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines							1	3					4
Screening - Procedures/Process	1					1					1	1	4



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
<b>SIT</b>	<b>3</b>	<b>1</b>				<b>2</b>				<b>1</b>	<b>3</b>	<b>2</b>	<b>12</b>
<b>2023</b>						<b>1</b>						<b>1</b>	<b>2</b>
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening							1						1
Screening - Inconsistency							1						1
<b>2024</b>	<b>1</b>	<b>1</b>				<b>1</b>				<b>1</b>	<b>3</b>	<b>1</b>	<b>8</b>
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 Items - Check			1										1
Property - Special Handling - Missing Item	1												1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>SJC</b>	<b>34</b>	<b>16</b>	<b>14</b>	<b>13</b>	<b>22</b>	<b>26</b>	<b>25</b>	<b>25</b>	<b>29</b>	<b>28</b>	<b>32</b>	<b>24</b>	<b>288</b>
<b>2023</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>9</b>	<b>15</b>	<b>14</b>	<b>9</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>8</b>	<b>122</b>
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	4	3	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 - Damaged/Missing Items--C			1						2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed 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	1	11
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal M	1	1											2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelcha	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1	1	10
Property - Special Handling - Damaged It	1		1						1		1		4
Property - Special Handling - Damaged Items - Checked					1	1	1						3
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items - Checked												1	1
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 Employee		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
<b>2024</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>16</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>16</b>	<b>154</b>
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 Transgender				1									1
Civil Rights - Transgender Screening					1			1					2
CLEAR													1
CLEAR - TSA PreCheck Application Program													1
Customer Service	2	4	3	2	7	3	1	5	7	3	8	5	50
Customer Service - TSO	2	4	3	2	7	3	1	5	7	3	8	5	50
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Human Capital			1									1	2
Human Capital - Prospective Employment with TSA			1									1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found									1	1		1	3
Lost and Found - Airport/TSA									1	1		1	3
Mishandling of Passenger Property	3		1	3	1	1			1	4	3	1	18
Mishandling of Passenger Property - Dam	2		1	1	1	1				2	1		9
Mishandling of Passenger Property - Dam	1			2					1	2	2	1	9
No Jurisdiction										2	1	1	4
No Jurisdiction - No Referral										1	1		2
No Jurisdiction - Refer to CBP										1		1	2
Patdown	1						1		1	2		1	6
Patdown - Flyer							1		1	2		1	5
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2		1	1		1	2	1	1	3	3	15
Persons w/ Disabilities (PWD) - Autism Spectrum					1						1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1										1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1			1		3
Property - Special Handling	3			3	1	3	1	3	1	2			17
Property - Special Handling - Damaged It	1							1					2

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
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items	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/Confiscated Items							1				1		2
Screening - Security Breach						1							1
<b>2025</b>		<b>12</b>											<b>12</b>
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 D	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	3												3
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1												1

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
<b>SJT</b>	<b>2</b>					<b>1</b>						<b>1</b>	<b>4</b>
<b>2023</b>						<b>1</b>						<b>1</b>	<b>2</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2024</b>	<b>1</b>												<b>1</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>SJU</b>	<b>34</b>	<b>22</b>	<b>33</b>	<b>28</b>	<b>19</b>	<b>22</b>	<b>26</b>	<b>31</b>	<b>39</b>	<b>30</b>	<b>35</b>	<b>20</b>	<b>339</b>
<b>2023</b>	<b>6</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>134</b>
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 - Damaged/Missing		1				1				1	1		4
Mishandling of Passenger Property - Damaged/	2	1	2			2				1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									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 Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Property - Special Handling	1	2	1	2		2	3	3	2	2	1	1	20
Property - Special Handling - Damaged Items - Carry-On			1					1	1	1			4
Property - Special Handling - Damaged Items - Check	1						1	1				1	4
Property - Special Handling - Missing Items	1	1		2			1	1	1				7
Property - Special Handling - Missing Items - Checked						2	1			1	1		5
Screening	2	4	4	2	4	4	3	2	8	5	5	4	47
Screening - Crew Member or Airline Employee				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/Confiscated Items	1	1			1								3
<b>2024</b>	<b>7</b>	<b>7</b>	<b>23</b>	<b>20</b>	<b>13</b>	<b>10</b>	<b>15</b>	<b>19</b>	<b>22</b>	<b>16</b>	<b>21</b>	<b>11</b>	<b>184</b>
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 Transgender				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 - Damaged/	1				3	1			2			1	8
Mishandling of Passenger Property - Damaged/	1		1		1	1	1		3	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1		1		1		3
Mishandling of Passenger Property - Disarrayed 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							1					2
Persons w/ Disabilities (PWD) - Mobility [	2		3	3				1				3	12
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Property - Special Handling	3		4	2	1		2	3	2	3	4	1	25
Property - Special Handling - Damaged Items - Check	2						1	2			1		6
Property - Special Handling - Missing Items - Carry-C	1			1	1		1	1	1	2	1		9
Property - Special Handling - Missing Items - Checked			4	1					1	1	2	1	10

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
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/Confiscated Items									1				1
<b>2025</b>	<b>21</b>												<b>21</b>
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 M	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>SLC</b>	<b>97</b>	<b>49</b>	<b>59</b>	<b>99</b>	<b>74</b>	<b>87</b>	<b>61</b>	<b>81</b>	<b>82</b>	<b>114</b>	<b>102</b>	<b>77</b>	<b>982</b>
<b>2023</b>	<b>26</b>	<b>20</b>	<b>26</b>	<b>48</b>	<b>31</b>	<b>37</b>	<b>16</b>	<b>27</b>	<b>30</b>	<b>61</b>	<b>45</b>	<b>35</b>	<b>402</b>
Additional Information Required/Insufficient Information	1	1			2					1	1		6
Additional Information Required/Insufficient Information - Airline	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		1											1
Civil Rights - Race	1	1		1	1				1				5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1			1									2
Claims										1			1
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 - Damaged	2	2	5	4	8	6	3	6	4	8	4	3	55
Mishandling of Passenger Property - Damaged - Checked	1	2	1	2	2	1	1		5				15
Mishandling of Passenger Property - Disarrayed 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)		1		2		2	2	1		1	2	2	13
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		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 Items	5		4	9	3			6	2	2		2	33
Property - Special Handling - Damaged Items - Checked				2	1			2				1	6
Property - Special Handling - Missing Items - Carry-C		2	1	3	1			1			1		9
Property - Special Handling - Missing Items - 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 Employee		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/Confiscated	1				1		2	1					5
<b>2024</b>	<b>33</b>	<b>29</b>	<b>33</b>	<b>51</b>	<b>43</b>	<b>50</b>	<b>45</b>	<b>54</b>	<b>52</b>	<b>53</b>	<b>57</b>	<b>42</b>	<b>542</b>
Additional Information Required/Insufficient Information	1				1								2
Additional Information Required/Insufficient Information - Airline	1				1								2
Airline							1			1		2	4
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								1
Civil Rights - Civil Rights Violation (TSA Employee)			1				1					1	3
Civil Rights - National Origin							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 Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1	1			2		5
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1							1					2
Claims						1							1
Claims - Status						1							1
CLEAR						1						1	2
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Program												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

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
Locks						3				1		1	6
Locks - Missing or Damaged Lock						3				1		1	6
Lost and Found			1	2			2	1		1			7
Lost and Found - Airport/TSA			1	2			2	1		1			7
Mishandling of Passenger Property	3	1	2	2	7	9	7	8	8	9	10	7	73
Mishandling of Passenger Property - Damaged/Missing Items--C	2	1	1	1	5	6	6	4	8	5	7	7	53
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	2	3	1	4		1	3		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										3			3
Mishandling of Passenger Property - Disassembled	1												1
No Jurisdiction				2	2		1	1	1	2	3	4	16
No Jurisdiction - No Referral				2	2				1	1	1	1	8
No Jurisdiction - Refer to CBP							1	1			1	3	6
No Jurisdiction - Refer to Other										1	1		2
Patdown	3	1	3	5	2	4	3	5	4	1		1	32
Patdown - Children							1	1					2
Patdown - Flyer	3	1	1	5	2	3	2	4	4	1		1	27
Patdown - Flyer as Observer			1			1							2
Patdown - General			1										1
Persons w/ Disabilities (PWD)		2			3	6	4	4	3	3	2	6	33
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1			1			1					3
Persons w/ Disabilities (PWD) - General						2		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1	1	1	1			5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1		1	1	1	4	10
Property - Special Handling	5	3	2	3	5	6	3	4	6	2	6	3	48
Property - Special Handling - Damaged Items	3	2	1	3	2	5	2	2	2	1	3	3	29
Property - Special Handling - Damaged Items	1		1		1			1	1				5
Property - Special Handling - Missing Items - Carry-On					1		1		3	1	2		8
Property - Special Handling - Missing Items	1	1			1	1		1			1		6
Screening	14	9	11	18	6	8	8	12	14	17	17	5	139
Screening - Children					1							1	2
Screening - Gate Pass	1												1
Screening - Inconsistency	2	1	4	2			2		2	2	2		17
Screening - Lengthy Lines	2	1	2	4	1	5	2	2		1	1		21
Screening - Procedures/Process	9	6	5	11	4	3	3	10	12	14	14	4	95
Screening - Retrieving Abandoned/Confiscated Items		1		1									2
Screening - Shoe Screening							1						1
<b>2025</b>	<b>38</b>												<b>38</b>
Civil Rights	4												4
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	7												7
Mishandling of Passenger Property - Damaged/Missing Items	5												5
Mishandling of Passenger Property - Damaged/Missing Items	2												2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Mobility Disability	2												2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	6												6
Property - Special Handling - Damaged Items	4												4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	14												14
Screening - Inconsistency	2												2
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	8												8
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	1												1



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
<b>SLN</b>	1								1				2
<b>2023</b>									1				1
Customer Service									1				1
Customer Service - TSO									1				1
<b>2025</b>	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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
<b>SMF</b>	<b>61</b>	<b>24</b>	<b>33</b>	<b>17</b>	<b>43</b>	<b>24</b>	<b>33</b>	<b>38</b>	<b>44</b>	<b>48</b>	<b>43</b>	<b>31</b>	<b>439</b>
<b>2023</b>	<b>20</b>	<b>16</b>	<b>16</b>	<b>6</b>	<b>22</b>	<b>14</b>	<b>11</b>	<b>19</b>	<b>18</b>	<b>22</b>	<b>18</b>	<b>13</b>	<b>195</b>
Additional Information Required/Insufficient Information	1				2								3
Additional Information Required/Insufficient Information - EMAIL ONLY	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 Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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										1		2
Locks - General											1		1
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 - Damaged/Missing Items--Carry-on or Checked	1	1			2		1	1	2	3	3		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2				1	2	2	1	2	2	1	2	15
Mishandling of Passenger Property - Disarrayed 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			1		2
Persons w/ Disabilities (PWD)	2	1	1	1	1		1	1	3		2		13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1					1		1		4
Persons w/ Disabilities (PWD) - Mobility [	2						1		1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						1					2
Property - Special Handling	3	3	1	2	3	1	1	1	2	1	2	2	22
Property - Special Handling - Damaged Items	1	1			3		1	1	1	1		1	10
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On			1						1			1	3
Property - Special Handling - Missing Items	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6	3	49
Screening - Crew Member or Airline Employee		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/Confiscated Items						1							1
<b>2024</b>	<b>20</b>	<b>8</b>	<b>17</b>	<b>11</b>	<b>21</b>	<b>10</b>	<b>22</b>	<b>19</b>	<b>26</b>	<b>26</b>	<b>25</b>	<b>18</b>	<b>223</b>
Additional Information Required/Insufficient Information									2		1	1	4
Additional Information Required/Insufficient Information - EMAIL ONLY									2		1	1	4
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline		1						1	1				3
Airline - Policy/Regulations/Service		1						1	1				3
Civil Rights	1		2	1	3	1	1	1		3	3	1	17
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Not Specified											1	1	2
Civil Rights - Profiling			1										1
Civil Rights - Race	1				2	1	1	1					6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1						1	1		4
Civil Rights - Transgender Screening										1	1		2
Customer Service	5		7	1	9	4	4	5	7	7	2	5	56
Customer Service - CSM			1		1								2
Customer Service - Others										1			1
Customer Service - TSO	5		6	1	8	4	4	5	7	6	2	5	53
DHS TRIP								1					1
DHS TRIP - General								1					1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1	3	4		2	4		3	1	4		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1	1			2		2	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			2	3		2	2		1		3		13
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1					1	1			3
No Jurisdiction - No Referral				1						1			2
No Jurisdiction - Refer to CBP									1				1
Patdown	3	1		1	1	1	1	2	5	4	5	1	25
Patdown - Children										1			1
Patdown - Flyer	3	1		1	1	1	1	2	4	3	5	1	23
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1	2			1	1	6	3	6	3	6	4	33
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1		1						3
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (diabetes)	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1		1				2
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General								1					1

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
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		2	1	3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1				1	2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1							1		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									2			1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1	1	3
Property - Special Handling	1		3		3		4	1		1	3	1	17
Property - Special Handling - Damaged Items - Carry-On			2		1		1						4
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Item	1				1		2				2	1	7
Property - Special Handling - Missing Items - Checked			1		1						1		3
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	7	3	2	3	3	1	2	5	4	3	4		37
Screening - Children											1		1
Screening - Inconsistency						1		2	1	1	1		6
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process	6	1	1	3	2		2	2	2	2	2		23
Screening - Retrieving Abandoned/Confiscated Items		2	1										3
Screening - Security Breach	1												1
<b>2025</b>	<b>21</b>												<b>21</b>
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	2												2
Civil Rights - Not Specified	1												1
Civil Rights - Profiling	1												1
Customer Service	5												5
Customer Service - TSO	5												5
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - Autism S	2												2
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Screening	6												6
Screening - Inconsistency	1												1
Screening - Procedures/Process	5												5

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
<b>SMX</b>									1			1	2
<b>2023</b>									1				1
Patdown									1				1
Patdown - Flyer									1				1
<b>2024</b>												1	1
Airline												1	1
Airline - Policy/Regulations/Service												1	1

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
<b>SNA</b>	<b>51</b>	<b>24</b>	<b>26</b>	<b>25</b>	<b>33</b>	<b>24</b>	<b>34</b>	<b>25</b>	<b>30</b>	<b>30</b>	<b>26</b>	<b>35</b>	<b>363</b>
<b>2023</b>	<b>19</b>	<b>14</b>	<b>17</b>	<b>15</b>	<b>17</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>6</b>	<b>13</b>	<b>158</b>
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- Not Trans		1	1	1					1				4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening								1					1
Claims	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		2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1					1	1			1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												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 Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Prostheses	1							1		1		1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1								3
Property - Special Handling	2		1	2	2	1	2		1	2		2	15
Property - Special Handling - Damaged Items	2		1	1	1					2			7
Property - Special Handling - Damaged Items - Checked					1		1		1				3
Property - Special Handling - Missing Items - Carry-On				1		1						2	4
Property - Special Handling - Missing Items - Checked	7						1						1
Screening	7	1	2	1	6	1	4	1	4	1	2		30
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1					1	1			1	1		5
Screening - Procedures/Process	6	1	2	1	4		3		4		1		22
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2024</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>17</b>	<b>22</b>	<b>15</b>	<b>14</b>	<b>18</b>	<b>20</b>	<b>22</b>	<b>186</b>
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline						1					1		2
Airline - Policy/Regulations/Service						1					1		2
Civil Rights	2	1		3		2		1	2	1	3	1	16
Civil Rights - Not Specified				1		2							3
Civil Rights - Race				1				1			1		3
Civil Rights - Sex/Gender/Gender Identity	1	1							2		1		5
Civil Rights - Sexual Orientation - Not Trans	1												1
Civil Rights - Transgender Screening				1						1	1	1	4
Customer Service	3		6	3	4	6	6	5	5	6	3	5	52
Customer Service - TCC				1				1					2
Customer Service - TSO	3		6	2	4	6	6	4	5	6	3	5	50
DHS TRIP								1					1
DHS TRIP - General								1					1
Locks		1				1		1				2	5
Locks - Missing or Damaged Lock		1				1		1				2	5
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	2		1	2	3	1				1	3	2	15
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1	1				1	2	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2			1	2								5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to Other							1			1			2
Patdown	4	2	1			2	3	1	2	4	1	1	21
Patdown - Children						1							1
Patdown - Flyer	4	2	1			1	3	1	2	3	1	1	19
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2	2			2	3	3	2	1	2	1	5	23
Persons w/ Disabilities (PWD) - Autism Spectrum										1		1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1					1		1					3
Persons w/ Disabilities (PWD) - Medical Devices - At		1										1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1				1	1	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1						1				1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1

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
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1							1	2
Property - Special Handling		2		1	3	1	6	1	3		1	3	21
Property - Special Handling - Damaged Items - Carry		1		1	2	1	2		1			1	9
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Items - Carry-On					1		1		1		1		4
Property - Special Handling - Missing Items - Checke		1					2	1				2	6
Screening		2	1	1	3	1	2	3	1	3	7	2	26
Screening - Inconsistency											1		1
Screening - Lengthy Lines							1					1	2
Screening - Procedures/Process			2	1	1	3	1	1	3	1	3	3	21
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach											1		1
<b>2025</b>		<b>19</b>											<b>19</b>
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service		6											6
Customer Service - TSO		6											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											1
Mishandling of Passenger Property - Dam		1											1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		3											3
Persons w/ Disabilities (PWD) - Autism S		1											1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Persons w/ Disabilities (PWD) - Wheelcha		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged It		1											1
Screening		4											4
Screening - Procedures/Process		4											4

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
<b>SOW</b>	<b>2</b>												<b>2</b>
<b>2023</b>	<b>1</b>												<b>1</b>
DHS TRIP	1												1
DHS TRIP - General	1												1
<b>2024</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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
<b>SPI</b>			<b>1</b>					<b>2</b>		<b>1</b>	<b>3</b>		<b>7</b>
<b>2023</b>			<b>1</b>					<b>1</b>			<b>2</b>		<b>4</b>
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 Employee												1	1
Screening - Procedures/Process			1										1
<b>2024</b>								<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1



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
<b>SPS</b>	<b>1</b>							<b>3</b>				<b>1</b>	<b>5</b>
<b>2023</b>								<b>2</b>					<b>2</b>
Civil Rights								1					1
Civil Rights - Race								1					1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2024</b>								<b>1</b>				<b>1</b>	<b>2</b>
Civil Rights								1					1
Civil Rights - Race								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>SRQ</b>	<b>4</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>15</b>	<b>121</b>
<b>2023</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>57</b>
Civil Rights		1	1							1			3
Civil Rights - Race		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	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 - Damaged/Missing Items--Carry-on Luggage									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 /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling		3	2	2							1	1	9
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-C	1		1	1							1		4
Property - Special Handling - Missing Items - Checke		2											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
<b>2024</b>		<b>6</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>64</b>
Civil Rights													1
Civil Rights - Constitutional Rights													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						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1				1						3
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown		2			2	1	2		1	1	1	2	12
Patdown - Flyer		2			2	1	2		1	1	1	2	12
Persons w/ Disabilities (PWD)			1	1				1	3			2	8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		1										1	2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Checked												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/Confiscated Items										1			1

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
<b>STC</b>		1			1								2
<b>2023</b>					1								1
Screening					1								1
Screening - Inconsistency					1								1
<b>2024</b>		1											1
Screening		1											1
Screening - Procedures/Process		1											1

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
<b>STL</b>	<b>81</b>	<b>34</b>	<b>31</b>	<b>31</b>	<b>32</b>	<b>34</b>	<b>40</b>	<b>37</b>	<b>39</b>	<b>54</b>	<b>49</b>	<b>41</b>	<b>503</b>
<b>2023</b>	<b>21</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>19</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>24</b>	<b>20</b>	<b>12</b>	<b>216</b>
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 Transg		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 - Damaged/Missin		2	1	1		1	1	1		1	1		9
Mishandling of Passenger Property - Dam	2			1			3		2		2	1	11
Mishandling of Passenger Property - Disarrayed Items--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 - General						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 Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			2										2
Persons w/ Disabilities (PWD) - Medical Necessary Medication			1						1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	1	1	2	4	3	1	3	3	2	5	1	1	27
Property - Special Handling - Damaged Items - Carry-On				1			1	1	1	1			5
Property - Special Handling - Damaged Items - Checked					2	1	1					1	5
Property - Special Handling - Missing Item	1	1	2		1		1	1	1	1	1		10
Property - Special Handling - Missing Items - Checked				3				1		3			7
Screening	4	5	5	3	5	3	2	6	2	3	3	3	44
Screening - Crew Member or Airline Employee			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												1
<b>2024</b>	<b>26</b>	<b>18</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>24</b>	<b>17</b>	<b>20</b>	<b>30</b>	<b>29</b>	<b>29</b>	<b>253</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	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 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- Not Transgender										1		1	2
Customer Service	7	10	8	8	9	4	9	4	6	10	8	13	96
Customer Service - Others										1			1
Customer Service - TCC	1	1											2
Customer Service - TSO	6	9	8	8	9	4	9	4	6	9	8	13	93
DHS TRIP											2		2
DHS TRIP - General											2		2
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Mishandling of Passenger Property	2				1	1	3	2	2	1	1		13
Mishandling of Passenger Property - Dam	1					1			1	1			4
Mishandling of Passenger Property - Dam	1						3	2			1		7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				1				2
No Jurisdiction			1			1					1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other						1					1		2
Patdown	2				2	1	1	1	3	2	2	2	16
Patdown - Children							1		1				2
Patdown - Flyer	2				1	1		1	1	2	2	2	12
Patdown - Flyer as Observer					1				1				2
Persons w/ Disabilities (PWD)	4			1		2	1	2	3	3	5	3	24
Persons w/ Disabilities (PWD) - Diabetes							1						1

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
Persons w/ Disabilities (PWD) - General								1			1		2
Persons w/ Disabilities (PWD) - Internal M	2									1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1		1				5
Persons w/ Disabilities (PWD) - Prosthesi	2									1		1	5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1	3		5
Property - Special Handling			1	3	2			1	2	4	3	1	17
Property - Special Handling - Damaged Items - Carry-On			1							1	1		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Carry-On				2				1	1	3		1	8
Property - Special Handling - Missing Items - Checked				1	2					1			4
Screening	9	6	3	2	2	3	9	4	2	8	4	8	60
Screening - Children			1										1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3	1				1	3	1	1	3		1	14
Screening - Lengthy Lines							1				1	1	3
Screening - Procedures/Process	6	4	2	2	2	2	5	3	1	5	3	6	41
<b>2025</b>	<b>34</b>												<b>34</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	12												12
Customer Service - TSO	12												12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing I	2												2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	9												9
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	7												7

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
<b>STS</b>	<b>2</b>		<b>1</b>	<b>2</b>			<b>2</b>	<b>8</b>		<b>4</b>	<b>3</b>		<b>22</b>
<b>2023</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>4</b>		<b>3</b>			<b>11</b>
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) - Respiratory and Inhaler Equipment								1					1
Property - Special Handling										2			2
Property - Special Handling - Missing Items - Carry-On										2			2
Screening							1	1		1			3
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process											1		1
<b>2024</b>				<b>1</b>			<b>1</b>	<b>4</b>		<b>1</b>	<b>3</b>		<b>10</b>
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 and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Screening								2			2		4
Screening - Inconsistency								1			1		2
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>STT</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>64</b>
<b>2023</b>			<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>25</b>
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 - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction										1			1
No Jurisdiction - Refer to CBP										1			1
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 Medication and Medical Supplies							1		1				2
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening					1	2	2	1		2			8
Screening - Procedures/Process					1	1	2	1		2			7
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2024</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>38</b>
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 - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				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 Medication 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 Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked								2					2
Screening	1	3		1	1	1				1	1		9
Screening - Procedures/Process	1	3		1	1	1					1		8
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1

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
<b>STX</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>20</b>
<b>2023</b>		<b>1</b>					<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>5</b>
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Screening			1					2					3
Screening - Procedures/Process			1					2					3
<b>2024</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>14</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service									1	1		1	3
Customer Service - TSO									1	1		1	3
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1	1	1	1		1				5
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process				1			1						2
<b>2025</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
Customer Service - TSO	1												1



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
<b>SUN</b>					2	1	2		1				6
<b>2023</b>					1	1			1				3
Customer Service									1				1
Customer Service - TSO									1				1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2024</b>					1		2						3
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Request for Assistance												1	1
Request for Assistance - Other												1	1

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
<b>SUX</b>	1					1			1	1	2	1	7
<b>2023</b>	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
<b>2024</b>									1			1	2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center 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
<b>SWF</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>27</b>
<b>2023</b>		<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>12</b>
Civil Rights		1						1					2
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Persons w/ Disabilities (PWD)											1	1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening				1		1		1			1		4
Screening - Procedures/Process				1		1		1			1		4
<b>2024</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>14</b>
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Customer Service		1				1				2	1	1	6
Customer Service - TSO		1				1				2	1	1	6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
No Subject				1									1
No Subject - General				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening					1		1	1					3
Screening - Procedures/Process					1			1					2
Screening - Security Breach							1						1
<b>2025</b>	<b>1</b>												<b>1</b>
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>SWO</b>			1	1							1		3
<b>2023</b>				1							1		2
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2024</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1

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
<b>SYR</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>19</b>	<b>10</b>	<b>138</b>
<b>2023</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>53</b>
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				2		1					3		6
Customer Service - TCC				1									1
Customer Service - TSO				1		1					3		5
Locks			2										2
Locks - General			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				1	1	1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1						1		3
No Jurisdiction			1							1		1	4
No Jurisdiction - Refer to Other			1					1			1	1	4
Patdown	1	1				1	1						4
Patdown - Flyer	1	1				1	1						4
Persons w/ Disabilities (PWD)		1	1					3			1	1	7
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1								1		3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	1	3	2	1	2	3	4	1		2	2	22
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines					1		1	2			1	1	6
Screening - Procedures/Process	1	1	2	1		2	2		1		1	1	12
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2024</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>81</b>
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights	1	1			1	1		1		1	2		8
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear										1			1
Civil Rights - National Origin						1							1
Civil Rights - Race	1				1								2
Civil Rights - Screening of Religious or Cultural Garments											2		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	1		2	1	2	3	1	1	1	17
Customer Service - CSM												1	1
Customer Service - Others			1										1
Customer Service - TSO	2	1	1	1		2	1	2	3	1	1		15
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Mishandling of Passenger Property		2	1		3	1		1		1	1	1	10
Mishandling of Passenger Property - Damaged/Missii		1	1		2			1					5
Mishandling of Passenger Property - Damaged/Missii		1				1					1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown		1	1		1					1	1		5
Patdown - Flyer		1	1		1					1	1		5
Persons w/ Disabilities (PWD)		1	1	2		1			1		3		9
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1						1				2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling	1		1						1				3
Property - Special Handling - Missing Items - Carry-On			1						1				2
Property - Special Handling - Missing Item	1												1
Screening	4	1	4	1		2	1	2	4	1	2	3	25
Screening - Children									1				1
Screening - Inconsistency												1	1
Screening - Lengthy Lines	2	1	1			1				1	2		8
Screening - Procedures/Process	2		2	1		1		2	3			2	13
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach			1										1
<b>2025</b>	<b>4</b>												<b>4</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Screening	3												3
Screening - Crew Member or Airline Empl	1												1
Screening - Procedures/Process	2												2

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
<b>TEX</b>									1			2	3
<b>2023</b>									1			1	2
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service									1				1
Customer Service - TSO									1				1
<b>2024</b>												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1

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
<b>TLH</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>50</b>
<b>2023</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>3</b>				<b>1</b>	<b>14</b>
Airline													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 Implants (Joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch)			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	1			1	1								3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1	1								2
<b>2024</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>34</b>
Claims								1					1
Claims - General								1					1
Customer Service			2	2		3	1			1			9
Customer Service - TSO			2	2		3	1			1			9
Human Capital		1											1
Human Capital - Former Employee		1											1
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	2				1		1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disa	1												1
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown								1				1	2
Patdown - Flyer								1					1
Patdown - Non-Flyer												1	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 Medical Devices										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1			2
Screening	2	1			2		1		1		1	1	9
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1					1		1			1	6
<b>2025</b>	<b>2</b>												<b>2</b>
Customer Service	2												2
Customer Service - TSO	2												2

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
<b>TOL</b>				2					1		1		4
<b>2024</b>				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 Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1



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
<b>TPA</b>	<b>85</b>	<b>68</b>	<b>75</b>	<b>82</b>	<b>56</b>	<b>87</b>	<b>102</b>	<b>93</b>	<b>98</b>	<b>101</b>	<b>70</b>	<b>68</b>	<b>985</b>
<b>2023</b>	<b>24</b>	<b>29</b>	<b>33</b>	<b>48</b>	<b>29</b>	<b>31</b>	<b>33</b>	<b>36</b>	<b>36</b>	<b>43</b>	<b>27</b>	<b>24</b>	<b>393</b>
Additional Information Required/Insufficient Information										1		1	2
Additional Information Required/Insufficient Information - EMAIL ONLY										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				1
Civil Rights - Race		3	1		1		1	1	2	2			11
Civil Rights - Sex/Gender/Gender Identity- Not Transg		2		2		1		1				2	8
Civil Rights - Sexual Orientation - Not Transgender						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											1
Human Capital						1							1
Human Capital - Prospective Employment 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 - Dam	2			1				1		1			5
Mishandling of Passenger Property - Dam	2	1		3	2	1	2	1	1	3		3	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				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 - General								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 Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes		1		1				1			1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - At		1	2										3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2		1	2	1	2			8
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2	1	1	1			1				6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3		2	1						6
Property - Special Handling	3	2	1	7		3	4	4	2		5	1	32
Property - Special Handling - Damaged It	2	1		1			1	1		1			7
Property - Special Handling - Damaged Items - Checked				2		1	1	2	1		2		9
Property - Special Handling - Missing Items - Carry-C		1		1		2	1		1			1	7
Property - Special Handling - Missing Item	1		1	3			1	1			2		9
Screening	4	5	10	9	7	6	9	10	9	9	8	7	93
Screening - Children	1			1									2
Screening - Crew Member or Airline Employee				1							2	1	4
Screening - Inconsistency	1		1	4	3		1	3	2	1	1	1	18
Screening - Lengthy Lines		2		1						1	1		5
Screening - Military			1										1
Screening - Procedures/Process	2	2	7	2	4	5	8	7	7	7	4	5	60
Screening - Retrieving Abandoned/Confiscated Items		1	1			1							3
<b>2024</b>	<b>30</b>	<b>39</b>	<b>42</b>	<b>34</b>	<b>27</b>	<b>56</b>	<b>69</b>	<b>57</b>	<b>62</b>	<b>58</b>	<b>43</b>	<b>44</b>	<b>561</b>
Airline			1					1	1				3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance									1				1
Civil Rights	3	4	2	1	3	1	3	3	1	2	1	2	26
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Not Specified					1			1					2
Civil Rights - Profiling			1										1
Civil Rights - Race	3	3	1		1	1	1	2	1			1	14
Civil Rights - Sex/Gender/Gender Identity- Not Transg	1			1	1		1			2			6
Civil Rights - Transgender Screening													1
Claims						1	2						3
Claims - General						1	1						2
Claims - Status							1						1
Customer Service	9	13	16	15	6	25	25	22	33	21	15	15	215
Customer Service - Others					2								2
Customer Service - TSO	9	13	16	15	6	23	25	22	33	21	15	15	213
DHS TRIP													1
DHS TRIP - General													1
Locks			2		1		4			1	1		9
Locks - Missing or Damaged Lock			2		1		4			1	1		9

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
Lost and Found				1						1	1		3
Lost and Found - Airport/TSA				1						1	1		3
Mishandling of Passenger Property	1	2	5	3	2	3	6	7	2	3	2	1	37
Mishandling of Passenger Property - Damaged	1		4	1	1	2	4	3	2	3			21
Mishandling of Passenger Property - Damaged/Missing		1	1	2		1	2	2			2	1	12
Mishandling of Passenger Property - Damaged/Missing		1						2					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction	1		1		1		1	1			3		8
No Jurisdiction - No Referral								1			2		3
No Jurisdiction - Refer to CBP	1		1				1						3
No Jurisdiction - Refer to Other					1						1		2
Patdown	2		1	4	3	7	3	2	2	4	2	2	32
Patdown - Children						1	1		1	1			4
Patdown - Flyer	2		1	4	3	4	2	2	1	3	2	2	26
Patdown - Flyer as Observer						2							2
Persons w/ Disabilities (PWD)	3	5	3	3	6	6	13	7	8	12	4	9	79
Persons w/ Disabilities (PWD) - Autism Spectrum							1	2		1			4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1							1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1			1			2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - General							1		1	1			3
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1		1	2	3	1	2	6	2	2	22
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility [	1		1	1		1	2	1	2	1		3	13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1	1	1	1			5
Persons w/ Disabilities (PWD) - Respiratory	1	1						2					4
Persons w/ Disabilities (PWD) - Service Animals									2				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1	1	1	2	3				1		11
Property - Special Handling	3	3	4	2	2	2	1	4	5	4	3		33
Property - Special Handling - Damaged Items	1	1	2		1			3					8
Property - Special Handling - Damaged Items - Checked		1			1	1			1	2			6
Property - Special Handling - Missing Items	2	1	2	2		1	1	1	3	1	1		15
Property - Special Handling - Missing Items - Checked									1	1	2		4
Screening	8	12	7	5	3	11	11	10	10	10	11	14	112
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1			1		2	1			2		1	8
Screening - Lengthy Lines	1	1				1		1			1	2	7
Screening - Procedures/Process	4	11	6	3	2	7	10	9	10	8	10	11	91
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach				1									1
<b>2025</b>	<b>31</b>												<b>31</b>
Civil Rights	1												1
Civil Rights - Not Specified	1												1
Customer Service	5												5
Customer Service - TCC	1												1
Customer Service - TSO	4												4
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
No Jurisdiction	2												2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	7												7
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	2												2
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	11												11
Screening - Inconsistency	1												1
Screening - Procedures/Process	9												9
Screening - Retrieving Abandoned/Confiscated	1												1

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
<b>TRI</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>27</b>
<b>2023</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service							1	1				1	3
Customer Service - Others								1					1
Customer Service - TSO							1					1	2
DHS TRIP			1										1
DHS TRIP - General			1										1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1												1
Screening				1	1				1				3
Screening - Inconsistency				1	1								2
Screening - Procedures/Process									1				1
<b>2024</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>				<b>1</b>	<b>1</b>	<b>11</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1			1	2		1						5
Customer Service - TSO	1			1	2		1						5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
<b>2025</b>	<b>2</b>												<b>2</b>
Additional Information Required/Insufficient Int	1												1
Additional Information Required/Insufficien	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1

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
<b>TTN</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>		<b>53</b>
<b>2023</b>	<b>3</b>		<b>2</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>17</b>
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 - Damaged/Missing Items--Carry-on Luggage										1			1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening	1					1		1					3
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process								1					1
<b>2024</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>		<b>36</b>
Civil Rights												1	1
Civil Rights - Screening of Religious or Cultural Garments												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 - Damaged/Missing Items--Carry-on Luggage								1					1
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Carry-On	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/Confiscated Items				1							1		2

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
<b>TUL</b>	<b>30</b>	<b>14</b>	<b>20</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>9</b>	<b>12</b>	<b>17</b>	<b>174</b>
<b>2023</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>70</b>
Civil Rights	1	1	1				1		1				5
Civil Rights - Race	1	1	1				1						4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									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												1	1
Mishandling of Passenger Property	1		1	2			1		1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1		1	1			4
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown	2			3				2		2		1	10
Patdown - Flyer	2			2				2		2		1	9
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	1							1	1	1		5
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1		3	5	3	2	1	2	2	1	5	4	29
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency					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/Confiscated Items				2									2
<b>2024</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>94</b>
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						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- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender								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 - Damaged/Missing Items--Carry-on Luggage							1				2	1	4
Mishandling of Passenger Property - Dam	1	1						1		1			4
Mishandling of Passenger Property - Disarrayed 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 Spectrum							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling		1	2										3
Property - Special Handling - Damaged Items - Carry		1	1										2
Property - Special Handling - Damaged Items - Checked			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/Confiscated Items							1						1
Screening - Shoe Screening											1		1
<b>2025</b>	<b>10</b>												<b>10</b>
Customer Service	3												3
Customer Service - TSO	3												3
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>TUS</b>	<b>18</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>15</b>	<b>17</b>	<b>19</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>14</b>	<b>148</b>
<b>2023</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>53</b>
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													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 Transgender						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 - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	1	1			1	2		1					6
Patdown - Flyer	1	1			1	1		1					5
Patdown - Flyer as Observer						1							1
Property - Special Handling	1	1			1	1			2	1			7
Property - Special Handling - Damaged Items - Carry-On					1						1		2
Property - Special Handling - Damaged Items - Checked Baggage		1							2				3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked Baggage	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
<b>2024</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>82</b>
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights		1		1		1	5	1				1	10
Civil Rights - National Origin							1						1
Civil Rights - Race				1		1	3	1				1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1					1						2
Claims			1										1
Claims - General			1										1
Customer Service	1	1	4	2	5	3	5		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 - Damaged/Missing Items--Carry-on Luggage				1	2				2		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)				1	1	2			1	2	2	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						1						1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1								1	3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked												1	1
Screening		2		1	1		1	1		1	3	4	14
Screening - Classified Materials												1	1
Screening - Procedures/Process		2		1	1		1	1		1	3	3	13
<b>2025</b>	<b>13</b>												<b>13</b>
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 - Damaged/Missing Items--Carry-on Luggage	2												2
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Medical Equipment	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Carry-On	1												1
Screening	3												3
Screening - Procedures/Process	3												3

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
<b>TVC</b>	<b>3</b>			<b>1</b>			<b>2</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>27</b>
<b>2023</b>	<b>1</b>			<b>1</b>			<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>8</b>
Customer Service							1		1				2
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) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2024</b>	<b>2</b>						<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>19</b>
Customer Service									1		3	1	5
Customer Service - TSO									1		3	1	5
Human Capital									1				1
Human Capital - TSA Background Check									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown									1	1	1	1	4
Patdown - Flyer									1	1	1	1	4
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening							1	1	1	2	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines										2			2
Screening - Procedures/Process							1	1	1		1		4

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
<b>TVF</b>			1						1				2
<b>2023</b>			1						1				2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1



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
<b>TWF</b>					1								1
<b>2023</b>					1								1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

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
<b>TXK</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>7</b>
<b>2023</b>					<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>4</b>
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3
<b>2024</b>	<b>1</b>								<b>1</b>				<b>2</b>
Patdown									1				1
Patdown - Flyer									1				1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2025</b>	<b>1</b>												<b>1</b>
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1

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
<b>TYR</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>21</b>
<b>2023</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>11</b>
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 - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)						1		1				1	3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening		1			1	1					1		4
Screening - Procedures/Process		1			1	1					1		4
<b>2024</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>9</b>
Customer Service			1	1		1	1			1			5
Customer Service - TSO			1	1		1	1			1			5
Patdown		1											1
Patdown - Flyer		1											1
Screening		1										2	3
Screening - Inconsistency		1											1
Screening - Procedures/Process												2	2
<b>2025</b>	<b>1</b>												<b>1</b>
Patdown	1												1
Patdown - Flyer	1												1

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
<b>TYS</b>	<b>16</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>14</b>	<b>10</b>	<b>18</b>	<b>10</b>	<b>9</b>	<b>124</b>
<b>2023</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>5</b>		<b>4</b>	<b>3</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>43</b>
Civil Rights						2			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening						1							1
Customer Service		1	2		1	1		2	2	5	1	1	16
Customer Service - TSO		1	2		1	1		2	2	5	1	1	16
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown					1	1				1			3
Patdown - Flyer					1	1				1			3
Persons w/ Disabilities (PWD)			1	1				1		2			5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Property - Special Handling		2	1	1									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1		2	1		1		2		1	9
Screening - Inconsistency			1			1				1			3
Screening - Procedures/Process		1			2			1		1		1	6
<b>2024</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>68</b>
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		1		1				1	1	1			5
Civil Rights - Age				1						1			1
Civil Rights - Constitutional Rights									1				1
Civil Rights - Race		1						1					2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	2	2	3	4	1	1	2	2	2	2	3	2	26
Customer Service - CSM				1								1	2
Customer Service - TSO	2	2	3	3	1	1	2	2	2	2	3	1	24
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property									1	3	1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										3		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Patdown		1						1					2
Patdown - Flyer		1						1					2
Persons w/ Disabilities (PWD)				1				3	2		2	1	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Items - Carry-On									1	1	1		3
Screening		2			2		1	4			1	2	12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1					1				2	4
Screening - Procedures/Process		1			2			2			1		6
<b>2025</b>	<b>13</b>												<b>13</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	4												4
Customer Service - TSO	4												4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	4												4
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Respirato	2												2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center 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
UIN				1									1
2023				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1

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
<b>UNV</b>	1		1	1	2	1		1		1	1		9
<b>2023</b>			1		2					1			4
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1
<b>2024</b>				1		1		1				1	4
Civil Rights				1		1						1	3
Civil Rights - Race						1						1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2025</b>	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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
VCT									1				1
2024									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1

**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
<b>VEL</b>				1		2							3
<b>2023</b>						1							1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
<b>2024</b>				1		1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Service Animals													1



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
<b>VLD</b>			1		2							1	4
<b>2023</b>			1		1							1	3
HAZMAT Endorsement												1	1
HAZMAT Endorsement - Status												1	1
Patdown				1	1								2
Patdown - Flyer				1	1								2
<b>2024</b>						1							1
Screening						1							1
Screening - Procedures/Process						1							1

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
<b>VPS</b>	<b>19</b>	<b>17</b>	<b>7</b>	<b>6</b>	<b>15</b>	<b>18</b>	<b>11</b>	<b>19</b>	<b>24</b>	<b>20</b>	<b>20</b>	<b>9</b>	<b>185</b>
<b>2023</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>54</b>
Civil Rights							1		1			2	4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Customer Service	3	2			1	3	1	4	3	3	1		21
Customer Service - CSM							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		4
Mishandling of Passenger Property - Damaged/Missi		1					1	1			1		4
Patdown	1	1			1	1		1	1	1	1	1	9
Patdown - Children										1			1
Patdown - Flyer	1	1			1	1		1	1		1	1	8
Persons w/ Disabilities (PWD)		1		1							1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checkl		1											1
Screening	2	1	1	1	1	1	1		1	1		1	11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1		1		1	1		1	1			8
<b>2024</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>12</b>	<b>13</b>	<b>6</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>17</b>	<b>5</b>	<b>124</b>
Airline					1								1
Airline - Wheelchair Assistance					1								1
Civil Rights		1				1		1	1			1	5
Civil Rights - Age						1							1
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Civil Rights - Transgender Screening									1				1
Claims	1												1
Claims - Status	1												1
Customer Service	1	7	5	1	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 - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		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 /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes								1			2		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1				1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1	1		1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1								1				2
Property - Special Handling	1			1		1	1			2			6
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Checked										1			1
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
<b>2025</b>	<b>7</b>												<b>7</b>
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
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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
<b>VRB</b>		1		1	1			1	1	1	2	1	9
<b>2023</b>											1	1	2
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Patdown												1	1
Patdown - Flyer												1	1
<b>2024</b>		1		1	1			1	1	1	1		7
Civil Rights									1				1
Civil Rights - Constitutional Rights									1				1
Customer Service				1									1
Customer Service - TSO				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening											1		2
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items								1					1
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1

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
<b>WYS</b>										1	1		2
<b>2024</b>										1	1		2
Patdown										1			1
Patdown - Flyer										1			1
Screening												1	1
Screening - Procedures/Process												1	1

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
<b>XNA</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>64</b>
<b>2023</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>22</b>
Civil Rights			2					1					3
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Race			2										2
Customer Service					3		1				2		6
Customer Service - TSO					3		1				2		6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening			1	1	2	1	2						7
Screening - Inconsistency								1					1
Screening - Procedures/Process		1		1	2	1	1						6
<b>2024</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>41</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1	1		1	3
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race									1				1
Customer Service	1			1			2	1	3		3	1	12
Customer Service - TSO	1			1			2	1	3		3	1	12
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1					1	1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction						1			1				3
No Jurisdiction - No Referral						1			1			1	3
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)	1		1		1	1		1			1		6
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically	1		1										2
Property - Special Handling							1	1			1		3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked							1				1		2
Screening								1		3		1	5
Screening - Inconsistency										1			1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process								1		1		1	3
<b>2025</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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
<b>XWA</b>	<b>6</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
<b>2023</b>	<b>1</b>				<b>1</b>		<b>1</b>				<b>1</b>		<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2024</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>12</b>
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 - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling	1											1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Item	1												1
Screening	1		1		1							2	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		1									1	3
<b>2025</b>	<b>3</b>												<b>3</b>
Customer Service	2												2
Customer Service - TSO	2												2
Screening	1												1
Screening - Inconsistency	1												1

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
<b>YAK</b>	1								1				2
<b>2023</b>									1				1
Customer Service									1				1
Customer Service - TSO									1				1
<b>2025</b>	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YKM</b>						1					1	1	3
<b>2024</b>						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											1		1
TWIC						1							1
TWIC - Status						1							1



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
<b>z None z</b>	<b>40,500</b>	<b>21,804</b>	<b>22,567</b>	<b>20,321</b>	<b>21,044</b>	<b>24,787</b>	<b>23,825</b>	<b>24,170</b>	<b>22,953</b>	<b>23,437</b>	<b>24,971</b>	<b>25,581</b>	<b>295,960</b>
<b>2023</b>	<b>12,410</b>	<b>12,468</b>	<b>12,038</b>	<b>11,396</b>	<b>10,949</b>	<b>12,666</b>	<b>11,750</b>	<b>12,028</b>	<b>11,619</b>	<b>11,172</b>	<b>11,407</b>	<b>12,086</b>	<b>141,989</b>
Additional Information Required/Insufficient Information	16	10	13	5	5	9	2	8	4	13	5	10	100
Additional Information Required/Insufficient Information - General	16	10	13	5	5	9	2	8	4	13	5	10	100
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - General											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									1				1
Business, Suggestions, and Ideas - General									1				1
Cargo		1				4		2			1		8
Cargo - Indirect Air Carrier (IAC)		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 Employee)							1	1		1			3
Civil Rights - Constitutional Rights				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- Not Transgender				1				1		1	1		4
Civil Rights - Transgender Screening				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 - Children Under 12	2	7	13	10	5	4	2	15	4	4	6	6	78
Expedited Passenger Screening Program - Over 75	59	92	80	50	50	76	59	59	56	52	54	37	724
Expedited Passenger Screening Program - General	1		3					1					5
Expedited Passenger Screening Program - Over 75									1			1	2
Expedited Passenger Screening Program - Children Under 12	1,248	1,266	951	623	633	608	453	566	650	600	694	800	9,092
Expedited Passenger Screening Program - General	10,873	10,876	10,779	10,506	10,067	11,735	11,021	11,105	10,666	10,255	10,363	11,014	129,260
Expedited Passenger Screening Program - Over 75	22	29	18	21	25	31	15	23	23	26	19	21	273
Federal Air Marshall Service (FAMS)	1	1					1						3
Federal Air Marshall Service (FAMS) - General	1	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) - General		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	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	1												1
Locks - Missing or Damaged Lock	2	3		3	2	4	2	2	2	3	1	1	25
Lost and Found	5	6	6	1	4	1	2	7	6	5	5	3	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 - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - General		1	2			6	4	4	6	5	2	1	31
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - Status	11	8	9	9	4	6	7	4	13	9	20	3	103
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor - General	1	1		1						1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			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 State		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 - General	11	3	4	8	5	9	6	11	2	3	8	6	76
Patdown	1	3	1	1	2			1	2		1	1	13

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 Spectrum							1		1		1		3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developm		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 Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1				1				1			3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1	1			1	2	1	1	1	9
Persons w/ Disabilities (PWD) - Metal Im	1	1						1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				3							1		4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1				1			2
Persons w/ Disabilities (PWD) - Service Animals			1		1						1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 It	6	1			1	2		1	2			2	15
Property - Special Handling - Damaged Items - Check		1				1	4	1	1		2		10
Property - Special Handling - Missing Item	2	1	1	3	1			1	2	1	3	2	17
Property - Special Handling - Missing Item	1	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								2					2
Screening - Crew Member or Airline Employee		1	4							1	1	2	9
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/Confiscated Items	2	1	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		7	58
TWIC - Status	29	25	16	18	10	7	15	10	6	7	10	4	157
<b>2024</b>	<b>13,304</b>	<b>9,336</b>	<b>10,529</b>	<b>8,925</b>	<b>10,095</b>	<b>12,121</b>	<b>12,075</b>	<b>12,142</b>	<b>11,334</b>	<b>12,265</b>	<b>13,564</b>	<b>13,495</b>	<b>139,185</b>
Additional Information Required/Insufficient Inf	16	16	9	7	6	15	7	7	21	7	23	13	147
Additional Information Required/Insufficient	16	16	9	7	6	15	7	7	21	7	23	13	147
Advanced Imaging Technology (AIT)		1					1			3			5
Advanced Imaging Technology (AIT) - Flyer							1			3			4
Advanced Imaging Technology (AIT) - General		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 - Gene	1									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		1						1	1	1		2	6
Civil Rights - Civil Rights Violation (TSA Employee)						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 Cultural and Cer		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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					3	12	13	12	9	8	4	7	68
CLEAR - Registered Traveler					1	1	6	3	2	2	2		17
CLEAR - TSA PreCheck Application Program					2	11	7	9	7	6	2	7	51
CSM/Stakeholder Follow-up												1	1
CSM/Stakeholder Follow-up - General												1	1
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	11	11	75	57	36	44	30	34	45	25	30	22	420

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
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	3	2	9	7	1	2	2	1		3			30
Expedited Passenger Screening Program	1	1		1	1	1	1		2	1			9
Expedited Passenger Screening Program	40	45	38	32	43	49	30	61	33	36	25	16	448
Expedited Passenger Screening Program - Known Cr		1	3	5	3	4	2	4		1		2	25
Expedited Passenger Screening Program - Over 75			2	1		1							4
Expedited Passenger Screening Program	682	564	692	480	507	897	919	1,083	1,415	1,542	1,913	1,953	12,647
Expedited Passenger Screening Program	12,369	8,493	9,335	7,984	9,155	10,632	10,670	10,583	9,383	10,196	11,088	11,081	120,969
Expedited Passenger Screening Program	18	27	22	21	13	15	16	12	16	21	25	23	229
Federal Air Marshall Service (FAMS)			2										3
Federal Air Marshall Service (FAMS) - General			2										3
Freedom of Information Act (FOIA)		2			1			1			1	1	6
Freedom of Information Act (FOIA) - General		2			1			1			1	1	6
General Aviation	1		1			1					1	1	5
General Aviation - Flight Training Security	1		1			1					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	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					1		3
Human Capital - Prospective Employment	12	6	1	3	1		4	1	10	7	18	14	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	3	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	3	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	46	41	52	66	36	46	40	40	26	19	424
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							2						2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor	3	4	29	21	33	37	17	22	17	21	14	11	229
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor		4	8	14	15	22	12	20	20	13	12	6	146
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor		1	4	4	3	5	5	4	2	6		1	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on		5	2	1	2	2			1			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	86	748
No Jurisdiction - Refer to Department of State		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	10	76
Notice of Violation/Civil Penalties - General	6	2	4	4	4	10	10		11	6	9	10	76
Ombudsman			2	1		2		2	1				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 Spectrum						1	1	2			1	2	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /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/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General				3	2	4		4	4		2		19
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1					1	2	1			5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2	2			1		2	7
Persons w/ Disabilities (PWD) - Medically	2	1	1	2	5		1	3	6	2	10	4	37
Persons w/ Disabilities (PWD) - Metal Implants	1			2		2		2	1		3	2	13
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	3		1			1	2	2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1	1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1	1	1			1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1	1		1				3
Persons w/ Disabilities (PWD) - Visual Impairment						1	1				1		3
Persons w/ Disabilities (PWD) - Wheelchairs	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 Items	2	3	10	13	4	8	5	6	8	2	8	3	72

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
Property - Special Handling - Damaged Item	1	1	4	2	4	8	1	1	3	2	3	1	31
Property - Special Handling - Missing Item	2	4	7	7	4	3	7	9	4	8	4	2	61
Property - Special Handling - Missing Item	1	4	8	13	8	7	6	8	15	6	3	1	80
Request for Assistance				1		1			1				3
Request for Assistance - Other						1			1				2
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening	22	28	74	64	54	56	48	46	54	63	63	54	626
Screening - Children			1	1	1	1							4
Screening - Crew Member or Airline Employee			1	1	1		1	1		1			6
Screening - Cruise Ships		1	2						2				5
Screening - Gate Pass								1		3	2		6
Screening - Inconsistency	3	5	7	6	7	6	5	3	5	6	7	2	62
Screening - International Screening	3	6	10	8	8	10	6	2	6	4	6	6	75
Screening - Lengthy Lines	1	1	8	6	4	1	6	2	2	1	4	4	40
Screening - Military								1					1
Screening - Procedures/Process	13	13	42	39	29	35	25	31	34	45	41	39	386
Screening - Retrieving Abandoned/Confiscated	1	2	1	2	3	2	4	4	3	3	3	2	30
Screening - Security Breach	1		1	1	1	1		1	2			1	9
Screening - Traveling with Cash			1				1						2
SIDA (Security Identification Display Area)		1				1					2	1	5
SIDA (Security Identification Display Area) - General		1				1					2	1	5
Transcriptions						1			1				2
Transcriptions - Claim Form Request						1			1				2
TSA Contact Information							1	1					2
TSA Contact Information - General							1	1					2
TWIC	4	7	7	14	4	13	28	14	11	14	19	12	147
TWIC - General	2	3	5	7	2	7	18	10	7	11	12	5	89
TWIC - Status	2	4	2	7	2	6	10	4	4	3	7	7	58
<b>2025</b>	<b>14,786</b>												<b>14,786</b>
Additional Information Required/Insufficient Information	17												17
Additional Information Required/Insufficient Information	17												17
Airline	44												44
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service	42												42
Airline - Wheelchair Assistance	1												1
Cargo	1												1
Cargo - Indirect Air Carrier (IAC)	1												1
Civil Rights	4												4
Civil Rights - Not Specified	1												1
Civil Rights - Sexual Orientation - Not Transferred	1												1
Civil Rights - Transgender Screening	2												2
Claims	11												11
Claims - General	2												2
Claims - Status	9												9
CLEAR	7												7
CLEAR - Registered Traveler	1												1
CLEAR - TSA PreCheck Application Program	6												6
Customer Service	14												14
Customer Service - Others	4												4
Customer Service - TCC	3												3
Customer Service - TSO	7												7
DHS TRIP	27												27
DHS TRIP - General	26												26
DHS TRIP - Status	1												1
Expedited Passenger Screening Program	14,194												14,194
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	33												33
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	2,554												2,554
Expedited Passenger Screening Program	11,557												11,557
Expedited Passenger Screening Program	45												45
General Aviation	1												1
General Aviation - Flight Training Security	1												1
Hazardous Materials Safety	7												7
Hazardous Materials Safety - General	7												7
HAZMAT Endorsement	18												18
HAZMAT Endorsement - General	4												4
HAZMAT Endorsement - Status	14												14
Human Capital	8												8
Human Capital - Prospective Employment	8												8
Locks	6												6
Locks - Missing or Damaged Lock	6												6
Lost and Found	15												15
Lost and Found - Airport/TSA	15												15
Mishandling of Passenger Property	23												23
Mishandling of Passenger Property - Damaged	13												13
Mishandling of Passenger Property - Damaged	8												8
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Disappearance	1												1
No Jurisdiction	253												253
No Jurisdiction - No Referral	43												43
No Jurisdiction - Refer to CBP	174												174
No Jurisdiction - Refer to Department of State	2												2
No Jurisdiction - Refer to FAA	6												6
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 - General	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 Sp	3												3
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Medical D	2												2
Persons w/ Disabilities (PWD) - Medically	3												3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	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 It	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
<b>Total</b>	<b>49,824</b>	<b>27,073</b>	<b>27,955</b>	<b>25,632</b>	<b>26,017</b>	<b>30,908</b>	<b>30,039</b>	<b>31,156</b>	<b>29,855</b>	<b>30,727</b>	<b>32,246</b>	<b>32,300</b>	<b>373,732</b>