

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE	5	9	6	5	8	9	8	15	13	14	16	8	116
2016				1		1	2	2	2	2	4	2	16
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1		1			1		3
Locks - Missing or Damaged Lock						1		1			1		3
Mishandling of Passenger Property				1			1			1	3	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1			1	2	2	7
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2017	1	2	3	1	4	3	1	3	3	2	4	1	28
Customer Service								1	2		1		4
Customer Service - Others											1		1
Customer Service - TSO								1	2				3
Locks						2							2
Locks - Missing or Damaged Lock						2							2
Mishandling of Passenger Property	1	2	2	1	2	3		1	1	2	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2	2	1	2	2		1	1	2	2		16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage						1						1	2
Patdown							1						1
Patdown - Flyer							1						1
Screening			1					1			1		3
Screening - Inconsistency			1										1
Screening - Procedures/Process								1			1		2
2018	1	3	3	2	3	5	3	3	2	5	3	3	36
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1					1	1		1	1	1		6
Customer Service - Others							1						1
Customer Service - TSO	1					1			1	1	1		5
Locks		2					1						3
Locks - Missing or Damaged Lock		2					1						3
Mishandling of Passenger Property			2	1	1	1	1	1		2	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2		1	1	1	1		1	1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1						1			2
Patdown			1	1	1								3
Patdown - Flyer			1	1	1								3
Property - Special Handling		1								1	1	1	4
Property - Special Handling - Damaged Items - Checked Baggage		1									1	1	3
Property - Special Handling - Missing Items - Checked Baggage										1			1
Screening					1	2		2	1	1			7
Screening - Inconsistency					1								1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						2		2		1			5
2019	3	4		1	1		2	7	6	5	5	2	36
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1			1				3				1	6
Customer Service - Others								3					3
Customer Service - TSO	1			1								1	3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	2	2						1	2	1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1						1	1		2	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Checked Baggage		1							1				2
Patdown										1			1
Patdown - Children										1			1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Property - Special Handling		1					1	1	1	2	1		7
Property - Special Handling - Damaged Items - Checked Baggage									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked Baggage		1						1		2			4
Screening		1			1				2	1	1		6
Screening - Inconsistency		1											1
Screening - Procedures/Process						1			2	1	1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABI	2	3	3	1	2	3	5	2	5	5	2	4	37
2016					1	3	5	2	5	1	1	1	6
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property						1			1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1			1	3
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2017		1	1				1		1			1	5
Mishandling of Passenger Property		1					1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missi		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2018		1	1			1	1	1	2		2		9
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1					1				2
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1				1
2019	2	1	1	1		2	3		2	2	1	2	17
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Screening of Religious or Cultural Garments										1			1
Customer Service	1		1				1					2	5
Customer Service - Others							1					2	3
Customer Service - TSO	1		1										2
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Dam		1									1		2
Persons w/ Disabilities (PWD)			1		1			2					4
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling							2		1				3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked							1		1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABQ	80	61	72	75	57	84	76	74	87	84	79	71	900
2016				11	19	15	25	28	20	23	20	20	181
Civil Rights						2				3	1		6
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination						1				2	1		4
Civil Rights - Transgender Screening										1			1
Customer Service				2	4		6	4	5			1	22
Customer Service - CSM									1				1
Customer Service - Others							1	1	1				3
Customer Service - TSO				2	4		5	3	3			1	18
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						2	1	2		2	1	2	10
Locks - Missing or Damaged Lock						2	1	2		2	1	2	10
Mishandling of Passenger Property				9	10	8	16	14	12	12	13	12	106
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	9	7	14	12	12	11	10	11	93
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	1		2	2			2	1	10
Patdown					1	2	1	1	1		1		7
Patdown - Flyer					1	2	1	1	1		1		7
Persons w/ Disabilities (PWD)										1	3	1	5
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Screening					4	1	1	6	2	5	1	4	24
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency								1		1		1	3
Screening - Lengthy Lines				1				1		1			3
Screening - Procedures/Process					2		1	4	2	3	1	3	16
Screening - Retrieving Abandoned/Confiscated Items						1							1
2017	21	22	34	23	23	26	17	18	23	17	14	16	254
Civil Rights			2		3	2		2		1		1	11
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination					3	2		1					6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1			2
Civil Rights - Transgender Screening			1										1
Customer Service	1		3			2		4	3	1	2	2	18
Customer Service - Others											1		1
Customer Service - TSO	1		3			2		4	3	1	1	2	17
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks	3	5	2	2	1		2		1	2		1	19
Locks - General		1								1			2
Locks - Missing or Damaged Lock	3	4	2	2	1		2		1	1		1	17
Mishandling of Passenger Property	15	12	22	11	12	16	6	9	9	9	6	7	134
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	4	3	1	1	4		1		1			16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	11	8	17	10	9	11	5	5	7	8	6	4	101
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3		2		2	1	1	3	2			2	16
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown				2	1	4	2	1	1		1		12
Patdown - Children						1							1
Patdown - Flyer				2	1	2	2	1	1		1		10
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				2	3			1	1	1			8
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) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Property - Special Handling							5	1	5	2	3	2	18
Property - Special Handling - Damaged Items - Checked							2	1	3	2	2	1	11
Property - Special Handling - Missing Items - Carry-On							1				1		2
Property - Special Handling - Missing Items - Checked							2		2			1	5
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	4	4	6	3		2		3		2	3	29
Screening - Inconsistency		1		1			1						3
Screening - Lengthy Lines			2						1				3
Screening - Procedures/Process	2	3	2	5	3		1		2			3	23
2018	30	19	23	24	11	20	17	16	21	23	24	13	241
Civil Rights	1		1		1			1			1		5
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination	1				1			1					3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	4	2	1	2	1	1	4	1	1	1	2	2	22
Customer Service - TSO	4	2	1	2	1	1	4	1	1	1	2	2	22

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	1		1	2	2	2	2		3	1	1	17
Locks - General										1			1
Locks - Missing or Damaged Lock	2	1		1	2	2	2	2		2	1	1	16
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	13	8	8	13	3	4	6	3	9	11	10	5	93
Mishandling of Passenger Property - Damaged/Missing		1	1		1		1		1	1			6
Mishandling of Passenger Property - Damaged	12	7	5	11		4	4	1	4	7	4	4	63
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1								1	1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2	2	2		1	2	3	2	5	1	20
Patdown		1		1			3	1		1	2	1	10
Patdown - Flyer		1		1		1	1			1	2		7
Patdown - Flyer as Observer						1						1	2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1		2	1		3	1	2			1	1	12
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Person				1		1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility [e.g., Cane, Walker]	1											1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1					2
Property - Special Handling	6	6	9	4	1	4	1	2	8	3	5	2	51
Property - Special Handling - Damaged Items - Carry-on		1	1					1		1	1		5
Property - Special Handling - Damaged Items - Checked Baggage	2	1	3	1	1	3			4	1		1	17
Property - Special Handling - Missing Items - Carry-on	2		1	2									5
Property - Special Handling - Missing Items - Checked Baggage	2	4	4	1		1	1	1	4	1	4	1	24
Screening	3	1	2	2	3	3	2	5	3	3	2	1	30
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines									2				2
Screening - Procedures/Process	2	1	2	1	3	3	2	5		2	2	1	24
Screening - Security Breach	1			1									2
2019	29	20	15	17	4	23	17	12	23	21	21	22	224
Civil Rights		1		2	1	1		1	1			2	9
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discrimination		1				1		1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening				1									1
Customer Service	2	1				3	1		2	2	1	2	14
Customer Service - TSO	2	1				3	1		2	2	1	2	14
Locks	2	3	2			1	1				2	1	12
Locks - Missing or Damaged Lock	2	3	2			1	1				2	1	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	12	5	7	8	2	8	5	4	10	9	10	10	90
Mishandling of Passenger Property - Damaged/Missing		1							1	1	1		4
Mishandling of Passenger Property - Damaged	10	4	6	8		8	2	1	7	8	7	6	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on	2		1		2		3	2	2		2	4	18
Patdown	2	1				2	1	1	2	2	3	1	15
Patdown - Flyer	2					2	1	1	1	2	3	1	13
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												2	2
Property - Special Handling	7	4	5	3		3	4	3	5	5	2	2	43
Property - Special Handling - Damaged Items - Carry-on		2	1					1		1			5
Property - Special Handling - Damaged Items - Checked Baggage	2	1	1			1	1	1	3	3	1		14
Property - Special Handling - Missing Items - Carry-On		1					1						2
Property - Special Handling - Missing Items - Checked Baggage	5	1	2	3		2	2	1	2	1	1	2	22
Screening	4	5	1	3		3	4	2	3	3	3	2	33
Screening - Inconsistency	1	1					1						3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	3	3	1	3		3	3	1	3	3	2	2	27
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach											1		1

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ABR	1	1	1	2	1	1	1	1	1	2		2	14
2016				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
2017		1				1						1	3
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2018			1	1	1		1	1					5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Screening						1							1
Screening - Inconsistency						1							1
2019	1								1	1		1	4
Mishandling of Passenger Property	1								1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY	4	4		4	10	5	11	7	3	8	6	4	66
2016				2	2		5		1	1	6	3	14
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				2	2		2		1	1		2	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2		2			1		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1					1	2
Patdown - Flyer							1					1	2
2017	2				3	1		1	1	4	3		15
Customer Service										1			1
Customer Service - TSO										1			1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	2				2			1	1	2	3		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1				2			1	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Item	1									2	1		4
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2018	2	2		2	2	3	3	4		2	2	1	23
Mishandling of Passenger Property		2		2	2		2	2		1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1		2	1			1			1	1	7
Mishandling of Passenger Property - Disarrayed Item		1			1		2	1		1			6
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling		2					1	2			1		6
Property - Special Handling - Damaged Items - Checked		2					1	1					4
Property - Special Handling - Missing Items - Checked								1			1		2
Screening						2				1			3
Screening - Procedures/Process						2				1			3
2019		2			3	1	3	2	1	1	1		14
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			1		2		2	1	1		1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1		2		1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling					1		1	1		1			4
Property - Special Handling - Damaged Items - Checked					1			1		1			3
Property - Special Handling - Missing Items - Checked							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK					2		1	2	6	6	13	8	38
2016								1	2	1		2	6
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1	1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1	1		1	4
2017					1		1		2	1	3	2	10
Customer Service											2		2
Customer Service - TSO											2		2
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	2
Patdown							1			1			2
Patdown - Children							1						1
Patdown - Flyer										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening									2			1	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process									2				2
2018					1			1	2	2	6	2	14
Customer Service											3		3
Customer Service - TSO											3		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening								1	1	1	1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1			3
2019										2	4	2	8
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										2	2	1	5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT	2	4	7	6	4	8	3	2	8	6	7	3	60
2016						2	3	3	1	1	3	2	12
Customer Service							1		1				2
Customer Service - TSO									1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property						2	1	1			2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1	1			2	2	8
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
2017	1	2	3	1	2	1			2	2	1		15
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Mishandling of Passenger Property	1	1	2			2	1		1				8
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Dam	1		2			1	1			1			6
Property - Special Handling									1	2			3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Carry-On										1			1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
2018	1		2	3		3	2	1	1	1	1	1	16
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		1	2		2	1		1			1	9
Mishandling of Passenger Property - Dam	1		1	1		1	1		1			1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1							2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			1	1							1		3
Property - Special Handling - Damaged Items - Checked			1							1			2
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2019		2	2	2		1	1		4	3	2		17
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Locks						1			2	1			4
Locks - Missing or Damaged Lock						1			2	1			4
Mishandling of Passenger Property		1	1				1			1	2		6
Mishandling of Passenger Property - Damaged/Missii		1	1				1			1	2		6
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1					1				2
Screening - Procedures/Process				1					1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV		1			1	2	2	1	3	2		2	14
2016					1	1		1	1	1		1	6
Mishandling of Passenger Property					1	1		1	1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1		1		1	5
2017						1				1			2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2018							2						2
Customer Service							1						1
Customer Service - TSO							1						1
Screening							1						1
Screening - Procedures/Process							1						1
2019		1							2			1	4
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling			1									1	2
Property - Special Handling - Missing Items - Carry-C			1									1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACY	16	7	19	17	13	22	12	9	14	21	16	15	181
2016				3	4	13	3	3	5	3		5	39
Civil Rights						1		1					2
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1		2	1	1	2			1	8
Customer Service - TSO				1		2	1	1	2			1	8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				2	2	3	2		3	2		3	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		2			2	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1	2		1	1		2	10
Patdown						1			1				2
Patdown - Flyer						1			1				2
Persons w/ Disabilities (PWD)						1	1					1	3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Screening							6						6
Screening - Lengthy Lines							3						3
Screening - Procedures/Process							3						3
2017	5	3	5	2	3	3	1	2	3	11	9	7	54
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1	2					2	4	2	2	14
Customer Service - TSO	1		1	2					2	4	2	2	14
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks			1								1		2
Locks - Missing or Damaged Lock			1								1		2
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property	3	1	2		1	3		1		1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Mishandling of Passenger Property - Dam	3	1	1		1	2		1		1	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown	1				1			1	1	1	1	1	8
Patdown - Flyer	1		1		1			1	1	1			6
Patdown - Flyer as Observer												1	1
Patdown - General											1		1
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1								2	2	2	7
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1							1		2	4
2018	5		10	10	4	1	5	2	5	3	3	3	51
Civil Rights	1			1								1	3
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		2	3	4		2	1		1	2		16
Customer Service - TSO	1		2	3	4		2	1		1	2		16
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown	2			1			1					1	5
Patdown - Flyer	2			1			1					1	5
Persons w/ Disabilities (PWD)	1		1				1		3	2			8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Can			1										1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1									1			2
Property - Special Handling			1	3					1				5
Property - Special Handling - Missing Items - Carry-On			1	1					1				3
Property - Special Handling - Missing Items - Checked				2									2
Screening			6	1			1		1		1	1	11
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency			2										2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			2				1		1		1	1	6
2019	6	4	4	2	2	5	3	2	1	4	4		37
Civil Rights	1	2		1			1			1			6
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination	1						1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1		1									2
Civil Rights - Sexual Orientation - Not Transgender		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1	1	1			1			1				5
Customer Service - TSO	1	1	1				1		1				5
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1	1					1				1		4
Patdown - Flyer	1	1						1				1	4
Persons w/ Disabilities (PWD)				1			2	1	1		1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1				2
Property - Special Handling		1					1				2		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Item													1
Property - Special Handling - Missing Items - Checked							1				1		2
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		1		2	1			1	1			2	8
Screening - Inconsistency				1									1
Screening - Procedures/Process		1		1	1			1	1			1	6
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADK	2	2								1		1	6
2017										1			1
Locks										1			1
Locks - General										1			1
2018												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2019	2	2											4
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	4	1	2		2	2	4	1	2	2	1	4	25
2016							1			1	1	1	4
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown										1			1
Patdown - Flyer										1			1
Screening											1	1	2
Screening - Inconsistency												1	1
Screening - Security Breach											1		1
2017			1							1		3	5
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--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown												1	1
Patdown - Flyer												1	1
2018	3		1		1	1	3		1				10
Mishandling of Passenger Property	1						3		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1				3
Mishandling of Passenger Property - Disa	1						1						2
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1		1		1								3
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process	1												1
2019	1	1			1	1		1	1				6
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1		1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	4	5	2	6	3	4	5	4	4		4	2	43
2016				1	1	2	1	2	1				8
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								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening						1			1	1			3
Screening - Inconsistency									1				1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2017	1	2	1	3	1	2	2		1		2	1	16
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service							2	1		1			4
Customer Service - TSO							2	1		1			4
Mishandling of Passenger Property	1	1	1	2	1						1		7
Mishandling of Passenger Property - Dam	1	1	1	2	1						1		7
Screening		1		1			1					1	4
Screening - Inconsistency											1		1
Screening - Procedures/Process			1	1			1						3
2018	3	2	1			1		1	1	2		1	12
Customer Service	1	1											2
Customer Service - TSO	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/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1	1											2
Property - Special Handling	1					1					1		3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
2019		1		2			1	1			1	1	7
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service			1						1		1		3
Customer Service - TSO			1						1		1		3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	9	5	6	8	8	11	16	13	13	7	5	8	109
2016				1	4	1	4	5	3	2		2	22
Civil Rights							2						2
Civil Rights - Transgender Screening							2						2
Customer Service									1				1
Customer Service - Others									1				1
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property				1	2	1	2	4	1	2		1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	1	2	3				1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Screening						1		1	1				3
Screening - Procedures/Process								1	1				2
Screening - Retrieving Abandoned/Confiscated Items						1							1
2017		3		2	1	1	2	3	4	2	2	2	22
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1						2	4		1		8
Customer Service - Others									1		1		2
Customer Service - TSO		1						2	3				6
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property		2		1	1					1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
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
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2018	5	2	5	2		4	6	1	1	1		1	28
Customer Service			2	1		1	2			1		1	8
Customer Service - Others				1									1
Customer Service - TSO			2			1	2			1		1	7
Mishandling of Passenger Property	3						2						5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2												2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1						2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1												1
Property - Special Handling	1	2				1	1		1				6
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked		2				1							3
Property - Special Handling - Missing Items - Carry-On	1								1				2
Screening			3	1		2	1	1					8
Screening - Inconsistency							1						1
Screening - Lengthy Lines			2			1							3
Screening - Procedures/Process			1	1		1		1					4
2019	4		1	3	3	5	4	4	5	2	3	3	37
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1			1	1	2		1	2			1	9
Customer Service - Others									1				1
Customer Service - TSO	1			1	1	2		1	1			1	8
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1			1	2		1			1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1	2		1					1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1			1	1	1				1	5
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1			1		1					3
Screening	1					1		2	1	1	1		7
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1								1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items								2					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			2
2017									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AKN									2	8	2		12
2016										1	2		3
Mishandling of Passenger Property										1	2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2017										2			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2018									1	2			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked										1			1
2019									1	3			4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALB	46	39	52	34	34	32	49	51	43	66	78	42	566
2016				6	12	11	16	22	14	14	25	13	133
Civil Rights						1	2					1	4
Civil Rights - Racial Profiling or Discrimination						1	2					1	4
Customer Service				1	2	4	5	12	5	2	1	2	34
Customer Service - CSM												1	1
Customer Service - Others					1	3	4	10	3	2		1	24
Customer Service - TSO				1	1	1	1	2	2		1		9
Locks								2	1		4		7
Locks - General								1					1
Locks - Missing or Damaged Lock								1	1		4		6
Mishandling of Passenger Property				2	6	5	8	3	6	11	19	9	69
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	6	3	7	2	6	10	13	8	57
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					5	1	7
Patdown				3			1						4
Patdown - Flyer				3			1						4
Persons w/ Disabilities (PWD)					1					1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening					3	1		5	2		1	1	13
Screening - Lengthy Lines						1		2					3
Screening - Procedures/Process					3			3	2		1	1	10
2017	15	16	18	15	10	3	15	10	13	10	14	9	148
Civil Rights		1	1			1	1					1	5
Civil Rights - Racial Profiling or Discrimination		1	1			1						1	4
Civil Rights - Transgender Screening							1						1
Customer Service	1		1	3		1	1	1	1	1	1	2	13
Customer Service - Others				1				1	1	1	1	1	6
Customer Service - TSO	1		1	2		1	1					1	7
Locks	2	1		2			1		2	1			9
Locks - General	1			1									2
Locks - Missing or Damaged Lock	1	1		1			1		2	1			7
Mishandling of Passenger Property	11	10	13	8	10	1	4	6	4	2	8	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	9	8	9	4	6	1	4	5	3	2	8		59
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	2	3	4	4			1	1			1	17
Patdown		1		1			1	3	1	2	1		10
Patdown - Flyer		1					1	3	1	2	1		9
Patdown - General				1									1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling							4		2	3	2	2	13
Property - Special Handling - Damaged Items - Checked							1		1		1		3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							2		1	3	1	2	9
Request for Assistance							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening	1	3	3	1			2		1	1	2	2	16
Screening - Inconsistency							2					1	4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	3	1	1						1	2	1	10
Screening - Security Breach			1										1
2018	18	9	15	4	5	10	7	7	8	13	22	9	127
Civil Rights						1					3		4
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service	2	2	3	3		3		1	1	2	2		19
Customer Service - Others	1	1	2	2		1			1	1	2		11
Customer Service - TSO	1	1	1	1		2		1		1			8
Locks			2		1	1					1		5
Locks - Missing or Damaged Lock			2		1	1					1		5
Mishandling of Passenger Property	8	6	6	1	1	2	5	3	5	4	6	5	52
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	4	1	1	1	1	3	5	2	3	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3	1	2				4			1	1		12
Patdown	2				2			2	1	2	4	2	15
Patdown - Flyer	2				1			2	1	1	4	2	13
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3					1		1	1	2	3		11
Persons w/ Disabilities (PWD) - Cancer (genetic testing)	2												2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											3		3
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	1	3			1	2			1	3	1	13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked							1				2	1	4
Property - Special Handling - Missing Items - Carry-On			1								1		2
Property - Special Handling - Missing Items	1		2			1	1			1			6
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2		1			1				1	1	1	7
Screening - Inconsistency			1							1			2
Screening - Procedures/Process	2					1					1	1	5
2019	13	14	19	9	7	8	11	12	8	29	17	11	158
Civil Rights								1			2		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	2	1	2	1	3		1	3	3	3			19
Customer Service - Others		1			1		1	1	1				5
Customer Service - TSO	2		2	1	2			2	2	3			14
Locks	2					1			1	1		4	9
Locks - Missing or Damaged Lock	2					1			1	1		4	9
Mishandling of Passenger Property	5	6	8	3	3	1	2	2	3	9	8	2	52
Mishandling of Passenger Property - Dam	1	1	2										4
Mishandling of Passenger Property - Dam	4	4	6	3	3		1	2	1	7	6	2	39
Mishandling of Passenger Property - Damaged/Missi	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	2	2		7
Patdown	1	1		2			1			6	3		14
Patdown - Flyer	1	1		2			1			5	3		13
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2			1		1		1		2	2		9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Imp	2			1						1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	6	1		1	3	2	1	5	2	3	30
Property - Special Handling - Damaged It	1	1		1									3
Property - Special Handling - Damaged Items - Check	2	2	2					2		1	1	2	10
Property - Special Handling - Missing Items - Checke	2	4				1	3		1	4	1	1	17
Screening		1	3	1	1	4	4	3		3		2	22
Screening - Inconsistency		1	1										2
Screening - Procedures/Process			2	1	1	3	4	3		3		2	19
Screening - Security Breach						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO	2	1	4	2		2	2	2		6	4	2	27
2016							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)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
2017	2		4	1		2	1			1	1		12
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		4	1		1				1			8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		3	1		1							6
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1							1			2
Patdown	1					1							2
Patdown - Flyer	1					1							2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2018				1						4		1	6
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening										3			3
Screening - Procedures/Process										2			2
Screening - Security Breach										1			1
2019		1						1		1	2	1	6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1	1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process											1	1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS						1		2		1		1	5
2016								2					2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2018										1			1
Customer Service										1			1
Customer Service - TSO										1			1
2019						1							2
Customer Service												1	1
Customer Service - TSO												1	1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	2	5	4	5	6	8	4	4	3	6	11	5	63
2016					1	1	2	1	2	2	4	2	15
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property					1		2	1	2		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1	1	1		1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown											2		2
Patdown - Flyer											2		2
Screening						1				1	1		3
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process										1			1
2017				1	2	1	1	1	1	1		2	10
Customer Service									1				1
Customer Service - TSO									1				1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1		1	1	1				1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1							1
Screening - Procedures/Process						1							1
2018	2	2	3	2	2	3		2		1	3	1	21
Mishandling of Passenger Property	1		2	1		3		1			1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		2	1				1				1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3					1		4
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1	1	2						1		6
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Checked				1	1						1		3
Screening	1							1		1	1		4
Screening - Procedures/Process	1							1			1		3
Screening - Security Breach										1			1
2019			3	1	2	1	3	1		2	4		17
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Mishandling of Passenger Property			1		2		1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1		1					1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling			1			1	1						3
Property - Special Handling - Missing Items - Checked			1			1	1						3
Screening				1			1				3		5
Screening - Procedures/Process				1			1				3		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	6	3	7	7	11	9	10	11	11	7	8	8	98
2016				2	5	3	2	3	3	1	2	3	24
Customer Service					1				1			1	3
Customer Service - Others												1	1
Customer Service - TSO					1				1				2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues								1					1
Mishandling of Passenger Property				2	3	2	1	1	1	1		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3	2	1	1	1				10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown									1				1
Patdown - Flyer									1				1
Screening					1	1	1		1			1	7
Screening - Inconsistency											2	1	1
Screening - Procedures/Process					1	1	1						3
Screening - Security Breach										1		1	3
2017	4		2	4	2	3	3	3	2	3	2	1	29
Customer Service			1	1		1			1				4
Customer Service - TSO			1	1		1			1				4
Human Capital										1			1
Human Capital - Current Employee										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3			1	2	1	1	1		2	2	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2			1	2	1	1	1		1	2	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown				2			1						3
Patdown - Flyer				1			1						2
Patdown - Flyer as Observer				1									1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1					1	1	1					4
Screening - Inconsistency								1					1
Screening - Procedures/Process	1					1		1					3
2018	1	1	4		1	3	3	4	4	1	3	2	27
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			2		1	2		2	1				8
Customer Service - Others			1		1				1				3
Customer Service - TSO			1			2		2					5
Mishandling of Passenger Property	1						1		1		2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1						1		1		2		5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening			2			1	2	1			1	1	8
Screening - Procedures/Process			2				1	2	1			1	7
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019	1	2	1	1	3		2	1	2	2	1	2	18
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1				1		1	1	1		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				1		1	1	1			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Property - Special Handling		1		1	1					1			4
Property - Special Handling - Missing Items - Checked		1		1	1					1			4
Screening					1					1			2
Screening - Procedures/Process					1					1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	55	40	54	62	47	53	53	67	93	122	139	79	864
2016				18	16	11	11	16	19	35	24	16	166
Customer Service				5	4	2	1	2	3	4	2	3	26
Customer Service - TSO				5	4	2	1	2	3	4	2	3	26
Identification (ID) Requirements										1			1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks					2		1		1		2		6
Locks - Missing or Damaged Lock					2		1		1		2		6
Mishandling of Passenger Property				12	3	7	9	9	9	22	17	11	99
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1	1	1	1	2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	3	6	8	8	8	15	17	10	85
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1						5		1	7
Patdown				1	2	1		1	1	1		1	8
Patdown - Flyer				1	2	1		1	1	1		1	8
Persons w/ Disabilities (PWD)					2			2	2	3			9
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Service Animals						1					1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1			2
Screening					3	1		2	2	5	3	1	17
Screening - Inconsistency					1	1				1			3
Screening - Lengthy Lines					1			2	1		1		5
Screening - Procedures/Process					1				1	4	2	1	9
2017	19	11	21	19	13	17	18	13	17	30	44	21	243
Civil Rights				1					1		1	1	4
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination				1					1		1		3
Customer Service	4	1	3	2	2	2	1	3	3	3	7	2	33
Customer Service - CSM	1												1
Customer Service - Others									1		1		2
Customer Service - TSO	3	1	3	2	2	2	1	3	2	3	6	2	30
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks	3		1	2	1		1	1		2	4	6	21
Locks - General	1										2		3
Locks - Missing or Damaged Lock	2		1	2	1		1	1		2	2	6	18
Mishandling of Passenger Property	4	8	13	13	7	10	5	3	8	12	18	7	108
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1			1	1	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	4	12	12	7	7	5	3	7	8	12	5	86
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Item		4	1			2				2	4	2	15
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown		1			1	1	2	1			1	1	8
Patdown - Flyer		1			1	1	2	1			1	1	8
Persons w/ Disabilities (PWD)	3		2				1			2	1		9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							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) - Touch Aversion	3		1										4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1							1			2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Firearm/Ammunition						1							1
Property - Special Handling							3	3	2	2	9	3	22
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked							2	2	1		2	1	8
Property - Special Handling - Missing Items - Carry-On											1	1	2
Property - Special Handling - Missing Items - Checked							1	1	1	2	5	1	11
Screening	5	1	2	1	2	3	5	1	3	8	3	1	35
Screening - Children										1			1
Screening - Inconsistency						1			2	2		1	6
Screening - Lengthy Lines					1	1				1	1		4
Screening - Procedures/Process	5		2	1	1	1	5	1	1	4	2		23
Screening - Security Breach		1											1
2018	18	19	20	13	8	10	15	20	26	22	39	15	225
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	1	2				1		5	4	6	2	24
Customer Service - TSO	3	1	2				1		5	4	6	2	24
Locks		1			1				3	2	1	1	9
Locks - Missing or Damaged Lock		1			1				3	2	1	1	9
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	7	6	9	6	4	2	6	5	5	10	19	7	86
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	7	6	8	3	4	2	5	5	5	9	15	4	73
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	3			1			1	4	3	13
Patdown		1	2	1	1	2		2	1	1	3	1	15
Patdown - Flyer		1	2	1	1	2		2	1	1	2	1	14
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1		2		1	3			2		9
Persons w/ Disabilities (PWD) - General								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	4	2	2	1		3	4	6	5	2	4	3	36
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked Baggage	1	1	1	1		1	2	3		1	2		13
Property - Special Handling - Missing Items - Carry-On						1			1		1		4
Property - Special Handling - Missing Items - Checked Baggage	3	1	1			1	2	2	4	1	1	2	18
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	6	6	5	2		3	3	4	6	3	4		42
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines	4		1	1		2	2	1	2				13
Screening - Procedures/Process	2	6	4	1		1	1	2	3	3	3		26
Screening - Retrieving Abandoned/Confiscated Items									1				1
2019	18	10	13	12	10	15	9	18	31	35	32	27	230
Civil Rights	3		2		2						1	1	9
Civil Rights - Age											1		1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	1		1									1	3
Civil Rights - Sex/Gender/Gender Identity	1		1		2								4
Customer Service	2		1	1	1	1		2	6	3	4	2	23
Customer Service - TSO	2		1	1	1	1		2	6	3	4	2	23
Locks	1				1	2			1	1	1	1	8
Locks - Missing or Damaged Lock	1				1	2			1	1	1	1	8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	4	5	3	6	3	4	2	6	7	10	14	6	70
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	4	3	6	2	4	2	6	3	9	10	4	57
Mishandling of Passenger Property - Disarrayed Item		1			1				3		3	1	9
Patdown		1	1	1		3	1			3	1		11
Patdown - Children										1			1
Patdown - Flyer		1	1			3	1			2	1		9
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2		2		1	2			3	2		1	13
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes			1						2				3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	4	3	3	3	2	2	6	7	12	10	8	11	71
Property - Special Handling - Damaged Items - Carry-On				1				1	2	1		1	6
Property - Special Handling - Damaged Items - Checked Baggage	1		2	1	2	1	3	2	2	4	5	3	26
Property - Special Handling - Missing Items - Carry-On	1							1	1	1	1	2	7
Property - Special Handling - Missing Items - Checked Baggage	2	3	1	1		1	3	3	7	4	2	5	32
Screening	2	1	1	1		1		3	2	5	3	5	24
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines	1									2		1	4
Screening - Procedures/Process	1		1			1		3	1	2	2	4	15
Screening - Security Breach									1		1		2
Screening - Shoe Screening		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AOO		1											1
2017		1											1
Customer Service		1											1
Customer Service - TSO		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	2	2				1	1			2	1	1	10
2016						1					1		2
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
2017		1	1										2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
Screening			1										1
Screening - Procedures/Process			1										1
2018							1					1	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening							1						1
Screening - Lengthy Lines							1						1
2019	1	1								2			4
Mishandling of Passenger Property	1	1								2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1							1			2
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling		1								1			2
Property - Special Handling - Damaged It		1								1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	2	4	1	2	2	2	1	3	4	6	3	30	
2016				1	1			1	1	2		6	
Mishandling of Passenger Property				1	1			1	1	2		6	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1			1		2		5	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	
2017	1				1		1	2	1	1	2	9	
Customer Service	1				1							1	3
Customer Service - TSO	1				1							1	3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Checked							1	1					2
Screening													1
Screening - Procedures/Process													1
2018	1	1							1	2		5	
Mishandling of Passenger Property	1										2		3
Mishandling of Passenger Property - Dam	1										2		3
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Checke			1							1			2
2019		3	1	1		2			1	1	1	10	
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling		2		1		1							4
Property - Special Handling - Missing Items - Checke		2		1		1							4
Screening		1									1	1	3
Screening - Procedures/Process											1	1	2
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	2	2	5	5	10	11	3	1	7	3	5	4	58
2016				1	5	6	2		2	1	2	3	22
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1		2							3
Customer Service - Others				1									1
Customer Service - TSO						2							2
Locks					1	1	1			1	1	1	6
Locks - General							1						1
Locks - Missing or Damaged Lock						1	1			1	1	1	5
Mishandling of Passenger Property						3	2		1		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						3	2				1	1	7
Patdown									1				1
Patdown - Flyer										1			1
Screening						1	1	1					3
Screening - Procedures/Process						1	1	1					3
2017			3	1	2	1		1	1		3	1	13
Customer Service			1			1					2		4
Customer Service - TSO			1			1					2		4
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling								1	1		1		3
Property - Special Handling - Missing Items - Checked								1	1		1		3
Screening			1		1							1	3
Screening - Procedures/Process			1		1							1	3
2018		1	2	3	2	1	1		1	1			12
Customer Service			1	1	1								3
Customer Service - Others					1								1
Customer Service - TSO			1	1									2
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missii			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1									1
Screening - Lengthy Lines				1									1
2019	2	1			1	3			3	1			11
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	2					1			2	1			6
Mishandling of Passenger Property - Dam	2					1			2	1			6
Patdown					1				1				2
Patdown - Flyer					1				1				2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	575	578	568	750	644	803	756	893	746	756	744	630	8,443
2016				192	174	234	235	258	179	199	188	174	1,833
Civil Rights				3	3	7	5	8	3	6	4	3	42
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Constitutional Rights									1				1
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Headwear							1						1
Civil Rights - National Origin								1		2			3
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				2	2	6	2	6	1	3	3	2	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1					1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening							1	1					2
Customer Service				39	39	41	45	55	43	37	40	34	373
Customer Service - CSM								1		1			2
Customer Service - Others				5	10	7	13	12	10	5	4	3	69
Customer Service - TSO				34	29	34	32	42	33	31	36	31	302
Identification (ID) Requirements				2	1	1		1					6
Identification (ID) Requirements - Domestic				1	1	1		1					5
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				6	8	11	12	5	5	10	11	6	74
Locks - General					1				1				2
Locks - Missing or Damaged Lock				6	7	11	12	5	4	10	11	6	72
Lost and Found				3	6	6	3	2	5	1	5	3	34
Lost and Found - Airport/TSA				3	6	6	3	2	5	1	5	3	34
Mishandling of Passenger Property				105	72	101	100	113	107	117	107	103	925
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				19	20	25	21	18	22	19	19	15	178
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				84	51	72	77	85	79	91	86	83	708
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									2	1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	1	4	2	10	4	6	1	4	34
Patdown				1	4	2	4	5	1	6	4	5	32
Patdown - Children										1			1
Patdown - Flyer				1	2	1	4	5	1	4	3	5	26
Patdown - Flyer as Observer					2	1				1	1		5
Persons w/ Disabilities (PWD)				3	4	4	4	4	2	3	3	3	30
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							2						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							2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2	1		1					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2				1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1	1			2
Persons w/ Disabilities (PWD) - Visual Impairment					1					2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		2			1	1	5
Prohibited & Permitted Items										2		1	3
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
Request for Assistance								1		1			2
Request for Assistance - Other								1		1			2
Screening				29	37	61	62	64	13	16	14	15	311
Screening - Crew Member or Airline Employee				2		1		1			1		5
Screening - Gate Pass											1		1
Screening - Inconsistency				2		4	1	3	2	2		1	15
Screening - Lengthy Lines				17	31	42	42	46	4	4	1	2	189
Screening - Military								1					1
Screening - Procedures/Process				8	6	11	19	10	7	10	10	11	92
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach						3		2			1	1	7
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2017	188	192	213	231	170	211	179	209	190	221	207	171	2,382
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	3	3	4	7	3	7	4	5	1	2	2	7	48
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns							1	1				1	3
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimination	3	3	4	5	3	5	3	1	1	2	2	6	38
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Transgender Screening								2					2
Customer Service	45	53	46	35	41	48	38	54	53	51	46	36	546
Customer Service - CSM		1		1									2
Customer Service - Others	6	10	7	5	6	3	5	9	4	3	3	7	68
Customer Service - TSO	39	42	39	29	35	45	33	45	49	48	43	29	476
Human Capital											1		1
Human Capital - Current Employee											1		1
Identification (ID) Requirements			1	1	1								3
Identification (ID) Requirements - Domestic			1	1	1								3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	9	9	12	14	8	10	12	9	10	12	9	8	122
Locks - General	1	1	2	1	1					2			8
Locks - Missing or Damaged Lock	8	8	10	13	7	10	12	9	10	10	9	8	114
Lost and Found	3	1	2	4	3	8	3	1	1	4	2	3	35
Lost and Found - Airport/TSA	3	1	2	4	3	8	3	1	1	4	2	3	35
Mishandling of Passenger Property	108	92	109	129	78	97	51	61	54	68	63	54	964
Mishandling of Passenger Property - Dam	13	24	22	28	15	26	9	4	7	3	5	2	158
Mishandling of Passenger Property - Dam	86	60	83	95	60	67	33	47	44	54	52	45	726
Mishandling of Passenger Property - Dam	1	1	1			1			1		1		6
Mishandling of Passenger Property - Disa	8	7	3	6	3	3	9	10	2	11	5	7	74
Patdown	2	4	3	10	9	4	6	5	6	3	7	2	61
Patdown - Children								1					1
Patdown - Flyer	2	3	2	9	7	4	5	4	4	3	5	1	49
Patdown - Flyer as Observer			1		2				1			1	5
Patdown - General							1				1		2
Patdown - Non-Flyer		1		1					1		1		4
Persons w/ Disabilities (PWD)	5	2	7	4	2	3	5	6	8	10	10	3	65
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1				1					2
Persons w/ Disabilities (PWD) - Diabetes			1					1					2
Persons w/ Disabilities (PWD) - General		1					1		1	1			4
Persons w/ Disabilities (PWD) - Hearing Impairment							1		1				2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1								1	1	4
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	2					1		1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1				1	1		3
Persons w/ Disabilities (PWD) - Mobility [1						1	3		3	2		10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Service A	1		1	1			1		1	1			6
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	2	1	1	4	4	4	1	21
Prohibited & Permitted Items			1	1	2				2		3		9
Prohibited & Permitted Items - Alcohol and Tobacco					1				1		3		5
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1	1								2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling							28	37	33	39	37	32	206
Property - Special Handling - Damaged Items - Carry-On							4	3	4	1	4	2	18
Property - Special Handling - Damaged Items - Checked							7	7	8	13	3	10	48
Property - Special Handling - Missing Items - Carry-On							6	11	9	11	11	8	56
Property - Special Handling - Missing Items - Checked							11	16	12	14	19	12	84
Request for Assistance	1	1											2
Request for Assistance - Other	1	1											2
Screening	12	26	28	26	24	33	32	31	22	32	26	26	318
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1	2	1	2	1	1		5		4	2	1	20
Screening - International Screening			1										1
Screening - Lengthy Lines	2	6	4	6	6	8	6	10	7	8	6	11	80
Screening - Procedures/Process	9	17	20	18	17	23	26	14	15	20	17	14	210
Screening - Security Breach		1	2			1		1					5
Screening - Shoe Screening											1		1
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2018	230	239	193	204	186	200	201	231	204	175	195	131	2,389
Civil Rights	9	6	5	5	4	5	10	5	10	7	6	3	75
Civil Rights - Age					1	1		1	1				4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin				1				1			1		3
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	7	4	4	4	1	3	9	2	7	7	3		51
Civil Rights - Sex/Gender/Gender Identity	2		1			1	1					3	8
Civil Rights - Sexual Orientation - Not Transgender		1			1				1				4
Civil Rights - Transgender Screening		1									1		2
Customer Service	54	70	49	57	53	53	45	59	49	41	45	28	603
Customer Service - Others	6	15	4	4	3	6	3	4	4	4	1		54
Customer Service - TSO	48	55	45	53	50	47	42	55	45	37	44	28	549
Identification (ID) Requirements	1			2									3
Identification (ID) Requirements - Domestic	1			2									3
Locks	9	16	7	11	4	8	17	8	8	3	7	12	110
Locks - Missing or Damaged Lock	9	16	7	11	4	8	17	8	8	3	7	12	110
Lost and Found	8	9	1	2	3	3	3	1	4	2	3	3	42
Lost and Found - Airport/TSA	8	9	1	2	3	3	3	1	4	2	3	3	42
Mishandling of Passenger Property	53	47	57	54	42	46	48	57	46	46	66	27	589
Mishandling of Passenger Property - Dam	6	6	12	5	2	1	4	4	2	4	4		50
Mishandling of Passenger Property - Dam	45	34	41	45	35	37	39	50	35	41	57	25	484
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			2	1	2		1		7
Mishandling of Passenger Property - Disa	2	7	4	3	5	8	3	2	7	1	4	2	48
Patdown	5	5	3	5	4	4	5	7	7	4	6	1	56
Patdown - Flyer	4	5	3	4	4	4	4	7	7	4	6		52
Patdown - Flyer as Observer	1			1									3
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	4	3	5	5	15	8	6	7	8	7	7	3	78
Persons w/ Disabilities (PWD) - Breast Cancer							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (general)		1			1			1					3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		2		1	2	1	1						7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					2								2
Persons w/ Disabilities (PWD) - General						1	1		1		1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2	1	1	1		2	2	2	3		14
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1			1	1	3
Persons w/ Disabilities (PWD) - Mobility		1		2	2	3	1	1	1	3	1		15
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			2	1							4
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair		1	1	1	1	2	1	2	1	1	3	1	16
Property - Special Handling	34	36	33	31	27	27	33	37	33	36	33	39	399
Property - Special Handling - Damaged Items	1		3	6	2	4	3	3	3	5	4	1	35
Property - Special Handling - Damaged Items - Missing	14	10	7	7	3	7	5	9	11	6	8	8	95
Property - Special Handling - Missing Items	6	9	7	6	7	10	7	6	9	10	6	13	96
Property - Special Handling - Missing Items - Damaged	13	17	16	12	15	6	18	19	10	15	15	17	173
Request for Assistance					2	1		1			2		6
Request for Assistance - Other					1		1				2		5
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening	53	47	33	32	32	46	33	50	38	29	20	15	428
Screening - Inconsistency	2	4	2		1	2	1	3	1	2	3	2	23
Screening - Lengthy Lines	17	22	15	15	20	19	17	15	8	10	4		162
Screening - Procedures/Process	34	21	15	17	11	25	15	30	29	15	12	13	237
Screening - Retrieving Abandoned/Confiscated Items			1					2					3
Screening - Security Breach										2	1		3
2019	157	147	162	123	114	158	141	195	173	161	154	154	1,839
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - General	1												1
Civil Rights	9	6	4	3	2	2	6	11	7	1	3	7	61
Civil Rights - Age	1		1										2
Civil Rights - National Origin	1		1		1			1				2	6
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	3	6	1	3	1	1	5	8	3	1	3	3	38
Civil Rights - Screening of Religious Cultural and Ceremonial Items									2				2
Civil Rights - Sex/Gender/Gender Identity	4		1			1		2	2			1	11
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	40	37	25	25	26	42	43	48	55	45	24	54	464
Customer Service - Others	2				1	2	2	4	4	3		2	20
Customer Service - TSO	38	37	25	25	25	40	41	44	51	42	24	52	444
Locks	10	9	11	8	8	13	6	9	12	7	12	11	116
Locks - General	1									1			2
Locks - Missing or Damaged Lock	9	9	11	8	8	13	6	9	12	6	12	11	114
Lost and Found	2				3	2	4	2		4	1	2	20
Lost and Found - Airport/TSA	2				3	2	4	2		4	1	2	20
Mishandling of Passenger Property	31	31	37	34	25	35	28	33	26	40	33	35	388
Mishandling of Passenger Property - Damaged	5		3	4		2	4	1	1	1	5	2	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	22	29	29	27	21	29	20	23	22	35	25	29	311
Mishandling of Passenger Property - Disassembled	4	2	5	2	3	4	4	8	3	4	3	4	46
Patdown	1	2	2	1	3	4	1	3	2	1	1	2	23
Patdown - Flyer	1	2	2	1	2	4		3	1	1	1	2	20
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3	6	13	7	6	8	5	13	13	6	7	6	93
Persons w/ Disabilities (PWD) - Assistive Technology		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes		1	2				1				1	1	6
Persons w/ Disabilities (PWD) - General					1			3		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1	1		1		1		1		6
Persons w/ Disabilities (PWD) - Internal Medical Devices	1								2		1		4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			4	1	1	2		2	1		1	1	13
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2	2	1	1			1	1			8
Persons w/ Disabilities (PWD) - Mobility Disability		1	4	1		2	2	3	3	3	2		21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals	1	2		1									4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment								2					2
Persons w/ Disabilities (PWD) - Wheelchair	1	1			1			2	3			2	10
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Property - Special Handling	41	32	48	33	24	33	31	40	27	37	34	23	403
Property - Special Handling - Damaged Items	3	5	2	3	3	3	4	5	2	4	6	3	43
Property - Special Handling - Damaged Items - Missing	11	6	11	8	8	6	6	12	4	6	12	4	94
Property - Special Handling - Missing Items	7	6	10	5	4	11	5	6	5	8	7	7	81
Property - Special Handling - Missing Items - Damaged	20	15	25	17	9	13	16	17	16	19	9	9	185
Request for Assistance									1			1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other									1			1	2
Screening	19	24	22	12	17	19	17	36	29	20	39	13	267
Screening - Inconsistency	4	3	2	1	1	2				1	1		15
Screening - Lengthy Lines	6	6	2	1	3	3	5	13	12	7	9	2	69
Screening - Procedures/Process	7	13	18	9	12	12	11	21	16	11	28	11	169
Screening - Retrieving Abandoned/Confis	2			1		1		1	1	1			7
Screening - Security Breach		2			1	1	1	1			1		7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	5	5	5	6	8	5	3		3	4	4	5	53
2016				1	5	1	1		2		1	2	13
Mishandling of Passenger Property				1	4	1	1		1		1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	1	1		1		1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2017		1		3	1	2				1		1	9
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1	1		2				1			5
Mishandling of Passenger Property - Damaged/Missing Items			1	1		2				1			5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening				1									1
Screening - Procedures/Process				1									1
2018	1	3	3	1		2			1	2	3		16
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property			2	1					1	1	1		6
Mishandling of Passenger Property - Damaged/Missing Items			2	1						1	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling			1	2							1		4
Property - Special Handling - Missing Items - Carry-On						1					1		1
Property - Special Handling - Missing Items - Checked			1	2									3
Screening							1						1
Screening - Procedures/Process							1						1
2019	4	1	2	1	2		2			1		2	15
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2					1	1			1		2	7
Mishandling of Passenger Property - Damaged/Missing Items	1					1				1		2	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1						2
Property - Special Handling			1	1		1	1						4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked			1	1			1						3
Screening	1		1	1									3
Screening - Inconsistency			1										1
Screening - Procedures/Process	1			1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY	1	2	1	1					2	2		1	10
2017	1			1					1			1	4
Customer Service									1				1
Customer Service - TSO									1				1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Screening					1								1
Screening - Inconsistency					1								1
2018				1					1	2			4
Mishandling of Passenger Property				1					1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2019		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG							1			2	1		4
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2018										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2019							1			1			2
Customer Service							1						1
Customer Service - TSO							1						1
Screening										1			1
Screening - Lengthy Lines										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	109	122	120	106	110	145	171	175	174	174	149	130	1,685
2016				26	27	35	41	38	42	35	36	41	321
Civil Rights								1		3		4	8
Civil Rights - Racial Profiling or Discrimination								1		1		3	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening										1		1	2
Customer Service				4	5	10	5	10	10	4	12	2	62
Customer Service - CSM				1									1
Customer Service - Others								1			1		2
Customer Service - TSO				3	5	10	5	9	10	4	11	2	59
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				1	2	2	1	2		3	2	2	15
Locks - Missing or Damaged Lock				1	2	2	1	2		3	2	2	15
Mishandling of Passenger Property				17	12	17	21	14	22	13	15	20	151
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2		2	3	2	2			3	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				15	11	13	16	10	18	13	15	13	124
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	1	2	2			4	12
Patdown							1	1	3	4	2	3	14
Patdown - Flyer							1	1	3	4	2	3	14
Persons w/ Disabilities (PWD)				3	2	2	1	1	1	3	2	1	16
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1							3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - 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	3
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				1	6	3	12	9	6	4	3	9	53
Screening - Inconsistency							2	2	1	2		2	9
Screening - Lengthy Lines					4	1	7	3	1		1	2	19
Screening - Procedures/Process				1	1	2	3	3	4	2	2	5	23
Screening - Security Breach					1			1					2
2017	32	52	40	31	25	28	41	51	48	41	39	35	463
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1	1						1	1	3	4	3	14
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination	1	1						1	1	2	2	1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Customer Service	10	13	8	5	6	7	10	10	7	8	8	8	100
Customer Service - CSM					1								1
Customer Service - Others				1					2				3
Customer Service - TSO	10	13	8	4	5	7	10	10	5	8	8	8	96
Identification (ID) Requirements											1		2
Identification (ID) Requirements - Domestic											1		2
Locks	2	3		2			2	1	3	1	1	2	17
Locks - General									1				2
Locks - Missing or Damaged Lock	2	3		2			2	1	2	1	1	1	15
Lost and Found			1			1							2
Lost and Found - Airport/TSA			1			1							2
Mishandling of Passenger Property	12	21	13	15	15	14	12	17	15	15	13	9	171
Mishandling of Passenger Property - Damaged/Missin		3	1	1	2	1			1	1	2		12
Mishandling of Passenger Property - Dam	11	15	11	14	11	11	11	11	10	11	9	9	134
Mishandling of Passenger Property - Damaged/Missin		1			1								2
Mishandling of Passenger Property - Disa	1	2	1		1	2	1	6	4	3	2		23
Patdown	1	2	9	4	1	3	4	2	3	3	3	2	37
Patdown - Flyer	1	2	9	4	1	3	3	1	2	3	3	1	33
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer								1				1	2
Persons w/ Disabilities (PWD)	1	3	3	2	1	1	3	5	2	1	1	5	28
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1					1					4
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General									1				2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1								1		1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1			1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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							8	10	13	6	3	6	46
Property - Special Handling - Damaged Items - Carry-On								1	1	1	1	1	5
Property - Special Handling - Damaged Items - Checked								4	3	1	2	1	11
Property - Special Handling - Missing Items - Carry-On							1	2	2	1			6
Property - Special Handling - Missing Items - Checked							7	3	7	3		4	24
Screening	5	8	5	3	2	2	2	4	4	4	5		44
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1						1			1		3
Screening - Lengthy Lines		1	1	1				1					4
Screening - Procedures/Process	2	6	4	2	2	2	2	2	4	3	4		33
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	2												2
2018	38	37	44	23	30	47	52	52	47	61	41	25	497
Civil Rights	2			1		1	2		2	4	3	4	19
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns	1					1	1						3
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination							1			3	2	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	2	4
Civil Rights - Sexual Orientation - Not Transgender	1												1
Civil Rights - Transgender Screening									1				1
Customer Service	5	11	6	2	8	10	8	9	11	13	6	3	92
Customer Service - Others		1	1							2			4
Customer Service - TSO	5	10	5	2	8	10	8	9	11	11	6	3	88
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1	2	3	1	2	3	1	3	1	1	1	3	22
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	3	1	1	3	1	3	1	1	1	3	21
Lost and Found		2							1				3
Lost and Found - Airport/TSA		2							1				3
Mishandling of Passenger Property	12	11	15	7	7	15	13	13	13	14	8	6	134
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1				3	4	2	1			12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	8	10	12	7	6	14	8	8	8	9	7	5	102
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3	1	2		1	1	1	1	3	3	1	1	18
Patdown	5	2	3				5	3	1	4	3	1	27
Patdown - Flyer	5	2	2				5	3	1	4	2	1	25
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1			4	3	3	2	4	7	4	6		34
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary	1			1				1	1	1	1		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2			1	2	1	3		9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1			1					3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	8	5	9	3	5	8	5	9	3	11	5	4	75
Property - Special Handling - Damaged Items - Carry-On	1		1	1		1	1	1	1	2	1	1	11
Property - Special Handling - Damaged Items - Checked	3	2	2		3	3	1	3		1	3	1	22
Property - Special Handling - Missing Items - Carry-On	1		1	1	2	1	2	2	1	1	1		13
Property - Special Handling - Missing Items - Checked	3	3	5	1		3	1	3	1	7		2	29
Screening	4	4	7	5	5	7	16	11	8	10	9	4	90
Screening - Inconsistency	1						1		2				4
Screening - Lengthy Lines		1			2		6	3	1	4	1	1	19
Screening - Procedures/Process	3	3	7	4	3	7	9	8	4	6	6	2	62
Screening - Retrieving Abandoned/Confiscated Items				1					1				2
Screening - Security Breach											2	1	3
2019	39	33	36	26	28	35	37	34	37	37	33	29	404
Civil Rights	1	1	1	1	1		1	2	2	3		2	15
Civil Rights - Hair Patdowns			1				1					1	3
Civil Rights - Racial Profiling or Discrimination				1	1						1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1							1	2	2		6
Civil Rights - Transgender Screening	1								1				2
Customer Service	5	8	4	4	9	7	7	7	5	4	7	4	71
Customer Service - Others											1		1
Customer Service - TSO	5	8	4	4	9	7	7	7	5	4	6	4	70
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks		1	1	3		2	2	3	4	1	3	3	23
Locks - Missing or Damaged Lock		1	1	3		2	2	3	4	1	3	3	23
Mishandling of Passenger Property	9	4	12	7	3	8	12	10	11	11	7	5	99
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1			2				4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	2	9	4	2	6	11	8	7	8	6	3	72
Mishandling of Passenger Property - Disabling	3	2	3	2	1	1	1	2	2	3	1	2	23
Patdown	2	2		1	1	4	2	2	1	2	3	1	21
Patdown - Flyer	2	2		1	1	4	2	1	1	2	3	1	20

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Persons w/ Disabilities (PWD)	4	2	5	2		2	3	3	2	3	3	4	33
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Internal M	2							1					3
Persons w/ Disabilities (PWD) - Medically	1	1	1						1			2	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility [1		2	1							1	1	6
Persons w/ Disabilities (PWD) - Service Animals			1							1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			2	2					1	6
Property - Special Handling	9	10	7	5	7	6	7	7	8	10	7	7	90
Property - Special Handling - Damaged It	2	2			1		1			3	1	2	12
Property - Special Handling - Damaged It	2	3	2	1	3	4	2	1	1	1	2	4	26
Property - Special Handling - Missing Items - Carry-C		2	3	1			1	2	3	2			14
Property - Special Handling - Missing Item	5	3	2	3	3	2	3	4	4	4	4	1	38
Screening	9	5	6	3	6	6	4	1	4	4		3	51
Screening - Inconsistency	3					1							4
Screening - Lengthy Lines	3				1			1	1				6
Screening - Procedures/Process	3	5	6	3	5	4	3		3	3		3	38
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	20	12	14	5	9	22	7	17	16	15	11	17	165
2016					2	5	1	3	3	3	2	5	24
Civil Rights					1	1	1					1	4
Civil Rights - Racial Profiling or Discrimination					1	1	1					1	4
Customer Service						1		2	2		1		6
Customer Service - Others						1							1
Customer Service - TSO								2	2		1		5
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property					1	2		1		1		3	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2		1		1		2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						1				1			2
Patdown - Flyer						1				1			2
Screening										1	1		2
Screening - Procedures/Process											1		1
Screening - Security Breach										1			1
2017	4	6	3	1	1	7	3	3	5	2	3	4	42
Civil Rights	1						1	1			1		4
Civil Rights - Racial Profiling or Discrimination							1	1			1		3
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		2	1	1		1			2	1	1		9
Customer Service - TSO		2	1	1		1			2	1	1		9
Mishandling of Passenger Property	3	2				2			1		1		9
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Dam	3	1				2			1		1		8
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling							1	2	1			1	5
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked							1	1				1	3
Screening		1	2		1	2	1		1	1		3	12
Screening - Inconsistency			1						1	1			3
Screening - Procedures/Process		1	1		1	2	1					3	9
2018	11	2	7	2	3	5	2	6	6	9	2	2	57
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimin	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		3					1	1			1	8
Customer Service - Others			1										1
Customer Service - TSO	2		2					1	1			1	7
Locks	1							1					2
Locks - Missing or Damaged Lock	1							1					2
Mishandling of Passenger Property	1		1	1	1		1	2	2	3			12
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1			1	1		1	1	1	2			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1	1			3
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	1				2	1		1	1		1		7
Patdown - Flyer	1				2	1		1	1		1		7
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Property - Special Handling	1		1			1			2	1	1		7
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Items - Checked									2		1		3
Screening	4	2	1			3		1		5		1	17
Screening - Inconsistency	1		1							1			3
Screening - Lengthy Lines	1	1				1				1			4
Screening - Procedures/Process	1	1				2		1		3		1	9
Screening - Security Breach	1												1
2019	5	4	4	2	3	5	1	5	2	1	4	6	42
Civil Rights					1						2		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening					1						1		2
Customer Service	2	1	2			1	1	1	1		1	2	12
Customer Service - Others													1
Customer Service - TSO	2	1	2			1	1	1	1		1	1	11
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1	2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown										1		2	3
Patdown - Flyer										1		2	3
Persons w/ Disabilities (PWD)						1		1			1	1	4
Persons w/ Disabilities (PWD) - Diabetes								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling	3	2		1		3		2				1	12
Property - Special Handling - Damaged It	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		2				1	4
Property - Special Handling - Missing Items - Carry-C			1	1									2
Property - Special Handling - Missing Items		2	1				2						5
Screening						1		1	1				3
Screening - Procedures/Process						1			1				2
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP	9	8	8	7	6	8	10	9	2	18	13	9	107
2016					2	1	2	1	1	7	1	2	17
Animals										1			1
Animals - Carry-On										1			1
Customer Service							1					1	2
Customer Service - TSO							1					1	2
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property					1		1		1	5			8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1		1	4			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening					1	1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1								1
2017	2	4	4	4			3	3	1	1	2	2	26
Customer Service		1		1			2	1	1		1		7
Customer Service - Others							2	1			1		4
Customer Service - TSO		1		1					1				3
Locks				1				1					2
Locks - General								1					1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	3	2	2			1	1			1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	3	2	2			1	1			1		12
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) - Diabetes			1										1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2018	5	3	2		3	2	4	1		6	5	3	34
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1				1	1	1					1	5
Customer Service - Others												1	1
Customer Service - TSO	1				1	1	1						4
Locks		1						1			2		4
Locks - Missing or Damaged Lock		1						1			2		4
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1				1		1			2	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1				1		1			2	1		6
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)	2	1	1							1		1	6
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Internal Medical Issues	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1	1	1			1	1			1	1	1	8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	1	1				1			1	1	1	7
2019	2	1	2	3	1	5	1	4		4	5	2	30
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Customer Service	1				1		1	1		1			5
Customer Service - Others							1	1					2
Customer Service - TSO	1				1					1			3
Locks						1					1	1	3
Locks - Missing or Damaged Lock						1					1	1	3
Mishandling of Passenger Property	1		1	2		3				1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	2		2				1			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown								1		1		1	3
Patdown - Flyer								1		1		1	3
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1			1					3		6
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1					2		3
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZA	22	25	28	21	28	37	31	30	22	26	21	17	308
2016				8	11	11	6	7	9	5	5	3	65
Civil Rights				1	1		1	1					4
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Racial Profiling or Discrimination				1			1	1					3
Customer Service				3	3		1		5	2	1	2	17
Customer Service - Others				1	2		1		4	1			9
Customer Service - TSO				2	1				1	1	1	2	8
Locks							1						2
Locks - Missing or Damaged Lock							1					1	2
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				4	2	5	3	2	1		3		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			2	1	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	5	1	1			2		14
Patdown									1	1			2
Patdown - Flyer									1	1			2
Persons w/ Disabilities (PWD)					1	1			1	2	1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - 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
Screening						3	4	1	3	1	1		13
Screening - Inconsistency						1							1
Screening - Lengthy Lines						2	2	1	3	1			9
Screening - Procedures/Process							2				1		3
2017	8	4	5	7	6	12	8	6	6	9	5	4	80
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	2	1		2	1	5	3	3	1	4	3		25
Customer Service - Others				2		1	1						4
Customer Service - TSO	2	1			1	4	2	3	1	4	3		21
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	3	1	2	3	2	2	3	1	3	1		3	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1			1		1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	2	2	2	1	2	1	2	1		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Patdown	1		1							2			4
Patdown - Flyer	1		1										2
Patdown - Flyer as Observer										1			1
Patdown - General										1			1
Persons w/ Disabilities (PWD)	2		1	1		2		1					7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
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 - Missing Items - Checked								1		1			2
Screening			2	1	1	2	2	2	2	1	1	1	15
Screening - Children								1					1
Screening - Lengthy Lines			1				1	1					3
Screening - Procedures/Process			1	1	1	2	1		2	1	1	1	11
2018	7	15	13	4	6	8	5	8	3	4	5	3	81
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	2	2	2	1		1	3	3			1		15
Customer Service - Others											1		1
Customer Service - TSO	2	2	2	1		1	3	3					14
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	3	2	4	1		1	1	1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	3	1	4	1			1		2	14
Mishandling of Passenger Property - Disarrayed Item			1		1								2
Patdown			2				1			2			5
Patdown - Flyer			2				1			2			5
Persons w/ Disabilities (PWD)	1	1	1				1	1	1				6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - 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) - Wheelchair/ Scooter/ Segway							1						1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Alcohol and Beverages	1												1
Property - Special Handling	1	3	2	1	2	2		2			1		14
Property - Special Handling - Damaged Items - Carry-on Luggage			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Checked			1	1		1					1		4
Property - Special Handling - Missing Items - Carry-C		2			1	1		1					5
Property - Special Handling - Missing Item	1		1		1								3
Request for Assistance			1										1
Request for Assistance - Wounded Warrior (MSIJSOC)			1										1
Screening	2	6	1			2		1	1	1	1	1	16
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1							1				2
Screening - Procedures/Process	2	4	1			2		1		1	1	1	13
2019	7	6	10	2	5	6	12	9	4	8	6	7	82
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1	2	2		2	2	6	3	1	1	1		21
Customer Service - TSO	1	2	2		2	2	6	3	1	1	1		21
Locks			1					1			1		3
Locks - Missing or Damaged Lock			1					1			1		3
Lost and Found					1		1				1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property	1	1	3		2	2	2	1		1	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1	1	2		2	1		1		1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1	1						3
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling	3	2	3	2			2	1	2	1		2	18
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Damaged Items - Check		2	1	1						1		1	6
Property - Special Handling - Missing Items - Carry-On				1			1	1	1				4
Property - Special Handling - Missing Item	2		1				1		1			1	6
Screening	1	1				1	1	3	1	3	2	2	15
Screening - Inconsistency	1												1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1				1	1	2	1	3	2	1	12
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO	4	3	4	3	2	3	2	2	1	5	3		32
2016					1				1		2		4
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2017	2	1				3	1						7
Civil Rights													1
Civil Rights - National Origin			1										1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1					1							2
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening						2							2
Screening - Procedures/Process						2							2
2018	1	1	3	3	1		1			3	1		14
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property			1		2	1		1		2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1		2	1		1		1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening				2	1					1			4
Screening - Procedures/Process				2	1								3
Screening - Security Breach										1			1
2019	1	1	1					2		2			7
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1					1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - Disarrayed Item			1										1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BBG		1						1	1		2		5
2017											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2018		1							1				2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
2019								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	67	59	56	73	51	70	81	68	64	73	67	76	805
2016				20	16	28	29	21	13	22	17	25	191
Civil Rights				1	2		1	1			1	1	7
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination				1	2		1				1	1	6
Customer Service				4		1	8	3	2	1	1	3	23
Customer Service - CSM									1				1
Customer Service - Others							2	1	1				4
Customer Service - TSO				4		1	6	2		1	1	3	18
Locks							4	2	2	1	1	2	16
Locks - General													1
Locks - Missing or Damaged Lock							4	2	2	1	1	2	15
Mishandling of Passenger Property				12	11	15	10	10	6	14	11	13	102
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	2	2	3	1		1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	9	12	8	6	5	13	9	11	82
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1		1	1	1	5
Patdown				1		3			1	2	1		8
Patdown - Flyer				1		2			1	2	1		7
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)					1	2	1	4	2	2			12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1				1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						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/ Segway									1				1
Screening				2	2	3	6	1	1	2	1	4	22
Screening - Inconsistency					1								1
Screening - Lengthy Lines					1		3					1	5
Screening - Procedures/Process				1		3	3		1	2	1	1	12
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach								1				2	3
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2017	27	21	15	16	14	14	20	19	16	16	13	20	211
Civil Rights	1	1					1						3
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Transgender Screening	1						1						2
Customer Service	4	1	3	2	3	1	2	4	5	3	3	5	36
Customer Service - Others									1	1	1		3
Customer Service - TSO	4	1	3	2	3	1	2	4	4	2	2	5	33
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	2		1	1	1	1	1	1	2	2		2	14
Locks - General									1				1
Locks - Missing or Damaged Lock	2		1	1	1	1	1	1	1	2		2	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	16	14	7	8	8	10	6	6	3	5	2	5	90
Mishandling of Passenger Property - Damaged/Missii			1	1	1	2		1		1		1	8
Mishandling of Passenger Property - Dam	15	10	5	6	5	7	5	5	3	4	2	4	71
Mishandling of Passenger Property - Disa	1	3	2	1	2	1	1						11
Patdown			1	2			1	3			3	1	12
Patdown - Flyer			1	2				3			3	1	11
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		2		2	1	1	1		2	1	1	1	12
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		2					1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1			2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling							6	3	2	3	3	3	20
Property - Special Handling - Damaged Items - Carry-On							2			1		1	4
Property - Special Handling - Damaged Items - Checked							1		1	2	2	1	7
Property - Special Handling - Missing Items - Carry-On								1				1	2
Property - Special Handling - Missing Items - Checked							3	2	1		1		7
Request for Assistance	1												1
Request for Assistance - Wounded Warric	1												1
Screening	3	2	2	1			3	2	1	2	1	3	20
Screening - Inconsistency	1		1					1			1	1	5
Screening - Lengthy Lines	1						1						2
Screening - Procedures/Process		2	1	1			1	1	1	2		2	11
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1												1
2018	26	15	19	19	9	16	13	14	25	20	23	20	219
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening			1										1
Customer Service		3	1	2	4	3	4	2	2	4	5	2	34
Customer Service - Others				1	1	1				2		1	6
Customer Service - TSO		3	1	2	3	2	3	2	2	4	3	2	28
Locks				1	2		1		1			1	7
Locks - Missing or Damaged Lock				1	2		1		1		1	1	7
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		6	5	6	5	2	1	4	3	6	7	4	57
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		3	5	4	4	2	1	3	3	4	4	2	38
Mishandling of Passenger Property - Disassembled		3		1	1			1		1	3		13
Patdown		3	1		2		2		4	1	3		16
Patdown - Flyer		2			2		2		4	1	3		14
Patdown - Flyer as Observer		1	1										2
Persons w/ Disabilities (PWD)		1		2			3	3	1	3	1	3	17
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) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								2			1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1			2						3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling		7	3	3	4	3	2	2	2	3	3	8	47
Property - Special Handling - Damaged Items - Carry-On				1			1						2
Property - Special Handling - Damaged Items - Checked		2	1		1	1	1	1	1	1	1	2	15
Property - Special Handling - Missing Items - Carry-On			1		1	2				2	1	1	10
Property - Special Handling - Missing Items - Checked		5	1	3		1	1	1	1		1	5	20
Request for Assistance				1						1			2
Request for Assistance - Other				1						1			2
Screening		6	3	3	3	2	2	1	7	1	5	3	36
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1	1				1					2	6
Screening - Lengthy Lines		4								2		1	7
Screening - Procedures/Process		1	1	3	2		1	2	1	5		1	19
Screening - Retrieving Abandoned/Confiscated Items					1							1	2
Screening - Security Breach										1			1
2019	14	23	22	18	12	12	19	14	10	15	14	11	184
Civil Rights			2			1	1					1	5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Screening of Religious or Cultural Garments							1						1
Customer Service		6	6	7	5	5	1	6	4	1	6	5	52
Customer Service - Others			1	2					1				4
Customer Service - TSO		6	5	5	5	5	1	6	3	1	6	5	48
Locks			2	1		1	1	2			1		8
Locks - Missing or Damaged Lock			2	1		1	1	2			1		8
Mishandling of Passenger Property		5	3	6	3	2	2	3	2	1	2	2	36
Mishandling of Passenger Property - Damaged/Missing Items--C				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		3	2	5	1	2	1	2		1	2	2	26
Mishandling of Passenger Property - Disassembled		2	1				1		2				6
Persons w/ Disabilities (PWD)		1	2	1	1		1	2	1		1		10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - Diabetes			1					1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
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)		1		1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling		2	7	4	3	4	3	3	5	2	2	5	44
Property - Special Handling - Damaged Items - Carry-On											1	1	2
Property - Special Handling - Damaged Items - Checked			3		1		1	1	2	1		1	12
Property - Special Handling - Missing Items - Carry-On		1	2	1	1	2		1	1			2	13
Property - Special Handling - Missing Items - Checked		1	2	3	1	2	2	1	2	1	1	1	17
Screening			3	1	6		3	2	2	6	3	1	29
Screening - Inconsistency									1		2		4
Screening - Lengthy Lines			1		1					1			3
Screening - Procedures/Process			2	1	5		3	2	1	4	1	1	20
Screening - Retrieving Abandoned/Confiscated Items										1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET				2		2		4	2			1	11
2017												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2018						1		1	2				4
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2019				2		1		3					6
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling				1		1		1					3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Lengthy Lines								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFD	1										1		2
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2018	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF			1			2				1	2	1	7
2017			1										1
Screening			1										1
Screening - Procedures/Process			1										1
2018						1					2	1	4
Mishandling of Passenger Property						1					2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked												1	1
2019						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	2	2	2	2	2	2	3	2	6	3	3	4	33
2016				1		1	2		2	2		1	9
Civil Rights							1		1				2
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--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) - Prosthesis/Amputees and Casts								1					1
Screening				1									1
Screening - Procedures/Process				1									1
2017						1			1				2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening						1							1
Screening - Inconsistency						1							1
2018						1	1	2	1		1	1	7
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1		1			1		3
Screening - Procedures/Process						1		1			1		3
2019	2	2	2	1	1				2	1	2	2	15
Civil Rights	1												1
Civil Rights - National Origin	1												1
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown									1				1
Patdown - Children									1				1
Persons w/ Disabilities (PWD)			1									1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies			1									1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1										1
Property - Special Handling			1	1	1				1	1		1	6
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checke			1	1					1	1			4
Screening	1		1										2
Screening - Procedures/Process	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM	1			1	4	4	2	1		2	1		16
2016				1	1	1		1					4
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 Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Screening								1					1
Screening - Procedures/Process								1					1
2017	1				1	2				1	1		6
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property	1					1				1			3
Mishandling of Passenger Property - Dam	1					1				1			3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
2018							1			1			2
Customer Service										1			1
Customer Service - TSO										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
2019					2	1	1						4
Mishandling of Passenger Property					1	1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening					2								2
Screening - Procedures/Process					2								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	7	5	2	1	4	3	4	5	10	14	13	11	79
2016					1	2	1		3			2	9
Customer Service												1	1
Customer Service - TSO												1	1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1	1			1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1			1			1	4
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Screening									2				2
Screening - Inconsistency									1				1
Screening - Security Breach									1				1
2017	2		1			1	1		3	5	6	7	26
Customer Service	1					1					1	4	7
Customer Service - Others												1	1
Customer Service - TSO	1					1					1	3	6
Mishandling of Passenger Property	1		1							3	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1							3	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown							1		3	1	1		6
Patdown - Flyer									2	1	1		4
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer							1						1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening											2	2	4
Screening - Lengthy Lines											1	1	2
Screening - Procedures/Process											1	1	2
2018	2	3	1	1	2			2	3	4	5		23
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property			1	1	1			1	2	2	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	1	1			1	2	2	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling			1					1	1		2		5
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked			1						1		1		3
Screening	1	1								1	1		4
Screening - Crew Member or Airline Employee	1												1
Screening - Procedures/Process			1							1	1		3
2019	3	2			1		2	3	1	5	2	2	21
Customer Service		1								1			2
Customer Service - Others										1			1
Customer Service - TSO		1											1
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property	1	1			1					2	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1								2	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1						1	2				1	5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked	1							1					2
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	35	28	28	30	23	27	29	40	32	34	33	27	366
2016				11	5	8	5	14	7	7	7	10	74
Civil Rights						1		1		1		1	4
Civil Rights - General Complaint and Discrimination						1							1
Civil Rights - Racial Profiling or Discrimination								1		1		1	3
Customer Service				2		4	1	4	2	2		2	17
Customer Service - Others						1		3		2			6
Customer Service - TSO				2		3	1	1	2			2	11
Locks							1	1		1	1		4
Locks - Missing or Damaged Lock							1	1		1	1		4
Mishandling of Passenger Property				6	3	4	3	5	4	3	2	4	34
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				6	3	2	2	4	3	3	2	3	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2		1	1			1	5
Patdown				2	1			1			2		6
Patdown - Flyer				1	1			1			2		5
Patdown - General				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Screening				1				1	1		2	3	8
Screening - Inconsistency				1								1	2
Screening - Lengthy Lines								1				1	2
Screening - Procedures/Process									1		1	1	3
Screening - Security Breach											1		1
2017	9	14	10	10	8	7	9	6	8	13	13	8	115
Civil Rights	1											1	2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	2	7	3	2	1		2	1	3	2	3	3	29
Customer Service - Others										1	1		2
Customer Service - TSO	2	7	3	2	1		2	1	3	1	2	3	27
Locks	1					1				1		1	4
Locks - Missing or Damaged Lock	1					1				1		1	4
Mishandling of Passenger Property	4	6	5	7	5	6	1	1	3	7	5	2	52
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	2	1	1	1	1							7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	3	4	6	4	4	1	1	3	6	4	2	41
Mishandling of Passenger Property - Disarrayed Item		1				1				1	1		4
Patdown			1				2	1					4
Patdown - Flyer			1				2	1					4
Persons w/ Disabilities (PWD)							1	1		1			3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							1	1		2	4		8
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked											3		3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1			2			3
Screening	1	1	1	1	2		2	1	2		1	1	13
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			1	1	2		2		2		1	1	10
2018	12	10	10	3	5	4	7	8	11	7	7	3	87
Civil Rights			1					1					2
Civil Rights - Racial Profiling or Discrimination			1					1					2
Customer Service	6	2	2		2	2	2	1	2	2	2	1	24
Customer Service - Others						1				1			2
Customer Service - TSO	6	2	2		2	1	2	1	2	1	2	1	22
Locks				1					1	1			3
Locks - Missing or Damaged Lock				1					1	1			3
Mishandling of Passenger Property		2	4	1	1	1	2	3	3		3	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		2	4	1		1	2	3	2		1	1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Patdown	1							1	1		1		4
Patdown - Flyer			1					1	1		1		4
Persons w/ Disabilities (PWD)	3						1		1	1			6
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2	4	1	1	1		1	2	2	2	1	1	18
Property - Special Handling - Damaged Items - Carry-On		1		1									2
Property - Special Handling - Damaged Items - Checked	1	1			1		1						4
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked	1	1	1					2	2	2	1	1	11
Screening	1	2	1		1	1	1	1	1	1			9
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1				1	1						3
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1						1			1			3
Screening - Retrieving Abandoned/Confiscated Items			1										1
2019	14	4	8	6	5	8	8	12	6	7	6	6	90

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights		1			1								2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	3	1	2		1	2	1	6	2	2	1		21
Customer Service - TSO	3	1	2		1	2	1	6	2	2	1		21
Locks			3	1	1	1							6
Locks - Missing or Damaged Lock			3	1	1	1							6
Mishandling of Passenger Property	1	1	1	1		1	3	1	2	2	4		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	2	2		7
Mishandling of Passenger Property - Disa	1	1	1	1			1	1	1		2		9
Patdown	1			1		1			1	2			6
Patdown - Flyer	1			1		1			1	1			5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1				1						1	4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	8		1	3	1	1	2	3	1	1		4	25
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged It			1		1		2	1				2	12
Property - Special Handling - Missing Item	2			1		1				1			5
Property - Special Handling - Missing Item	1			2				2	1			1	7
Screening			1		1	1	2	2			1	1	9
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1			1	2	1			1		6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	6	6	6	16	5	9	6	12	11	11	16	9	113
2016				6	2	5	1	4	3	1	2	2	26
Customer Service				1				1			1		3
Customer Service - Others								1					1
Customer Service - TSO				1							1		2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				5	2	4		1	1	1	1	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				5	2	4		1	1	1	1	2	17
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	2				3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									2				2
2017	2	2	1	3	2	1	1	2	2	3	4	3	26
Customer Service					1	1	1					1	4
Customer Service - Others					1							1	2
Customer Service - TSO							1	1					2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2	3	1				1	1	3	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back			2	3	1						2	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		1		2
Patdown				1				1		1		1	4
Patdown - Flyer			1					1				1	3
Patdown - General										1			1
Property - Special Handling								1	1		1		3
Property - Special Handling - Missing Items - Checked								1	1		1		3
Screening	1									1			2
Screening - Procedures/Process										1			1
Screening - Security Breach	1												1
2018	3	2	2	4	1	1		2	4	4	3	2	28
Civil Rights										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening											1		1
Customer Service		1							2	1			4
Customer Service - Others		1								1			2
Customer Service - TSO									2				2
Locks					1			1					2
Locks - General								1					1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				2				1	1		1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1				1			1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1			1	3
Patdown						1				1			2
Patdown - Flyer						1				1			2
Property - Special Handling	1		2	1						1	1		6
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked	1		1								1		3
Screening	2	1		1					1				5
Screening - Procedures/Process	1	1		1					1				4
Screening - Retrieving Abandoned/Confiscated	1												1
2019	1	2	3	3		2	4	4	2	3	7	2	33
Civil Rights											2		2
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1					1	2			1		5
Customer Service - Others							1	2			1		4
Customer Service - TSO		1											1
Mishandling of Passenger Property			1	1		1	1	1	1		2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1			1	1	1		2	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1						1		1	3
Patdown - Flyer				1						1		1	3
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Property - Special Handling	1		1	1		1				2			6
Property - Special Handling - Damaged Items - Checked			1							1			2
Property - Special Handling - Missing Items - Checked	1			1		1				1			4
Screening							2	1	1		2		6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2	1	1		1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	5	10	10	3	5	5	4	5	11	9	8	11	86
2016				1	1	1	2		2	1	1	3	12
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									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	1	1		1	1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1	1	1	1		1	1	1	1	8
2017	3	5			1	3		2	5	4	3	3	29
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1	1				1					1		4
Customer Service - Others		1											1
Customer Service - TSO	1					1					1		3
Locks		1						1					3
Locks - Missing or Damaged Lock		1						1					3
Mishandling of Passenger Property	1					1			2	1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1								2	1	1		5
Patdown								1	1	2			4
Patdown - Flyer								1	1	2			4
Persons w/ Disabilities (PWD)			1						1			1	3
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening	1	1				2			1	1			8
Screening - Inconsistency		1				1							2
Screening - Procedures/Process	1					1			1	1		2	6
2018	2	3	7	2	2		1	2	2	2	4	1	28
Civil Rights						1							1
Civil Rights - Hair Patdowns						1							1
Customer Service			2		1		1	1		1	2		8
Customer Service - Others			1								2		3
Customer Service - TSO			1		1		1	1		1			5
Mishandling of Passenger Property	1		1	2				1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1					1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1			2									3
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling	1		2						1				4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On	1		2										3
Screening		1	2						1		2	1	7
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency											1		1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			2						1		1		4
2019		2	3		1	1	1	1	2	2		4	17
Customer Service		1	1						1				3
Customer Service - TSO		1	1						1				3
Locks							1			1			3
Locks - Missing or Damaged Lock							1			1			3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Hearing Impairment													1
Property - Special Handling		1	2		1	1		1	1			1	8
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked		1			1	1		1					5
Screening										1		1	2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	2	1	4	3	1	5	2	4	6	3	8	3	42
2016				1		2				1			4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1				1			3
2017			2	1		3	1	2	4		1	2	16
Mishandling of Passenger Property			2	1		3	1	1	3		1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--C			2			2	1	1	2		1	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Checked								1	1				2
Screening				1									1
Screening - Procedures/Process				1									1
2018	1		1	1			1	1	1		4		10
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1		1		2		5
Mishandling of Passenger Property - Dam		1							1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2019	1	1	1		1			1	1	2	3	1	12
Customer Service										1			1
Customer Service - TSO										1			1
Locks	1	1						1				1	4
Locks - Missing or Damaged Lock	1	1						1				1	4
Mishandling of Passenger Property						1			1	1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
BKW													2	2
2016													1	1
Mishandling of Passenger Property													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	1
2018													1	1
Civil Rights													1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	8	6	6	10	7	15	11	11	8	14	11	9	116
2016				1	2	5	2	2	1	2	3	4	22
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service						2			1				3
Customer Service - TSO						2			1				3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				1	2	3	1	2		1	3	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	2	1	2			3	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
2017	3	1	3	3		4	2	3	1	9	3		32
Customer Service	1			1				1	1	4			8
Customer Service - TSO	1			1				1	1	4			8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	1	2	1		3	1			2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	1	2	1		3				1	1		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling								2		1			3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked								1		1			2
Screening			1	1		1	1			1			5
Screening - Inconsistency			1										1
Screening - Procedures/Process				1		1	1			1			4
2018	3	2	2	3	2	5	3	4	3	1	2	3	33
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2	1			1	1		1	1			1	8
Customer Service - Others									1				1
Customer Service - TSO	2	1			1	1		1				1	7
Locks				1	1						1		3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property						1	1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)			1					2					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Property - Special Handling			1	1		1							3
Property - Special Handling - Missing Items - Carry-On			1	1		1							3
Screening	1			1		2	1	1				1	7
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1					2	1	1				1	6
2019	2	3	1	3	3	1	4	2	3	2	3	2	29
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service						2		1	1				4
Customer Service - TSO						2		1	1				4
Mishandling of Passenger Property			1	2			1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	2			1						4
Patdown							2		2	1	1		6
Patdown - Flyer							2		2	1	1		6
Persons w/ Disabilities (PWD)			1				1	1					3
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1						2
Property - Special Handling	2	1			1	1							6
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												2
Screening		1		1						1	1	1	5
Screening - Inconsistency		1									1		2
Screening - Procedures/Process				1						1		1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	2	4	1	8	3	5	10	3	6	12	3	4	61
2016					2						3	1	6
Customer Service											1		1
Customer Service - TSO											1		1
Locks						1					2		3
Locks - Missing or Damaged Lock						1					2		3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
2017	1	2		5			4	2	4	7		1	26
Customer Service	1						2			2			5
Customer Service - Others							1			1			2
Customer Service - TSO	1						1			1			3
Locks				1				1	1				3
Locks - Missing or Damaged Lock				1				1	1				3
Mishandling of Passenger Property			2	3			1	1	2	3		1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	2
Mishandling of Passenger Property - Damaged/Missii		2		3			1	1	2	2			11
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1						2			3
Screening - Inconsistency										1			1
Screening - Procedures/Process				1						1			2
2018		1	1	1		5	2		1	4		1	16
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						2	1			1			4
Customer Service - Others						1							1
Customer Service - TSO						1	1			1			3
Mishandling of Passenger Property				1		1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1				1							2
Patdown - Flyer		1				1							2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening			1			1				3			5
Screening - Inconsistency										1			1
Screening - Procedures/Process			1			1				2			4
2019	1	1		2	1		4	1	1	1		1	13
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1		1	1	1				1		1	6
Customer Service - TSO		1		1	1	1				1		1	6
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Item	1												1
Screening							2						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BMI	2	2	7	2	4	2	6	2	5	2	2	4	40
2016					2		2						4
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						1							1
Customer Service - Others						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown									1				1
Patdown - Flyer									1				1
2017		1	2	1	1	1	3		2			2	13
Customer Service							3					1	4
Customer Service - TSO							3					1	4
Mishandling of Passenger Property			1			1	1					1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2018		1	2	1	1	1		1	1	1		2	11
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		1	1			1							3
Customer Service - Others		1											1
Customer Service - TSO			1			1							2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Screening				1	1			1	1				4
Screening - Procedures/Process					1			1	1				3
Screening - Security Breach				1									1
2019	2		3				1	1	2	1	2		12
Civil Rights										1			1
Civil Rights - National Origin										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1		2									2	5
Screening - Procedures/Process	1		2									2	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	91	79	91	62	82	113	107	141	123	135	122	118	1,264
2016				9	13	42	30	25	28	30	29	21	227
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights						1		1	1		1		4
Civil Rights - Racial Profiling or Discrimination						1		1			1		3
Civil Rights - Screening of Religious or Cultural Garments									1				1
Customer Service				2	1	8	5	5	6	10	1	4	42
Customer Service - Others						1	1			2			4
Customer Service - TSO				2	1	7	4	5	6	8	1	4	38
Identification (ID) Requirements									1	1			2
Identification (ID) Requirements - Domestic									1	1			2
Locks					1		4	1	1	1	3	2	13
Locks - Missing or Damaged Lock					1		4	1	1	1	3	2	13
Lost and Found												1	1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				5	11	14	15	8	17	13	19	13	115
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2	1	2	1	2	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	8	12	11	6	11	11	17	13	93
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2	1	3				7
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)				1						2	2	1	6
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) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening				1		19	6	9	2	1	2	1	41
Screening - Inconsistency							1		1				2
Screening - Lengthy Lines				1		16	3	7	1				28
Screening - Procedures/Process						3	2	2		1	2	1	11
2017	26	27	35	19	24	21	22	35	33	26	29	29	326
Civil Rights	1		1			1					1		4
Civil Rights - Racial Profiling or Discrimination	1					1					1		3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	3	2	6	5		1	2	4	4	5	6		38
Customer Service - Others			1						1				2
Customer Service - TSO	3	2	5	5		1	2	4	3	5	6		36
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Locks	3	5	1	1	1	2	2	2	1	2	2	4	26
Locks - General		1						1					3
Locks - Missing or Damaged Lock	3	4	1	1	1	2	2	1	1	2	2	3	23
Lost and Found					1		1		1	1			4
Lost and Found - Airport/TSA					1		1		1	1			4
Mishandling of Passenger Property	12	16	23	11	16	14	10	17	10	8	12	8	157
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra	1		2	5	3	1							12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	10	15	19	6	12	13	7	14	8	5	8	6	123
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1										2
Mishandling of Passenger Property - Disarrayed Item		1	1		1		3	3	2	3	4	2	20
Patdown	4	2	1	1	3	3	2	2	2		2	4	24
Patdown - Flyer	2	1	1	1	3	1	2		2		2	4	19
Patdown - Flyer as Observer	1	1				1							3
Patdown - Non-Flyer	1					1							2
Persons w/ Disabilities (PWD)			1		1			3	2			1	8
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				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1				1	2
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							4	7	11	5	2	5	34
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked									3	6	1	2	12
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked							4	3	5	3	1	3	19
Request for Assistance											1	2	3
Request for Assistance - Other											1	2	3
Screening	3	2	2	1	1	1	1	2	2	4	2	6	27
Screening - Inconsistency		2	1										5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	2		1	1	1	1	1	2	2	3	1	2	17
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach	1											1	2
2018	31	17	22	15	18	26	24	42	21	27	35	28	306
Civil Rights	1		1				1	1					4
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination	1						1						2
Customer Service	2	2	3	2	2	2	3	7	2	4	5	3	35
Customer Service - TSO	2	2	3	2	2	2	3	7	2	4	5	3	35
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	1	3	1	1	2	3		2	2	3	3	3	24
Locks - Missing or Damaged Lock	1	3	1	1	2	3		2	2	3	3	3	24
Lost and Found								2	1				3
Lost and Found - Airport/TSA								2	1				3
Mishandling of Passenger Property	15	3	9	3	6	4	8	9	10	11	9	11	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1	1		2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	12	3	7	2	5	4	5	8	9	10	7	8	80
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3		2	1	1		3				2	1	13
Patdown	2			2	4	2	1	4	1	1		2	19
Patdown - Flyer	1			1	4	2	1	2	1	1		1	14
Patdown - Flyer as Observer	1							2				1	4
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		2	2		1	3	1	2	1	2	3	2	19
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1	1	3
Persons w/ Disabilities (PWD) - General		1			1	1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1			1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1								1			2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1	2
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	5	6	4	5	4	8	7	6	3	3	10	5	66
Property - Special Handling - Damaged Items	1	1	1	1		1		1		1	2	1	10
Property - Special Handling - Damaged Items - Carry-On	2	3	1	1	3		3	2		1	3		19
Property - Special Handling - Missing Items - Carry-On			1			2	1				1	1	6
Property - Special Handling - Missing Items - Checked Luggage	2	2	1	3	1	5	3	3	3	1	4	3	31
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	5		2	2	1	4	3	8	1	3	5	2	36
Screening - Inconsistency				1		1	1	1					4
Screening - Lengthy Lines	1		1				1			1		1	5
Screening - Procedures/Process	4		1	1	1	3	1	7	1	2	5		26
Screening - Security Breach												1	1
2019	34	35	34	19	27	24	31	39	41	52	29	40	405
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights	1	4	2		1		1	1	2	2			14
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination		3	1							2			6
Civil Rights - Sex/Gender/Gender Identity	1	1	1					1	2				6
Civil Rights - Transgender Screening							1						1
Customer Service	7	3	5	3	7	4	2	3	4	3	3	8	52
Customer Service - TSO	7	3	5	3	7	4	2	3	4	3	3	8	52
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	2	4	2	1	4	4	1	5	2	1	3	2	31
Locks - General												1	1
Locks - Missing or Damaged Lock	2	4	2	1	4	4	1	5	2	1	3	1	30
Lost and Found			1						1	2			4
Lost and Found - Airport/TSA			1						1	2			4
Mishandling of Passenger Property	9	8	6	6	4	7	9	9	11	23	14	13	119
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1			1	1				3	2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	6	6	5	6	2	4	7	8	7	14	9	9	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disappearance	2	1	1		1	2	2	1	4	6	2	3	25
Patdown	1		1		2	3	5	5		1		3	21
Patdown - Flyer	1		1		2	3	5	4		1		3	20
Patdown - General								1					1
Persons w/ Disabilities (PWD)		4	1		1	1	1	1	3	3	1	2	18
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer		1					1						2
Persons w/ Disabilities (PWD) - Diabetes			1							1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2	1		1	6
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		3								1			4
Property - Special Handling	8	10	14	6	7	5	6	11	12	16	7	9	111
Property - Special Handling - Damaged Items	1	1	3	3	2	1		5	1	1	1	2	21
Property - Special Handling - Damaged Items - Carry-On	4	4	3		4	3	3	3	5	8	4	4	45
Property - Special Handling - Missing Items - Carry-On			1						2	1		1	5
Property - Special Handling - Missing Items - Checked Luggage	3	5	7	3	1	1	3	3	4	6	2	2	40
Screening	5	1	3	3	1		6	4	5	1	1	3	33
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1		1						1				3
Screening - Lengthy Lines	1						3		1				5
Screening - Procedures/Process	3	1	2	1	1		3	3	1	1		1	17
Screening - Security Breach				2				1	2			1	6
Screening - Shoe Screening											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	24	29	34	53	37	35	28	37	34	46	46	29	432
2016				11	11	9	5	14	4	13	14	8	89
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service						1	1	3	1		1	2	9
Customer Service - TSO						1	1	3	1		1	2	9
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				6	8	5	3	8	3	9	12	4	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		2		2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				6	8	4	3	5	3	7	11	4	51
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1			1		2
Patdown				2				2		1		1	6
Patdown - Flyer				2				2		1			5
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Screening					1	3		1		3	1		9
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process					1	2		1		2	1		7
2017	5	11	9	14	15	9	13	4	16	18	8	10	132
Civil Rights			1		1							1	3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening												1	1
Customer Service	1	3		4	2	1	3	1	1	2		1	19
Customer Service - Others							2			1			3
Customer Service - TSO	1	3		4	2	1	1	1	1	1		1	16
Locks							1	1	1		1		4
Locks - Missing or Damaged Lock							1	1	1		1		4
Mishandling of Passenger Property	3	4	4	10	10	6	5		8	9	3	4	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2	3	10	9	5	5		6	7	3	3	56
Mishandling of Passenger Property - Disarrayed Item			2						2	2		1	7
Patdown		2	3		1	2	2		2	1			13
Patdown - Flyer			2	3	1	2	2		1	1			12
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling								1	2	6	4	1	14
Property - Special Handling - Damaged Items - Checked									1	4	2	1	8
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1	2	2		5
Screening	1	2	1		1		2	1				3	11
Screening - Inconsistency							1						1
Screening - Procedures/Process	1	2	1		1		1	1				1	8
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach												1	1
2018	7	12	6	15	6	3	6	6	7	7	9	5	89
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights				2									2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	1		1	2		1	3		3	2	2		15
Customer Service - Others							1						1
Customer Service - TSO	1		1	2		1	2		3	2	2		14
Locks	1								1		2		4
Locks - Missing or Damaged Lock	1								1		2		4
Mishandling of Passenger Property	2	6	3	5	2	1	1	2	1	3	3	1	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2								1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	5	1	4	1	1	1	1	1	2	2	1	22
Mishandling of Passenger Property - Disarrayed Item		1		1	1			1		1			5
Patdown					1			1			1		3
Patdown - Flyer					1			1			1		3
Persons w/ Disabilities (PWD)				1				1			1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2	2	2	3	1		2	2	2	1		2	19
Property - Special Handling - Damaged Items - Checked	1		1	2			1	1				1	7
Property - Special Handling - Missing Items - Carry-On		1	1	1				1					4
Property - Special Handling - Missing Items - Checked	1	1			1		1		2	1		1	8
Screening	1	3		2	2	1				1		1	11
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	3		1	1					1		1	8
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1								1
2019	12	6	19	13	5	14	4	13	7	8	15	6	122
Civil Rights	1			1				1	1		1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks		1			1	1		1			4		8
Locks - Missing or Damaged Lock		1			1	1		1			4		8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	3	1	6	3	2	1	3	4	5	2	4		34
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1	5	2	1	1	1	4	5	2	4		29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1			1					3
Patdown			2	1		1			1	2	1	1	9
Patdown - Flyer			1	1		1			1	2	1	1	8
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3		3	1	1	1							9
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	5	3	7	3	1	6	1	4		1	1	2	34
Property - Special Handling - Damaged Items - Checked Baggage	1	2				1	1	1					8
Property - Special Handling - Missing Items - Carry-C	1				1	2							4
Property - Special Handling - Missing Items - Checked Baggage	5	1	5	3		3		3		1	1		22
Screening		1	1	2		2		1		1	2	2	12
Screening - Inconsistency								1					1
Screening - Procedures/Process		1	1	2		2				1	2	2	11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	418	319	322	324	303	359	385	421	475	469	501	449	4,745
2016				72	66	115	108	110	99	106	130	116	922
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Flyer							1	1					2
Civil Rights				4	3	4		4	2	3	4	9	33
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - National Origin								1		1			2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				4	2	4		2	1		2	8	23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1	1	1	4
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening											1		1
Customer Service				5	8	20	22	25	18	20	17	16	151
Customer Service - CSM								1					1
Customer Service - Others				1		4	3	5	3		1	1	18
Customer Service - TSO				4	8	16	19	19	15	20	16	15	132
Identification (ID) Requirements							1	1		1		1	4
Identification (ID) Requirements - Domestic								1		1		1	3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues							1						1
Locks				4	4	9	8	4	3	4	8	8	52
Locks - General						1							1
Locks - Missing or Damaged Lock				4	4	8	8	4	3	4	8	8	51
Lost and Found					3	8	2	2	5	3	5	3	31
Lost and Found - Airport/TSA					3	8	2	2	5	3	5	3	31
Mishandling of Passenger Property				48	38	58	54	50	51	55	75	65	494
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	8	6	6	8	5	4	7	3	50
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				43	25	47	44	37	42	47	60	60	405
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				2	2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	4	5	4	5	2	2	8	2	34
Patdown				5	3	7	5	9	7	5	5	4	50
Patdown - Flyer				5	3	7	5	9	6	5	5	4	49
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				1	3	2	4	5	2	1	2	1	21
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1	1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1		1							2
Persons w/ Disabilities (PWD) - Diabetes							1				1		2
Persons w/ Disabilities (PWD) - General					1							1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			2					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1	1	1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	1					3
Request for Assistance									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening				4	4	7	11	9	9	12	14	9	79
Screening - Children									1				1
Screening - Crew Member or Airline Employee						1	1	1					3
Screening - Inconsistency						1	1	3	1				6
Screening - Lengthy Lines				2	2	1	4	4	1	2	2		18
Screening - Procedures/Process				1	2	3	5	1	4	9	11	6	42
Screening - Retrieving Abandoned/Confiscated Items				1					1		1		3
Screening - Security Breach						1			1	1		3	6
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
TSA Contact Information				1					1	1			3
TSA Contact Information - General				1					1	1			3
2017	129	120	113	94	84	89	75	109	138	128	131	104	1,314
Civil Rights	6	6	2	4	3	1	5	5	4	5	5	5	51
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin			1		1								2
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Racial Profiling or Discrimination	4	3	2	1	1	1	2	3	3	4	4	3	30
Civil Rights - Screening of Religious Cultural	1												1
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		2	1			1	1		1		7
Civil Rights - Transgender Screening	1	1		1				1					6
Customer Service	18	22	18	20	17	19	14	28	31	26	29	23	265
Customer Service - CSM			1	1	1	1							4
Customer Service - Others		3	2	2		2	2	3	2	2	2	2	22
Customer Service - TSO	18	19	15	17	16	16	12	25	29	24	27	21	239
Identification (ID) Requirements	1		1							2			4
Identification (ID) Requirements - Domestic	1		1							2			4
Locks	11	7	6	4	4	3	5	3	4	5	6	6	64
Locks - General		1	1						1				3
Locks - Missing or Damaged Lock	11	6	5	4	4	3	5	3	3	5	6	6	61
Lost and Found	3	5	8	3	5	1		1	4	6	6	1	43
Lost and Found - Airport/TSA	3	5	8	3	5	1		1	4	6	6	1	43
Mishandling of Passenger Property	70	60	53	45	36	43	18	23	45	37	42	29	501
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	9	8	4	5	3	5	1	2	4	1	3		45
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	53	47	46	35	31	35	14	19	33	29	32	22	396
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1					1	1			1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	7	4	3	5	2	3	2	1	8	7	6	7	55
Patdown	3	1	6	2	4	10	7	7	5	7	8	2	62

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	3	1	5	2	4	9	7	7	5	7	8	2	60
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)	3	4	5			3	3	6	5	9	2	4	44
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	3	1	1	6
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) - Medically	2		2						1	1			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1						1	3		2	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1					1			1			3
Persons w/ Disabilities (PWD) - Prosthesis	1							1	1				3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	2				1						4
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				2		2		1	1		7
Prohibited & Permitted Items			1		1			1	2	2	1		8
Prohibited & Permitted Items - Beauty & Grooming Items											1		1
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Firearm/Ammunition									1	1			2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Prohibited & Permitted Items - Sporting Goods						1							1
Property - Special Handling							14	26	18	20	23	15	116
Property - Special Handling - Damaged Items - Carry-On									4	1	1		6
Property - Special Handling - Damaged Items - Checked							2	6	2	6	3	4	23
Property - Special Handling - Missing Items - Carry-On							3	5	1	1	4	2	16
Property - Special Handling - Missing Items - Checked							9	15	11	12	15	9	71
Request for Assistance	1	1				1	1		2	1		1	8
Request for Assistance - Other						1	1		2	1		1	6
Request for Assistance - Wounded Warrior	1	1											2
Screening	13	14	13	16	14	8	8	9	18	8	9	18	148
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1	2	1	3	1	2	2		1	2	1		16
Screening - International Screening			1										1
Screening - Lengthy Lines	3	1	2	2	2	1		2	2		1	4	20
Screening - Procedures/Process	9	9	8	11	10	5	6	4	13	6	7	13	101
Screening - Security Breach		2	1		1			3	2				9
2018	154	106	105	89	89	71	126	114	128	119	136	105	1,342
Advanced Imaging Technology (AIT)	1		1							1			3
Advanced Imaging Technology (AIT) - Flyer	1		1										2
Advanced Imaging Technology (AIT) - Flyer as Observer										1			1
Civil Rights	7	3	5	2	2	3	9	6	5	6	3	4	55
Civil Rights - Age		2				1	1						4
Civil Rights - Constitutional Rights			1		1						1	1	4
Civil Rights - Hair Patdowns	1								1				2
Civil Rights - Headwear									1	1			2
Civil Rights - National Origin	1							1	1				3
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	3			1	1	1	3	2	1	4		3	19
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	2	1			1	1		1	2		11
Civil Rights - Sexual Orientation - Not Transgender							4						4
Civil Rights - Transgender Screening			1					1	1				3
Customer Service	21	28	14	13	20	16	30	16	27	30	24	12	251
Customer Service - Others	2	5	2		3	1	1	2	2	1	1	1	21
Customer Service - TSO	19	23	12	13	17	15	29	14	25	29	23	11	230
Identification (ID) Requirements				1					1				2
Identification (ID) Requirements - Domestic									1				1
Identification (ID) Requirements - Minors Domestic				1									1
Locks	16	4	5	2	4	4	6	8	4	6	4	7	70
Locks - General	3						1	1	1		1		7
Locks - Missing or Damaged Lock	13	4	5	2	4	4	5	7	3	6	3	7	63
Lost and Found	12	10	7	4	3	1	7	6	3	3	13	6	75
Lost and Found - Airport/TSA	12	10	7	4	3	1	7	6	3	3	13	6	75
Mishandling of Passenger Property	43	25	32	31	24	11	28	29	33	26	43	35	360
Mishandling of Passenger Property - Damaged	1	1	1	1	2	2	4	5	2	3	2	1	25
Mishandling of Passenger Property - Damaged or Lost	32	22	28	26	17	5	24	22	27	20	34	30	287
Mishandling of Passenger Property - Damaged or Lost - Disposition	1	1		2		2			1				7
Mishandling of Passenger Property - Disposition	9	1	3	2	5	2		2	3	3	7	4	41
Patdown	6	5	8	1	6	5	4	7	5	2	6	2	57
Patdown - Flyer	5	4	8	1	6	5	4	7	5	1	4	2	52
Patdown - Flyer as Observer	1									1	1		3
Patdown - Non-Flyer		1									1		2
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	8	5	9	10	5	3	64
Persons w/ Disabilities (PWD) - Autism Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes	1			1		1	2		1	1			7
Persons w/ Disabilities (PWD) - General	1		1		2			1		2			7
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1	1		1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1	2				4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2					1	1		4	2		10
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			1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			1		1				3
Persons w/ Disabilities (PWD) - Visual Impairment			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair	1			1		1			4		1	1	10
Property - Special Handling	28	16	17	22	15	18	17	25	24	22	22	21	247
Property - Special Handling - Damaged Items - Carry-On		1	2		2	3			1		2		11
Property - Special Handling - Damaged Items - Checked	8	6	3	6	4	5	4	7	6	9	4	6	68
Property - Special Handling - Missing Items - Carry-On	4	4	3	3	5	2	4	7	6	4	6	1	49
Property - Special Handling - Missing Items - Checked	16	5	9	13	4	8	9	11	11	9	10	14	119
Request for Assistance		1											1
Request for Assistance - Other													1
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	17	11	12	7	12	8	17	12	17	13	16	14	156
Screening - Children									1				1
Screening - Crew Member or Airline Employee	1											1	2
Screening - Inconsistency	1	3	1			1			2	1	1		10
Screening - Lengthy Lines	3	3	2	2	4	3	2	2	2	2	1		26
Screening - Procedures/Process	12	4	9	4	7	4	15	10	12	9	12	13	111
Screening - Retrieving Abandoned/Confiscated Items		1		1									2
Screening - Security Breach						1				1	2		4
2019	135	93	104	69	64	84	76	88	110	116	104	124	1,167
Advanced Imaging Technology (AIT)	1			1						1		1	4
Advanced Imaging Technology (AIT) - Flyer	1			1						1		1	4
Civil Rights	7	9	1	2	4	5	1	2	4	3	6	2	46
Civil Rights - Age			1				1				1		3
Civil Rights - Constitutional Rights	1			1									2
Civil Rights - Hair Patdowns					1				1				2
Civil Rights - Headwear	1										1		2
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimination	4	3		1	3	4		2			3	1	21
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity	1	5								2	1		9
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	27	24	20	11	9	18	12	15	18	20	13	18	205
Customer Service - Others		1	1		1	1	1		4		1	3	13
Customer Service - TSO	27	23	19	11	8	17	11	15	14	20	12	15	192
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	7	5	5	3	1	3	4	2	4	8	4	10	56
Locks - Missing or Damaged Lock	7	5	5	3	1	3	4	2	4	8	4	10	56
Lost and Found	4	2	3	3	4	3	1	1	2	3			26
Lost and Found - Airport/TSA	4	2	3	3	4	3	1	1	2	3			26
Mishandling of Passenger Property	35	16	20	19	14	18	16	23	20	26	26	33	266
Mishandling of Passenger Property - Damaged	1				1	4		1	2	3	1	3	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	26	15	17	17	9	12	14	17	14	20	19	26	206
Mishandling of Passenger Property - Disassembled	8	1	3	2	3	2	1	4	4	3	6	4	41
Patdown	4	4	6	2	4	3	2	4	8	5	7	7	56
Patdown - Flyer	4	3	6	2	3	2	2	3	8	4	7	7	51
Patdown - Flyer as Observer		1								1			2
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	4	8	6	2	5	4	5	11	8	7	7	6	73
Persons w/ Disabilities (PWD) - Cancer (general) Not		1	1										2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes	1					1			1	2			6
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairment		1									1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary	1	2					1	1	1			2	8
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1	1	1	1		1	4	2				11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesis	1	1		1				1		2	1		7
Persons w/ Disabilities (PWD) - Service Animals							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1				1				1	1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	2		3	1	1	3	2		2	1	16
Property - Special Handling	23	14	31	18	16	18	13	17	26	30	29	25	260
Property - Special Handling - Damaged Items - Carry-On		2	2	2	2	3	1	1	3	2	2	3	21
Property - Special Handling - Damaged Items - Checked	3	1	7	2	1	2	5	4	8	13	8	4	58
Property - Special Handling - Missing Items - Carry-On	2	7	5	3	5	3	2	2	4	4	8	8	53
Property - Special Handling - Missing Items - Checked	18	6	17	11	8	10	5	10	11	11	11	10	128
Request for Assistance						2	2		1	1	1		7
Request for Assistance - Other						2	2		1	1	1		7
Screening	23	11	12	8	7	10	20	13	19	12	10	22	167

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3			1					1			2	7
Screening - Lengthy Lines	6	1	3	1	1	1	1		2		1	1	18
Screening - Military										1			1
Screening - Procedures/Process	12	10	7	6	6	8	17	13	16	11	7	18	131
Screening - Retrieving Abandoned/Confis	1		2					1					4
Screening - Security Breach	1					1	1				1	1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT	3	1	2	1		1	1	1	2	1	3	1	17
2016				1					1			1	3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening												1	1
Screening - Procedures/Process												1	1
2017	1					1	1				1		4
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
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
Screening - Security Breach	1												1
2018	1									1	2		4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1											1	2
Screening - Procedures/Process	1										1		2
2019	1	1	2					1	1				6
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked								1	1				2
Screening		1	2										3
Screening - Procedures/Process		1	2										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK	3	4	4	12	8	9	10	2	9	7	6	6	80
2016					4	4				2			10
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1	3				1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2				1			4
Patdown						1							1
Patdown - Flyer						1							1
Screening					2					1			3
Screening - Procedures/Process					2					1			3
2017			1	4	1		3		1		2	3	15
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property			1	4	1		1		1		2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--C			1	4	1				1		2	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening													1
Screening - Procedures/Process													1
2018	2	2	2	4	2	1	1	2	3	3	3	2	27
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service								1					1
Customer Service - TSO								1					1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property				3		1	1	1	3	3	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1		2	3	1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1		1			1		4
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling	1	1		1	1								4
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items	1			1	1								3
Screening			2										2
Screening - Procedures/Process			2										2
2019	1	2	1	4	1	4	6		5	2	1	1	28
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property	1		1	2	1	2	3		3	1	1		15
Mishandling of Passenger Property - Dam	1		1	1	1	1	2						7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1		3	1	1		8
Patdown			1			1	1						3
Patdown - Flyer			1			1	1						3
Property - Special Handling			1	2		1			1				5
Property - Special Handling - Damaged Items - Check			1	1					1				3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening							2		1	1			4
Screening - Procedures/Process							2		1	1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	7	5	8	8	4	5	8	10	11	9	9	8	92
2016				1		2	1	3	1	2	4	2	16
Customer Service							1	1					2
Customer Service - TSO							1	1					2
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				2	1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1				1	1			1	4
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Screening						1				1	1	1	4
Screening - Procedures/Process						1					1	1	3
Screening - Security Breach										1			1
2017	2	3	2	1	3		3	1	2			2	19
Civil Rights	1									1			2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property	1	2	2	1	3		3					1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2	1	1							1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1	1		3						7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage					1								1
Patdown			1										1
Patdown - General			1										1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked Baggage									1				1
2018	2	1		3		2	1	2	3	6	2		22
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1			1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1			1			3
Persons w/ Disabilities (PWD)		2							1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Wheelchair or Scooter		1											1
Property - Special Handling			1	1		2		2					6
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked Baggage		1				2		1					4
Screening				1					1	3	2		7
Screening - Procedures/Process				1					1	3	2		7
2019	3	1	6	3	1	1	3	4	5	1	3	4	35
Customer Service	1		1				1	1					4
Customer Service - Others	1												1
Customer Service - TSO			1				1	1					3
Lost and Found			1	1					1				3
Lost and Found - Airport/TSA			1	1					1				3
Mishandling of Passenger Property	2		1	2			2	1	1	1	1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2		1				1		1		1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage										1			1
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling			3			1			3		2		9
Property - Special Handling - Missing Items - Carry-On									3		2		5
Property - Special Handling - Missing Items - Checked Baggage			3			1							4
Screening				1	1			1				1	4
Screening - Procedures/Process				1				1				1	3
Screening - Security Breach					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	3	3	2		2	2		2	1	1	3	4	23
2016					1	1			1			1	4
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
2017								1		1	2	3	7
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property											1	2	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	2	1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening									1				1
Screening - Procedures/Process									1				1
2018		1			1			1					3
Mishandling of Passenger Property		1			1			1					3
Mishandling of Passenger Property - Disarrayed Item		1			1			1					3
2019	3	2	2			1					1		9
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2	2	1								1		6
Mishandling of Passenger Property - Dam	1	1	1								1		4
Mishandling of Passenger Property - Disa	1	1											2
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRL			1		1					2			4
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2018			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
2019						1				1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown						1							1
Patdown - Flyer						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	3			2	2	4	3	2	3	4	2	2	27
2016						2	1		1	1	1		6
Customer Service						1							1
Customer Service - TSO						1							1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1	1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1				1		3
2017	1				1			2	1	2	1	1	9
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1							1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1							1	1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown										1			1
Patdown - Flyer										1			1
Screening						1							1
Screening - Procedures/Process						1							2
2018	1				1					1			3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2019	1			2		2	2		1			1	9
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening							1						1
Screening - Procedures/Process							1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRW	1		2	3	1	1	1		1				10
2017				2	1	1	1						5
Mishandling of Passenger Property				2	1	1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	1							4
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
2018			2	1					1				4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling			1	1					1				3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked			1										1
2019	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM						1	1		1				3
2016									1				1
Patdown									1				1
Patdown - Flyer									1				1
2018						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2019								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	7	9	6	8	9	5	12	9	7	9	8	6	95
2016				1	3	1	4	3	1	1		1	15
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1	1	3	3	1	1		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2	3	1			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening						1							1
Screening - Procedures/Process						1							1
2017	3	5		4	1	3	4	2	1	3	2		28
Customer Service	1	1				1							3
Customer Service - TSO	1	1				1							3
Locks		1				1		1					3
Locks - General								1					1
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	2	1		3		1	3	1	1	2	1		15
Mishandling of Passenger Property - Dam	2	1		3		1	1	1		2	1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2		1				3
Patdown						1		1			1		3
Patdown - Flyer						1		1			1		3
Screening		2		1						1			4
Screening - Procedures/Process		2		1						1			4
2018	2	3	3	2	3	1		3	3	1	4	1	26
Customer Service						2		2		1		1	6
Customer Service - Others								2					2
Customer Service - TSO						2				1		1	4
Mishandling of Passenger Property			2					1	2		1		6
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
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Visual Impairment				2									2
Property - Special Handling		2							1		1		4
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checke		2											2
Screening	1	1	1		1	1					2		7
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	1			1	1					2		6
2019	2	1	3	1	2		4	1	2	4	2	4	26
Customer Service						1	1	1		2	1		6
Customer Service - Others						1	1						2
Customer Service - TSO								1		2	1		4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1		2			1		3	10
Mishandling of Passenger Property - Dam	1			1	1		2			1		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1								1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling	1	1							2	1	1	1	7
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-C		1							1			1	3
Property - Special Handling - Missing Items - Checked									1	1	1		3
Screening				1									1
Screening - Security Breach				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	25	19	18	13	15	18	8	21	12	32	25	22	228
2016				2	4	3	1	10	1	5	5	5	36
Customer Service						1		1		2		1	5
Customer Service - TSO						1		1		2		1	5
Identification (ID) Requirements					1			1					2
Identification (ID) Requirements - Domestic					1			1					2
Locks					1					1		1	3
Locks - Missing or Damaged Lock					1					1		1	3
Mishandling of Passenger Property				1	2			5		2	5	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1			3		1	5	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			2		1			4
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		2	1	2				2	8
Screening - Inconsistency							1						1
Screening - Procedures/Process				1		2		1				1	5
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach												1	1
2017	7	7	6	4	2	7	2	3	4	6	3	5	56
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	2	2	1	1	1	2			1	2		1	13
Customer Service - Others		1		1									2
Customer Service - TSO	2	1	1		1	2			1	2		1	11
Mishandling of Passenger Property	4	3	3		1	3	2		2	3			21
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Dam	4	2	2			1	2		2	3			16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2						3
Patdown		1	1					1		1		1	5
Patdown - Flyer		1						1		1		1	4
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling								1			1	1	3
Property - Special Handling - Missing Items - Checked									1		1	1	3
Screening	1	1		3		2		1	1		2		11
Screening - Inconsistency	1			1							1		3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		2		1		1	1		1		7
2018	8	5	6	4	3	5		2	2	9	12	6	62
Civil Rights													1
Civil Rights - Hair Patdowns													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	1	1				2		1	1	1	1	1	9
Customer Service - Others						1							1
Customer Service - TSO	1	1				1		1	1	1	1	1	8
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1	1	1				1	2	4	2	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1	1	3		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	2	3
Patdown	1					1				2	3	1	8
Patdown - Flyer	1					1				2	3	1	8
Persons w/ Disabilities (PWD)	2				1								3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1				1								2
Property - Special Handling		1								1	1	1	4
Property - Special Handling - Missing Items - Carry-C		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	3	5	3	1	2		1		3	2		22
Screening - Lengthy Lines		3	2	2							1		8
Screening - Procedures/Process	2		3	1	1	2		1		3	1		14
2019	10	7	6	3	6	3	5	6	5	12	5	6	74
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Children			1										1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights		1											1
Civil Rights - Constitutional Rights		1											1
Customer Service	4	2		1	1	1	1	1	2	2	2		17
Customer Service - Others							1			1			2
Customer Service - TSO	4	2		1	1	1		1	2	1	2		15
Locks				1						2	1	1	5
Locks - Missing or Damaged Lock				1						2	1	1	5
Mishandling of Passenger Property	1		1	1	2	1	2	3	1			2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2						2
Mishandling of Passenger Property - Dam	1			1	2	1		3	1			1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
Patdown								1		4	1	1	7
Patdown - Flyer								1		2	1	1	5
Patdown - Flyer as Observer										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	1			2	1							5
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1				1							2
Property - Special Handling	1	1	2		1		1					1	7
Property - Special Handling - Damaged Items - Checked			1			1		1					4
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Item	1												1
Screening	3	2	2				1	1	1	4	1	1	16
Screening - Inconsistency	1												1
Screening - Procedures/Process	2	2	1				1	1	1	4	1	1	14
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	28	25	39	38	30	34	31	41	27	46	44	43	426
2016				11	6	5	7	12	8	10	12	17	88
Civil Rights						1		2			1		4
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service				4	1				1		2	2	10
Customer Service - Others					1								1
Customer Service - TSO				4					1		2	2	9
Locks								3	1				4
Locks - Missing or Damaged Lock								3	1				4
Mishandling of Passenger Property				7	5	4	6	6	6	7	7	9	57
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	2	1			2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	3	4	4	4	4	7	7	7	47
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2				1				3
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)											1	1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1	2
Screening							1	1		3		4	9
Screening - Inconsistency										1			1
Screening - Lengthy Lines								1				1	2
Screening - Procedures/Process							1			2		3	6
2017	9	5	12	11	10	9	8	13	8	13	13	8	119
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service		1	1	1	1	1	2	3			3	2	15
Customer Service - Others											1		1
Customer Service - TSO		1	1	1	1	1	2	3			2	2	14
Human Capital		1											1
Human Capital - Prospective Employment with TSA		1											1
Locks		1		1			2					2	6
Locks - Missing or Damaged Lock		1		1			2					2	6
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	9	2	8	8	6	6	3	3	5	5	6	3	64
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2		1										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	7	2	7	5	6	5	3	2	5	5	5	3	55
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3		1		1			1		6
Patdown			2						2				4
Patdown - Flyer			2						2				4
Persons w/ Disabilities (PWD)				1				1		2			4
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling								2	1	4	3		10
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Damaged Items - Checked								1		1			3
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1		2	1		4
Screening			1		2	2	1	4		1		1	12
Screening - Children										1			1
Screening - Crew Member or Airline Employee								1					1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1		2	2	1	3					9
2018	9	14	10	12	8	16	7	9	5	7	7	9	113
Civil Rights			1									1	2
Civil Rights - Constitutional Rights												1	1
Civil Rights - Transgender Screening			1										1
Customer Service	1	2			1	4		1		1		1	11
Customer Service - Others		1				1							2
Customer Service - TSO	1	1			1	3		1		1		1	9
Locks	1	2			3			1	1	2	1	1	12
Locks - General		1											1
Locks - Missing or Damaged Lock	1	1			3			1	1	2	1	1	11
Mishandling of Passenger Property	3	5	3	6	3	7	6	6	3	1	5	4	52
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	5	3	5	2	7	5	6	3	1	3	3	45
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				1		1				1		4
Patdown			1	1		1							3
Patdown - Flyer			1	1		1							3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling	2	5	1	4	1	2	1	1	1	3	1	2	24
Property - Special Handling - Damaged Items - Carry-On	1	1				1			1				4
Property - Special Handling - Damaged Items - Checked	1	1	1	2							1	1	7
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked		3	2	1			1			3		1	11
Screening	2		3	1		2							8
Screening - Crew Member or Airline Employee								2					2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		2										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1
2019	10	6	17	4	6	4	9	7	6	16	12	9	106
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimination							1					2	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	2		1		1	1	1	1		2	2		11
Customer Service - TSO	2		1		1	1	1	1		2	2		11
Locks	1	1	1	1	1		1		1	1	2	1	11
Locks - Missing or Damaged Lock	1	1	1	1	1		1		1	1	2	1	11
Mishandling of Passenger Property	1	3	6		1	1	3	1	2	7	1	3	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage - Damaged	1	2	5		1	1	2	1	2	4	1	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Mishandling of Passenger Property - Disarrayed Item		1								2			3
Patdown					1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)			1	1			1					1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mentally Ill			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
Property - Special Handling	4	2	8	2		2		1	1	5	2	1	28
Property - Special Handling - Damaged Items	1	1	1	1							1		5
Property - Special Handling - Damaged Items - Checked		1	4			1				3		1	10
Property - Special Handling - Missing Items	1								1		1		3
Property - Special Handling - Missing Items - Checked	2		3	1		1		1		2			10
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	2				1		2	2	1		4		12
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency	1						1				1		3
Screening - Procedures/Process	1				1		1	2	1		1		7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	23	38	26	41	25	46	42	30	45	50	43	30	439
2016				7	8	14	9	9	13	16	9	8	93
Civil Rights											1		1
Civil Rights - Perceived Religion											1		1
Customer Service				2		2	2	1	1			1	9
Customer Service - Others				1		2	1		1			1	6
Customer Service - TSO				1			1	1					3
Locks				1	1		1			1	1	1	6
Locks - General										1			1
Locks - Missing or Damaged Lock				1	1		1				1	1	5
Mishandling of Passenger Property				4	4	11	5	5	9	11	4	5	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						3				1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	4	6	5	5	9	10	4	5	52
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						2	1	1	1	1	2	1	10
Patdown - Flyer						2	1	1	1	1		1	8
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening						1			2	2	1		6
Screening - Procedures/Process						1			1	2	1		5
Screening - Security Breach									1				1
TSA Contact Information										1			1
TSA Contact Information - General										1			1
2017	12	9	9	14	10	11	5	6	12	8	13	12	121
Civil Rights	1							1	1	1	1	1	5
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination	1							1			1	1	4
Customer Service		4	2	1	1	4		1	2	2	1	4	22
Customer Service - Others			1										1
Customer Service - TSO		4	1	1	1	4		1	2	2	1	4	21
Locks	1			1							4	1	7
Locks - Missing or Damaged Lock	1			1							4	1	7
Mishandling of Passenger Property	9	4	5	11	7	5	5	2	4	3	3		58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3		1	1	2				1				8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	4	3	7	4	5	3	1	2	2	2		39
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		3	1	1	2	1	1	1	1	1		11
Patdown			1		1	1			1		2		6
Patdown - Flyer			1		1	1			1		2		6
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Property - Special Handling								1	4	1	1	3	10
Property - Special Handling - Damaged Items - Checked								1	2		1	1	5
Property - Special Handling - Missing Items - Checked									2	1		2	5
Screening	1	1	1	1	1	1				2			10
Screening - Inconsistency		1											1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1			1	1	1				1		2	7
Screening - Security Breach			1										1
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2018	7	15	8	11	4	13	9	7	8	10	7	5	104
Civil Rights			2				1	1					4
Civil Rights - Racial Profiling or Discrimination							1	1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	2	2				3	2		1	2			12
Customer Service - TSO	2	2				3	2		1	2			12
Locks		2	2	1				1	1		1	1	9
Locks - General												1	1
Locks - Missing or Damaged Lock		2	2	1				1	1		1		8
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property		4	2	2		3	3	1	2	2	4	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	2	1		3	3	1	1	1	4		18
Mishandling of Passenger Property - Disarrayed Item		2		1						1		1	5
Patdown	2	1		1	1	1	2		1			1	10
Patdown - Flyer	2	1		1	1	1	1		1			1	9
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)			1	1		1			3				6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	5		4	1	1	1		1	3		2	20
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked		1		1		1	1			1			5
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked	2	4		2					1	1		2	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	1	1	1	2	2	2		4		2	2		17
Screening - Inconsistency					1			2					3
Screening - International Screening	1												1
Screening - Procedures/Process		1	1	2	1	2		2		2	2		13
2019	4	14	9	9	3	8	19	8	12	16	14	5	121
Civil Rights		2	1	1	1		2	1	1	3			12
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination							2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1									2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening					1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks		2		1	1		1	1	1				7
Locks - Missing or Damaged Lock		2		1	1		1	1	1				7
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	2	4	1		1	6	3	2	2	3	2	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1			1		3
Mishandling of Passenger Property - Dam	1	1	3	1		1	4	1	2	2	2	1	19
Mishandling of Passenger Property - Disarrayed Item		1	1				1	1					5
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)		2					2		1	1	2		8
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	3	3	2	1	3	3		1	2	4		23
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Damaged Items - Check		1	2	1		1	3				1		9
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checke		2	1	1		1				2	3		10
Screening	2	3	1	2		2	3		3	3	1	2	22
Screening - Inconsistency	1			1			1						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		2				1	1		3	3	1	2	13
Screening - Retrieving Abandoned/Confis	1	1		1									3
Screening - Security Breach						1	1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	276	242	242	250	211	266	285	319	316	347	350	246	3,350
2016				65	68	67	93	96	93	107	105	95	789
Civil Rights				3	1	3	4	3	2	6	7	2	31
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - National Origin									2				2
Civil Rights - Racial Profiling or Discrimination				2	1	3	4	3	2	4	7	2	28
Customer Service				16	17	17	14	24	20	31	21	27	187
Customer Service - CSM											1		1
Customer Service - Others				2		3	1	4	1	3	1	1	16
Customer Service - TSO				14	17	14	13	20	19	28	19	26	170
Identification (ID) Requirements								1				1	2
Identification (ID) Requirements - Domestic								1				1	2
Locks				2	1	2	4	6	10	6	3	3	37
Locks - General									1				1
Locks - Missing or Damaged Lock				2	1	2	4	6	9	6	3	3	36
Lost and Found							2	1	1		8	2	14
Lost and Found - Airport/TSA							2	1	1		8	2	14
Mishandling of Passenger Property				27	33	27	37	32	38	45	54	48	341
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	7	5	7	3	5	8	8	8	55
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				23	23	20	27	24	28	33	39	35	252
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					3	2	2	5	5	4	7	5	33
Patdown				2	2	1	4	2	4	1	5	4	25
Patdown - Flyer				2	2	1	2	2	3	1	5	2	20
Patdown - Flyer as Observer							2						2
Patdown - General									1				1
Patdown - Non-Flyer												2	2
Persons w/ Disabilities (PWD)				5	2	4	4	5	5	3		3	31
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	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 Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	1			3		1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					1				2
Persons w/ Disabilities (PWD) - Service Animals						1		1					2
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1		1	1				1	6
Screening				10	12	11	25	22	14	7	13	7	121
Screening - Inconsistency				1	2	1	3		2		4	1	14
Screening - Lengthy Lines				2	7	8	15	16	7	3	6	1	65
Screening - Procedures/Process				7	1	2	7	5	4	4	3	3	36
Screening - Retrieving Abandoned/Confiscated Items					1							2	3
Screening - Security Breach					1			1	1				3
2017	102	94	89	78	63	77	57	72	79	92	78	42	923
Civil Rights	2		1	3	1	2		4	2	2	1	2	20
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	2			3	1			3		2	1	1	14
Civil Rights - Transgender Screening						1		1					3
Customer Service	31	31	16	13	8	19	16	20	24	20	20	7	225
Customer Service - Others	6	1	4	1	1	2	2	1	4	1	2		25
Customer Service - TSO	25	30	12	12	7	17	14	19	20	19	18	7	200
Identification (ID) Requirements				1	3	2		1					7
Identification (ID) Requirements - Domestic				1	3	1		1					6
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks	7	3	4	5	3	8	7	5	5	4	3	3	57
Locks - General		1							1	1	1	1	5
Locks - Missing or Damaged Lock	7	2	4	5	3	8	7	5	4	3	2	2	52
Lost and Found	2	1	2	1	3	1			2	2	1	1	16
Lost and Found - Airport/TSA	2	1	2	1	3	1			2	2	1	1	16
Mishandling of Passenger Property	36	26	44	39	30	29	12	21	23	24	27	14	325
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	9	2	5	7	3	4		1	3		4	1	39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	26	22	36	29	25	24	9	19	15	18	22	11	256
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	2	3	3	2	1	3	1	5	6	1	2	30
Patdown	5	6	4	4	6	4	4	5	2	1	3		44
Patdown - Flyer	5	4	4	4	6	4	4	4	1	1	3		40
Patdown - Flyer as Observer		1						1					2
Patdown - Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	8	4	2	1	8	4	5	1	6	1	1	46
Persons w/ Disabilities (PWD) - Breast Cancer			1			1				1			3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1					1		1			5
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						2
Persons w/ Disabilities (PWD) - Medically	1	1											5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1	1		2
Persons w/ Disabilities (PWD) - Mobility	1	3					2	1		1			8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1	1		1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1						1	2
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair		2		1	1	2	1	2					10
Prohibited & Permitted Items									3				3
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling							7	8	11	23	10	5	64
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked							1		3	8	1	4	17
Property - Special Handling - Missing Items - Carry-On							2	1	1		1		5
Property - Special Handling - Missing Items - Checked							3	7	7	14	8	1	40
Request for Assistance			1					1					2
Request for Assistance - Other			1					1					2
Screening	14	18	13	8	9	6	6	3	6	9	12	9	113
Screening - Inconsistency	2	1	2	1						1		1	8
Screening - Lengthy Lines	3	5	1		1		3		1	5	3	2	24
Screening - Procedures/Process	9	11	10	6	8	4	3	3	3	3	9	6	75
Screening - Retrieving Abandoned/Confiscated Items		1		1		2							4
Screening - Security Breach									2				2
TSA Contact Information										1			1
TSA Contact Information - General										1			1
2018	95	80	83	66	39	68	66	78	87	85	82	62	891
Civil Rights	3	1	1			1	5	2	2	4	2		21
Civil Rights - Racial Profiling or Discrimination	2	1	1			1	5	1	2	4	1		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity	1							1					2
Customer Service	29	24	16	15	8	13	20	22	19	18	19	11	214
Customer Service - Others	6	4	1		3	4	4	4	1	1	3		31
Customer Service - TSO	23	20	15	15	5	9	16	18	18	17	16	11	183
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	7	3	7	2	2	4	3	4	5	1	7	4	49
Locks - General			1				1	1					3
Locks - Missing or Damaged Lock	7	3	6	2	2	4	2	3	5	1	7	4	46
Lost and Found	1			3		2	1	1	1	2	2		13
Lost and Found - Airport/TSA	1			3		2	1	1	1	2	2		13
Mishandling of Passenger Property	13	16	25	11	7	11	11	17	14	16	14	12	167
Mishandling of Passenger Property - Damaged/Missing			1				1	1	3	2	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	10	13	23	6	6	11	10	14	9	8	8	8	126
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1								2		3
Mishandling of Passenger Property - Disassembly	3	2	2	4	1			2	2	6	3	3	28
Patdown	1	1		1	1	4	1	2	3	3	1	2	19
Patdown - Flyer	1	1		1	3	1	2	2	2	3	1	2	17
Patdown - Flyer as Observer						1			1				2
Persons w/ Disabilities (PWD)	3	5	7	9	5	8	6	5	14	5	3	6	76
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1		1			3
Persons w/ Disabilities (PWD) - Diabetes				2				1	3				6
Persons w/ Disabilities (PWD) - General	1							1	2		2		6
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Device		1	1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1	1			2
Persons w/ Disabilities (PWD) - Medically Necessary	1		1				1	1		1			5
Persons w/ Disabilities (PWD) - Metal Implants	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	3		3	4	2		3	2		1	19
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals									3				3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	2	3	2	4	2		2			4	21
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling	19	12	13	17	7	11	3	12	12	14	15	15	150
Property - Special Handling - Damaged Items	3	1	2	2	1	2		3	4	1	1	2	22
Property - Special Handling - Damaged Items - Checked	6			2	2	2		3	1	3	5	4	28
Property - Special Handling - Missing Items	2	1	4	4	2	2	1	3	2	1	4	3	29
Property - Special Handling - Missing Items - Checked	8	10	7	9	2	5	2	3	5	9	5	6	71
Request for Assistance		1	1	1		2	1		1	1	1	1	10
Request for Assistance - Other			1	1		2	1		1	1	1	1	9
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	19	17	13	7	9	12	15	13	16	20	18	11	170
Screening - Crew Member or Airline Employee		1									1		2
Screening - Inconsistency	2	2	1			1				3		2	11
Screening - Lengthy Lines	8	5	4	4	2	2	6	8	5	9	8	5	66
Screening - Procedures/Process	9	9	6	3	7	6	9	5	11	8	8	3	84
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach			2			2					1	1	6
2019	79	68	70	41	41	54	69	73	57	63	85	47	747
Advanced Imaging Technology (AIT)			1	1						1			3
Advanced Imaging Technology (AIT) - Flyer			1	1						1			3
Civil Rights	3	4		2	1	3	3	2	3	1	1	3	26
Civil Rights - Age	1											1	2
Civil Rights - Hair Patdowns								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination			3	2	1	1	2	1	2	1	1		14
Civil Rights - Sex/Gender/Gender Identity	2	1				1						2	6
Civil Rights - Transgender Screening							1						1
Customer Service	20	17	17	9	13	19	18	9	8	8	18	9	165
Customer Service - Others	1		1		1	1			1	1	1		7
Customer Service - TSO	19	17	16	9	12	18	18	9	7	7	17	9	158
Locks	1	5	4	1	3	2	2	6	4	3	4	3	38
Locks - Missing or Damaged Lock	1	5	4	1	3	2	2	6	4	3	4	3	38
Lost and Found			1						1		1		3
Lost and Found - Airport/TSA			1						1		1		3
Mishandling of Passenger Property	16	11	16	8	11	5	9	15	12	17	19	12	151
Mishandling of Passenger Property - Dam	3		1		1			2	1	1	3		12
Mishandling of Passenger Property - Dam	11	6	13	8	9	5	7	11	8	15	13	10	116
Mishandling of Passenger Property - Disa	2	5	2		1		2	2	3	1	3	2	23
Patdown	1		2	1	1	3	6	6		5	2	2	29
Patdown - Children								1					1
Patdown - Flyer	1		2	1	1	3	6	3		4	2	2	25
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	3	8	3		1	6	7		4	13	3	53
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2	1		1					3		8
Persons w/ Disabilities (PWD) - Diabetes							2	2		1			5
Persons w/ Disabilities (PWD) - General							1	2					3
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically	1			2						1	5	1	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2					1		1	2	1	8
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Service Animals							1				1		2
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1						1					2
Persons w/ Disabilities (PWD) - Wheelcha	1		2				1	1		1			6
Property - Special Handling	16	15	11	11	8	9	11	14	16	13	14	8	146
Property - Special Handling - Damaged It	2	2	1	2	3	3	2	1				1	17
Property - Special Handling - Damaged It	6	3	2	3	1	2	6	4	4	6	2	2	41
Property - Special Handling - Missing Item	1		6	1	1	1	1	3	2	3	2	1	22
Property - Special Handling - Missing Item	7	10	2	5	3	3	2	6	10	4	10	4	66
Request for Assistance		1			1		1						3
Request for Assistance - Other		1			1		1						3
Screening	17	12	10	5	3	12	13	14	13	11	13	7	130
Screening - Inconsistency		1						2	1				4
Screening - Lengthy Lines	7	2	5	1	1	4	3	3	4	3	5	1	39
Screening - Procedures/Process	9	9	5	4	2	6	9	8	7	7	8	6	80
Screening - Retrieving Abandoned/Confis	1							1					2
Screening - Security Breach						2	1		1	1			5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	8	7	7	13	7	13	7	9	8	9	18	5	111
2016				4	1	2		1		1	4	3	16
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property				2							1		3
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Prohibited & Permitted Items											1	1	2
Prohibited & Permitted Items - Firearm/Ammunition											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Screening				1		1		1		1	1	1	6
Screening - Inconsistency										1		1	2
Screening - Procedures/Process				1		1		1			1		4
2017	2	2	1	4	5		2	2	2	2	4	2	28
Customer Service				1			1			1			3
Customer Service - TSO				1			1			1			3
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		1	1	1		1				1		6
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1
Mishandling of Passenger Property - Dam	1					1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown								2		1	1	1	5
Patdown - Flyer								2			1	1	4
Patdown - Flyer as Observer										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 and Medic				1									1
Screening	1			1	4						2	1	9
Screening - Inconsistency	1												1
Screening - Procedures/Process				1	3						1		5
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach						1						1	2
2018	4	2	4	4	1	5	1	2	2	1	5		31
Civil Rights		1	1	2									4
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening			1										1
Customer Service	2		1	1	1	2			1				8
Customer Service - Others						1							1
Customer Service - TSO	2		1	1	1	1			1				7
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Patdown	1						1			1	1		4
Patdown - Flyer	1									1	1		3
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				1		1			1				3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling	1							2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items	1							1					2
Screening		1	1			1					4		7
Screening - Inconsistency						1							1
Screening - Procedures/Process		1	1								3		5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	2	3	2	1		6	4	4	4	5	5		36
Civil Rights				1		1	1				1		4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service						1	2	1		1			5
Customer Service - TSO						1	2	1		1			5
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1							2					3
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Dam	1							1					2
Patdown		1				3		1	1	3			9
Patdown - Flyer		1				3		1	1	3			9
Persons w/ Disabilities (PWD)		1								1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening		1	1	1		1	1		3		2		10
Screening - Inconsistency									2				2
Screening - Procedures/Process			1	1		1	1		1		2		7
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	9	19	15	15	16	21	19	10	23	21	25	20	213
2016				3	7	2	2	2	3	5	3	7	34
Civil Rights					1	1						1	3
Civil Rights - Racial Profiling or Discrimination					1	1						1	3
Customer Service					2		1	1	1	1		1	7
Customer Service - Others					2				1				3
Customer Service - TSO							1	1		1		1	4
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property				1	2	1	1	1	2	1	2	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1	2	1	1	1	2	1	2	4	15
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
Screening					1					2	1		4
Screening - Crew Member or Airline Employee											1		1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process										2			2
2017	2	1	2	4		4	2	2	3	2	5	7	34
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service						1	1		2	1		3	8
Customer Service - Others												1	1
Customer Service - TSO						1	1		2	1		2	7
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	2	1		1		1			1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1	2	1		1		1				2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown				1		1			1	1	2		6
Patdown - Flyer				1		1			1	1	2		6
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling							1	1			1		3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1								2	3
Screening - Inconsistency				1									1
Screening - Procedures/Process												2	2
2018	5	9	8	4	7	8	6	2	2	7	9	1	68
Civil Rights						1			1	1	1		4
Civil Rights - Hair Patdowns						1			1				2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service	1	4	2	1	1	1	2	1			2		15
Customer Service - Others		1	1										2
Customer Service - TSO	1	3	1	1	1	1	2	1			2		13
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			2			1	1			2	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1							2	3		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			2				1			2	1		6
Patdown - Flyer			2				1			2	1		6
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling	1	1	1		2		1						6
Property - Special Handling - Damaged Items - Checked					2								2
Property - Special Handling - Missing Items - Carry-On	1	1	1				1						4
Screening	3	1	3	2	3	5	1	1	1	1	2	1	24
Screening - Inconsistency	1					2			1		1		5
Screening - Lengthy Lines	2			2	1	1		1					7
Screening - Procedures/Process		1	3		2	2	1			1	1	1	12
2019	2	9	5	4	2	7	9	4	15	7	8	5	77
Civil Rights			1	1			2		2	1	2		9
Civil Rights - Hair Patdowns							1		1				2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1								1	1		3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		2	2	1		1	1	2	3	1	1	1	15
Customer Service - Others		1	1										2
Customer Service - TSO		1	1	1		1	1	2	3	1	1	1	13
Locks	1					1					1		3
Locks - Missing or Damaged Lock	1					1					1		3
Mishandling of Passenger Property			1	1	1		2	1	1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	1	1		2	1	1			1	8
Patdown				1	1	3	1		1		1		8
Patdown - Flyer					1	3	1		1		1		7
Patdown - Non-Flyer				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)			1	1				1		2		1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1					1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)			1										1
Property - Special Handling		1	3	1	1	1	1		3	2		2	15
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Item		1			1	1							3
Property - Special Handling - Missing Items - Checked			3	1			1		2			1	8
Screening			1			1	1	1	3	3	2	1	13
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process			1					1	3	2	2		9
Screening - Security Breach										1		1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK	5	6	7	10	15	16	6	9	10	13	12	20	129
2016				5	7	13	2	4	4	4	6	7	52
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service						2	1					1	4
Customer Service - Others						1							1
Customer Service - TSO						1	1					1	3
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Mishandling of Passenger Property				5	5	8	1	2	4	3	3	5	36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	5	7		2	4	3	3	5	34
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown										1	1		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Screening						2	1	1			1	1	6
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency						1							1
Screening - Procedures/Process						1		1			1	1	4
2017	1	3	4	3	5	2	1	3	2	4		6	34
Customer Service			1							2			3
Customer Service - TSO			1							2			3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	3	3	2	4	2		1		2		1	19
Mishandling of Passenger Property - Damaged/Missing		1	1		2								4
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	2	2	2	2	2		1		2		1	15
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)				1								2	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects													1
Property - Special Handling							1	2					3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								2					2
Screening					1				1			1	3
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach									1				1
2018	2	3	1		2			1	2	4	1		18
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1	1		1						1	4
Mishandling of Passenger Property - Damaged/Missing			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1		1						1	3
Patdown						1			1	1	1		4
Patdown - Flyer						1				1	1		3
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N)			1										1
Property - Special Handling	2										1		3
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On	1										1		2
Screening		1						1					2
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					1
2019	2		2	2	1	1	3	1	2	3	2	6	25
Customer Service											1		1
Customer Service - TSO											1		1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1			1		1	1		1	1		2	8
Mishandling of Passenger Property - Damaged/Missing	1			1		1	1		1	1		2	8
Patdown							2						1
Patdown - Flyer							2						3
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling			1							2		2	5
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked			1							1			2
Screening	1		1		1			1				1	5
Screening - Inconsistency	1											1	2
Screening - Procedures/Process			1		1			1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC				1		1	2		1	1		3	9
2016				1		1						1	3
Customer Service												1	1
Customer Service - TSO												1	1
Patdown				1									1
Patdown - Flyer				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2017										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
2018							1		1			1	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown												1	1
Patdown - Flyer												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1									3
2018		1	1	1									3
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDV	1						1	3		2		4	11
2016										1		2	3
Mishandling of Passenger Property										1		2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		2	3
2017	1						1			1			3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening							1						1
Screening - Inconsistency							1						1
2018								1				2	3
Mishandling of Passenger Property								1				2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2019								2					2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEC		2		1	1		3	2					10
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
2017				1			1	1					3
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Screening									1				1
Screening - Procedures/Process									1				1
2018		2						1					3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Item		1											1
2019					1		2						3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEF				1									1
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ		3			1		1	2					7
2016							1	1					2
Mishandling of Passenger Property							1	1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening									1				1
Screening - Procedures/Process									1				1
2017			2					1					3
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
2018			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
2019						1							1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CGI	2	1	2			3		2	1	1	1	2	15
2016						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2017	1	1	1			1					1		5
Mishandling of Passenger Property	1	1	1			1					1		5
Mishandling of Passenger Property - Damaged/Missii			1	1		1					1		4
Mishandling of Passenger Property - Disa	1												1
2018								1	1	1			5
Mishandling of Passenger Property								1	1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown										1			1
Patdown - Flyer										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2019	1		1			1		1					4
Civil Rights			1			1		1					3
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination						1		1					2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	9	8	10	9	10	11	15	15	15	13	11	16	142
2016				1	2	2	3	3	5	4	1	8	29
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										1	1	1	3
Customer Service - Others												1	1
Customer Service - TSO										1	1		2
Mishandling of Passenger Property				1	2	2	3	3	2	3		6	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2	2	3	1	3	4	16
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
Screening									2			1	3
Screening - Inconsistency									1			1	2
Screening - Procedures/Process									1				1
2017	1	2	5	3	3	3	5	4	1	3	5	5	40
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Locks											1		1
Locks - General											1		1
Mishandling of Passenger Property	1	2	3	2	1	2	1	2		1	2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	2	3	2	1	1	1	2		1	1	2	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown			1		1				1				3
Patdown - Flyer					1				1				2
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)					1		2						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - General					1		1						2
Property - Special Handling							1	1		2	1		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1			2			3
Screening			1			1					1	2	5
Screening - Procedures/Process			1			1					1	2	5
2018	7	3	2	3	5	3	3	5	5	4	2	1	43
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service	1						1	1	1				4
Customer Service - TSO	1						1	1	1				4
Mishandling of Passenger Property	1			2	1	2		2	2	2	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1	1	2		1	1	1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				1	1			1	4
Patdown	1	1							1	1			4
Patdown - Flyer	1	1							1	1			4
Persons w/ Disabilities (PWD)	1				2	1		2					6
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	1	1		1	1								4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked	1	1			1								3
Screening	2	1	1		1		2		1	1			9
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency										1			1
Screening - Procedures/Process	2		1		1		2		1				7
2019	1	3	3	2		3	4	3	4	2	3	2	30
Customer Service		2	2	1		1			1	1		1	9
Customer Service - TSO		2	2	1		1			1	1		1	9
Mishandling of Passenger Property			1				1	2			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1	1			1		4
Patdown								1	2				3
Patdown - Flyer								1	2				3
Persons w/ Disabilities (PWD)						1	1			1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening	1	1		1			1				1	1	6
Screening - Inconsistency	1												1
Screening - Procedures/Process		1		1								1	3
Screening - Security Breach							1				1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHO	6	10	3	10	6	9	11	8	3	9	10	6	91
2016				2	1	3	4	3		3		1	17
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2	1	1		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1	1		1			5
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening					1		2	1		1			5
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process							1			1			2
2017	2	2	1	1	1	2	2	2		1	1	1	16
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1					1				1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1									1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1				1							2
Patdown - Flyer		1				1							2
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening	1	1	1	1	1								5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1	1			1							3
Screening - Shoe Screening				1									1
2018		5		2	2	2	1		2	1	4		19
Customer Service		1		1	1								2
Customer Service - TSO		1		1	1								2
Locks		1			1						1		3
Locks - Missing or Damaged Lock		1			1						1		3
Mishandling of Passenger Property				1		1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Property - Special Handling									1		2		3
Property - Special Handling - Missing Items - Checked									1		2		3
Screening		3		1		1							5
Screening - Lengthy Lines		1				1							2
Screening - Procedures/Process		2		1									3
2019	4	3	2	5	2	2	4	3	1	4	5	4	39
Civil Rights						1	1				1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Customer Service				2	1					1			4
Customer Service - TSO				2	1					1			4
Mishandling of Passenger Property	3		1				1			2		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3						1			2		1	7
Patdown				1		1		1	1				4
Patdown - Flyer				1		1		1	1				4
Persons w/ Disabilities (PWD)	1	1	1									1	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Property - Special Handling		1		2				1			2		6
Property - Special Handling - Damaged Items - Checked		1		1							1		3
Property - Special Handling - Missing Items - Checked				1				1			1		3
Screening		1				1	2	1		1	2	2	10
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process						1	1	1		1	2	2	8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	25	48	40	41	26	45	66	52	52	50	54	38	537
2016				10	7	13	19	13	14	8	12	8	104
Civil Rights											2		2
Civil Rights - Racial Profiling or Discrimination											2		2
Customer Service				3	2	5	2	2	2	1		3	20
Customer Service - Others				2		4			2			1	9
Customer Service - TSO				1	2	1				1		2	11
Locks							1	1	1	1			4
Locks - Missing or Damaged Lock							1	1	1	1			4
Mishandling of Passenger Property				7	3	4	13	4	8	5	8	4	56
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1	1		1		1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	1	3	10	3	6	4	7	4	44
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag				1	1		3		2				7
Patdown									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1	1			1			1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1							1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening					1	3	3	5	2	1	2		17
Screening - Crew Member or Airline Employee					1			1					2
Screening - Inconsistency								1					1
Screening - Lengthy Lines						2	1	1					4
Screening - Procedures/Process						1	1	2	2	1	2		9
Screening - Retrieving Abandoned/Confiscated Items								1					1
2017	5	8	15	15	9	10	11	12	12	9	10	6	122
Civil Rights			2			1							3
Civil Rights - Racial Profiling or Discrimination			2			1							3
Customer Service	1	1	2	4		1					2		11
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TSO	1	1	2	2							2		9
Locks					1	1		1		1		1	5
Locks - General								1					1
Locks - Missing or Damaged Lock					1	1				1		1	4
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	4	4	7	8	6	6	4	4	3	3	6	3	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1					1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	3	6	6	5	5	3	3	2	3	5	2	47
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag				2	1	1	1				1	1	7
Patdown		1	3		1		3	4	1	1	1		15
Patdown - Flyer			2		1		3	3	1	1	1		12
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer			1					1					2
Persons w/ Disabilities (PWD)						1			4			1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2				2
Property - Special Handling							2	2	1	3			8
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	2	1	2			6
Screening		2	1	3	1		2	1	2	1	1	1	15
Screening - Crew Member or Airline Employee			1						1				2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		2		3	1			1	1		1	1	12
2018	7	19	12	8	7	13	16	13	15	17	20	9	156
Civil Rights		1				1	1			2	1		6
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination		1				1			2	1			5
Customer Service		1		2		4	1	4	4	2	1		19
Customer Service - Others						1							1
Customer Service - TSO			1	2		3	1	4	4	2	1		18
Locks				1	3	1	1	1	2		1	1	11
Locks - General						1							1
Locks - Missing or Damaged Lock				1	2	1	1	1	2		1	1	10
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	1	5	5	1	2	2	5	2	2	4	4	3	36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		1		2			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	4	4	1	1	2	3	2	2	4	4	3	29
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown	3	6	2	1			2	3			1		18
Patdown - Flyer	3	6	2	1			2	3			1		18
Persons w/ Disabilities (PWD)		1	2			1		2	1	1	2		10
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1						1				2
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/ Segway			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	2	4	3	1	1	1	1	1	4	6	6	4	34
Property - Special Handling - Damaged Items - Carry-On					1				1	1	1		4
Property - Special Handling - Damaged Items - Checked			2	1			1		1		2	3	10
Property - Special Handling - Missing Items	2	1								1			4
Property - Special Handling - Missing Items - Checked		3	1			1		1	2	4	3	1	16
Request for Assistance				1						1			2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening	1	1		1	1	3	5		1	2	4		19
Screening - Lengthy Lines				1	1		1						3
Screening - Procedures/Process	1	1				3	4		1	2	4		16
2019	13	21	13	8	3	9	20	14	11	16	12	15	155
Civil Rights		1	2					2			1		6
Civil Rights - Racial Profiling or Discrimination		1	1								1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1					1					2
Civil Rights - Transgender Screening								1					1
Customer Service	2	2			1		3	1		2	2		13
Customer Service - TSO	2	2			1		3	1		2	2		13
Locks	3	1		1		1	2	1		2	1	1	13
Locks - Missing or Damaged Lock	3	1		1		1	2	1		2	1	1	13
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	9	5	1		3	4	3	3	4	4	5	44
Mishandling of Passenger Property - Damaged	1	1											2
Mishandling of Passenger Property - Damaged/Missing	1	6	5	1		3	3	3	3	4	3	4	36
Mishandling of Passenger Property - Damaged/Missing	1										1		2
Mishandling of Passenger Property - Disposition	1	1					1						4
Patdown		1		2		1	1	2		2	1	1	11
Patdown - Flyer		1		1		1	1	1		2	1	1	9
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1				1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									2
Property - Special Handling	4	3	5		2	2	8	2	3	2	2	3	36
Property - Special Handling - Damaged Items	1		1			1	1				1		5
Property - Special Handling - Damaged Items	1	1	1		1		1	1	1	2	1	1	11
Property - Special Handling - Missing Items	1						2	1					4
Property - Special Handling - Missing Items	1	2	3		1	1	4		2			2	16
Request for Assistance										1	1		2
Request for Assistance - Other										1	1		2
Screening	1	4	1	2		1	2	2	5	2		2	22
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	1	1		1	1	2	4	1		2	17
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10	Total
CID	6	8	11	6	3	6	5	8	7	8	7	10	10	85
2016				2	1		1	4		2	3	4		17
Civil Rights										2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1				1
Civil Rights - Transgender Screening										1				1
Customer Service						1	1						1	3
Customer Service - TSO						1	1						1	3
Locks								1						1
Locks - Missing or Damaged Lock								1						1
Mishandling of Passenger Property				2				2			2	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2				1			1	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1						1
Patdown													1	1
Patdown - Flyer													1	1
Screening								1			1	1		3
Screening - Procedures/Process								1			1	1		3
2017		1	3	3	1	3	1	1	2	2	3	2		22
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimination						1								1
Customer Service		1				1				2	1			5
Customer Service - TSO		1				1				2	1			5
Mishandling of Passenger Property			3	2	1		1		1		1	2		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			3	1	1		1				1	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1					1
Patdown							1		1	1				3
Patdown - Flyer							1		1	1				3
Property - Special Handling												1		1
Property - Special Handling - Damaged Items - Checked												1		1
Screening				1										1
Screening - Procedures/Process				1										1
2018	3	5	3	1		3	2	1	1	1				20
Advanced Imaging Technology (AIT)		1												1
Advanced Imaging Technology (AIT) - Flyer		1												1
Civil Rights										1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1				1
Customer Service		2												2
Customer Service - TSO		2												2
Mishandling of Passenger Property	2	1	1				1	1						6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	1				1	1						6
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											2
Property - Special Handling - Missing Items - Checked	1			1			1		1					4
Screening			1			1	1							3
Screening - Procedures/Process			1			1	1							2
Screening - Retrieving Abandoned/Confiscated Items							1							1
2019	3	2	5		1		1	2	4	3	1	4		26
Civil Rights										1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1				1
Customer Service			2		1				2					5
Customer Service - TSO			2		1				2					5
Locks								1					1	2
Locks - Missing or Damaged Lock								1					1	2
Mishandling of Passenger Property			1					1		1		2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1					1		1		2		3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1						1
Patdown			1						1	1		1		4
Patdown - Flyer			1						1	1		1		4
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Diabetes	1													1
Property - Special Handling	1	1							1		1			4
Property - Special Handling - Damaged Items - Checked	1								1					2
Property - Special Handling - Missing Items - Checked		1									1			2
Screening	1	1	1				1							4
Screening - Inconsistency	1													1
Screening - Procedures/Process		1	1				1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	3	1	4	2	3	3	2	4	3	1	6	4	36
2016				1			1		1		2		5
Mishandling of Passenger Property				1			1		1		2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2017			1		1			2		1			5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1					2		1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1					2		1			4
2018	1			1	1	2		1	1		2	3	12
Mishandling of Passenger Property	1			1	1	2		1	1		2	3	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1				2	2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1		1		1	1			1	6
2019	2	1	3		1	1	1	1	1		2	1	14
Mishandling of Passenger Property	2	1	3		1	1	1	1	1		2	1	14
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	1			1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1				1	1				1	3
Property - Special Handling	1	1	2			1			1		1		7
Property - Special Handling - Damaged Items - Checked			1			1			1				3
Property - Special Handling - Missing Items - Checked	1												1
Property - Special Handling - Missing Items - Checked		1	1	1							1		3
Screening	1												1
Screening - Lengthy Lines	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CKB			2	2	2	1	4	4	2	3	1	3	24
2016				2	1		4	4	2	3	1	3	7
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1									1
Customer Service - TSO				1									1
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1			2
Screening												1	1
Screening - Lengthy Lines												1	1
2017			1			1	1	2	2				7
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--C			1				1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2018			1				1	1		1		2	6
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1					1		1		2	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
2019						1	1			1		1	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	93	79	92	104	75	85	123	134	127	123	107	106	1,248
2016				21	21	25	39	35	30	33	32	41	277
Civil Rights					1		4			2	1	3	11
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrimination					1		3			2	1	2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				3	3	5	3	6	9	4	6	5	44
Customer Service - Others					1	1	1	1		1		2	7
Customer Service - TSO				3	2	4	2	5	9	3	6	3	37
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				1	4	1	2	1	4	1	1	4	19
Locks - General													1
Locks - Missing or Damaged Lock				1	4	1	2	1	4	1	1	3	18
Mishandling of Passenger Property				15	10	15	16	19	11	18	14	20	138
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	4	1	2	2	4	1	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				14	7	11	14	17	9	14	13	15	114
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2		1					2	6
Patdown							2	1		2	1	2	8
Patdown - Flyer							2	1		2	1	2	8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices								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
Screening				1	3	3	12	7	5	5	8	7	51
Screening - Crew Member or Airline Employee							2						2
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines				1	3	2	8	4	1		6	3	28
Screening - Procedures/Process						1	2	2	4	4	1	4	18
Screening - Retrieving Abandoned/Confiscated Items								1					1
2017	31	21	33	22	15	21	23	24	34	37	23	28	312
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights		2	1				1		1		1		6
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination			2	1							1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	5	5	7	4	1	6	1	5	6	8	2	6	56
Customer Service - CSM			1										1
Customer Service - Others			1	1								1	3
Customer Service - TSO	5	4	6	3	1	6	1	5	6	8	2	5	52
Identification (ID) Requirements	1								2				3
Identification (ID) Requirements - Domestic	1								1				2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Locks	2	2	1	2	1	1	3		3	1	1	2	19
Locks - Missing or Damaged Lock	2	2	1	2	1	1	3		3	1	1	2	19
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	14	4	18	13	6	8	5	7	10	13	8	8	114
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1		3	2			1	1	2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	2	18	10	3	8	5	5	8	11	6	6	90
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	4	1		1	3	1	1	1	3	1	3	2	11
Patdown			2	1	3	1	1	1	3	1	3		16
Patdown - Children									1		1		2
Patdown - Flyer			2	1	1	1	1	1	2	1	2		12
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)						1		1	1	1	2		6
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1				2
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling							7	5	5	10	5	7	39
Property - Special Handling - Damaged Items - Carry-On							2		3			2	7
Property - Special Handling - Damaged Items - Checked							3	1		2		1	7
Property - Special Handling - Missing Items - Carry-On									1	1		1	4
Property - Special Handling - Missing Items - Checked							2	4	1	7	4	3	21
Screening	9	8	4	2	3	4	5	4	3	2	1	5	50
Screening - Inconsistency	2	1				1	1	1		1			7
Screening - Lengthy Lines	1	2		2	1					1			9
Screening - Procedures/Process	4	4	4		2	3	3	3	3		1	2	29
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	2	1										1	4
2018	29	33	29	40	26	24	36	35	33	26	29	19	359
Civil Rights	2			1		1	3	2	1	1			11
Civil Rights - Hair Patdowns							1	1					2
Civil Rights - Racial Profiling or Discrimination	2					1	1	1	1	1			6
Civil Rights - Screening of Religious or Cultural Garments							2						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	1	4	4	3	6	6	6	2	4	4	55

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Customer Service - Others		2					1						3	
Customer Service - TSO		8	5	1	4	4	3	5	6	6	2	4	4	52
Locks		1	1			1	2	1	1		1	2	1	11
Locks - Missing or Damaged Lock		1	1			1	2	1	1		1	2	1	11
Lost and Found							1							1
Lost and Found - Airport/TSA							1							1
Mishandling of Passenger Property		10	12	12	13	8	5	9	11	8	11	9	4	112
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug					1	1	1		1					4
Mishandling of Passenger Property - Dam		10	10	12	11	5	3	6	9	7	10	6	3	92
Mishandling of Passenger Property - Damaged/Missii			1								1			2
Mishandling of Passenger Property - Disarrayed Item			1	1	2	1	3	1	1	1	2	1	1	14
Patdown		1	3	3	5	3	2	3	5	3	1	2		31
Patdown - Flyer			3	3	5	3	2	2	4	3		1		26
Patdown - Flyer as Observer											1			1
Patdown - General		1										1		2
Patdown - Non-Flyer								1	1					2
Persons w/ Disabilities (PWD)		1	1	4	3	2	1	2	3	2				19
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1				1						2
Persons w/ Disabilities (PWD) - Diabetes								1						1
Persons w/ Disabilities (PWD) - General									1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1	1	1			1	2				6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2			1							3
Persons w/ Disabilities (PWD) - Prosthesi		1												1
Persons w/ Disabilities (PWD) - Service Animals									1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1			1								2
Property - Special Handling		3	5	3	10	6	7	5	3	7	5	11	4	69
Property - Special Handling - Damaged It		1	1		1		2	2		2		2		11
Property - Special Handling - Damaged It		1	1	2	1	1	2		1	1	1	2		13
Property - Special Handling - Missing Item		1	1		2	2		1		1	1	1	3	13
Property - Special Handling - Missing Items - Checke			2	1	6	3	3	2	2	3	3	6	1	32
Screening		1	6	6	4	2	2	7	4	6	5	1	6	50
Screening - Inconsistency				1			1	2		1		1		6
Screening - Lengthy Lines			2	1	1	1			1	1			1	8
Screening - Procedures/Process		1	3	4	2			5	2	4	5		5	31
Screening - Retrieving Abandoned/Confiscated Items				1			1							2
Screening - Security Breach					1				1					2
Screening - Traveling with Cash			1											1
2019	33	25	30	21	13	15	25	40	30	27	23	18	300	
Advanced Imaging Technology (AIT)		1		1										2
Advanced Imaging Technology (AIT) - Fly		1		1										2
Civil Rights		1		2	2	2		1	2	2	2			14
Civil Rights - Hair Patdowns						1								1
Civil Rights - Headwear						1								1
Civil Rights - National Origin		1		1										2
Civil Rights - Racial Profiling or Discrimination				1	1			1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1									2
Civil Rights - Transgender Screening										1				1
Customer Service		7	4	3		3	3	6	12	2	2	5	3	50
Customer Service - TSO		7	4	3		3	3	6	12	2	2	5	3	50
Locks		1	1				1	2		1	1	1	3	11
Locks - Missing or Damaged Lock		1	1				1	2		1	1	1	3	11
Lost and Found				1			1			1				3
Lost and Found - Airport/TSA				1			1			1				3
Mishandling of Passenger Property		8	7	5	9	1	2	5	10	6	8	6	5	72
Mishandling of Passenger Property - Damaged/Missii			1					2	1					4
Mishandling of Passenger Property - Dam		7	5	4	8	1	2	3	9	6	7	4	4	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1	1		2
Mishandling of Passenger Property - Disa		1	1	1	1					1	1			6
Patdown		1	2	2	1	1	2	1	3	2	2	5	1	23
Patdown - Flyer		1	2	2		1	1		3	2	2	4	1	19
Patdown - Non-Flyer					1		1	1				1		4
Persons w/ Disabilities (PWD)		2		3			2	1	2	7	1		2	20
Persons w/ Disabilities (PWD) - Autism Spectrum										1				1
Persons w/ Disabilities (PWD) - Breast Cancer										2				2
Persons w/ Disabilities (PWD) - General							1							1
Persons w/ Disabilities (PWD) - Hearing Impairment											1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio				1					1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1				1
Persons w/ Disabilities (PWD) - Service Animals										1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1	1
Persons w/ Disabilities (PWD) - Wheelch		2		1			1		1	1			1	7
Property - Special Handling		9	6	10	6	5	1	6	7	5	9	5	1	70
Property - Special Handling - Damaged It		1	1		1			1	1	2	3			10
Property - Special Handling - Damaged It		1	1	2		1				1	2	2		10
Property - Special Handling - Missing Item		2	4	3		1		1	1	2				14
Property - Special Handling - Missing Item		5		5	5	3	1	4	5		4	3	1	36
Screening		3	5	3	3	1	4	2	4	4	2	1	3	35
Screening - Crew Member or Airline Empl		1												1
Screening - Inconsistency			1		1									2
Screening - Lengthy Lines							1	1	1	3	1	1		8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	4	3	2	1	3		3	1	1		2	22
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLL	1	4	1	3	2	5	4		11	1	5	2	39
2016				1		3	2		3		4	1	14
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Mishandling of Passenger Property				1		2	1		1		3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1		1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1					2		4
Screening						1			1			1	3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1				1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2017		2			1	2	1		1	1			8
Customer Service		1			1	1	1						4
Customer Service - TSO		1			1	1	1						4
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing		1							1				2
Patdown						1							1
Patdown - Flyer						1							1
Screening										1			1
Screening - Procedures/Process										1			1
2018	1	2		2	1		1		5		1	1	14
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				1	1		1						3
Customer Service - TSO				1	1		1						3
Mishandling of Passenger Property	1	2							2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Dam	1	2							1			1	5
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Screening									2				2
Screening - Procedures/Process									2				2
2019			1						2				3
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	186	154	193	224	200	197	247	299	280	287	281	194	2,742
2016				73	81	71	70	86	74	73	80	60	668
Civil Rights				1	2	2	2		1	3	2	1	14
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination				1	2	2	2		1	2	1	1	12
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Customer Service				12	10	10	11	15	13	10	14	6	101
Customer Service - Others				3	2	1	1		1				8
Customer Service - TSO				9	8	9	10	15	12	10	14	6	93
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				5	1	2	3	3	4	1	3	7	29
Locks - General													1
Locks - Missing or Damaged Lock				5	1	2	3	3	4	1	3	6	28
Lost and Found					1	1				1			3
Lost and Found - Airport/TSA					1	1				1			3
Mishandling of Passenger Property				42	36	37	47	53	47	47	53	32	394
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	3	3	4	3	7	4	4	4	35
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				39	27	32	41	49	38	39	47	27	339
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					6	2	2	1	2	4	1	1	19
Patdown				2	1	2		1	1	1			9
Patdown - Flyer				2	1	2		1	1				8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				3	1	3	1	2	1	2	1	2	16
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1					1				2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	1		1					1	5
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
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening				8	29	13	6	12	7	7	7	11	100
Screening - Children								1					1
Screening - Crew Member or Airline Employee					2		1						3
Screening - Inconsistency					3	1		1				1	6
Screening - Lengthy Lines				5	12	9	4	4	2	2		4	42
Screening - Procedures/Process				3	10	3	1	4	4	5	6	6	42
Screening - Retrieving Abandoned/Confiscated Items					1			1					2
Screening - Security Breach								1	1		1		3
Screening - Traveling with Cash					1								1
2017	64	55	70	63	45	48	58	71	73	80	74	50	751
Civil Rights	1		3		1	2	1	2	5		2	1	18
Civil Rights - Hair Patdowns									1		1		2
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1		2		1	1	1	2	3		1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1				2
Customer Service	7	8	6	10	8	8	5	14	9	17	12	8	112
Customer Service - Others									1	1		1	3
Customer Service - TSO	7	8	6	10	8	8	5	14	8	16	12	7	109
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	3	7	3	2	2	5	3	4	4	2	5	2	42
Locks - General						1		1					3
Locks - Missing or Damaged Lock	3	7	3	2	2	4	3	3	4	2	5	1	39
Lost and Found		1					1	1					3
Lost and Found - Airport/TSA		1					1	1					3
Mishandling of Passenger Property	43	28	45	41	29	25	20	28	27	27	32	23	368
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	2	2	7	3	2		1	2	1	2	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	39	23	43	28	24	20	18	23	23	23	27	17	308
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1									1		2
Patdown		1	2		2	3	2	4	2	3	2	2	30
Patdown - Flyer		1	1		1	2	1	1	1	1	1	2	11
Patdown - Flyer as Observer			1							1			2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3		2	2	2	4	2	1	4	5	4	4	33
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	2			3
Persons w/ Disabilities (PWD) - Diabetes				1		1				1		2	5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1										1		2
Persons w/ Disabilities (PWD) - Medical Devices		1				1						1	3
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	2	1		4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Service Animals					1				1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1	1					4
Prohibited & Permitted Items									3	1			4
Prohibited & Permitted Items - Alcohol and Tobacco									2				2
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling							18	14	11	15	10	5	73
Property - Special Handling - Damaged Items - Carry-On							3	3		1	1		8
Property - Special Handling - Damaged Items - Checked							6		2	4	3	2	17
Property - Special Handling - Missing Items - Carry-On							1	3	2			1	7
Property - Special Handling - Missing Items - Checked							8	8	7	10	6	2	41
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	7	10	9	8	3	3	6	5	9	10	8	4	82
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency			1	3	3	1		1	1	2			12
Screening - International Screening									1				1
Screening - Lengthy Lines	1		1	1		1	3		2	1	1		11
Screening - Procedures/Process	4	9	5	3	2	2	3	4	5	7	5	4	53
Screening - Retrieving Abandoned/Confiscated Items	1			1									2
Screening - Security Breach	1										1		2
2018	73	56	65	55	34	39	69	70	66	61	66	37	691
Civil Rights	2	2	1	1			2	1	2	3	1	1	16
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns		1					1						2
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion	1										1		2
Civil Rights - Racial Profiling or Discrimination	1		1	1			1	1	1	1		1	8
Civil Rights - Transgender Screening									1	1			2
Customer Service	12	9	10	8	6	12	13	9	11	8	9	3	110
Customer Service - Others							2						2
Customer Service - TSO	12	9	10	8	6	12	11	9	11	8	9	3	108
Locks	3	4	5		1	3	3	8	4	3	6	2	42
Locks - Missing or Damaged Lock	3	4	5		1	3	3	8	4	3	6	2	42
Lost and Found	1								3				4
Lost and Found - Airport/TSA	1								3				4
Mishandling of Passenger Property	18	16	20	22	11	9	19	25	17	22	26	15	220
Mishandling of Passenger Property - Damaged	1	1	2	2		2		4			1		13
Mishandling of Passenger Property - Damaged or Missing	12	12	17	17	7	7	16	18	14	18	22	13	173
Mishandling of Passenger Property - Disposition	5	3	1	3	4		3	3	3	4	3	2	34
Patdown	3	1	1	3	2	1		5	3	1	2	1	23
Patdown - Flyer	3	1	1	3	2	1		5	3	1	1	1	22
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	4	4	5	1	1	1	5	1	6	2	2		32
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes		2					1			1			4
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to			1								1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1							1	1		3
Persons w/ Disabilities (PWD) - Metal Implants	1					1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		2	1	1			1	1	4				10
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Service Animals	2												2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1			1					2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	17	13	13	11	6	6	14	13	9	13	10	12	137
Property - Special Handling - Damaged Items	1		1	1			1	2			1	3	10
Property - Special Handling - Damaged Items or Missing	10	9	4	2	1	2	4	3	2	7	6	2	52
Property - Special Handling - Missing Items	3		3				4	2	1	3	1	1	18
Property - Special Handling - Missing Items or Damaged	3	4	5	8	5	4	5	6	6	3	2	6	57
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	13	7	10	9	7	6	13	8	11	9	10	3	106
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	1	1	1			1		1		1		7
Screening - Lengthy Lines	2	3	1	2	1	1		1	1	2			14
Screening - Procedures/Process	9	3	7	6	6	2	11	6	7	7	9	2	75
Screening - Retrieving Abandoned/Confiscated Items			1				1						3
Screening - Security Breach						2		1	2			1	6
2019	49	43	58	33	40	39	50	72	67	73	61	47	632
Civil Rights		2	2	2	1	2		4	5	5	3	2	28
Civil Rights - Age			1					1					2
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin						1		1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination			1	2		1		1	3	3	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1					1			2	2	1	7
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening		1											1
Customer Service	4	6	10	5	7	10	7	9	9	12	15	7	101
Customer Service - Others						1						1	2
Customer Service - TSO	4	6	10	5	7	9	7	9	9	12	15	6	99

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks	2	4	2		2	1	4		3	2	2	2	24
Locks - General										1			1
Locks - Missing or Damaged Lock	2	4	2		2	1	4		3	1	2	2	23
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	17	9	12	9	8	8	13	16	15	15	12	11	145
Mishandling of Passenger Property - Dam	2						3	1	1		1		8
Mishandling of Passenger Property - Dam	14	8	9	9	7	8	9	13	13	14	9	8	121
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disarrayed Item		1	3				1	2	1	1	2	3	14
Patdown	2	1	2	1	2	2	1	3	4	3		3	24
Patdown - Flyer	2	1	2	1	2	2	1	3	2	3		3	22
Patdown - Flyer as Observer									2				2
Persons w/ Disabilities (PWD)	1	3	3		3	2	5	5	5	3	6	1	37
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1				1			1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1								2		3
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General			1					1				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1				1						1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1				2	1	1	1		1		7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1			1	1	2			6
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Alcohol and Tobacco													1
Property - Special Handling	8	12	17	8	11	9	9	19	11	18	6	9	137
Property - Special Handling - Damaged Items - Carry		1	1	1		1	2	1	1	1			9
Property - Special Handling - Damaged It	2	2	6	7	3	4	3	6	5	6	3	1	48
Property - Special Handling - Missing Item	3	3	5		2	1		2	3		1	2	22
Property - Special Handling - Missing Item	3	6	5		6	3	4	10	2	11	2	6	58
Screening	14	6	10	8	6	5	10	16	14	15	17	11	132
Screening - Inconsistency	2	1								1	1	2	7
Screening - Lengthy Lines	3	1		1	1	1		1	3	5	1		17
Screening - Procedures/Process	9	4	10	6	4	4	10	15	11	8	14	7	102
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach				1	1							2	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	83	72	84	72	76	126	117	124	104	89	112	92	1,151
2016				23	20	41	38	39	30	19	38	33	281
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights						1	2	1	1			2	7
Civil Rights - Racial Profiling or Discrimination						1	2	1	1			2	7
Customer Service				5	6	14	19	14	10	3	10	8	89
Customer Service - Others				3	2	8	12	5	6	2	5	5	48
Customer Service - TSO				2	4	6	7	9	4	1	5	3	41
Locks				1					1		2	6	10
Locks - General									1			1	2
Locks - Missing or Damaged Lock				1							2	5	8
Mishandling of Passenger Property				9	12	17	8	15	6	12	15	10	104
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	2	1	1	2	2	1	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	10	14	7	14	4	10	13	7	85
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1					1	1	4
Patdown				1	1	3	2	1	1	1	4	3	17
Patdown - Flyer				1	1	3	2	1	1	1	4	3	17
Persons w/ Disabilities (PWD)				2		2	1	1	1			1	8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				2		1	1						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening				5	1	4	5	7	10	3	7	3	45
Screening - Crew Member or Airline Employee							1		2				3
Screening - Inconsistency				3		1	1		2	1			8
Screening - Lengthy Lines				2		1	1	5	1		4	2	16
Screening - Procedures/Process					1	2	2	2	5	2	3	1	18
2017	28	29	27	20	22	27	26	29	21	24	26	24	303
Civil Rights	2	1				1	1		1	3		4	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination	1	1					1		1			3	7
Civil Rights - Sex/Gender/Gender Identity	1					1						1	3
Civil Rights - Transgender Screening										1			1
Customer Service	7	3	5	2	5	4	6	7	2	5	7	4	57
Customer Service - Others	2					1	1			1	2		7
Customer Service - TSO	5	3	5	2	5	3	5	7	2	4	5	4	50
Locks		1	2		2			1	1	1		1	9
Locks - Missing or Damaged Lock		1	2		2			1	1	1		1	9
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	8	12	12	9	10	14	5	6	7	7	6	5	101
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	2		1	3	2	1		2		3		15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	7	10	10	7	7	11	3	5	5	5	3	5	78
Mishandling of Passenger Property - Disarrayed Items--Carry-on	2			1	1	1	1	1	2				8
Patdown	1	2	2		4	5	6	7	3	2	1	3	36
Patdown - Flyer	1	2	1		4	5	5	7	3	1	1	3	33
Patdown - Flyer as Observer			1				1						2
Patdown - General										1			1
Persons w/ Disabilities (PWD)		2	2	2		1	1	3	2	3	1	1	18
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General			1				1						2
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					1		1			4
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) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1		1			2
Property - Special Handling							4	3	4	1	6	2	20
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked							2	1	1	1		1	6
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked							2	1	3		5		11
Screening	10	8	4	7		3	3	2	1	1	5	4	48
Screening - Crew Member or Airline Employee	1	2							1		1		5
Screening - Inconsistency	1	1	1				1						4
Screening - Lengthy Lines	3	3		1			1			1	1	1	11
Screening - Procedures/Process	5	2	2	5		3	1	1			3	3	25
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach				1				1					2
2018	27	24	26	18	17	35	31	33	34	27	30	14	316
Civil Rights				2			3	3	2	4	1		15
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination							2	2	1				5
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						3			4
Civil Rights - Transgender Screening							1		1				2
Customer Service	6	2	3	2	6	8	7	7	7	4	7	3	62
Customer Service - Others								2			1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	6	2	3	2	6	8	7	5	7	4	6	3	59
Locks	1		1			1		4		1			8
Locks - Missing or Damaged Lock	1		1			1		4		1			8
Mishandling of Passenger Property	3	6	7	2	3	10	9	5	8	2	9	3	67
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1			1	1		1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	5	5	1	3	8	6	3	6	1	7		48
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1		1	2	2	1	1	2	2	13
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2	4	5	1	2	2	3	3	2	6	2		32
Patdown - Flyer	1	2	5	1	1	2	3	3	2	6	2		28
Patdown - Flyer as Observer	1												1
Patdown - Non-Flyer		2			1								3
Persons w/ Disabilities (PWD)		3	2	2	2	2	2		4	4	3		24
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			2	1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2	1	1				1		1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1	2	2		6
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling	9	5	6	5	2	3	3	5	6	5	5	5	59
Property - Special Handling - Damaged Items	1		2	2					1	1	1		8
Property - Special Handling - Damaged Items - Carry-On	2	1	3	1	1			2	2	1	1		14
Property - Special Handling - Missing Items	2				1	1	1	1	1		1		8
Property - Special Handling - Missing Items - Carry-On	4	4	1	2		2	2	2	2	3	2	5	29
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	6	4	2	3	2	9	4	5	4	1	3	3	46
Screening - Crew Member or Airline Employee	1		1			1			1			1	5
Screening - Inconsistency	1	1		1		1	1				1		6
Screening - Lengthy Lines				1	1	2	1		1			1	7
Screening - Procedures/Process	4	3	2		1	5	2	4	2	1	2	1	27
Screening - Retrieving Abandoned/Confiscated Items								1					1
2019	28	19	31	11	17	23	22	23	19	19	18	21	251
Civil Rights	2	2	3	1		1	1	1	2	2	2	1	18
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear						1							1
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination	1		2					1	2	1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1					1						2
Civil Rights - Transgender Screening									1				1
Customer Service	7	2	5	2	2	6	4	3	3	2	3	7	46
Customer Service - Others												1	1
Customer Service - TSO	7	2	5	2	2	6	4	3	3	2	3	6	45
Locks		1			1			3					5
Locks - Missing or Damaged Lock		1			1			3					5
Mishandling of Passenger Property	3	2	6	2	3	5	2	6	3	5	6	6	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	2	4	2	3	4	1	4	1	3	3	5	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2			1	1	2	2			1	9
Patdown	5	2	1		5	2	2	5	6		1	1	30
Patdown - Children						1							1
Patdown - Flyer	5	2	1		5	1	1	5	5		1	1	27
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)	2	3	2	1	3	2	4			3		1	21
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices	1									1			2
Persons w/ Disabilities (PWD) - Medically Necessary		1						2		1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)		2	1		1	1	1					1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	6	5	8	3	2	4	4	6	4	5	3	2	52
Property - Special Handling - Damaged Items - Carry-On			2			1			2		1		6
Property - Special Handling - Damaged Items - Carry-On - Unspecified	3	3	2	1		1	1	2		1	1	1	16
Property - Special Handling - Missing Items - Carry-On	1		2										5
Property - Special Handling - Missing Items - Carry-On - Unspecified	3	1	2	2	2	2	3	4	2	4			25
Screening	3	2	6	2	1	3	2	2	1	2	3	3	30
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1				1	1		1					4
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process	2	1	5	2		1	2	1	1	2	3	2	22
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI		1	3	1	1	5	7	5	1	2	2	5	33
2016					1	1	1					1	4
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
2017			2				4	1	1	1			9
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Mishandling of Passenger Property			1				2						3
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 as Observer										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening			1										1
Screening - Gate Pass			1										1
2018		1	1	1		2	1	2		1	2	1	12
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service						1					2		3
Customer Service - TSO						1					2		3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
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		1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1			1	1					3
2019						2	1	2				3	8
Customer Service						1		1				1	3
Customer Service - TSO						1		1				1	3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening								1					1
Screening - Lengthy Lines								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMX		2		1	3	2	1	2	1	2	2	1	17
2016					2			2		2			6
Customer Service								1					1
Customer Service - TSO								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
Screening						1			1				2
Screening - Procedures/Process						1			1				2
2017		1		1							1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening			1	1									2
Screening - Inconsistency			1	1									2
2018						2			1		1		4
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
2019		1			1		1					1	4
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Damaged/Missii		1			1								2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening												1	1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	3			1	1	2	1	4	3	2	2	4	23
2016						2		1	1			1	5
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1		1	1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1	1			1	4
2017	1			1	1								3
Mishandling of Passenger Property	1			1	1								3
Mishandling of Passenger Property - Dam	1			1	1								3
2018	2						1	1	1		1	1	7
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1										1		2
Screening - Procedures/Process	1												1
Screening - Shoe Screening											1		1
2019								2	1	2	1	2	8
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening								2			1		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process								1					1
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COS	17	15	13	16	20	18	21	30	20	25	19	25	239
2016				3	8	4	6	6	6	7	5	6	51
Civil Rights				1				2					3
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening				1									1
Customer Service				1	2		1	1	1	2	2	2	12
Customer Service - TSO				1	2		1	1	1	2	2	2	12
Locks							2						2
Locks - Missing or Damaged Lock							2						2
Mishandling of Passenger Property				1	5	2	3	2	4	2	2	4	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3	1	3	2	4	2	2	3	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown							1			2	1		4
Patdown - Flyer							1			2	1		4
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Screening						1		1		1			3
Screening - Crew Member or Airline Employee								1					1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process										1			1
2017	7	5	9	4	5	7	3	8	6	10	6	3	73
Civil Rights	1		1										2
Civil Rights - Transgender Screening	1		1										2
Customer Service	1	1	3	1	1	1		1	1	2			12
Customer Service - TSO	1	1	3	1	1	1		1	1	2			12
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	2	4	2		3		2	3	1	4	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2	4	2		3		2	2		2	2	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown	1	1	1		2	1		2		1			9
Patdown - Flyer	1	1	1		2	1		1		1			8
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1				1	1	1			2			6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - General	1						1			1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked									1				1
Screening					1	1	1	1	2	2	1	1	10
Screening - Inconsistency					1				1	1			3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1	1	1	1		1	6
2018	4	7	3	6	6	5	4	9	4	5	2	10	65
Civil Rights								1					1
Civil Rights - Headwear								1					1
Customer Service		1	1		2							3	7
Customer Service - Others												1	1
Customer Service - TSO		1	1		2							2	6
Locks				2		1		1				1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1		1		1				1	4
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	2	1	1	3	2	2		2	2		1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1		3	2	1		2	2		1	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1			1							3
Patdown		2		1				1	1			1	6
Patdown - Flyer		2		1				1	1			1	6
Persons w/ Disabilities (PWD)	1							1		1	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1	1		1		1	1	1	2		2	10
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked		1	1		1		1	1	1	2			8
Screening	1	2			1	2	3	2		2			13
Screening - Inconsistency		1											1
Screening - Procedures/Process	1	1			1	2	3	2		2			12
2019	6	3	1	3	1	2	8	7	4	3	6	6	50
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service							1			1			2
Customer Service - TSO							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1			1	1	1	1	3	1		1	2	12
Mishandling of Passenger Property - Damaged	1			1	1	1	1	2				2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1		1		3
Patdown							1		2	1	2		6
Patdown - Flyer							1		2	1	2		6
Persons w/ Disabilities (PWD)	2	1						1					4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Property - Special Handling	2	1	1	1			4	1		1	2	2	15
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked	1						1			1		1	4
Property - Special Handling - Missing Items - Carry-On				1			1				1		3
Property - Special Handling - Missing Items - Checked		1		1			2	1			1	1	7
Screening	1						1	1	2	1	1	1	8
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1												1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU	5	4	1	7	5	2	3	5	2	4	6	5	49
2016				2	1	1	1				2		7
Customer Service							1						1
Customer Service - TSO							1						1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening							1				1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1						1
2017	2	3		3		1	1	2	1	2	2	4	21
Customer Service		1											1
Customer Service - TSO		1											1
Locks	1											2	3
Locks - Missing or Damaged Lock	1											2	3
Mishandling of Passenger Property	1	2		3			1	1		1	1		10
Mishandling of Passenger Property - Dam	1	2		3			1	1		1			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling									1	1	1	2	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked									1	1	1	1	4
Screening								1					1
Screening - Security Breach								1					1
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
2018	2			1	1		1		1				6
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - 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) - Prosthesi	1												1
2019	1	1	1	1	3			3		2	2	1	15
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Locks	1				1			1					3
Locks - Missing or Damaged Lock	1				1			1					3
Mishandling of Passenger Property					1						2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						2		3
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening			1					2					3
Screening - Procedures/Process			1					2					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	2	1	3	3	3	3	1	3	5	1	4	3	32
2016					2	3	1	3	5	1	4	3	9
Civil Rights					1				1	1	2	3	1
Civil Rights - Racial Profiling or Discrimination					1								1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1				1		1	3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1		1	2	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Patdown - Flyer										1			1
2017		1	1			1			2				5
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2018	2		1	3	1			1					8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				2				1					3
Customer Service - TSO				2				1					3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Screening	2					1							3
Screening - Procedures/Process	2					1							3
2019			1			2	1	2	2		2		10
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						2	1		2				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1	1		2				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRP	6	9	11	12	5	8	9	4	11	15	6	8	104
2016				3	1	1	2	2	2	6	2	3	22
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service							1	1		2			4
Customer Service - Others							1	1					2
Customer Service - TSO										2			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				2	1						1	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1								1	2
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Screening						1		1	1	2	1		6
Screening - Procedures/Process						1		1	1	2	1		6
2017	2	2	1	4	2	3	3		1	2	1	1	22
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1	1			1						3
Customer Service - TSO			1	1			1						3
Mishandling of Passenger Property	1	1		2						1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			1						1	1		4
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown						2	1			1			4
Patdown - Flyer						2	1			1			4
Property - Special Handling								2		1		1	4
Property - Special Handling - Damaged Items - Checked									1			1	2
Property - Special Handling - Missing Items - Carry-On								2					2
Screening	1	1				1							3
Screening - Procedures/Process	1	1				1							3
2018	3	2	6	3	2	2	3	2	3	2	3	2	33
Advanced Imaging Technology (AIT)	1										1		2
Advanced Imaging Technology (AIT) - Flyer	1										1		2
Civil Rights				1			1						2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		1					1			2			4
Customer Service - Others		1					1						2
Customer Service - TSO										2			2
Mishandling of Passenger Property	2		2	1	1		2		1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2		1	1			2		1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag			1		1								2
Patdown			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)			1						1				2
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - General			1										1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked			1										1
Screening		1	1	1	1		1	1	1		1	1	9
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency		1											1
Screening - Procedures/Process			1	1	1		1	1	1		1		7
2019	1	5	4	2		2	1		5	5		2	27
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service		2		1			1			1			5
Customer Service - TSO		2		1			1			1			5
Mishandling of Passenger Property			2						2	2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2							2			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag									2				2
Patdown		1	1	1					1	1			5
Patdown - Flyer		1	1	1					1	1			5
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening	1		1			1	1		1			1	6
Screening - Procedures/Process	1		1			1	1		1				5
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRQ			2			1	1						4
2017							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2018			2			1							3
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	1	3	3	5	4	4	3	5	5	2	9	4	48
2016				1	2		2	1	1		1	1	9
Customer Service													1
Customer Service - TSO													1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property						1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	1		1	4
Patdown						1							1
Patdown - Flyer						1							1
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1					1
2017		1	2	2	2	2		1	2				12
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Mishandling of Passenger Property			2	1	2	1		1					7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	2	1							5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1							1			2
Patdown - Flyer			1							1			2
Screening						1							1
Screening - Lengthy Lines						1							1
2018	1		1	1		1	1	1	1		1	2	10
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1	1		1		1					4
Property - Special Handling - Damaged Items - Checked				1		1							2
Property - Special Handling - Missing Items - Checked			1					1					2
Screening									1				1
Screening - Inconsistency										1			1
2019		2		1		1		2	1	2	7	1	17
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1	1							1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1							1	1	4
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling									1		2		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On									1		1		2
Screening										1		2	3
Screening - Procedures/Process										1	2		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG		6	2	1	2	5	1	6	2	4	4	6	39
2016							1	2			1	2	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property							1	1			1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Screening								1					1
Screening - Lengthy Lines								1					1
2017		1				2		2	1		1	2	9
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling								1			1	1	3
Property - Special Handling - Missing Items - Checked								1			1	1	3
Screening								1	1			1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1			1	2
2018		4		1	1	1		2	1	1	1	2	14
Customer Service					1				1			1	3
Customer Service - TSO					1				1			1	3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling		1		1		1							3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		1				1							2
Screening		3								1	1		5
Screening - Inconsistency										1			1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		2									1		3
2019		1	2		1	2				3	1		10
Customer Service			1		1					2			4
Customer Service - TSO			1		1					2			4
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	42	26	49	52	37	59	45	46	60	60	63	50	589
2016				16	11	18	18	13	13	13	16	11	129
Civil Rights										1	1	1	3
Civil Rights - Racial Profiling or Discrimination										1	1	1	3
Customer Service				3	2	2	8		2	3	4	1	25
Customer Service - Others							2		1				3
Customer Service - TSO							6		1	3	4	1	22
Locks				1	3	1		1	2		1	2	11
Locks - Missing or Damaged Lock				1	3	1		1	2		1	2	11
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property				8	3	10	9	7	5	7	9	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				8	3	9	8	6	4	7	9	4	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					1				2	1			4
Patdown - Flyer					1				2				3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								2		1			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1			2
Screening				4	1	5	1	3	2		1	3	20
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines				3	1	2			1				7
Screening - Procedures/Process						2		1	1			3	8
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
Screening - Security Breach								1					1
2017	17	8	21	14	5	18	5	12	14	13	14	13	154
Civil Rights			1			1			2			1	5
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - National Origin			1						1				2
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	2		4	2	3	2		2	3	3	1	2	24
Customer Service - CSM					1								1
Customer Service - Others									1		1		2
Customer Service - TSO	2		4	2	2	2		2	2	3		2	21
Locks			1	1		1			2	1			6
Locks - General			1						1				2
Locks - Missing or Damaged Lock				1		1			1	1			4
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property	10	4	10	7	1	13	3	3	2	6	10	6	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		2										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	4	8	7	1	12	3	2	1	3	7	6	62
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1		1	1	3	3		10
Patdown	5				1			2				1	9
Patdown - Flyer	5				1			2				1	9
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling							1	4	4	2	1	1	13
Property - Special Handling - Damaged Items - Checked							1	1	1	1	1	1	6
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked								2	2	1			5
Screening			3	6	4	1	1	1			1	1	18
Screening - Children				1									1
Screening - Inconsistency			1	1			1						3
Screening - Procedures/Process			2	4	3			1				1	12
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach											1		1
2018	7	9	17	11	12	15	12	9	17	16	14	14	153
Civil Rights	1		2			2		1		2			8
Civil Rights - Age			1										1
Civil Rights - Hair Patdowns								1		2			3
Civil Rights - Racial Profiling or Discrimination	1		1			1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1	1	4	1		4	1		3	2	1	1	19
Customer Service - Others	1	1	2			2	1						7
Customer Service - TSO			2	1		2			3	2	1	1	12
Locks			2	1		1	2	1	2	1		1	11
Locks - General			1										1
Locks - Missing or Damaged Lock			1	1			2	1	2	1		1	10
Mishandling of Passenger Property	2	1	4	2	5	3	5	5	6	8	5	5	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1	2			1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	3	1	4		4	5	4	8	4	4	39
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1						1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1		1		1		4
Patdown					1	1		1					3
Patdown - Flyer					1	1		1					3
Persons w/ Disabilities (PWD)						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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3	4	5	6	2	4	1	1	5	2	4	4	41
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked	1	1	2	2	1	1			2	1	1	2	14
Property - Special Handling - Missing Items - Carry-On				1		1			1		1		4
Property - Special Handling - Missing Items - Checked	2	3	3	3	1	1	1	1	2	1	1	2	21
Screening		1	1	2	2	1	2		1	1	3	3	17
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1		2	2	1			1		3	3	13
Screening - Retrieving Abandoned/Confiscated Items			1							1			2
2019	18	9	11	11	9	8	10	12	16	18	19	12	153
Civil Rights							2	1	1	1		1	6
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Customer Service	2	2	1	1	1	3		1		2	4	1	18
Customer Service - Others	1					1					1		3
Customer Service - TSO	1	2	1	1	1	2		1		2	3	1	15
Identification (ID) Requirements									1				1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks				1	2	1	2	1	2	1	2		12
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2		2	2		1	2	3	1	2	6	4	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1		2	2		1	1	3	1	1	2	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											2		2
Mishandling of Passenger Property - Disposition	1									1	2	1	5
Patdown	3			1					2	1	3	1	11
Patdown - Flyer	3			1					2		3	1	10
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	1			1		1			2		1	7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1						1					1	3
Property - Special Handling	5	3	3	3	3	3	2	2	2	6	1	4	37
Property - Special Handling - Damaged Items - Carry-On	1		2						1				4
Property - Special Handling - Damaged Items - Checked	3	2	1	2		1						1	10
Property - Special Handling - Missing Items - Carry-On												3	4
Property - Special Handling - Missing Items - Checked	1	1		1	3	2	2	2	1	5	1		19
Request for Assistance					1			1			1		3
Request for Assistance - Other					1			1			1		3
Screening	4	3	5	3	1		1	3	7	3	2		32
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	4	2	5	2			1	2	6	1	2		25
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach		1						1		1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
CWA	3	3	1			3	4	2	6	5	3	3	4	37
2016						1	1		1	1	1		2	7
Civil Rights													1	1
Civil Rights - Racial Profiling or Discrimination													1	1
Mishandling of Passenger Property						1	1		1		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1				1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1					1
Screening										1				1
Screening - Procedures/Process										1				1
2017	2	1				1	1		1	1	1		8	
Civil Rights										1				1
Civil Rights - Hair Patdowns										1				1
Customer Service	1										1			2
Customer Service - Others											1			1
Customer Service - TSO	1													1
Mishandling of Passenger Property			1					1				1		3
Mishandling of Passenger Property - Damaged/Missii			1					1				1		3
Patdown							1							1
Patdown - Flyer							1							1
Screening	1													1
Screening - Lengthy Lines	1													1
2018		1					1	3	1		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 Baggage													1	1
Property - Special Handling												1		1
Property - Special Handling - Missing Items - Checked											1			1
Screening		1					1	2	1					5
Screening - Procedures/Process		1					1	1	1					4
Screening - Retrieving Abandoned/Confiscated Items									1					1
2019	1	1	1			2	2		2	2	1	1	1	14
Civil Rights											1	1		2
Civil Rights - Racial Profiling or Discrimination											1	1		2
Customer Service	1					1			1					3
Customer Service - TSO	1					1			1					3
Mishandling of Passenger Property				1		1				1				3
Mishandling of Passenger Property - Damaged/Missing Items--C				1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1				1
Patdown			1											1
Patdown - Flyer			1											1
Property - Special Handling							2							2
Property - Special Handling - Damaged Items - Checked							1							1
Property - Special Handling - Missing Items - Checked							1							1
Screening									1	1			1	3
Screening - Crew Member or Airline Employee										1				1
Screening - Procedures/Process									1				1	2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	11	9	10	12	13	16	9	15	9	9	10	10	133
2016				1	6	5	3	3	2	2	4	10	26
Customer Service					1	1							2
Customer Service - Others						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1	5	3	2	1	2		3		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3	2	2	1	2		3		14
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
Screening							1			2			3
Screening - Inconsistency							1			1			2
Screening - Procedures/Process										1			1
2017	5	3	5	3	1	2	1	4	2		2	6	34
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Customer Service	3							2	1				6
Customer Service - TSO	3							2	1				6
Locks									1		1	1	3
Locks - Missing or Damaged Lock									1		1	1	3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	2		4	3		1					1	3	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2		4	1		1					1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1								2	3
Patdown		1	1					1					3
Patdown - Flyer		1	1					1					3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening						1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1						1	2
2018	1	3	1	7	5	4	1	2	3	4	2	2	35
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service						1			1			1	3
Customer Service - TSO						1			1			1	3
Locks		1		1		1					1		4
Locks - Missing or Damaged Lock		1		1		1					1		4
Mishandling of Passenger Property			1	4	1	2		1	1	1	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	1	2		1	1		1		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage			1										1
Patdown		1				1				1			3
Patdown - Flyer		1				1				1			3
Property - Special Handling				1	2	1	1			2		1	8
Property - Special Handling - Damaged Items - Checked				1			1			1			3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked					2					1		1	4
Screening	1	1		1				1					4
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items				1				1					2
Screening - Security Breach	1												1
2019	5	3	4	1	1	5	4	6	2	3	2	2	38
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1						1		1			3
Customer Service - TSO		1						1		1			3
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2	1	1				2	1		1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2		1				2	1		1	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage		1										1	2
Patdown		1				3	1	1	1				7
Patdown - Flyer		1				3	1	1	1				7
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling	3		1			1		2		1			8
Property - Special Handling - Damaged Items - Checked	2												2
Property - Special Handling - Damaged Items - Checked			1			1		2					4
Property - Special Handling - Missing Items - Checked	1									1			2
Screening			1	1				1				1	4
Screening - Inconsistency				1									1
Screening - Procedures/Process			1					1				1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAL	95	107	125	125	131	118	119	169	118	136	168	119	1,530
2016				48	42	37	27	43	23	26	48	38	332
Civil Rights				2	5	4		1	1	1	1	1	16
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				1	4	2			1	1	1	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1					2
Civil Rights - Transgender Screening				1									1
Customer Service				5	6	7	4	10	3	6	6	13	60
Customer Service - Others					1		2	1			1		5
Customer Service - TCC								1					1
Customer Service - TSO				5	5	7	2	8	3	6	5	13	54
Identification (ID) Requirements								1			1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - Minors Domestic								1					1
Locks				2	2	1		2		1	1	1	10
Locks - Missing or Damaged Lock				2	2	1		2		1	1	1	10
Lost and Found				1					1		1		3
Lost and Found - Airport/TSA				1					1		1		3
Mishandling of Passenger Property				33	22	17	15	21	11	11	20	16	166
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				8	4	1		1	1	3	3	3	24
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				23	15	12	13	20	10	8	17	13	131
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	3	3	2						10
Patdown					1	4	3	1	3	3	7	4	26
Patdown - Flyer					1	4	2		3	3	7	4	24
Patdown - Flyer as Observer							1	1					2
Persons w/ Disabilities (PWD)				1	1	1	2	1	1	1	4		12
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	2						3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Screening				4	5	3	3	6	3	3	7	3	37
Screening - Inconsistency						1	1	2		1	3		8
Screening - Lengthy Lines				1	2		1	2			1	1	8
Screening - Procedures/Process				3	2	1	1	2	3	2	2	2	18
Screening - Retrieving Abandoned/Confiscated Items					1	1					1		3
2017	31	40	53	25	28	24	38	39	37	27	39	37	418
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights	2	3	1	2	1		2	2	2		2	1	18
Civil Rights - Headwear		1											1
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination	2	1	1	1			2	2	1		1	1	12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1							1				2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening											1		1
Customer Service	3	6	9	5	3	5	6	10	7	6	7	7	74
Customer Service - CSM						1							1
Customer Service - Others							1	1					2
Customer Service - TSO	3	6	9	5	3	4	5	9	7	6	7	7	71
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	1	2	2	2		1	1		2	1	1	2	15
Locks - Missing or Damaged Lock	1	2	2	2		1	1		2	1	1	2	15
Lost and Found			1				1						2
Lost and Found - Airport/TSA			1				1						2
Mishandling of Passenger Property	14	22	29	14	18	9	10	15	8	7	13	9	168
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	5	7	4	3	2	2	1			1	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	11	16	20	10	14	6	6	12	7	6	9	8	125
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1								1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1	1		1	1	2	2	1	1	2		14
Patdown	4	3	1		3	6	2	3	3	4	5	1	35
Patdown - Children	1												1
Patdown - Flyer	3	3	1		3	6	2	3	3	4	5		33
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2	2	2		1	1			2	3	2	1	16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1				1						1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	1										2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1				1			1	1			4
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling							13	5	4	3	4	9	38
Property - Special Handling - Damaged Items - Carry-On							1				1	1	3
Property - Special Handling - Damaged Items - Checked							5		2				7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Carry-On							2	4	1		1	3	11
Property - Special Handling - Missing Items - Checked							5	1	1	3	2	5	17
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	5	2	8	2	2	2	3	4	8	2	4	6	48
Screening - Children									1				1
Screening - Inconsistency	1	1	1		1		2			1			7
Screening - Lengthy Lines								2	1		2	2	7
Screening - Procedures/Process	4	1	6	2	1	2		1	6	1	2	3	29
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
Screening - Security Breach			1									1	2
2018	30	44	41	28	34	29	26	47	34	43	47	19	422
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights	1		2		3		1	3	1	4	1		16
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination	1		1		3		1			3	1		10
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	5	6	12	7	6	7	7	12	5	4	7	2	80
Customer Service - Others	1		2				2	1	1		1		8
Customer Service - TSO	4	6	10	7	6	7	5	11	4	4	6	2	72
Identification (ID) Requirements			1				1						2
Identification (ID) Requirements - Domestic			1				1						2
Locks		3			1	1		1		1	1	3	11
Locks - Missing or Damaged Lock		3			1	1		1		1	1	3	11
Lost and Found	2	1						1					4
Lost and Found - Airport/TSA	2	1						1					4
Mishandling of Passenger Property	8	17	10	12	11	3	4	16	5	9	18	5	118
Mishandling of Passenger Property - Damaged Items	1	3	1	2	1		1	3				1	13
Mishandling of Passenger Property - Damaged Items--Carry-on	6	12	7	10	9	3	3	11	5	9	16	3	94
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1	2	2	1	1			2			2	1	11
Patdown		2	3	2	2	2	1	1	1	3	4		21
Patdown - Flyer		2	3	2	1	2	1		1	2	1		15
Patdown - Flyer as Observer					1			1		1	2		5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	2	2	3		1	1	1	3	2		1	2	18
Persons w/ Disabilities (PWD) - Diabetes		1						1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-Flyer)		1			1		1	2	1	1			7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aids	1											1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2									1	3
Property - Special Handling	4	7	6	3	6	8	5	7	12	10	8	5	81
Property - Special Handling - Damaged Items	1	1	1				1	2	1	2	2	2	13
Property - Special Handling - Damaged Items--Carry-on	2		1	1	1	3		1	1	2	2		14
Property - Special Handling - Missing Items	1				2	4	1	2	3		3	2	18
Property - Special Handling - Missing Items - Checked		6	4	2	3	1	3	2	7	6	1	1	36
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	7	6	4	4	4	6	7	3	7	11	7	2	68
Screening - Inconsistency		3							2	1	1		7
Screening - Lengthy Lines					2		1			3	1		7
Screening - Procedures/Process	7	3	4	4	2	4	5	3	5	5	4	2	48
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach							1			1	1		3
Screening - Shoe Screening										1			1
Screening - Traveling with Cash							1						1
2019	34	23	31	24	27	28	28	40	24	40	34	25	358
Civil Rights			3	4	1	1	1		1		1	1	13
Civil Rights - Hair Patdowns			1		1								2
Civil Rights - Racial Profiling or Discrimination				3		1	1		1		1		7
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
Civil Rights - Transgender Screening			1										1
Customer Service	6	2	3	4	7	5	2	10	5	8	3	6	61
Customer Service - Others		1						1				1	3
Customer Service - TSO	6	1	3	4	7	5	2	9	5	8	3	5	58
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	2		3	1			1		1	2	2		12
Locks - Missing or Damaged Lock	2		3	1			1		1	2	2		12
Lost and Found				1			1		1				3
Lost and Found - Airport/TSA				1			1		1				3
Mishandling of Passenger Property	5	7	12	5	6	11	8	6	3	12	7	7	89
Mishandling of Passenger Property - Damaged Items	1	1		1		3	1	1		2	2		12
Mishandling of Passenger Property - Damaged Items--Carry-on	3	6	9	4	4	6	6	5	3	9	5	7	67
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			3		2	2	1			1			9
Patdown	2	1			2	1	4	2	1	4	3	1	21
Patdown - Children					1								1
Patdown - Flyer	2	1			1	1	3	1	1	4	3	1	18

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	2	3	1	1	2	1	5		1	3	2	22
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M&E			1										1
Persons w/ Disabilities (PWD) - General			1								2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1					1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1				1				1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1	1			1	2					5
Property - Special Handling	13	8	4	6	6	6	7	11	8	8	10	4	91
Property - Special Handling - Damaged Items	2	3	1		1					2	1	1	11
Property - Special Handling - Damaged Items	3		1		3	2	3	4	3	1	4	1	25
Property - Special Handling - Missing Items	3	1	1	1	1	1	2	1	2		3	1	17
Property - Special Handling - Missing Items	5	4	1	5	1	3	2	6	3	5	2	1	38
Request for Assistance			1										1
Request for Assistance - Other			1										2
Screening	5	3	2	2	4	1	3	6	4	5	5	3	43
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines			1		1				1	1		2	6
Screening - Procedures/Process	4	2	1	2	3		3	5	3	3	5	1	32
Screening - Security Breach	1					1				1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	14	13	15	13	14	20	19	13	29	20	19	14	203
2016				3	5	6	6	3	10	6	8	7	54
Civil Rights									1	1			2
Civil Rights - Constitutional Rights									1				1
Civil Rights - Headwear										1			1
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Locks							1		1			3	5
Locks - Missing or Damaged Lock							1		1			3	5
Mishandling of Passenger Property				3	5	5	4	2	7	3	7	4	40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	4	5	3	2	5	3	7	3	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1			1	3
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Screening						1	1			1			3
Screening - Procedures/Process						1	1			1			3
2017	3	9	6	4	3	4		4	7	1	4	2	47
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Locks			1	1					1		2		5
Locks - General											1		1
Locks - Missing or Damaged Lock			1	1					1		1		4
Mishandling of Passenger Property	2	5	3	1	3	3		2	5	1	1		26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		2											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	3	3	1	2	3		2	5	1	1		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1	1	1									3
Patdown - Flyer		1	1	1									3
Property - Special Handling								1			1	2	4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1				2	3
Screening	1	1	1	1		1							5
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1												1
Screening - Procedures/Process						1							3
2018	5	3	6		2	6	4	2	6	6	4	2	46
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	3	1	1				1				2		8
Customer Service - Others											1		1
Customer Service - TSO	3	1	1				1				1		7
Mishandling of Passenger Property	2	2	1		1	4	1	1	5	3		2	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	1		1	2	1		4	3		1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					2		1	1				5
Patdown			1				1		1		1		4
Patdown - Flyer			1				1		1		1		4
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Property - Special Handling			1							3			4
Property - Special Handling - Missing Items - Checked			1							3			4
Screening			1			2	1	1					5
Screening - Procedures/Process			1			2	1	1					5
2019	6	1	3	6	4	4	9	4	6	7	3	3	56
Civil Rights				1	1		2			1			5
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1	1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening										1			1
Customer Service	1			2			2		2	3	1		11
Customer Service - Others							1						1
Customer Service - TSO	1			2			1		2	3	1		10
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property	4	1	1	1			2		3		1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1		1			1		2				6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3		1				1		1		1	1	8
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling				1	2	3	1	3		1	1		12
Property - Special Handling - Damaged Items - Checked					2	1		1		1			5
Property - Special Handling - Missing Items - Checked				1		2	1	2			1		7
Screening			2		1	1	2	1	1	2		1	11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1								2
Screening - Lengthy Lines							2						2
Screening - Procedures/Process			1			1		1		2			5
Screening - Retrieving Abandoned/Confiscated Items									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DBQ			2	2			2			3	3	3	15
2016												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General												1	1
2017							2			1	1		4
Mishandling of Passenger Property							2			1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2						2
2018			2	2						2	1	1	8
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening			1	1									2
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process			1										1
2019											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	162	149	179	167	168	242	219	262	250	224	267	212	2,501
2016				35	39	49	52	57	59	51	72	51	465
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1	1	2	2	2	1	3	6	3	21
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination				1	1	1		1	1	3	4	1	13
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
Customer Service				3	5	6	16	13	22	13	10	10	98
Customer Service - Others						1	3	2	2	3			11
Customer Service - TSO				3	5	5	13	11	20	10	10	10	87
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					2	1	6	1	4	5	5	3	27
Locks - Missing or Damaged Lock					2	1	6	1	4	5	5	3	27
Lost and Found						1	1			1		2	5
Lost and Found - Airport/TSA						1	1			1		2	5
Mishandling of Passenger Property				19	24	30	19	24	24	19	34	19	212
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	5	4	1	6	10	2	4	4	39
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				13	18	22	16	15	11	16	26	14	151
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3	1	4	2	3	2	1	4	1	21
Patdown				2	1	3		3	2	2	4	6	23
Patdown - Flyer					1	3		3	2	2	4	6	21
Patdown - Flyer as Observer				1									1
Patdown - General				1									1
Persons w/ Disabilities (PWD)				2	1	4	1	3		2	3	1	17
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 Medication				1							2		3
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) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	2					1	1	6
Screening				8	4	2	7	10	6	6	10	7	60
Screening - Crew Member or Airline Employee				1	1						1	1	4
Screening - Inconsistency							1	1	1	1			4
Screening - Lengthy Lines				2		1	1	1					5
Screening - Procedures/Process				4	2		5	8	4	4	7	5	39
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach						1			1	1	2		5
Screening - Traveling with Cash												1	1
2017	53	41	72	51	48	51	48	72	54	55	59	60	664
Civil Rights	1	1	1		2		2	2	1		2	1	13
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	1	1	1		1		1	1	1		2		9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Customer Service	14	6	15	9	10	11	16	22	16	10	20	14	163
Customer Service - CSM						1							1
Customer Service - Others	2		1			1	1	1		1	2		9
Customer Service - TSO	12	6	14	9	10	9	15	21	16	9	18	14	153
Human Capital			1										1
Human Capital - Current Employee			1										1
Identification (ID) Requirements			1	1			1			1			4
Identification (ID) Requirements - Domestic			1	1			1			1			4
Locks	3	4	6	2	1	4	2	4	1	3	1		31
Locks - Missing or Damaged Lock	3	4	6	2	1	4	2	4	1	3	1		31
Lost and Found					2	2	2	1			2		9
Lost and Found - Airport/TSA					2	2	2	1			2		9
Mishandling of Passenger Property	25	18	27	36	21	21	10	16	14	22	14	19	243
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Bag	3	4	4	7	5	5	1	2	1	1	1	1	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	20	13	18	25	11	14	7	13	7	20	12	13	173
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2		1	2	4	2	2	1	6	1	1	4	31
Patdown	2	2	3	3	4	5	3	5	5	3	4	6	45
Patdown - Flyer	2	2	3	3	4	5	3	4	4	3	2	5	40
Patdown - Flyer as Observer											1	1	2
Patdown - General											1		1
Patdown - Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)	1	1	6		1	3	5	6	3	2	1	4	33
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General				1				1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment				1				2					3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		1								1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility [1			2			2			1	1	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1					1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				2	3		1	7
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Property - Special Handling							6	12	8	11	8	11	56
Property - Special Handling - Damaged Items - Carry-On							1	2		2	1	3	9
Property - Special Handling - Damaged Items - Checked							1		2	3	2	3	11
Property - Special Handling - Missing Items - Carry-On								5	1	2		3	11
Property - Special Handling - Missing Items - Checked							4	5	5	4	5	2	25
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening		6	8	12	1	7	5	1	4	5	2	7	63
Screening - Crew Member or Airline Empl		1										1	2
Screening - Inconsistency		1	1				1	1	1		1	1	8
Screening - Lengthy Lines				2						1	1		4
Screening - Procedures/Process		4	6	10	1	7	3		3	2	1	4	44
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
Screening - Security Breach									2		1		3
TSA Contact Information										1			1
TSA Contact Information - General										1			1
2018	59	52	51	49	39	71	65	67	68	68	65	45	699
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights		1				1	1	4	5	4		5	22
Civil Rights - Hair Patdowns									1				2
Civil Rights - National Origin										1		2	3
Civil Rights - Perceived Religion								1			1		2
Civil Rights - Racial Profiling or Discrimina		1				1	1	2	3	2			10
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			2		3
Civil Rights - Transgender Screening										1			1
Customer Service	16	23	14	18	8	18	19	23	19	22	22	14	216
Customer Service - Others		4		1		1	2	4					12
Customer Service - TSO	16	19	14	17	8	17	17	19	19	22	22	14	204
Locks		3	2	2	2	2	2		1	4	5	1	24
Locks - Missing or Damaged Lock		3	2	2	2	2	2		1	4	5	1	24
Lost and Found	4			2		1		2			2	2	13
Lost and Found - Airport/TSA	4			2		1		2			2	2	13
Mishandling of Passenger Property	8	10	5	6	12	13	12	17	6	9	10	13	121
Mishandling of Passenger Property - Dam	3	1		2	1	3	1	3	1	1	1		13
Mishandling of Passenger Property - Dam	3	7	5	5	8	9	8	12	4	5	9	12	87
Mishandling of Passenger Property - Disa	2	2		1	2	3	1	4	2	3		1	21
Patdown	8	2	3	3	4	7	3	4	6	4	2	3	49
Patdown - Children								1					1
Patdown - Flyer	7	2	2	3	3	7	3	2	6	3	1	3	42
Patdown - Flyer as Observer	1		1		1			1		1			5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3	5	4	2	3	7	1	10	6	3	2	49
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1			1	3
Persons w/ Disabilities (PWD) - Diabetes		1				1			2	2	1		7
Persons w/ Disabilities (PWD) - General									1	1		1	3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2			1			2				5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1				1		1				3
Persons w/ Disabilities (PWD) - Mobility [1		1			2		1				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1			1			3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelcha	2	2	1	1	1		2	1	1	2	2		15
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump							1						1
Property - Special Handling	14	7	11	9	7	7	5	9	13	15	8	4	109
Property - Special Handling - Damaged Items - Carry		1	2	1		2	3	2	3	6			20
Property - Special Handling - Damaged It	3	1	2			2	1		3	2	2	1	17
Property - Special Handling - Missing Item	4	4	2	5	5			3	2	4	1	1	31
Property - Special Handling - Missing Item	7	1	5	3	2	3	1	4	5	3	5	2	41
Request for Assistance						1		3					4
Request for Assistance - Other							2						2
Request for Assistance - Wounded Warrior (MSIJSOC)						1	1						2
Screening	5	4	11	4	3	17	10	6	9	8	8	5	90
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1	1		1	1	1	2		2	1	1	11
Screening - Lengthy Lines	1		1			3	3		1				9
Screening - Procedures/Process	4	3	8	4	2	12	4	4	7	5	6	4	63
Screening - Retrieving Abandoned/Confiscated Items			1			1	1						3
Screening - Security Breach							1		1		1		3
2019	50	56	56	32	42	71	54	66	69	50	71	56	673
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	7	1		3	1	4	5	3	1	2	4	3	34

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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						2
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin	1					1							2
Civil Rights - Perceived Religion											2		2
Civil Rights - Racial Profiling or Discrimination	2	1		1	1	1	2	1		1	2	1	13
Civil Rights - Sex/Gender/Gender Identity	3			2		1	1		1				8
Civil Rights - Sexual Orientation - Not Transgender										1		1	2
Civil Rights - Transgender Screening	1						1	1					4
Customer Service	14	13	18	4	8	22	12	22	14	13	19	13	172
Customer Service - Others		1			2	1		3			2	1	10
Customer Service - TSO	14	12	18	4	6	21	12	19	14	13	17	12	162
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	2	4	1	2	2	5	1	1	3		4	4	29
Locks - Missing or Damaged Lock	2	4	1	2	2	5	1	1	3		4	4	29
Lost and Found	1	1	1	1	3	3	1	1	1	2		1	16
Lost and Found - Airport/TSA	1	1	1	1	3	3	1	1	1	2		1	16
Mishandling of Passenger Property	3	11	12	9	9	11	10	9	15	7	12	18	126
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1			1	1	2	1	2	11
Mishandling of Passenger Property - Damaged	1	10	7	9	7	9	7	6	11	4	10	15	96
Mishandling of Passenger Property - Disassembled	2	1	2		1	2	3	2	3	1	1	1	19
Patdown	1	5	7	2	2	5	2	3	3	1	1	1	33
Patdown - Flyer	1	5	6	1	2	5	2	3	3	1	1	1	31
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	4	7	5	4	6	2	5	3	8	9	10	4	67
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive	2	1								1			4
Persons w/ Disabilities (PWD) - Diabetes	1	1	1		1		1			4	2		11
Persons w/ Disabilities (PWD) - General						1			1	1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1						1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1	3	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	2	1				1	2	1		8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1									1	3
Persons w/ Disabilities (PWD) - Visual Impairment			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1	1					2		1		7
Property - Special Handling	9	5	8	2	8	6	7	13	13	7	8	8	94
Property - Special Handling - Damaged Items	1				1		1	2	1	1		1	8
Property - Special Handling - Damaged Items - Missing	1	1	2		4	2		3	3	2	3	3	24
Property - Special Handling - Missing Items	4	2	2		2	1	1	1	4	2	1	3	23
Property - Special Handling - Missing Items - Damaged	3	2	4	2	1	3	5	7	5	2	4	1	39
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	9	8	4	5	2	12	11	11	11	9	11	4	97
Screening - Children						1	1						2
Screening - Inconsistency	2				1		1	1	1			2	8
Screening - Lengthy Lines	1	1						1	1				4
Screening - Procedures/Process	6	6	3	5	1	10	8	9	8	9	10	2	77
Screening - Retrieving Abandoned/Confiscated Items			1			1	1		1		1		5
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC				1			1	1		1			4
2016							1						1
Screening							1						1
Screening - Procedures/Process							1						1
2017				1							1		2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Patdown										1			1
Patdown - Flyer										1			1
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	373	321	377	455	426	422	415	475	470	549	487	413	5,183
2016				117	139	119	138	131	80	124	105	105	1,058
Advanced Imaging Technology (AIT)				1					1	1			3
Advanced Imaging Technology (AIT) - Flyer				1					1	1			3
Civil Rights				3	5	2	4	4		4	4	4	30
Civil Rights - Constitutional Rights												1	1
Civil Rights - General Complaint and Discrimination				2	2								4
Civil Rights - Headwear								1					1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion								1				1	2
Civil Rights - Racial Profiling or Discrimination				1	3	2	3	2		2	3	2	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1		2
Civil Rights - Transgender Screening										1			1
Customer Service				17	36	21	13	29	15	21	15	18	185
Customer Service - CSM									1				1
Customer Service - Others				7	14	4	2	8	3	5	1	3	47
Customer Service - TCC									1				1
Customer Service - TSO				10	22	17	11	21	10	16	14	15	136
Identification (ID) Requirements				1				1	1				3
Identification (ID) Requirements - Domestic				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Identification (ID) Requirements - Minors Domestic								1					1
Locks				5	7	3	7	4	6	2	5	3	42
Locks - General							2						2
Locks - Missing or Damaged Lock				5	7	3	5	4	6	2	5	3	40
Lost and Found				2					1	2	1		6
Lost and Found - Airport/TSA				2					1	2	1		6
Mishandling of Passenger Property				52	49	66	66	36	34	66	49	55	473
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	7	6	10	4	2	6	8	7	51
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				49	37	52	48	30	29	49	40	46	380
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1			1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	4	8	8	2	2	11	1	1	39
Patdown				3	4	3	6	11	3	4	5	7	46
Patdown - Flyer				3	4	2	6	10	2	4	3	6	40
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer						1		1			1	1	4
Persons w/ Disabilities (PWD)				5	2	3	8	6	4	9	3	5	45
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1			1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						1		3		2		2	8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General							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						2
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 Scoot				1			1			2		1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1						1			2
Persons w/ Disabilities (PWD) - Service Animals									1		1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1			1		1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1							1	5
Request for Assistance							2	1		1			4
Request for Assistance - Other							2	1		1			4
Screening				28	36	21	32	39	15	14	23	13	221
Screening - Crew Member or Airline Employee					1						2		3
Screening - Inconsistency				2	1	1	1	1	5		2	1	14
Screening - Lengthy Lines				18	23	11	25	14	3	1	10	2	107
Screening - Procedures/Process				7	11	7	5	22	6	13	9	9	89
Screening - Retrieving Abandoned/Confiscated Items				1		2		1					4
Screening - Security Breach							1	1	1			1	4
2017	100	97	137	110	94	92	78	96	124	143	110	97	1,278
Advanced Imaging Technology (AIT)									2				2
Advanced Imaging Technology (AIT) - Flyer									2				2
Civil Rights				2	2	2	3	4	7	4	5	4	40
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin					1				1	1			3
Civil Rights - Perceived Religion									1		1		2
Civil Rights - Racial Profiling or Discrimination				1	1	1	3	3	5	2	4	3	25
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity				1			1	1		1		1	5
Civil Rights - Sexual Orientation - Not Transgender						1							2
Customer Service				20	18	22	18	20	20	19	28	31	276
Customer Service - Others				2	1	4	3	3	2	1	4	3	30
Customer Service - TSO				18	17	18	18	17	17	18	24	28	246
Identification (ID) Requirements									2	3			5
Identification (ID) Requirements - Domestic									1	2			3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Identification (ID) Requirements - Minors Domestic										1			1
Locks				6	5	6	10	4	4	6	9	2	58
Locks - General						1		1		1			3
Locks - Missing or Damaged Lock				6	5	6	9	4	3	6	9	1	55

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			2	2		1	8
Lost and Found - Airport/TSA		1		1		1			2	2		1	8
Mishandling of Passenger Property	45	52	77	56	44	39	10	22	33	39	37	23	477
Mishandling of Passenger Property - Damaged/Missing Items--U	8	11	4	4	5	5			4	5	2	3	51
Mishandling of Passenger Property - Damaged/Missing Items--U	34	41	64	46	32	32	9	18	27	26	27	17	373
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disallowed	3		8	6	7	2	1	4	2	8	8	3	52
Patdown	8	7	12	3	8	10	12	11	4	10	5	7	97
Patdown - Children								1				1	2
Patdown - Flyer	6	6	11	3	8	9	11	8	3	9	4	6	84
Patdown - Flyer as Observer	1					1	1	2		1	1		7
Patdown - Non-Flyer	1	1	1						1				4
Persons w/ Disabilities (PWD)	3	2	3	3	4	4	5	11	9	6	6	7	63
Persons w/ Disabilities (PWD) - Breast Cancer									1	1			2
Persons w/ Disabilities (PWD) - Cancer (all)	1							1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes	1					1	1	2	1	1	1		8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1		1		2
Persons w/ Disabilities (PWD) - General				1	1			1	2		1	1	7
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1	2				1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1		1		1		3		2			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals												3	3
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1					1			1			3
Persons w/ Disabilities (PWD) - Visual Impairment			1						1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1		1	2	1	1	1	2	2	13
Persons w/ Disabilities (PWD) - Wounded	1								1				2
Prohibited & Permitted Items		1	1						5	1		1	9
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									2				2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Food/Beverages		1										1	2
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling							12	12	18	20	13	14	89
Property - Special Handling - Damaged Items - Carry-On							1	1			2	1	5
Property - Special Handling - Damaged Items - Checked							5	2	5	6	5	7	30
Property - Special Handling - Missing Items - Carry-On							2	1	2	3	3	1	12
Property - Special Handling - Missing Items - Checked							4	8	11	11	3	5	42
Request for Assistance									1	1	1	1	4
Request for Assistance - Other									1	1	1		3
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening	16	9	13	17	11	10	7	8	14	18	10	16	149
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1	2	1		1			3	2		1	11
Screening - Lengthy Lines	2	1	2		1		1	1	6	4	2	2	22
Screening - Procedures/Process	13	5	7	16	10	9	6	7	3	10	6	12	104
Screening - Retrieving Abandoned/Confiscated	1	1	1						1	2	1	1	8
Screening - Security Breach		1	1						1				3
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2018	137	136	125	153	104	112	108	141	126	159	146	97	1,544
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer							1						1
Civil Rights	3	2	7	4	4	1	2	3	1	6	2	4	39
Civil Rights - Age					1			1	1				3
Civil Rights - Constitutional Rights			1									1	2
Civil Rights - Hair Patdowns						1		1		1			3
Civil Rights - Perceived Religion			1							1			2
Civil Rights - Racial Profiling or Discrimination	3	2	5	2	3		2		3	2	1	1	23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2				1		1		1	5
Civil Rights - Transgender Screening												1	1
Customer Service	33	31	31	35	27	29	31	32	32	45	27	25	378
Customer Service - Others	5	4	4	7	4	9	10	7	11	14	10	9	94
Customer Service - TSO	28	27	27	28	23	20	21	25	21	31	17	16	284
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks	7	5	4	4	4	3	2	4	8	2	6	4	53
Locks - General	1		1				1		1				4
Locks - Missing or Damaged Lock	6	5	3	4	4	3	1	4	7	2	6	4	49
Lost and Found	2			2	3		2		1	3	3		16
Lost and Found - Airport/TSA	2			2	3		2		1	3	3		16
Mishandling of Passenger Property	31	29	24	39	23	25	14	22	18	29	33	19	306
Mishandling of Passenger Property - Damaged/Missing Items--U	3	4	2	2	3	2	1	3		2	4	1	27
Mishandling of Passenger Property - Damaged/Missing Items--U	22	20	18	36	18	17	9	15	14	25	22	14	230
Mishandling of Passenger Property - Damaged/Missing Items--U	1	1			1				1	1	1		6
Mishandling of Passenger Property - Disallowed	5	4	4	1	1	6	4	4	3	1	6	4	43
Patdown	11	7	11	4	5	10	5	9	12	8	13	6	101
Patdown - Children											1	1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	10	7	9	4	3	6	5	7	11	7	9	5	83
Patdown - Flyer as Observer	1		1		1	4		2	1		1		11
Patdown - General			1										1
Patdown - Non-Flyer					1					1	2		4
Persons w/ Disabilities (PWD)	9	11	8	6	8	7	7	14	9	15	13	5	112
Persons w/ Disabilities (PWD) - Autism Spectrum			1						1				2
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1		1		2
Persons w/ Disabilities (PWD) - Cognitive /Developm		2					1						3
Persons w/ Disabilities (PWD) - Diabetes		2	1	2			1		2		1	1	10
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General	1	1		1	1	1			1	4	2		12
Persons w/ Disabilities (PWD) - Hearing I	1				1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Medically	1		1	1		1		1		1			6
Persons w/ Disabilities (PWD) - Metal Imp	1							1		1	2		5
Persons w/ Disabilities (PWD) - Mobility D	3	1	1		1		1	3	2	1	4	2	19
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						2					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2		2	2	1		1				8
Persons w/ Disabilities (PWD) - Visual Impairment					1					1			2
Persons w/ Disabilities (PWD) - Wheelcha	2	1	3	2	1	1	1	3	1	4	2	2	23
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	25	21	27	29	10	19	22	20	15	22	22	17	249
Property - Special Handling - Damaged It	2	2					2		2	1	1		10
Property - Special Handling - Damaged It	6	9	6	6	2	5	3	6	5	7	10	6	71
Property - Special Handling - Missing Item	6	7	7	13	4	8	7	5	4	2	2	6	71
Property - Special Handling - Missing Item	11	3	14	10	4	6	10	9	4	12	9	5	97
Request for Assistance	1			2	2								5
Request for Assistance - Other	1			2	1								4
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening	15	30	13	28	18	18	22	36	29	29	27	17	282
Screening - Children								1		2			3
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	3	2	1	1	1	2		3	1	1	1	17
Screening - Lengthy Lines	4	7	4	5	2	3	3	13	6	8	3	3	61
Screening - Procedures/Process	10	20	7	19	14	13	17	21	20	17	15	11	184
Screening - Retrieving Abandoned/Confiscated Items				3	1			1			5		10
Screening - Security Breach						1				1	2	2	6
2019	136	88	115	75	89	99	91	107	140	123	126	114	1,303
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Flyer						1					2		3
Civil Rights	9	5	6	4	5	5	3	4	2	6	3	4	56
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns	1				1			1					3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimin	3	2	1	2	2	1		2	1	2	2	2	20
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	3	2	5	1	2	3	1		1	4		1	23
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1					1	1						4
Customer Service	30	18	33	12	18	18	17	23	39	26	30	25	289
Customer Service - Others	7	3	1			1	1	2	12	7	4	2	40
Customer Service - TSO	23	15	32	12	18	17	16	21	27	19	26	23	249
Identification (ID) Requirements							1				2		3
Identification (ID) Requirements - Domestic							1				2		3
Locks	5	7	3	3	5	3	2	4	5	5	4	4	50
Locks - General													1
Locks - Missing or Damaged Lock	5	7	3	3	5	3	2	4	5	5	4	3	49
Lost and Found	1						1						3
Lost and Found - Airport/TSA	1						1						3
Mishandling of Passenger Property	25	12	17	17	22	14	19	20	19	24	22	18	229
Mishandling of Passenger Property - Dam	1		1	1	1					4	1	3	12
Mishandling of Passenger Property - Dam	24	11	14	16	18	9	13	18	15	15	17	11	181
Mishandling of Passenger Property - Disarrayed Item		1	2		3	5	6	2	4	5	4	4	36
Patdown	8	4	7	1	6	4	4	4	9	7	10	6	70
Patdown - Children			1					1					2
Patdown - Flyer	7	4	6	1	5	3	4	3	8	7	8	6	62
Patdown - Flyer as Observer					1						1		2
Patdown - General						1							1
Patdown - Non-Flyer	1								1		1		3
Persons w/ Disabilities (PWD)	17	8	9	7	3	8	3	6	8	8	6	10	93
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer			1			1		1		1	1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			2
Persons w/ Disabilities (PWD) - Diabetes	2			1	1		1	1	1	2			9
Persons w/ Disabilities (PWD) - General			2	1		3					1		7
Persons w/ Disabilities (PWD) - Internal Medical Devices							1		1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically	1	1									2		4
Persons w/ Disabilities (PWD) - Metal Imp	2	1	1									2	6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3	3	1	3		2		2	2	1	1	2	20
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1						2			1	4
Persons w/ Disabilities (PWD) - Respirator	2	1		1									4
Persons w/ Disabilities (PWD) - Service Animal	1				1								2
Persons w/ Disabilities (PWD) - Touch Av	1	1		1		1							4
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair	5	1	2		1	1	1		1	1	1	3	17
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	19	18	20	24	13	21	21	20	25	17	18	20	236
Property - Special Handling - Damaged Items - Carry-On			4		1	3	1	3	2	3	1	3	21
Property - Special Handling - Damaged Items - Checked	8	5	4	11	5	6	6	7	5	6	3	4	70
Property - Special Handling - Missing Items - Carry-On	4	4	2	2	1	3	6	5	5		6	3	41
Property - Special Handling - Missing Items - Checked	7	9	10	11	6	9	8	5	13	8	8	10	104
Request for Assistance	1	1					1		2	2			7
Request for Assistance - Other	1	1					1		2	2			7
Screening	21	15	20	7	17	24	20	26	31	28	29	26	264
Screening - Children			1						1				2
Screening - Crew Member or Airline Employee												2	2
Screening - Inconsistency			2	1	1	1		2	1		2	1	11
Screening - International Screening				1									1
Screening - Lengthy Lines	6	1	1		3	2	5	6	5	4	10	5	48
Screening - Procedures/Process	13	11	15	6	13	20	11	18	23	24	16	18	188
Screening - Retrieving Abandoned/Confiscated	2	1				1	2						6
Screening - Security Breach			1			1	2		1		1		6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	418	405	430	465	422	534	527	578	548	539	539	460	5,865
2016				113	93	133	117	167	133	110	129	105	1,100
Civil Rights				4	5	2	2	1	4	4	6	4	32
Civil Rights - General Complaint and Discrimination				2	1								3
Civil Rights - Headwear									1				1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1	2	2	1	1	2	4	5	3	21
Civil Rights - Screening of Religious Cultural and Ceremonial Items					2								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1	1	3
Civil Rights - Transgender Screening				1									1
Customer Service				33	22	46	32	50	30	27	29	28	297
Customer Service - CSM						1			1				2
Customer Service - Others				7	4	9	15	19	7	3	4	4	72
Customer Service - TSO				26	18	36	17	31	22	24	25	24	223
Identification (ID) Requirements													1
Identification (ID) Requirements - Minors Domestic													1
Locks				5	6	5	1	12	6	5	7	8	55
Locks - General								2			1		3
Locks - Missing or Damaged Lock				5	6	5	1	10	6	5	6	8	52
Lost and Found							2			2			4
Lost and Found - Airport/TSA							2			2			4
Mishandling of Passenger Property				59	43	60	45	53	57	49	61	44	471
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				8	6	7	9	6	12	10	6	9	73
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				47	30	51	34	42	42	37	53	34	370
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						3							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				4	4	2	2	5	3	2	2	1	25
Patdown				1	3	2	2	1	11	6	7	4	37
Patdown - Children										1			1
Patdown - Flyer				1	3	2	2	1	10	4	6	3	32
Patdown - Flyer as Observer									1	1		1	3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				2		3	6	3	5	5	3	4	31
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		2	1	1	6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1	2		2			1	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1	1		1		1	6
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Food/Beverages							1						1
Request for Assistance										2			2
Request for Assistance - Other										2			2
Screening				9	14	13	28	47	18	12	16	12	169
Screening - Crew Member or Airline Employee					1				1	1			3
Screening - Inconsistency					2	1	3	2	1	1	2	3	15
Screening - Lengthy Lines				2	6	3	19	24	2	1	1		58
Screening - Procedures/Process				7	4	9	6	20	11	9	11	7	84
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach						1		1	2		2	2	8
2017	115	119	137	135	104	140	124	122	135	136	127	150	1,544
Advanced Imaging Technology (AIT)						1			1	2			4
Advanced Imaging Technology (AIT) - Flyer						1			1	2			4
Civil Rights	4	2	3	5	5	3	6	2	3	4	2	4	43
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear						1							1
Civil Rights - National Origin						1	1						2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	3	2	3	4	2	3	4	1	3	3	2	4	34
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Civil Rights - Sexual Orientation - Not Transgender					1			1					2
Customer Service	29	25	30	33	18	39	32	26	39	33	41	32	377
Customer Service - CSM		1		2									3
Customer Service - Others	6	1		4		1	6	3	4	1	6	4	36
Customer Service - TSO	23	23	30	27	18	38	26	23	35	32	35	28	338
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Identification (ID) Requirements				2						2			4
Identification (ID) Requirements - Domestic				2						2			4
Locks	5	6	5	6	6	4	7	9	8	7	3	10	76
Locks - General		1				1		1		1			4
Locks - Missing or Damaged Lock	5	5	5	6	6	3	7	8	8	6	3	10	72
Lost and Found	4	1	1				1		2		1		10
Lost and Found - Airport/TSA	4	1	1				1		2		1		10
Mishandling of Passenger Property	48	56	63	71	62	72	42	41	33	36	46	44	614
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	8	7	4	6	5	12	4		4	5	3	2	60
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	36	46	55	59	53	54	30	32	26	29	35	38	493
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1	2	2	2	2		2					8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	4	3	3	5	2	4	8	7	3	2	8	4	53
Patdown	4	5	7	3	2	5	2	6	11	3	4	3	55

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	3	4	7	3	2	4	2	5	8	3	4	2	47
Patdown - Flyer as Observer	1							1	3			1	6
Patdown - Non-Flyer		1				1							2
Persons w/ Disabilities (PWD)	6	5	2	2	2	4	5	6	2	12	2	6	54
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1											1	2
Persons w/ Disabilities (PWD) - Diabetes	1						1	1	1	2			6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - General		1						1		1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary	1	3			1	1			1	1		1	9
Persons w/ Disabilities (PWD) - Metal Implants	1					1		1		4		2	9
Persons w/ Disabilities (PWD) - Mobility Devices	1		2		1	1	2			2			9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1			1		3
Persons w/ Disabilities (PWD) - Wheelchairs	1			1			1					1	4
Prohibited & Permitted Items									1	3			4
Prohibited & Permitted Items - Electronic Devices										1			1
Prohibited & Permitted Items - Firearm/Ammunition									1	1			2
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling							17	17	19	20	18	26	117
Property - Special Handling - Damaged Items - Carry-On							3	1	2	2	1	2	11
Property - Special Handling - Damaged Items - Checked							3	4	5	9	5	5	31
Property - Special Handling - Missing Items - Carry-On							3	3			4	5	15
Property - Special Handling - Missing Items - Checked							8	9	12	9	8	14	60
Request for Assistance						1	1		2				4
Request for Assistance - Other							1		1				2
Request for Assistance - Wounded Warrior (MSIJSOC)						1			1				2
Screening	15	19	23	14	9	11	11	15	14	14	10	25	180
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	2	4	2		1		4	2	1	2	1	1	20
Screening - International Screening										1			1
Screening - Lengthy Lines	5	3	3		1	4	2	3	1	2	2	6	32
Screening - Military												1	1
Screening - Procedures/Process	8	11	16	12	6	6	5	9	11	8	7	16	115
Screening - Retrieving Abandoned/Confiscated Items			1	1	1	1			1	1			6
Screening - Security Breach			1	1				1				1	4
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2018	158	156	152	121	120	138	143	137	147	145	151	92	1,660
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Non-Flyer		1											1
Civil Rights	6	7	5	3	8	4	7	3	5	8	4	4	64
Civil Rights - Age									1				1
Civil Rights - National Origin	1	1									1		3
Civil Rights - Perceived Religion					2	2						1	5
Civil Rights - Racial Profiling or Discrimination	4	4	5	2	6	2	4	3	4	6	2	3	45
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1					1			2	1		5
Civil Rights - Sexual Orientation - Not Transgender		1											1
Civil Rights - Transgender Screening	1			1			1						3
Customer Service	38	40	39	35	33	28	43	31	38	55	47	25	452
Customer Service - Others	3	4	4	4	3	4	2	3	2	4	5	3	41
Customer Service - TSO	35	36	35	31	30	24	41	28	36	51	42	22	411
Locks	12	7	9	3	5	4	7	6	5	4	5	6	73
Locks - General								1					1
Locks - Missing or Damaged Lock	12	7	9	3	5	4	7	5	5	4	5	6	72
Lost and Found		2			1		1	1	2	1	2	1	11
Lost and Found - Airport/TSA		2			1		1	1	2	1	2	1	11
Mishandling of Passenger Property	31	33	35	31	16	31	25	27	29	22	28	18	326
Mishandling of Passenger Property - Damaged	3	3	6	2			2	5	3		1	4	29
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	23	25	23	28	15	23	19	19	21	21	24	12	253
Mishandling of Passenger Property - Disassembled	5	5	6	1	1	8	3	3	5	1	2	1	41
Patdown	4	4	3	6	8	5	6	5	4	7	2	2	56
Patdown - Children							1						1
Patdown - Flyer	3	4	3	3	8	4	5	4	4	6	2	2	48
Patdown - Flyer as Observer	1						1		1				4
Patdown - General				1									1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)	11	8	7	3	5	5	8	6	7	6	1	4	71
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General		1							1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1		2		1						1		5
Persons w/ Disabilities (PWD) - Medical Devices	1						1						2
Persons w/ Disabilities (PWD) - Medically Necessary	4	1			2				1	1			9
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2							2
Persons w/ Disabilities (PWD) - Mobility Devices	3	1	2	2	1	1	3	2	2				17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1			1				3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair	1	4	2		1		2	2	1	3		2	18
Property - Special Handling	19	21	29	12	22	22	15	20	31	19	35	16	261
Property - Special Handling - Damaged Items	4	3	5	1	4	4	2	2	4	5	7	7	48
Property - Special Handling - Damaged Items - Missing Items	6	6	8	5	5	3	5	5	8	4	16	3	74
Property - Special Handling - Missing Items	2	1	3	3		3	3	3	3	3	1	1	26
Property - Special Handling - Missing Items - Damaged Items	7	11	13	3	13	12	5	10	16	7	11	5	113
Request for Assistance				1						1	1		3
Request for Assistance - Other				1							1		2
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	37	33	25	27	22	39	31	38	26	22	26	16	342
Screening - Children				1									1
Screening - Crew Member or Airline Employee				1	1				1		1	1	5
Screening - Inconsistency		2	1			4		1	2			2	14
Screening - Lengthy Lines	20	20	6	8	9	9	8	15	6	9	6	2	118
Screening - Procedures/Process	16	11	17	15	12	23	19	20	16	13	16	10	188
Screening - Retrieving Abandoned/Confiscated Items			1			2	1		1			1	6
Screening - Security Breach	1			2		1	1	2			3		10
2019	145	130	141	96	105	123	143	152	133	148	132	113	1,561
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights	7	10	6	5	5	4	8	8	5	11	8	4	81
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights	1					1		1					3
Civil Rights - Hair Patdowns	1	1											2
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion		1								1	1		3
Civil Rights - Racial Profiling or Discrimination	3	5	4	3	2	1	5	6	3	8	6	3	49
Civil Rights - Screening of Religious/Cultural Garments	1								1				2
Civil Rights - Sex/Gender/Gender Identity	1	1	2	1	3	1	3	1		2		1	16
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Customer Service	42	40	39	29	24	34	30	33	40	36	31	32	410
Customer Service - CSM									1				1
Customer Service - Others	3	3	4	4		1	2	2	2	1	1	2	25
Customer Service - TSO	39	37	35	25	24	33	28	31	37	35	30	30	384
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	6	10	2	2	7	8	5	7	1	3	2	4	57
Locks - Missing or Damaged Lock	6	10	2	2	7	8	5	7	1	3	2	4	57
Lost and Found			1	1	3	2		1					8
Lost and Found - Airport/TSA			1	1	3	2		1					8
Mishandling of Passenger Property	32	18	25	20	12	18	34	38	27	24	35	25	308
Mishandling of Passenger Property - Damaged/Missing Items	2	1	4	5	1	3	4	1	6	1	5	1	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	19	14	21	11	11	13	24	31	17	23	21	21	226
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disappearance	11	3	4		1	6	6	4		9	3		47
Patdown	5	4	3	1	2	4	5	5	5	1	4	5	44
Patdown - Children													1
Patdown - Flyer	5	4	2	1	2	4	5	5	4	1	4	4	41
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	5	8	11	9	4	8	12	9	6	11	8	10	101
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (diagnosed)	1				1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1			1	1		4
Persons w/ Disabilities (PWD) - Diabetes	2		1		1	1	2	2	1	1	2	2	15
Persons w/ Disabilities (PWD) - General	1							1	2	2			6
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication			2				1	1	1	1	1	1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			3	1		3		1	1	1		1	11
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4	2	1		2	3	1	1	2	1	3	20
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1										1	2
Persons w/ Disabilities (PWD) - Prosthesis	1	3	1				1						6
Persons w/ Disabilities (PWD) - Service Animals				1	1		1			1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	3	1					1	2	1	11
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling	18	20	29	23	23	25	25	21	22	30	23	17	276
Property - Special Handling - Damaged Items	3	3	5		3	2	8	1	1	6	2	2	36
Property - Special Handling - Damaged Items - Missing Items	5	2	2	4	3	7	3	5	6	6	7	5	55
Property - Special Handling - Missing Items	3	5	5	2	6	3	4	4	4	4	2	1	43
Property - Special Handling - Missing Items - Damaged Items	7	10	17	17	11	13	10	11	11	14	12	9	142
Request for Assistance	2					1			1		2		6
Request for Assistance - Other	2								1		2		5
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	28	19	24	6	25	19	24	29	26	32	19	15	266
Screening - Children							1				1		2
Screening - Inconsistency	1	1	3	1	2	1				1	1	1	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	15	2	1	1	5	5	5	1	6	4	2	2	49
Screening - Procedures/Process	12	15	19	3	17	12	15	27	18	24	14	8	184
Screening - Retrieving Abandoned/Confiscated Items			1	1	1		1	2	1	2		1	10
Screening - Security Breach						1	1	1	1	1	1	3	9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	3		4	1	2	6	2	4	7		5	8	42
2016					1	2		2			1	2	8
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property						1			2		1	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			2		1	2	6
Screening						1							1
Screening - Procedures/Process						1							1
2017						3	1		3		1	1	9
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property						2	1		2				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2				2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1					1		2
Screening - Procedures/Process						1					1		2
2018	2		2	1		1			3		2	4	15
Locks	1		1						1				3
Locks - Missing or Damaged Lock	1		1						1				3
Mishandling of Passenger Property	1		1	1					1		1	3	8
Mishandling of Passenger Property - Dam	1		1	1					1		1	3	8
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1		1		2
Screening						1						1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process						1							1
2019	1		2			1	1	2	1		1	1	10
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		2										3
Property - Special Handling						1	1	1	1		1	1	6
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1	1		1	1	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK	5	1	5	4	2	4	3	2	2	3	6	3	40
2016				3		1	1	1	1	1	1	1	10
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				2			1	1	1		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2			1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2017	1			1		2		1		1	3	2	11
Customer Service	1										1	1	3
Customer Service - TSO	1										1	1	3
Locks											1		1
Locks - General											1		1
Mishandling of Passenger Property				1		2				1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		2				1	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2018	3		3		2	1	1		1	1			12
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown							1		1	1			3
Patdown - Flyer							1		1	1			3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling	1		2										3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked	1		1										2
Screening	2						1						3
Screening - Procedures/Process	1						1						2
Screening - Retrieving Abandoned/Confiscated	1												1
2019	1	1	2				1				2		7
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property			1	1							1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1								1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG									2	4	1		7
2017									1	2			3
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
2018										1	1		2
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
2019									1	1			2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH	5	3	6	2	3	3		5	8	4	4	7	50
2016					1	2		1	2		3	2	11
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property							1		1			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1		2	5
Patdown											1		1
Patdown - Flyer											1		1
Screening							1			1		2	4
Screening - Inconsistency							1						1
Screening - Procedures/Process										1		2	3
2017			3		2	1		3	4	1		2	16
Civil Rights			1			1							2
Civil Rights - Racial Profiling or Discrimination			1			1							2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown						1	1		1	1			5
Patdown - Flyer							1		1	1			4
Patdown - Flyer as Observer						1							1
Property - Special Handling									1	2			3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Checked										1			1
Screening			1						1			2	4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process			1									2	3
2018	4	3	2	2					2	2		2	17
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property			1	1	1							1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1								1	3
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2	1							1	2		1	7
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Items - Checked	1								1				2
Screening			1							1			2
Screening - Procedures/Process			1							1			2
2019	1		1					1		1	1	1	6
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1									1			2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling				1									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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	1	3	1	5	3	3	3	3	1	3	4	6	36
2016				2	1	2	2	1		1	1	1	11
Customer Service				1			2						3
Customer Service - TSO				1			2						3
Mishandling of Passenger Property				1	1	2		1		1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2		1		1	1		7
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
2017	1			1	1		1			1	1	3	9
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1									1	3	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1									1	2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Screening							1						1
Screening - Inconsistency							1						1
2018		1	1	2	1	1				1	2	2	11
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1	1								2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling		1		1							1	1	4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1							1		2
Property - Special Handling - Missing Items - Checked		1											1
2019		2						2	1				5
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Patdown		1											1
Patdown - Non-Flyer		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRT							1	1	4	3		1	10
2019							1	1	4	3		1	10
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1		2	2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked									1	1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DSM	17	16	14	24	17	16	13	28	16	24	18	18	221
2016				5	2	2	3	10	8	10	5	6	51
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service				1	1				1	2	1		6
Customer Service - Others									1				1
Customer Service - TSO				1	1					2	1		5
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				4		1	3	6	2	5	1	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4		1	3	4		5	1	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown						1			1	1	1	1	5
Patdown - Flyer						1			1	1	1		4
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)									1		1	2	4
Persons w/ Disabilities (PWD) - Diabetes									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
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Electronic Devices												1	1
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening					1			3	1	2			7
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			1	1	2			5
Screening - Retrieving Abandoned/Confiscated Items								1					1
2017	6	8	5	5	3	3	1	4	1	5	5	5	51
Customer Service	1	3			1	1				1		1	8
Customer Service - TSO	1	3			1	1				1		1	8
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks	1	1		1						1			4
Locks - Missing or Damaged Lock	1	1		1						1			4
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1	2	4	3	1			3	1	1	2	1	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2	1				1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	2	2	1			2	1	1	2	1	15
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	1	1	4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked											1		1
Screening	2	1	1			2	1				2	2	11
Screening - Crew Member or Airline Employee	1		1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process	1					2	1				2	1	7
Screening - Retrieving Abandoned/Confiscated Items													1
2018	4	4	5	9	7	10	4	6	3	5	3	5	65
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	2			2	1	3					2	1	11
Customer Service - Others						1						1	2
Customer Service - TSO	2			2	1	2					2		9
Locks		1		1						1			3
Locks - Missing or Damaged Lock		1		1						1			3
Mishandling of Passenger Property	1	1	3	3		1	1	3		1		3	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								3					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	3	3		1	1			1		2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown				2	2								4
Patdown - Flyer				2	2								4
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling		1	1	1	2	3	1	1	1	2	1	1	15
Property - Special Handling - Damaged Items - Checked					1	2				1	1		5
Property - Special Handling - Missing Items - Carry-On					1	1			1			1	4
Property - Special Handling - Missing Items - Checked		1	1	1			1	1		1			6
Screening	1	1	1		2	3	1	2					11
Screening - Inconsistency							1						1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	1	1		2	2		2					9
2019	7	4	4	5	5	1	5	8	4	4	5	2	54
Civil Rights					1			1	3				5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination								1	2				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	1			1				1					3
Customer Service - TSO	1			1				1					3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	1		3	3		1	2		2	1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1					2
Mishandling of Passenger Property - Damaged	1	1		3	2		1	1		2	1	1	13
Patdown	1	2	1					2					6
Patdown - Flyer	1	2	1					2					6
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2		2	1			2	2	1	2	1		13
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked							1			1	1		3
Property - Special Handling - Missing Items - Carry-On			1	1					1				3
Property - Special Handling - Missing Items	1		1				1	2		1			6
Screening	1				1	1	1					3	7
Screening - Procedures/Process	1				1	1	1					3	7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	175	186	190	209	164	212	226	234	237	276	278	243	2,630
2016				52	41	52	60	61	52	64	70	60	512
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights					1		1	2	5	2	4	4	19
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination								1	3	2	4	3	13
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
Civil Rights - Transgender Screening								1					1
Customer Service				11	8	9	6	13	14	6	8	10	85
Customer Service - CSM												1	1
Customer Service - Others				3		5	3		3	1	1	2	18
Customer Service - TSO				8	8	4	3	13	11	5	7	7	66
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General										1			1
Locks				2	4	2	3	5	2	7	3	1	29
Locks - General					1								1
Locks - Missing or Damaged Lock				2	3	2	3	5	2	7	3	1	28
Lost and Found				2		1	4		1	1		1	10
Lost and Found - Airport/TSA				2		1	4		1	1		1	10
Mishandling of Passenger Property				28	14	30	26	24	20	36	42	31	251
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	1	3	2	3	2	1	5	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				25	13	25	22	21	18	31	33	27	215
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1			4	3	1	11
Patdown				3	4	1	1	1		2	2	5	19
Patdown - Flyer				3	4	1	1	1		2	2	5	19
Persons w/ Disabilities (PWD)				2	3	3	4	2	2	4	2	3	25
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1				1		2
Persons w/ Disabilities (PWD) - Diabetes					2							1	3
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1			1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2					1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1	2		1	5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1			1		1	1			4
Request for Assistance							1			1			2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				4	6	6	14	14	8	4	9	5	70
Screening - Inconsistency							2		1		2	2	7
Screening - Lengthy Lines				1	2	3	6	5			1		18
Screening - Procedures/Process				2	4	2	6	9	6	4	6	1	40
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach				1		1						2	4
2017	49	63	66	74	40	53	45	58	76	73	65	70	732
Civil Rights	1	7	2	2	2	4	2	2	1	1	2	2	28
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Headwear									1				1
Civil Rights - National Origin			1			1							2
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Racial Profiling or Discrimination		4				1	1	2		1	2	2	14
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1	1						2
Civil Rights - Sex/Gender/Gender Identity	1	1		1									3
Civil Rights - Transgender Screening		1	1										2
Customer Service	7	12	7	8	4	8	7	10	11	14	11	17	116
Customer Service - CSM									1				1
Customer Service - Others		1	1										2
Customer Service - TSO	7	11	6	8	4	8	7	10	10	14	11	17	113
Locks	1	2	2	4	4	4	2	5	6	5	2	2	39
Locks - General					1				1				2
Locks - Missing or Damaged Lock	1	2	2	4	3	4	2	5	5	5	2	2	37
Lost and Found		3	4	6			1	1	2	1	2	2	22
Lost and Found - Airport/TSA		3	4	6			1	1	2	1	2	2	22
Mishandling of Passenger Property	31	24	30	38	21	28	15	16	27	34	23	20	307
Mishandling of Passenger Property - Dam	2	6	5	5	1	5		3	2	1	1		31
Mishandling of Passenger Property - Dam	27	15	24	30	19	22	13	12	17	31	19	16	245
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disa	2	2	1	3	1	1	2	1	8	2	3	4	30
Patdown	2	6	9	3	3	2	4	3	5	2	4	2	45
Patdown - Flyer	2	6	8	3	1	2	4	3	5	2	4	1	41
Patdown - Flyer as Observer			1		2								3
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		3	5	1	1	1		3	2	1	5	6	28
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1		2
Persons w/ Disabilities (PWD) - Diabetes			1	1		1							3
Persons w/ Disabilities (PWD) - General												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1	
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1	
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					1	1		1		5	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1				1		1	1	5	
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) - Wheelchair/ Scooter/		2	1							1		2	6	
Prohibited & Permitted Items									1			1	2	
Prohibited & Permitted Items - Alcohol and Tobacco												1	1	
Prohibited & Permitted Items - Firearm/Ammunition													1	
Property - Special Handling							9	10	11	10	11	7	58	
Property - Special Handling - Damaged Items - Carry-On								1	1	1	1		4	
Property - Special Handling - Damaged Items - Checked							2	2	3	1	6	3	17	
Property - Special Handling - Missing Items - Carry-On								1	2	1		2	6	
Property - Special Handling - Missing Items - Checked							7	6	5	7	4	2	31	
Request for Assistance				1					1				2	
Request for Assistance - Other				1									1	
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1	
Screening		7	6	7	11	5	6	5	8	9	5	5	11	85
Screening - Inconsistency			1	1	2				4		2	2		12
Screening - International Screening		1												1
Screening - Lengthy Lines											1	1		2
Screening - Procedures/Process		5	4	6	9	5	6	4	3	9	2	2	8	63
Screening - Retrieving Abandoned/Confiscated Items								1	1		1		2	5
Screening - Security Breach		1	1											2
2018	64	68	66	50	39	56	60	59	49	79	71	53	714	
Advanced Imaging Technology (AIT)										1				1
Advanced Imaging Technology (AIT) - Non-Flyer										1				1
Civil Rights	3	4	2	2	2	1	3	3	3	3	4	6	3	36
Civil Rights - Age													1	1
Civil Rights - Headwear									1	1				2
Civil Rights - National Origin							1			1				2
Civil Rights - Racial Profiling or Discrimin	3	3	2	2	2	1	2	3	2		5	2		27
Civil Rights - Sexual Orientation - Not Transgender											1			1
Civil Rights - Transgender Screening		1								2				3
Customer Service	13	16	10	7	10	10	9	19	9	13	7	15		138
Customer Service - CSM			1											1
Customer Service - Others				1		1	1			1				4
Customer Service - TSO	13	16	9	6	10	9	8	19	9	12	7	15		133
Identification (ID) Requirements				1										1
Identification (ID) Requirements - Domestic				1										1
Locks	1	2	6	3	4	1	4	4	2	4	4	2		37
Locks - General	1		1											2
Locks - Missing or Damaged Lock		2	6	2	4	1	4	4	2	4	4	2		35
Lost and Found	1		2	7		1	1	1	2	3	4			22
Lost and Found - Airport/TSA	1		2	7		1	1	1	2	3	4			22
Mishandling of Passenger Property	18	17	14	8	11	11	9	9	18	22	23	14		174
Mishandling of Passenger Property - Damaged/Missii		1					1		2	1	1	2		8
Mishandling of Passenger Property - Dam	14	13	14	6	11	10	7	7	14	16	18	11		141
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1					1		3
Mishandling of Passenger Property - Disa	4	3		2				2	2	5	4			22
Patdown	1	6	2	5	4	3	2	7	1	2	3			36
Patdown - Flyer	1	6	1	4	4	3	1	5	1	2	3			31
Patdown - Flyer as Observer							1							1
Patdown - General			1											1
Patdown - Non-Flyer				1				2						3
Persons w/ Disabilities (PWD)	2	3	4	1	2	7		2	1	8	2	4		36
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1		1			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1										1
Persons w/ Disabilities (PWD) - Diabetes		1										1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1								1
Persons w/ Disabilities (PWD) - General											1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medicator			1									1		2
Persons w/ Disabilities (PWD) - Metal Im		1												1
Persons w/ Disabilities (PWD) - Mobility [1	1		1	1				1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1	2							2				5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			2			1	1				5
Property - Special Handling	13	10	15	16	5	17	17	7	7	13	8	10		138
Property - Special Handling - Damaged It	1	1				1	1		2	1				7
Property - Special Handling - Damaged It	4	3	3	5	2	5	3	3		4	2	3		37
Property - Special Handling - Missing Item	1	2	2	2		2	4	3	2	1	2	5		26
Property - Special Handling - Missing Item	7	4	10	9	3	9	9	1	3	7	4	2		68
Request for Assistance						1	1			1				3
Request for Assistance - Other						1	1			1				3
Screening	12	10	11		1	4	14	7	6	8	14	5		92
Screening - Crew Member or Airline Empl	2									1				3
Screening - Inconsistency			1				4	2		1	2	1		11
Screening - Lengthy Lines	3	3	2			2	3			2				15
Screening - Procedures/Process	6	7	7		1	2	5	4	4	4	11	3		54
Screening - Retrieving Abandoned/Confis	1											1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach			1				2	1	1		1		6
Screening - Shoe Screening									1				1
2019	62	55	58	33	44	51	61	56	60	60	72	60	672
Civil Rights	6	5	3	1		2	1	7	5	5	3	3	41
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	3
Civil Rights - Headwear			1							1			2
Civil Rights - National Origin									1			1	2
Civil Rights - Perceived Religion									1	1			2
Civil Rights - Racial Profiling or Discrimination	3	4	1	1		2	1	2	1	2	2		19
Civil Rights - Sex/Gender/Gender Identity	2	1						2			1		6
Civil Rights - Sexual Orientation - Not Transgender			1					1					2
Civil Rights - Transgender Screening								2					2
Customer Service	9	9	13	4	5	13	19	8	10	16	14	12	132
Customer Service - Others		1				1	1						3
Customer Service - TSO	9	8	13	4	5	12	18	8	10	16	14	12	129
Locks	4		1	1	2	2	3	4	3	8	4	2	34
Locks - Missing or Damaged Lock	4		1	1	2	2	3	4	3	8	4	2	34
Lost and Found	4				1		1			1	4		11
Lost and Found - Airport/TSA	4				1		1			1	4		11
Mishandling of Passenger Property	11	12	18	11	10	15	16	11	16	6	10	12	148
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1			1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	7	9	14	9	7	12	13	9	13	5	7	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disability	4	3	2	1	2	3	3		2	1	3	1	25
Patdown	4	4	1	1	2	1	4	5	3	4	5	3	37
Patdown - Flyer	3	4	1	1			3	4	2	4	5	3	30
Patdown - Flyer as Observer						1			1				2
Patdown - General					1								1
Patdown - Non-Flyer	1				1		1	1					4
Persons w/ Disabilities (PWD)	3	7	6		6	3	5	1	4	3	5	6	49
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1				3
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	4
Persons w/ Disabilities (PWD) - General	1				1	1							4
Persons w/ Disabilities (PWD) - Internal Medical Device		1	1								2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			2			1					4
Persons w/ Disabilities (PWD) - Mobility []	1	2	1		1		1			1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair	1	2	3			1			2			1	10
Property - Special Handling	13	9	10	14	15	11	9	12	11	11	18	15	148
Property - Special Handling - Damaged Items - Carry-On			1	1	1	1		3			2		9
Property - Special Handling - Damaged Items - Checked Baggage	4	3	1	5	4	2	2	5	2	4	2	6	40
Property - Special Handling - Missing Items	3	2	4	3	4	2	3	1	4	2	4	3	35
Property - Special Handling - Missing Items - Checked Baggage	6	4	4	5	6	6	4	3	5	5	10	6	64
Screening	8	9	6	1	3	4	3	8	8	6	9	7	72
Screening - Children											1		1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1		1							1	1	2	6
Screening - Lengthy Lines		1				1		2	1		1		6
Screening - Procedures/Process	6	8	5	1	3	3	3	6	6	4	4	5	54
Screening - Retrieving Abandoned/Confiscated	1									1			2
Screening - Security Breach									1		1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DUJ			1	1		1							3
2016				1									1
Customer Service				1									1
Customer Service - TSO				1									1
2018			1			1							2
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DVL			2	1					1				4
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
2017									1				1
Customer Service									1				1
Customer Service - TSO									1				1
2019			2										2
Customer Service			1										1
Customer Service - TSO			1										1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR	1			1		2	1		2	1		1	9
2017	1			1		1	1			1		1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1		1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Patdown - Flyer										1			1
2018									1				1
Patdown									1				1
Patdown - Flyer									1				1
2019						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	8	6	7	6	5	4	6	5	5	1	7	6	66
2016				3	1	1	1	2			2	1	11
Customer Service					1								1
Customer Service - TSO					1								1
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property				1		1	1	1			1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1		1	1	1			1	1	6
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2017	3	4	2	1		1	2		2	1	3		19
Customer Service		1					1						2
Customer Service - TSO		1					1						2
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	3	2		1			1		2	1	2		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	3	1		1			1				2		8
Mishandling of Passenger Property - Disarrayed Item		1							1	1			3
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening				1									1
Screening - Crew Member or Airline Employee				1									1
2018	3	2	2	1	2		2	2	3		1	4	22
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	1	1	1			2	2	2			2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1	1	1			2	2				1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2			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) - Internal Medical Devices				1									1
Property - Special Handling	1					1					1	1	4
Property - Special Handling - Damaged Items - Checked	1										1		1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1						1	2
Screening			1			1							2
Screening - Procedures/Process			1			1							2
2019	2		3	1	2	2	1	1			1	1	14
Civil Rights							1						1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)	1					1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			2	1								1	4
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked			1									1	2
Screening			1				1	1			1		4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process			1				1				1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAU		1	2	1	2		2		2	1	1	3	15
2016									2			1	3
Mishandling of Passenger Property									2			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2			1	3
2017			1		1		1			1	1		5
Mishandling of Passenger Property			1		1		1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1			1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
2018		1	1	1									4
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missii			1		1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
2019					1		1					1	3
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	15	8	9	10	7	13	21	24	15	24	13	9	168
2016				1	1	1	4	6	1	6	4	2	26
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	1		3	4		4	2	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1			4		4	2		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Screening							1	1	1	1	1	1	6
Screening - International Screening							1						1
Screening - Procedures/Process									1	1	1	1	5
2017	5	3	1	3	3	5	8	3	2	5	1	1	40
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1			1	2	1			1	1	7
Customer Service - Others						1	1					1	3
Customer Service - TSO			1				1	1					4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				3	1	3	4		2	1		1	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			2	1	1	3	3		1			1	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
Patdown									1		1		3
Patdown - Flyer									1		1		3
Persons w/ Disabilities (PWD)							1						2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks			1										1
Persons w/ Disabilities (PWD) - General			1										1
Property - Special Handling									1		1		2
Property - Special Handling - Missing Items - Checked									1		1		2
Screening			1			1	1	1					4
Screening - Inconsistency						1							1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process			1				1						2
2018	5	2	4	5	1	3	4	6	5	5	6	3	49
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									1				1
Advanced Imaging Technology (AIT) - General											1		1
Civil Rights			1				1						2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				3	1	1	1		2	1	1	1	12
Customer Service - Others							1						1
Customer Service - TSO			1	3	1		1		2	1	1	1	11
Locks				1			1		1				3
Locks - General				1					1				2
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			2	1		1	1	2	1	2	3	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			2	1			1	2	1	2	3	1	13
Patdown			1	1			1	1	1	1			6
Patdown - Flyer			1	1			1	1	1	1			6
Property - Special Handling				1					1			1	4
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checked									1				2
Screening			1	1	1				1		1		5
Screening - Lengthy Lines			1										1
Screening - Procedures/Process				1								1	4
2019	5	3	4	1	2	4	5	9	7	8	2	3	53
Civil Rights										1	2		3
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination										2			2
Customer Service			1	2		2		1	1	3			10
Customer Service - Others				1						1			2
Customer Service - TSO			1	1		2		1		3			8
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			3	1	1		1	1	2	1	1	3	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1									1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			2	1	1				2		1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown					1		2	1	1				7
Patdown - Flyer					2		2		1				6
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			1	2		1	1		7
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items	1			1			1			1			4
Screening			1		1	1	1	4					8
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process						1		3					4
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1		3	5	3	7	2		1	3	5	1	31
2016				2	1	3	1			1	1		9
Customer Service				1	1	1							3
Customer Service - Others				1	1	1							3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Patdown								1					1
Patdown - Flyer							1						1
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2017	1		2			3				2	1	1	10
Customer Service			1							1	1		3
Customer Service - Others			1										1
Customer Service - TSO										1	1		2
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1			2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening							1						1
Screening - Procedures/Process							1						1
2018				1			1				1		3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
2019			1	2	2	1			1		2		9
Mishandling of Passenger Property				1	2				1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1							1		2
Property - Special Handling - Missing Items - Carry-On				1							1		2
Screening				1							1		2
Screening - Children				1									1
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	2	2	5		3	2	4	4	4	2	1	3	32
2016					1			1	1			3	3
Mishandling of Passenger Property					1			1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
2017			1			2	1	1				1	6
Mishandling of Passenger Property			1			1	1	1				1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1				1	3
Screening						1							1
Screening - Procedures/Process						1							1
2018	1	1	2		1		1	2	2			1	11
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Mishandling of Passenger Property	1	1							1			1	4
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Dam			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening									1				3
Screening - Procedures/Process									1				3
2019	1	1	2		1		2		1	2	1	1	12
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1		1	2						4
Mishandling of Passenger Property - Damaged/Missing Items--C				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr				1									1
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
ELM	5	1	1		4	2	2	2	7	4	7	3	4	42
2016				2	1		1	1	2			1	8	
Customer Service							1	1					2	
Customer Service - TSO							1	1					2	
Mishandling of Passenger Property				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								2	
Persons w/ Disabilities (PWD)												1	1	
Persons w/ Disabilities (PWD) - Diabetes												1	1	
Screening									1				1	
Screening - Security Breach									1				1	
2017		1			1	1	1	2		1		1	8	
Customer Service							1						1	
Customer Service - TSO							1						1	
Mishandling of Passenger Property		1			1	1				1		1	5	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1	
Mishandling of Passenger Property - Damaged/Missin			1										1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1					1	3	
Patdown									1				1	
Patdown - Flyer									1				1	
Property - Special Handling									1				1	
Property - Special Handling - Damaged Items - Checked									1				1	
2018	2		1	1		1		1		3	3		12	
Locks										1	1		2	
Locks - Missing or Damaged Lock										1	1		2	
Mishandling of Passenger Property	1			1				1		2	2		7	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1		2	2		6	
Mishandling of Passenger Property - Disa	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	
Screening - Procedures/Process							1						1	
2019	3			1				3	2	3		2	14	
Civil Rights	1												1	
Civil Rights - Hair Patdowns	1												1	
Customer Service								1		1		1	3	
Customer Service - TSO								1		1		1	3	
Mishandling of Passenger Property	2							2					4	
Mishandling of Passenger Property - Dam	2							1					3	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1	
Patdown									1			1	2	
Patdown - Flyer									1			1	2	
Property - Special Handling				1						1			2	
Property - Special Handling - Damaged Items - Carry-On				1									1	
Property - Special Handling - Damaged Items - Checked										1			1	
Screening									1	1			2	
Screening - Inconsistency									1				1	
Screening - Procedures/Process										1			1	

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	46	36	33	35	36	40	48	27	49	49	30	31	460
2016				10	11	17	15	6	14	17	10	11	111
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights									1	1		2	4
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination										1		2	3
Customer Service				1	1		2		2	4	1		11
Customer Service - Others				1							1		2
Customer Service - TSO					1		2		2	4			9
Locks				1	1	2		1		1			6
Locks - Missing or Damaged Lock				1	1	2		1		1			6
Mishandling of Passenger Property				7	7	15	12	4	9	9	8	6	77
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1	2		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				5	7	13	10	3	7	7	7	4	63
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1		1	1	2		2	8
Patdown				1	2				1	1		1	6
Patdown - Flyer				1	2				1			1	5
Patdown - Non-Flyer										1			1
Screening							1	1	1		1	2	6
Screening - Lengthy Lines										1			1
Screening - Procedures/Process							1	1			1	2	5
2017	17	13	17	15	8	7	12	10	12	14	10	12	147
Civil Rights		1						1					2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1	4	1	2			1		3	2	1	2	17
Customer Service - TSO	1	4	1	2			1		3	2	1	2	17
Locks							5	1		1		3	10
Locks - General													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	15	7	12	12	7	5	3	3	4	8	5	2	83
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		1					1	1	5
Mishandling of Passenger Property - Dam	12	7	11	11	6	2	3	2	4	6	4	1	69
Mishandling of Passenger Property - Disa	3				1	2		1		2			9
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)			1				1		1		1	1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1	2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Firearm/Ammunition						1							1
Property - Special Handling							2	4	3	2	2	2	15
Property - Special Handling - Damaged Items - Checked							2						4
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked								3	2	2	2		9
Screening	1	1	3	1		1			1	1	1	2	12
Screening - Military	1												1
Screening - Procedures/Process		1	3	1		1			1	1	1	2	11
2018	19	10	7	6	10	7	13	6	14	13	8	2	115
Civil Rights	1							1	3				5
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination								1	3				4
Customer Service	2		1	1			3	1		2			10
Customer Service - TSO	2		1	1			3	1		2			10
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	9	3	2	2	4	5	2	2	6	2	5	1	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	8	3	2	2	3	3	1	2	5		5	1	35
Mishandling of Passenger Property - Disa	1				1	2			1	2			7
Patdown	2						1		1				4
Patdown - Flyer	2						1						3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		3							3				6
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1							2				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	2	2	3	2	4	1	5		1	6	2		28
Property - Special Handling - Damaged Items - Carry	1												1
Property - Special Handling - Damaged It	2		2	1	2	1	2		1	1	2		14
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing Items - Checke		1	1	1	2		3			3			11
Screening	3	1	1	1	2	1	2	2		2	1		16
Screening - Children					1								1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	3		1	1	1	1	2	1		1			11
Screening - Retrieving Abandoned/Confiscated Items										1	1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach								1					1
2019	10	13	9	4	7	9	8	5	9	5	2	6	87
Civil Rights		1									1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1										1
Customer Service			2	1		1			3	1	2		11
Customer Service - TSO			2	1		1			3	1	2		11
Locks	1	3				1	1						7
Locks - General			1										1
Locks - Missing or Damaged Lock	1	2				1	1						6
Mishandling of Passenger Property	6	3	6	1	2	2	3	2	3				29
Mishandling of Passenger Property - Dam	6	3	6		1	1	2	1	2				23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1	1	1						4
Patdown		1		1	2		1				1		6
Patdown - Flyer		1		1	2		1				1		6
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Marijuana								1					1
Property - Special Handling	1	1	2	2		4	2		2	1	1	3	19
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged It	1					1	1				1		4
Property - Special Handling - Missing Items - Carry-C		1							2	1		1	5
Property - Special Handling - Missing Items - Checked			2	2		3						2	9
Screening	2				1	2	1		3	1			10
Screening - Procedures/Process	1				1	1	1		2	1			7
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach						1			1				2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ENV	2		1	5	2	4	3	4	5	1	1	2	30
2016				3	1	3	2	1				1	11
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	2	1					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				1		1							2
Patdown - Flyer				1									1
Patdown - Flyer as Observer							1						1
2017	1			1			1		2	1	1	1	8
Customer Service							1		2	1	1		2
Customer Service - TSO							1				1		2
Mishandling of Passenger Property	1			1					2				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1					2				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2018	1		1		1	1		3	2				9
Civil Rights						1							1
Civil Rights - Age						1							1
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		1			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
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2019				1					1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI		3	1	2	3	2	4	4		1	5		25
2016				1	1		1	1			4		8
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Locks						1		1					2
Locks - Missing or Damaged Lock						1		1					2
Mishandling of Passenger Property				1							3		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2017		1	1		1	1		1					5
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown							1						1
Patdown - Flyer as Observer							1						1
Screening						1							1
Screening - Procedures/Process						1							1
2018		1			1	1		2		1			6
Customer Service					1			1					2
Customer Service - TSO						1		1					2
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							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
2019		1		1			3				1		6
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Current Topic				1									1
Current Topic - Current Topic				1									1
Patdown		1					2				1		4
Patdown - Flyer							1				1		2
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ESC		1		2				1		1	1		6
2016				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 Checker					1								1
2017			1	1									2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Screening					1								1
Screening - Procedures/Process					1								1
2018											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
2019									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	10	3	4	2	7	11	11	14	10	15	12	14	113
2016				1	5	4	2	6	3	2	5	4	32
Civil Rights												1	1
Civil Rights - Headwear												1	1
Customer Service						3	2		2		1		8
Customer Service - CSM							1						1
Customer Service - TSO						3	1				1		7
Locks								1	1		1		3
Locks - Missing or Damaged Lock							1	1		1			3
Mishandling of Passenger Property						2	2	1		3	1	3	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2			3	1	3	13
Patdown				1					1				2
Patdown - Flyer				1					1				2
Screening								2			1	1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process								2			1		3
2017	2	2	3		1	3	3	4	2	6	1	4	31
Customer Service			1							1	1	1	4
Customer Service - Others											1		1
Customer Service - TSO			1						1			1	3
Locks												2	2
Locks - General												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	2	2	2		1	2	1		1	3		1	15
Mishandling of Passenger Property - Dam	1	2	2		1	2	1		1	2		1	13
Mishandling of Passenger Property - Disa	1									1			2
Patdown								1		2			3
Patdown - Flyer								1		2			3
Property - Special Handling							2	1			1		4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2018	1	1			1	4	3	2	2	3	2	4	23
Civil Rights							1					1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Mishandling of Passenger Property	1						1		1	1	2	1	7
Mishandling of Passenger Property - Dam	1						1		1	1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown						2	1		1				4
Patdown - Flyer						2	1		1				4
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling								1		1	1		3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1			1		2
Screening			1			1	1	1				1	5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1				1					1	3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	7		1	1			3	2	3	4	4	2	27
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	3						1		2	1	1	1	9
Mishandling of Passenger Property - Dam	3						1		1	1	1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling	2		1				2	1	1	2	3	1	13
Property - Special Handling - Damaged Items - Carry-On							1				2		3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items	2		1				1	1		1	1		7
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	4	4	1	2	2	2	3	6	4	6	4	2	40
2016						1	1	6	1	4	3		10
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1				3	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				3	3		7
Screening							1		1				2
Screening - Procedures/Process							1		1				2
2017	2	1		1	1			4	1	1			11
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1		1	1			2		1			7
Mishandling of Passenger Property - Damaged/Missii			1					1					2
Mishandling of Passenger Property - Dam	1					1		1		1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Property - Special Handling								2	1				3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1	1				2
2018	2	2		1			1				1	1	8
Mishandling of Passenger Property	1	2											3
Mishandling of Passenger Property - Dam	1	2											3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1			1			1						3
Screening - Inconsistency				1									1
Screening - Procedures/Process	1						1						2
2019		1	1			2	1	2	2	1		1	11
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1		1	1	1					4
Mishandling of Passenger Property - Damaged/Missing Items--C				1		1		1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling			1					1	2	1			5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Check			1							1			2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWN	6	3	8	1	4	5	5	1	1	5	5	2	46
2016				1		3	1		1	2	2		10
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1			1		1		3
Customer Service - TSO						1			1		1		3
Mishandling of Passenger Property						2	1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening				1									1
Screening - Procedures/Process				1									1
2017	2	2	4		4	2	2	1		2		1	20
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1			1		1				1	4
Customer Service - TSO			1			1		1				1	4
Mishandling of Passenger Property	2	1	2		3								8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	2		2								7
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) - Metal Implants (joint)			1										1
Screening						1	1			1			3
Screening - Inconsistency							1						1
Screening - Procedures/Process						1				1			2
2018	2	1	2				1			1	2		9
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1					1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1					1						3
Property - Special Handling	1										1		2
Property - Special Handling - Damaged Items - Carry-On	1										1		2
Screening			1										1
Screening - Inconsistency			1										1
2019	2		2				1				1	1	7
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Property - Special Handling			1				1				1	1	4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening	1												1
Screening - Inconsistency	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	461	478	505	625	540	706	641	778	671	732	744	569	7,450
2016				172	154	252	206	248	157	164	206	160	1,719
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				3	4	8	5	8	2	3	3		36
Civil Rights - General Complaint and Discrimination				2	2								4
Civil Rights - Perceived Religion						1		1			1		3
Civil Rights - Racial Profiling or Discrimination					2	6	4	7	2	1	2		24
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						2
Civil Rights - Transgender Screening										1			1
Customer Service				33	41	62	49	72	43	32	41	22	395
Customer Service - CSM					1		1		2				4
Customer Service - Others				11	14	27	9	14	8	5	10	3	101
Customer Service - TSO				22	26	35	39	58	33	27	31	19	290
Flying Armed							1						1
Flying Armed - General							1						1
Identification (ID) Requirements						1		1				1	3
Identification (ID) Requirements - Domestic						1		1					2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks				9	9	11	11	8	6	9	23	11	97
Locks - General							1			2	1		4
Locks - Missing or Damaged Lock				9	9	11	10	8	6	7	22	11	93
Lost and Found				10	2	12	8	16	15	17	25	14	119
Lost and Found - Airport/TSA				10	2	12	8	16	15	17	25	14	119
Mishandling of Passenger Property				83	58	69	74	67	60	69	86	88	654
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				13	10	13	8	12	13	13	5	8	95
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				62	46	49	61	53	45	50	72	72	510
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				8	2	7	5	2	2	6	9	8	49
Patdown				5	2	2	2	9	3	5	3	3	32
Patdown - Children								1					1
Patdown - Flyer				5		2	1	7	3	5	3	3	29
Patdown - Flyer as Observer							1	1					2
Persons w/ Disabilities (PWD)				5	4	6	4	5	7	10	6	5	52
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								2		1		1	4
Persons w/ Disabilities (PWD) - Diabetes				1		2	1		1				5
Persons w/ Disabilities (PWD) - General					1			1	1		1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				3	1		1	1			1	1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1				1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1	1		4	2	2	1	12
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1	1	5	1		10
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				24	36	81	51	61	21	18	19	15	326
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency				1		5	1	3		2	1	3	16
Screening - Lengthy Lines				16	29	58	39	42	4	5		3	196
Screening - Procedures/Process				7	6	16	9	14	16	11	16	9	104
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
Screening - Security Breach							1	2	1		1		5
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	139	158	167	190	130	162	142	190	191	206	187	143	2,005
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Non-Flyer				1									1
Civil Rights	1	6	2	8	3	7	5	4	6	8	1	3	54
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear				1			1						2
Civil Rights - National Origin					1	2		1					4
Civil Rights - Perceived Religion								1	1				2
Civil Rights - Racial Profiling or Discrimination	1	5	2	7	1	5	3	2	3	5	1	3	38
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	36	27	32	39	27	56	46	61	52	65	51	46	538
Customer Service - CSM		1		1									2
Customer Service - Others	12	3	7	9	2	5	4	9	8	9	6	3	77
Customer Service - TSO	24	23	25	29	25	51	42	52	44	56	45	43	459
Identification (ID) Requirements			1	2			1						4
Identification (ID) Requirements - Domestic			1	2			1						4
Locks	12	15	8	10	12	4	8	15	11	18	12	9	134
Locks - General				1				1	3	2	1	1	9
Locks - Missing or Damaged Lock	12	15	8	9	12	4	8	14	8	16	11	8	125
Lost and Found	10	14	12	13	4	7	8	3	5	4	6	1	87
Lost and Found - Airport/TSA	10	14	12	13	4	7	8	3	5	4	6	1	87
Mishandling of Passenger Property	55	68	81	89	59	60	30	36	55	46	57	42	678
Mishandling of Passenger Property - Damaged/Missing Items	7	12	10	12	8	6	1	5	8	3	4	4	80

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	47	49	63	72	44	49	23	28	38	37	45	31	526
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1	1				2			5
Mishandling of Passenger Property - Disassembly	1	7	7	5	6	4	6	3	9	4	8	7	67
Patdown	5	9	6	6	1	5	5	8	5	6	4	4	64
Patdown - Children												1	1
Patdown - Flyer	3	9	5	6	1	5	5	6	4	6	3	3	56
Patdown - Flyer as Observer	1							2			1		4
Patdown - General	1												1
Patdown - Non-Flyer			1						1				2
Persons w/ Disabilities (PWD)	4	4	6	4	3	6	2	10	5	9	10	2	65
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes			1			1			1	1			4
Persons w/ Disabilities (PWD) - General		1			1		1		1	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1				2		1	1		6
Persons w/ Disabilities (PWD) - Medically	1	2		2		1		2	1	2		1	12
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2		1			1	1	2	2	1	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals	1	1	1	1							3		7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						3
Persons w/ Disabilities (PWD) - Wheelchair	1					3		1	1	2	1		9
Prohibited & Permitted Items							1			1	1	1	4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump							1						1
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling							26	28	22	24	20	15	135
Property - Special Handling - Damaged Items - Carry-On							1	1	1		1	3	7
Property - Special Handling - Damaged Items - Checked							6	6	6	7	5	5	35
Property - Special Handling - Missing Items - Carry-On							5	4	4	4	4	2	23
Property - Special Handling - Missing Items - Checked							14	17	11	13	10	5	70
Request for Assistance									1		1		2
Request for Assistance - Other									1		1		2
Screening	16	14	18	20	21	17	10	25	29	25	23	20	238
Screening - Crew Member or Airline Employee							1			1	2	3	7
Screening - Inconsistency	1		1		3			1	3	2	3	1	15
Screening - International Screening	1												1
Screening - Lengthy Lines	3	3	4	5	2	6	2	5	7	8	4	5	54
Screening - Procedures/Process	8	10	13	14	16	10	7	18	18	12	13	11	150
Screening - Retrieving Abandoned/Confiscated	2	1		1		1				1	1		7
Screening - Security Breach	1							1	1	1			4
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2018	174	159	187	154	136	142	153	170	171	181	175	120	1,922
Advanced Imaging Technology (AIT)				1							1		2
Advanced Imaging Technology (AIT) - Children											1		1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	3	4	7	3	3	5	4	3	7	7	6	3	55
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear	1						1			1			3
Civil Rights - National Origin				1						1			2
Civil Rights - Perceived Religion							1	1			2		4
Civil Rights - Racial Profiling or Discrimination	2	4	4		2	3	1	1	5	4	4	2	32
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2	2	1	1		1	1				8
Civil Rights - Sexual Orientation - Not Transgender						1			1			1	3
Civil Rights - Transgender Screening							1						1
Customer Service	61	46	54	45	46	47	50	59	40	61	36	20	565
Customer Service - Others	12	8	6	6	9	7	5	8	6	9	6		82
Customer Service - TSO	49	38	48	39	37	40	45	51	34	52	30	20	483
Locks	9	7	4	5	3	11	5	10	8	16	10	12	100
Locks - General		1		1		1				2			5
Locks - Missing or Damaged Lock	9	6	4	4	3	10	5	10	8	14	10	12	95
Lost and Found	5	4	7	2	3	4	4	6	8	6	5	3	57
Lost and Found - Airport/TSA	5	4	7	2	3	4	4	6	8	6	5	3	57
Mishandling of Passenger Property	35	31	40	28	38	26	31	34	36	36	51	35	421
Mishandling of Passenger Property - Damaged	1	3	4			2	4	5	1	2	2	2	26
Mishandling of Passenger Property - Damaged/Missing Items	28	22	28	23	32	19	23	26	29	27	43	28	328
Mishandling of Passenger Property - Disassembly	6	5	8	5	6	5	4	2	6	6	5	5	63
Patdown	3	4	5	4	2	3	4	3	4	5	6		43
Patdown - Flyer	3	4	4	4	2	3	2	3	4	5	6		40
Patdown - Flyer as Observer			1				2						3
Persons w/ Disabilities (PWD)	6	9	8	10	5	4	7	4	7	3	9	5	77
Persons w/ Disabilities (PWD) - Autism Spectrum	1					1				1			3
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				3			1						4
Persons w/ Disabilities (PWD) - Diabetes	1	1	2							1	2		7
Persons w/ Disabilities (PWD) - General			1				1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	1	1	1			1	1	1	1	8
Persons w/ Disabilities (PWD) - Mobility Disability (N			2	3	1		2	2	1		2		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1		1			2	1		1			6
Persons w/ Disabilities (PWD) - Visual Im		2											2
Persons w/ Disabilities (PWD) - Wheelcha		2	4	5	2		2	1	1		2	2	22
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Property - Special Handling	29	23	30	35	22	17	20	23	42	24	26	25	316
Property - Special Handling - Damaged It	2	3	3	2	3	3	3	1	4	1	1	1	27
Property - Special Handling - Damaged It	5	5	8	11	3	3	1	1	8	9	7	8	69
Property - Special Handling - Missing Item	8	1	2	6	6	3	4	9	13	4	6	4	66
Property - Special Handling - Missing Item	14	14	17	16	10	8	12	12	17	10	12	12	154
Request for Assistance				1				1	2	1		1	6
Request for Assistance - Other				1				1	1	1		1	5
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	23	31	32	20	14	25	26	26	18	23	24	17	279
Screening - Crew Member or Airline Empl	1		1										2
Screening - Inconsistency	3	2	2	1	2		2	1	1		1	1	16
Screening - International Screening				1									1
Screening - Lengthy Lines	5	17	15	5	5	5	8	8	4	5	5	7	89
Screening - Procedures/Process	12	10	14	11	5	19	16	17	12	17	17	7	157
Screening - Retrieving Abandoned/Confis	1	2		2					1	1	1	2	10
Screening - Security Breach	1				2	1							4
2019	148	161	151	109	120	150	140	170	152	181	176	146	1,804
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Flyer										1		1	2
Civil Rights	2	6	6	9	5	6	4	4	5	10	6	6	69
Civil Rights - Age		1		1	1	1	1		1	1			7
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							1						1
Civil Rights - National Origin		1		2				1				1	5
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimin	2	2	4	2	3	3	1	1	3	6	3	1	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1				1					2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2	2	1				1	1	3	1	3	14
Civil Rights - Sexual Orientation - Not Transgender				1	1								2
Civil Rights - Transgender Screening				1		1					1		3
Customer Service	34	41	41	14	28	42	44	42	46	38	51	32	453
Customer Service - CSM												1	1
Customer Service - Others	4	7	5	1	2	11	6	6	7	9	11	4	73
Customer Service - TSO	30	34	36	13	26	31	38	36	39	29	40	27	379
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	9	10	10	7	8	8	8	13	8	12	9	9	111
Locks - General			1					1					2
Locks - Missing or Damaged Lock	9	10	9	7	8	8	7	13	8	12	9	9	109
Lost and Found	2	4	3	6	7	4	7	2	1	2	5	9	52
Lost and Found - Airport/TSA	2	4	3	6	7	4	7	2	1	2	5	9	52
Mishandling of Passenger Property	34	34	32	23	25	32	20	27	26	31	32	22	338
Mishandling of Passenger Property - Dam	1	3		4		3	1	4	2	3	2	4	27
Mishandling of Passenger Property - Dam	24	30	28	18	19	21	16	19	21	22	26	18	262
Mishandling of Passenger Property - Dam	2				1		1		1				5
Mishandling of Passenger Property - Disa	7	1	4	1	5	8	2	4	2	6	4		44
Patdown	4	3	5	1	6	6	3	5	7	6	1	3	50
Patdown - Children										1			1
Patdown - Flyer	3	3	5		6	5	2	5	7	5	1	3	45
Patdown - Flyer as Observer				1									1
Patdown - General						1							1
Patdown - Non-Flyer	1						1						2
Persons w/ Disabilities (PWD)	13	6	4	3	4	5	4	11	8	14	13	8	93
Persons w/ Disabilities (PWD) - Autism S	2	1									1		4
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Cancer (g	2												2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1	1	2
Persons w/ Disabilities (PWD) - Diabetes	1		1	1		1			2	1	1		8
Persons w/ Disabilities (PWD) - General					1					2		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment								2				1	3
Persons w/ Disabilities (PWD) - Internal M	3	1					1	1					6
Persons w/ Disabilities (PWD) - Medically	1				1	2		2	3	1	5	2	17
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1			1							3
Persons w/ Disabilities (PWD) - Mobility I	3	1							2	3	3	1	13
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1	1		2
Persons w/ Disabilities (PWD) - Service Animals		1	1	1									3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1	1			4
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelcha	1	1		1	2	1	1	3	2	3	1	1	17
Prohibited & Permitted Items	1		1					1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Alcohol and	1								1				2
Prohibited & Permitted Items - General			1										1
Property - Special Handling	30	28	27	28	23	18	34	38	31	41	27	34	359
Property - Special Handling - Damaged It	4	1		5	1	2	5	3	2	1	4	3	31
Property - Special Handling - Damaged It	8	6	5	5	2	7	7	14	8	12	5	11	90
Property - Special Handling - Missing Item	5	7	10	6	7	1	9	7	5	8	7	6	78
Property - Special Handling - Missing Item	13	14	12	12	13	8	13	14	16	20	11	14	160
Request for Assistance	1	1		1				2				1	6
Request for Assistance - Other	1	1		1				2				1	6
Screening	18	28	22	17	14	29	14	27	20	26	31	21	267
Screening - Children	1										1		2
Screening - Crew Member or Airline Employee									1		1	1	3
Screening - Inconsistency			1			2			1				4
Screening - Lengthy Lines	4	6	4	5	5	8	2	3	3	3	7	3	53
Screening - Procedures/Process	12	21	17	11	8	17	11	20	16	16	19	16	184
Screening - Retrieving Abandoned/Confis	1	1				1	1	1	1	2	1	1	10
Screening - Security Breach				1	1	1		1		3	3	1	11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW		3	3	4	2	7	3	8	10	5	7	7	59
2016				3	1	1	2	2	2	1	2	1	15
Customer Service				2		1			1		1		5
Customer Service - Others				1		1							2
Customer Service - TSO				1					1		1		3
Mishandling of Passenger Property				1						1	1	1	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
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Screening							2	1	1				4
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1	1				3
2017		1	2			5		2	2	1		2	15
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service			1			4							5
Customer Service - TSO			1			4							5
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Mishandling of Passenger Property			1									1	2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling								1		1		1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked								1				1	2
Screening			1			1							2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2018				1				4	3	3	5	3	19
Customer Service				1				1		1	1	1	5
Customer Service - Others										1			1
Customer Service - TSO				1				1			1	1	4
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Patdown									1	2	2	1	6
Patdown - Flyer									1	1	2		4
Patdown - Flyer as Observer												1	1
Patdown - General										1			1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1		1
Screening								3	1				4
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								1					1
Screening - Security Breach								1	1				2
2019		2	1		1	1	1		3			1	10
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening			1	1		1							3
Screening - Inconsistency				1									1
Screening - Procedures/Process			1			1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	27	19	18	21	26	23	16	18	27	37	32	29	293
2016				2	5	3	1	7	3	6	7	11	45
Customer Service					2			1	1	1	1		6
Customer Service - Others									1				1
Customer Service - TSO						2		1		1	1		5
Mishandling of Passenger Property				2	2			4	2	4	5	8	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2			4	2	4	4	8	26
Patdown					1	2		1		1		1	6
Patdown - Flyer					1	2		1		1		1	6
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) - Ostomy/Ostomates						1							1
Screening											1	2	3
Screening - Procedures/Process											1	2	3
2017	9	3	6	9	5	10	3	6	12	5	10	5	83
Customer Service	1				1	2		1	1	1	3		10
Customer Service - TSO	1				1	2		1	1	1	3		10
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property	8	3	4	4	3	3	1	2	3	3	3	4	41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1								1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	3	1	4	3	2		1	3	3	2	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Mishandling of Passenger Property - Disarrayed Item	1		1			1	1	1					5
Patdown				1		2		1	1		1		6
Patdown - Flyer				1		2		1	1		1		6
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Property - Special Handling							1	2	5			1	9
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked								2	1			1	4
Property - Special Handling - Missing Items - Carry-On									2				2
Property - Special Handling - Missing Items - Checked							1		1				2
Screening			2	2	1	3	1			1	3		13
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process			2	2		1	1			1	3		10
2018	12	10	7	7	9	3	7	4	7	13	10	7	96
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	2	1	3	4	3	1		1		2			17
Customer Service - Others			1										1
Customer Service - TSO	2	1	2	4	3	1		1		2			16
Locks			1		1						3	3	8
Locks - Missing or Damaged Lock			1		1						3	3	8
Mishandling of Passenger Property		2	1		1	1	1	1	2	7	1	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1		1	1		1	2	6		2	15
Mishandling of Passenger Property - Disarrayed Item		1					1						2
Patdown	1	1			2		2	1	2	3	1		13
Patdown - Flyer	1	1			2		2	1	2	2			11
Patdown - Flyer as Observer										1	1		2
Persons w/ Disabilities (PWD)		1							1		1	1	4
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1						1			1	3
Property - Special Handling	4	1		2	1		1		2				11
Property - Special Handling - Damaged Items - Carry-On	1	1		1	1				1				5
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	2						1		1				4
Screening	5	4	2	1	1	1	3	1		1	4		23
Screening - Inconsistency	3									1			4
Screening - Lengthy Lines	1	3	2										6
Screening - Procedures/Process	1	1		1	1	1	3	1			4		13
2019	6	6	5	3	7	7	5	1	5	13	5	6	69
Civil Rights					2					1			3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination				1						1			2
Customer Service	1	1	1		1	3	3				1		11
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	3	3				1		10
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1	1	1						2	3			8
Patdown - Flyer	1	1	1						2	3			8
Persons w/ Disabilities (PWD)		2	1								1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling		1	1					1		3		1	7
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items		1						1		3		1	6
Screening	3	2	1		5		1		2	1	1	4	20
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3	2	1		4		1		2	1	1	3	18

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	9	7	11	7	13	8	8	8	16	14	10	13	124
2016					3	8	4	1	8	2	10	3	21
Civil Rights					1							1	2
Civil Rights - Racial Profiling or Discrimination					1							1	2
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Mishandling of Passenger Property							2		5	1		1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		4	1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown					1		1						2
Patdown - Flyer					1		1						2
Screening					1			1	3			1	6
Screening - Inconsistency								1	2				3
Screening - Procedures/Process									1			1	2
Screening - Security Breach					1								1
2017	2	2		4	1	3		1	1	4	2	2	22
Customer Service				1						2		1	4
Customer Service - TSO				1						2		1	4
Mishandling of Passenger Property	1	2		3	1	2					2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	1	2		2		2					1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1	1	1			3
Patdown - Flyer								1	1	1			3
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening	1					1							2
Screening - Procedures/Process	1					1							2
2018	1	3	4	2	8	4	2	2	2	4	3	2	37
Civil Rights					1		1			2	1		5
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property	1	2	1		3	1			1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Dam	1	1	1		2				1	1			7
Mishandling of Passenger Property - Disarrayed Item		1									1		2
Patdown					1		1						2
Patdown - Flyer					1		1						2
Persons w/ Disabilities (PWD)					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Property - Special Handling			1	1	1	1		2				2	8
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked			1	1	1	1						2	6
Screening			2	1	1	1			1	1			7
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1			1			1	1			4
2019	6	2	7	1	1	1	2	4	5	4	5	6	44
Civil Rights	2	1									1		4
Civil Rights - Racial Profiling or Discrimination	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1		1					1					3
Customer Service - TSO	1		1					1					3
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		3							1	1	3	9
Mishandling of Passenger Property - Dam	1		3							1	1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown							1	1	1	1	2		6
Patdown - Flyer							1	1	1	1	2		6
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling			2			1		2	2	1			8
Property - Special Handling - Damaged Items - Checked			1					1		1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						1		1	2				4
Screening	2		1	1	1				1	1	1	1	9
Screening - Inconsistency	1											1	2
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process	1			1	1				1		1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	22	12	11	21	21	27	20	19	12	25	20	16	226
2016				7	6	9	6	8	3	5	3	4	51
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service				4		2		2			1		9
Customer Service - Others				3		1							4
Customer Service - TSO				1		1		2			1		5
Locks						2						1	3
Locks - General						1							1
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property				2	3	2	4	1	2	5	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2	2	4		2	3	1	1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										2			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
Screening				1	2	3	1	4				1	13
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1				1				1	3
Screening - Procedures/Process					2	2	1	2			1		8
Screening - Security Breach								1					1
2017	4	4	1	3	6	5	3	2	3	9	7	3	50
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights						2				1			3
Civil Rights - Hair Patdowns						1							1
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service		2			2	1		1	1	2			9
Customer Service - Others		1											1
Customer Service - TSO		1			2	1		1	1	2			8
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1	3	1	3	1		1	3	2	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	2	1	2	1		1	2	2		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1		1					1		2	5
Patdown							2		1	1	2		6
Patdown - Flyer							2		1	1	2		5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening	4	2			1			1		1	1		10
Screening - Crew Member or Airline Employee					1			1					2
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	3	1								1	1		6
2018	9	3	4	5	4	6	3	7	4	6	5	3	59
Customer Service	2		2	1		2		2	1	4	2		16
Customer Service - Others			1					1		1			3
Customer Service - TSO	2		1	1		2		1	1	3	2		13
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1	1		2		1		1	1		2		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1		1				1	1		1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
Patdown						1	1		1	2			5
Patdown - Flyer						1	1		1	2			5
Persons w/ Disabilities (PWD)	2				1		2						5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1			2		2		1				2	8
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On				1		1						1	3
Property - Special Handling - Missing Items - Checked				1								1	3
Screening	3	2	2		2		1	2		2	1		15
Screening - Inconsistency								1					1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	1	1	1		2		1	1		2	1		10
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach		1											1
2019	9	5	6	6	5	7	8	2	2	5	5	6	66
Civil Rights	2						1						3
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	3	2		1	1		2	1		1	2	2	15
Customer Service - Others	2	1		1	1		1			1		1	8
Customer Service - TSO	1	1					1	1			2	1	7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1						1		1	3
Locks - Missing or Damaged Lock				1						1		1	3
Mishandling of Passenger Property		1		1	1	1	2		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1	1		1				5
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown		1	1			1							4
Patdown - Flyer		1	1			1							4
Persons w/ Disabilities (PWD)			1		1		1			1		1	5
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		2	1	1	3	2	2			2	2		15
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked		2			1	2	1			1	2		9
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked				1	1		1			1			4
Screening	1	1	3				2	3	1	1		1	14
Screening - Inconsistency							1						1
Screening - Procedures/Process		1	2				1	3	1	1		1	11
Screening - Retrieving Abandoned/Confiscated	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAY	8	13	9	8	14	14	14	11	11	11	18	8	139
2016				1	4	3	3		2	2	2	4	21
Customer Service					1		1		2	1			5
Customer Service - TSO					1		1		2	1			5
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					2	1						3	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1					1	3	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown							1	2					3
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer								1					1
Screening				1	1					1		1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process				1	1								2
Screening - Security Breach										1			1
2017	2	3	3	1	4	2	3	4	3	4	10	2	41
Customer Service			1		1		1	1		2			6
Customer Service - TSO			1		1		1	1		2			6
Mishandling of Passenger Property	1	1		1	3		1			1	5	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missii			1		3		1			1	5	1	12
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1				1			3			1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling								1		1	3		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1		1	2		4
Screening	1	1	1			1	1	2			2		9
Screening - Inconsistency											1		1
Screening - Lengthy Lines			1					1					2
Screening - Procedures/Process	1	1				1	1	1			1		6
2018	4	3	5	4	3	4	4	2	5	2	4	2	42
Civil Rights	1								1		1		3
Civil Rights - Racial Profiling or Discrimina	1								1		1		3
Customer Service				1		1			1				3
Customer Service - TSO				1		1			1				3
Locks			1						1				2
Locks - Missing or Damaged Lock			1						1				2
Mishandling of Passenger Property	2	2		2	1	1	1		1	1		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1	1		1	1		1		1	1		1	8
Mishandling of Passenger Property - Disa	1	1		1									3
Patdown			1								1		2
Patdown - Flyer			1								1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling						1	1	1					3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Checked								1					1
Screening	1		4	1	2	1	2	1	1	1	2		16
Screening - Inconsistency			1				1				1		3
Screening - Lengthy Lines						1		1		1	1		4
Screening - Procedures/Process	1		3	1	1	1	1		1				9
2019	2	7	1	2	3	5	4	5	1	3	2		35
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		2		1	2								5
Customer Service - Others		1											1
Customer Service - TSO		1		1	2								4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1			1	2	1		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1	1			1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	1	2				1	1	3		1			9
Property - Special Handling - Damaged Items - Check		1				1		2					4
Property - Special Handling - Missing Items - Check	1												1
Property - Special Handling - Missing Items - Checke		1					1	1		1			4
Screening		1	1			1	2	2			2		9
Screening - Gate Pass							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process		1	1			1		1			2		6
FKL											1		1
2019											1		1
Patdown											1		1
Patdown - Flyer											1		1
FLG	7	2	2	2	3	7		2	4	1	4		34
2016				1	1	2				1			5
Civil Rights					1								1
Civil Rights - General Complaint and Discrimination					1								1
Customer Service						2							2
Customer Service - TSO						2							2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
2017	4		1	1		1		1	2		1		11
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1			1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1				1					3
Patdown			1						1				2
Patdown - Flyer			1						1				2
Screening	2								1		1		4
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency									1		1		2
Screening - Procedures/Process	1												1
2018	3	1	1		1	3			1		1		11
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1											3
Patdown											1		1
Patdown - Flyer as Observer											1		1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Checked						1			1				2
Screening	1		1		1	1							4
Screening - Inconsistency			1										1
Screening - Procedures/Process	1					1	1						3
2019		1			1	1		1	1		2		7
Customer Service								1	1		1		3
Customer Service - TSO								1	1		1		3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1
FLL	247	355	411	491	441	501	461	445	355	412	431	300	4,850
2016				133	128	139	137	119	91	111	116	100	1,074
Civil Rights				2	6	2	6	5	4	4	1	4	34
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination				1	6	1	5	4	3	3	1	3	27
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1		1				3
Civil Rights - Transgender Screening										1		1	2
Customer Service				18	11	18	19	30	17	15	15	24	167
Customer Service - CSM				3		1	1		1				6
Customer Service - Others				3	3	1		3	1		1		12
Customer Service - TSO				12	8	16	18	27	15	15	14	24	149
Identification (ID) Requirements						1		2			1		4
Identification (ID) Requirements - Domestic						1		1			1		3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues								1					1
Locks				6	12	5	7	3	3	2	8	6	52
Locks - Missing or Damaged Lock				6	12	5	7	3	3	2	8	6	52
Lost and Found				1	1	1		1		6	4		14
Lost and Found - Airport/TSA				1	1	1		1		6	4		14
Mishandling of Passenger Property				83	79	95	83	50	55	71	71	47	634
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				13	13	16	11	10	7	13	11	8	102
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				68	64	75	65	38	46	51	55	37	499
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1		1	3	2		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	2	3	6	2	1	4	3	2	25
Patdown				6	5		5	7	7	4	6	3	43
Patdown - Children								1					1
Patdown - Flyer				5	4		3	5	6	2	4	3	32
Patdown - Flyer as Observer					1		1		1				4
Patdown - General										1			1
Patdown - Non-Flyer				1			1	1			2		5
Persons w/ Disabilities (PWD)				5	2	6	6	2	2	1	1	4	29
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
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		3						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				5	1	1					1		8
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2		1	1				4
Screening			12	11	11	12	11	19	3	8	9	12	97
Screening - Children					1								1
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency				2	1					3		1	15
Screening - Lengthy Lines				1		1	2	5			2	1	12
Screening - Procedures/Process				8	8	5	7	13	3	5	5	9	63
Screening - Retrieving Abandoned/Confiscated Items							1					1	2
Screening - Security Breach							1						1
Screening - Shoe Screening								1					1
2017	74	130	162	149	125	146	116	107	90	100	127	62	1,388
Civil Rights	1		7	3	3	1	4	4		2	1	2	28
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear	1								1				2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion				1	1								2
Civil Rights - Racial Profiling or Discrimination			6	2	1	1	3	2			1	1	17
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	2
Civil Rights - Transgender Screening							1						1
Customer Service	8	15	32	19	18	18	12	21	19	25	27	13	227
Customer Service - CSM	1									1			2
Customer Service - Others			1		1				1			2	5
Customer Service - TSO	7	15	31	19	17	18	12	21	18	24	27	11	220
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Identification (ID) Requirements	1			1	1			1		2			6
Identification (ID) Requirements - Domestic	1			1	1			1		2			6
Locks	2	4	9	3	6	7	6	2	3	2	6	2	52
Locks - General			1							1			2
Locks - Missing or Damaged Lock	2	4	8	3	6	7	6	2	3	1	6	2	50
Lost and Found		2	4	4			1	2	1	3	2	2	21
Lost and Found - Airport/TSA		2	4	4			1	2	1	3	2	2	21
Mishandling of Passenger Property	42	84	72	81	74	91	54	39	25	36	47	21	666
Mishandling of Passenger Property - Dam	10	13	13	20	12	11	3	3	2	5	2	4	98
Mishandling of Passenger Property - Dam	29	69	51	57	57	76	46	33	19	24	41	16	518
Mishandling of Passenger Property - Damaged/Missing Items--U			1		1	1					2		5
Mishandling of Passenger Property - Disa	3	2	7	4	4	3	5	3	4	7	2	1	45
Patdown	4	7	9	4	4	8	3	5	2	4	3	1	54
Patdown - Flyer	3	5	7	4	4	8	3	5	2	4	3	1	49
Patdown - Flyer as Observer	1	1											2
Patdown - General		1											1
Patdown - Non-Flyer			2										2
Persons w/ Disabilities (PWD)	3	3	4	11	3	4	6	4	2	2	3	3	48
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes			1	1						1			3
Persons w/ Disabilities (PWD) - General	1	1											2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	2	1	1	2	1			1		9
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability				1	2		2				1	1	9
Persons w/ Disabilities (PWD) - Ostomy/C			1	1							1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1		1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1			1	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	1	1	1		2					7
Persons w/ Disabilities (PWD) - Wounded Warrior			1	1	1								2
Prohibited & Permitted Items			1	1	2		1			3	1		9
Prohibited & Permitted Items - Alcohol and Tobacco			1				1						2
Prohibited & Permitted Items - Chemical/Household Products										1			1
Prohibited & Permitted Items - Firearm/Ammunition				1						1			2
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Prohibited & Permitted Items - Lighters/Matches				1									1
Property - Special Handling							21	23	29	19	27	16	135
Property - Special Handling - Damaged Items - Carry-On							2	3	2	3	2		12
Property - Special Handling - Damaged Items - Checked							4	6	6	4	7	2	29
Property - Special Handling - Missing Items - Carry-On							2	5	3	2	4	3	19
Property - Special Handling - Missing Items - Checked							13	9	18	10	14	11	75
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	13	14	24	20	16	14	8	7	7	3	10	3	139

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee			1					1			1		3
Screening - Inconsistency	2		3	1	4	2		1	1				14
Screening - International Screening				1									1
Screening - Lengthy Lines	2	2	2	1	1	2	1						11
Screening - Procedures/Process	8	12	16	17	10	8	6	5	6	2	7	3	100
Screening - Retrieving Abandoned/Confiscated Items			2		1								3
Screening - Security Breach	1					2	1			1	2		7
Transfer to Security Specialist							1						1
Transfer to Security Specialist - Reportable Communication							1						1
2018	107	125	124	120	99	122	106	112	84	84	94	69	1,246
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights	3	2	3	1	1	2	1	2	2	3	6	2	28
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination	2	1	2	1	1	1		2	1	3	3	1	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1	1	3
Civil Rights - Sexual Orientation - Not Transgender		1											1
Civil Rights - Transgender Screening			1			1							2
Customer Service	16	23	21	16	10	20	20	5	11	9	6	6	163
Customer Service - CSM									1				1
Customer Service - Others	1	1			1	5			1			2	11
Customer Service - TSO	15	22	21	16	9	15	20	5	9	9	6	4	151
Locks	5	6	9	6	5	4	5	6	5	4	1	2	58
Locks - General		1								1			2
Locks - Missing or Damaged Lock	5	5	9	6	5	4	5	6	5	3	1	2	56
Lost and Found	2		2	2	2		1			1	1		11
Lost and Found - Airport/TSA	2		2	2	2		1			1	1		11
Mishandling of Passenger Property	36	39	44	37	29	43	41	48	20	32	32	27	428
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4	3	7	3	1	8	6	7	1	5	3	6	54
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	29	35	35	27	26	34	31	38	18	20	26	20	339
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1	2	7	2	1	4	2	1	6	3	1	33
Patdown	3	7	6	1	5	3	5	5	5	5	7	2	54
Patdown - Flyer	3	7	6	1	3	3	4	5	5	2	5	2	46
Patdown - Flyer as Observer					2		1			1	2		6
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	6	3	5	3	4	4	1	2	4	3	3	47
Persons w/ Disabilities (PWD) - Autism Spectrum				1				1	1				3
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - General	1	1	1				1						4
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1				2			2			8
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	1			2				1			5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1	1							1	3
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion	2										1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment	1											1	2
Persons w/ Disabilities (PWD) - Wheelchair	2			1		1	1			1	1		9
Prohibited & Permitted Items		1				1							2
Prohibited & Permitted Items - General		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling	29	26	23	35	35	37	21	33	26	18	26	20	329
Property - Special Handling - Damaged Items	3	3	4	9	3	2	2	4	9	1	5	3	48
Property - Special Handling - Damaged Items	5	4	4	3	7	7	4	3	5	4	1	4	51
Property - Special Handling - Missing Items	7	9	4	5	7	12	7	8	2	2	7	4	74
Property - Special Handling - Missing Items	14	10	11	18	18	16	8	18	10	11	13	9	156
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	4	15	13	17	8	8	8	12	12	8	12	7	124
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		2	2		2			2			1	1	10
Screening - Lengthy Lines		3	2	3					1		2		11
Screening - Procedures/Process	3	9	9	11	5	7	6	10	9	7	9	4	89
Screening - Retrieving Abandoned/Confiscated Items	1		2						2			2	7
Screening - Security Breach		1			1	1	2			1			6
2019	66	100	125	89	89	94	102	107	90	117	94	69	1,142
Civil Rights		4	4	4	2	2	2	6	4	10	3	1	42
Civil Rights - Age						1					1		2
Civil Rights - Constitutional Rights				2									2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin		1		1		1			1				4
Civil Rights - Racial Profiling or Discrimination		1	2	1	1			4	2	4	1		16
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2	2			1	1	1		3		1	11
Civil Rights - Sexual Orientation - Not Transgender					1					1	1		3
Civil Rights - Transgender Screening								1		1			2
Customer Service	6	9	14	8	8	11	13	12	13	23	17	6	140

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	1								1	2	1		5
Customer Service - TSO	5	9	14	8	8	11	13	12	12	21	16	6	135
Identification (ID) Requirements	1										1		2
Identification (ID) Requirements - International	1										1		2
Locks	10	5	4	4	5	3	7	4	5	4	5	2	58
Locks - General									1				1
Locks - Missing or Damaged Lock	10	5	4	4	5	3	7	4	4	4	5	2	57
Lost and Found	1	1	1		1	1	2	1					8
Lost and Found - Airport/TSA	1	1	1		1	1	2	1					8
Mishandling of Passenger Property	17	20	33	27	23	29	30	23	24	40	25	20	311
Mishandling of Passenger Property - Damaged	1	1	3	5	2	4	4		3			3	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	16	15	25	20	17	22	22	22	16	39	23	16	253
Mishandling of Passenger Property - Disarrayed Item								1			1		2
Mishandling of Passenger Property - Disarrayed Item	4	5	2	4	3	3	1	5	1	1	1	1	30
Patdown	4	2	4	2	6	3	3	3	2	4	2	4	39
Patdown - Children						1							1
Patdown - Flyer	4	2	4		6	2	3	3	2	4	2	4	36
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)	1	6	4	6	7	4	7	4	9	2	4	5	59
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Breast Cancer						1			1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1										1	2
Persons w/ Disabilities (PWD) - Diabetes		1								1		1	3
Persons w/ Disabilities (PWD) - General		2				1			1				4
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1				1	3
Persons w/ Disabilities (PWD) - Internal Mobility	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1			2						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1								2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2	3	2	1	1	1	2			2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1						1			2
Persons w/ Disabilities (PWD) - Service Animals					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							3						3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	1	1	3		2	3		1		13
Property - Special Handling	20	42	45	32	26	32	31	40	23	25	29	23	368
Property - Special Handling - Damaged Items	3	3	11	6	3	7	3	4	4	2	1	4	51
Property - Special Handling - Damaged Items	4	10	6	5	8	6	7	13	3	4	5	9	80
Property - Special Handling - Missing Items	4	10	6	7	4	2	11	8	2	6	5	4	69
Property - Special Handling - Missing Items	9	19	22	14	11	17	10	15	14	13	18	6	168
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	10	16	6	11	9	7	14	10	9	8	8	114
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines			1	1						2			4
Screening - Procedures/Process	6	9	11	5	10	8	5	13	10	7	8	5	97
Screening - Retrieving Abandoned/Confiscated Items			2		1	1							5
Screening - Security Breach			1				2	1				1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO	2	3	1	1	8	6	2	5	3	3	4	1	39
2016					1	2	1	2		1			7
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1	1	1		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1		1			4
Screening							1	1					2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							1						1
2017	1				2	3		1	2	1	1	1	12
Civil Rights												1	2
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked									1				1
Screening						2	2						4
Screening - Procedures/Process						2	2						4
2018		3			4		1	1		1	2		12
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1						1
Screening			1			3		1					5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1			2		1					4
2019	1		1	1	1	1		1	1		1		8
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag					1			1					2
Patdown				1			1						2
Patdown - Flyer				1			1						2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening	1					1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL			1							1			2
2017										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2019			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	5	1	5	9	9	12	5	9	10	11	11	5	92
2016				5	2	6	1	1	7	3	6	2	33
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				4	1	4	1	1	4	3	6	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				4	1	3	1	1	3	3	5	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1		1	1	4
Patdown									2				2
Patdown - Flyer									2				2
Screening				1		1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process				1									1
2017	1			3	4	2		3		2	1	3	19
Customer Service	1				1					1		1	4
Customer Service - CSM	1												1
Customer Service - TSO										1		1	3
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property				2	1						1	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				2	1						1	2	6
Patdown					1			1		1			3
Patdown - Flyer								1		1			2
Patdown - Non-Flyer					1								1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked								2					2
Screening				1									1
Screening - Procedures/Process				1									1
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2018	2	1	3		2	3	2	2	2	4	2		23
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property	2		1		2	1	1	1		3	1		12
Mishandling of Passenger Property - Dam	1		1		2	1	1	1		3	1		11
Mishandling of Passenger Property - Disa	1												1
Patdown									2				2
Patdown - Non-Flyer									2				2
Property - Special Handling		1	2			2	1						6
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Check		1	1										2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked			1				1						2
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2019	2		2	1	1	1	2	3	1	2	2		17
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service							1	1	1		1		4
Customer Service - TSO							1	1	1		1		4
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1			1						2
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			2		1			1		2			6
Property - Special Handling - Damaged Items - Checked			2					1		1			4
Property - Special Handling - Missing Items - Checked					1					1			2
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOE			1					1					2
2017			1					1					2
Customer Service			1					1					2
Customer Service - TSO			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	7	9	8	3	10	5	5	7	7	7	3	3	74
2016					2		1	1	2	1		2	9
Customer Service					1								1
Customer Service - TSO					1								1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property									2	1		2	5
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		2	3
Screening					1			1					2
Screening - Procedures/Process					1			1					2
2017	1	2	1	2	1	1		4		2	1		15
Civil Rights								1					1
Civil Rights - Hair Patdowns								1					1
Customer Service			1	1	1						1		4
Customer Service - CSM					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		2		4
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Patdown						1			1				2
Patdown - Flyer						1			1				2
Screening			1		1					1			3
Screening - Procedures/Process			1		1				1				3
2018	2	5	4	1	3	2	3		3	2	1		26
Advanced Imaging Technology (AIT)			1	1			1						3
Advanced Imaging Technology (AIT) - Flyer			1	1			1						3
Customer Service	1		1	1			2		1	1	1		8
Customer Service - Others							1			1			2
Customer Service - TSO	1		1	1			1		1		1		6
Locks			1						1				2
Locks - Missing or Damaged Lock			1						1				2
Mishandling of Passenger Property	1	1								1			3
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Dam	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) - Wheelchair/ Scooter/			1										1
Property - Special Handling						1		1					2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening			1	1		1	1		1				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1			1		1				4
2019	4	2	3		4	2	1	2	2	2	1	1	24
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	2											1	3
Civil Rights - Sex/Gender/Gender Identity	2										1		3
Customer Service	1		1						1	1			4
Customer Service - Others	1												1
Customer Service - TSO			1						1	1			3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling			1					1			1		3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke			1							1			2
Screening			1	2		2		1	1			1	8
Screening - Inconsistency			1										1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1				1	1			1	5
Screening - Security Breach						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1		3	4	2	2	2	5	5	5	2	4	35
2016								1		1		1	3
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
2017	1		2			1		1	1	3	1	2	12
Customer Service			1					1		1			3
Customer Service - Others								1					1
Customer Service - TSO			1							1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		1							1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Mishandling of Passenger Property - Dam	1		1										2
Patdown												1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2018			1	1	1	1	1	3	2	1	1	1	13
Civil Rights								1				1	2
Civil Rights - Racial Profiling or Discrimination								1				1	2
Customer Service						1							1
Customer Service - TSO						1							1
Patdown							1				1		2
Patdown - Flyer											1		1
Patdown - General							1						1
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked			1										1
Screening				1	1			2	2				6
Screening - Inconsistency				1									1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			1	2				4
2019				3	1		1		2				7
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown				1						1			2
Patdown - Flyer				1						1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1		1						3
Screening - Procedures/Process				1	1		1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	8	5	4	3	2	8	8	6	6	6	4	7	67
2016					1	2		2	1		1	1	8
Mishandling of Passenger Property					1	2		2	1		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2		2	1		1	1	8
2017	1	1	1	2		4	3			2		2	16
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			1	2		1	1					1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2		1	1					1	6
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Property - Special Handling										1		1	2
Property - Special Handling - Damaged Items - Checked										1		1	2
Screening	1					2							3
Screening - Inconsistency						2							2
Screening - Procedures/Process	1												1
2018	3	3	2	1	1	1	4	3	2	3		1	24
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1												1
Customer Service - TSO	1												1
Locks		1							1	2			4
Locks - Missing or Damaged Lock		1							1	2			4
Mishandling of Passenger Property			2	1			1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1			1		1	1		1	7
Patdown							1	2					3
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	1	2					1	1					5
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked		2						1					3
Screening	1												1
Screening - Lengthy Lines	1												1
2019	4	1	1			1	1	1	3	1	3	3	19
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1	1							2		2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1							1		2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling	2						1		1	1	1		6
Property - Special Handling - Damaged Items - Checked	1								1	1	1		4
Property - Special Handling - Missing Items - Checked	1						1						2
Screening						1						1	2
Screening - Procedures/Process						1						1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC		2			2	1		1				1	7
2016						1						1	1
Customer Service						1							1
Customer Service - TSO						1							1
2017		1			1			1				1	4
Civil Rights		1											1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service									1				1
Customer Service - TSO									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) - Touch Aversion (pain/trauma)												1	1
2018						1							1
Screening						1							1
Screening - Inconsistency						1							1
2019		1											1
Customer Service		1											1
Customer Service - TSO		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCK	1	1	2	2	2	1	5	1	1	1	3	2	22
2016							1		1		1	2	5
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Mishandling of Passenger Property									1		1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2017	1			1			2						4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1					2						3
Mishandling of Passenger Property - Dam		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2018		1	2	1	2		2	1		1			10
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property				1	1		2			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		2						4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling		1	1						1				3
Property - Special Handling - Missing Items - Checke		1	1					1					3
Screening						1							1
Screening - Procedures/Process						1							1
2019							1				2		3
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	47	32	46	54	52	64	65	55	57	68	88	55	683
2016				9	9	11	11	14	11	16	16	15	112
Civil Rights				1				1					2
Civil Rights - Racial Profiling or Discrimination				1				1					2
Customer Service					3	3	1	4		6	2	2	21
Customer Service - Others					1	2	1	2		2			8
Customer Service - TSO					2	1		2		4	2	2	13
Locks								1		2		2	5
Locks - Missing or Damaged Lock								1		2		2	5
Mishandling of Passenger Property				7	5	8	8	7	9	4	11	7	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1			1	1	1	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	4	8	5	5	8	1	8	7	51
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			3	1		2	1		8
Patdown								1		2	2	2	7
Patdown - Flyer										2	1	2	5
Patdown - Flyer as Observer											1		1
Patdown - General								1					1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Screening				1	1		2			2	1	2	9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1	1					2	1	2	7
Screening - Security Breach							1						1
2017	11	11	16	13	13	12	11	12	11	19	17	12	158
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service	3	4	3	2	2	4	4	3	1	6	3	4	39
Customer Service - Others	2	2	1		1	1	1		1		1	1	11
Customer Service - TSO	1	2	2	2	1	3	3	3		6	2	3	28
Locks				1					3		1	2	7
Locks - Missing or Damaged Lock				1					3		1	2	7
Mishandling of Passenger Property	8	4	10	8	5	5	1	4	2	7	5	3	62
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1								2
Mishandling of Passenger Property - Dam	8	3	9	8	4	5	1	3	2	4	5	2	54
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Item		1						1		2		1	5
Patdown				1	2	1	1	2	1	2	1	1	12
Patdown - Flyer				1	2	1	1	2	1	2	1	1	12
Persons w/ Disabilities (PWD)					2	2	1	1		1	1		8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - 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 Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling							2		3		2	1	8
Property - Special Handling - Damaged Items - Checked							1		3		1	1	6
Property - Special Handling - Missing Items - Checked							1				1		2
Screening		3	3	1	2		2	1		2	4	1	19
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1	1						1		3
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process		2	3		1		1	1		1	2	1	12
Screening - Retrieving Abandoned/Confiscated Items										1			1
2018	21	10	12	20	17	28	37	20	23	18	32	15	253
Civil Rights						1	1		1	1			4
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination						1	1			1			3
Customer Service	4	4	2	7	5	9	18	6	5	2	7	4	73
Customer Service - Others	1	1		4	2	5	13	3	2	2	2	1	36
Customer Service - TSO	3	3	2	3	3	4	5	3	3		5	3	37
Locks				1		1					1		3
Locks - Missing or Damaged Lock					1	1					1		3
Mishandling of Passenger Property	4	2	3	6	4	3	1	4	3	6	6	2	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1	1		1				4
Mishandling of Passenger Property - Dam	3		3	5	3	2		4	1	6	5	2	34
Mishandling of Passenger Property - Disa	1	2		1					1		1		6
Patdown	4	2	2	2	3		1	1	3	3	2	2	25
Patdown - Flyer	4	2	2	2	3		1	1	3	2	2	2	24
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	2			1	2	3	2	2	2	1	1	1	17
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Medically	1				1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Service A	1							1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling	2	1	2	3	1	2	3		4	1	8	3	30
Property - Special Handling - Damaged It	1						2				1	1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Checked				1	1	1			2		4	1	10
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items	1	1	2	2			1		1	1	3	1	13
Screening	5	1	3	1	1	10	10	7	5	4	7	3	57
Screening - Inconsistency			1				1						3
Screening - Lengthy Lines	3					4	5	3	1	1	1		18
Screening - Procedures/Process	2	1	2	1		6	4	4	3	3	6	2	34
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2019	15	11	18	12	13	13	6	9	12	15	23	13	160
Civil Rights	1		1			1		1					4
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity	1								1				2
Customer Service	3	4	5	2	3	5	1	1	2	1	3	3	33
Customer Service - Others	2	1				1					1		5
Customer Service - TSO	1	3	5	2	3	4	1	1	2	1	2	3	28
Locks				2	1								5
Locks - Missing or Damaged Lock				2	1								5
Mishandling of Passenger Property	5	3	5	3	4	2	2	4	2	7	6	5	48
Mishandling of Passenger Property - Damaged	1		1							1			3
Mishandling of Passenger Property - Damaged	3	3	4	2	4	1	1	2	2	3	5	5	35
Mishandling of Passenger Property - Disposition	1			1		1	1	2		3	1		10
Patdown	1	1	1				1		2		4		10
Patdown - Flyer	1	1	1				1		2		4		10
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	3	1	3	2	2	2	1	1	3	4	5	2	29
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Property - Special Handling - Damaged Items - Checked		1	1		1			1	1	1		1	7
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Items	3		1	1	1	2			1	3	4	1	17
Screening	2	2	3	3	2	3	1	1	2	2	2	1	24
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines		1		1							1		3
Screening - Procedures/Process	2	1	3	1	2	2	1	1	2	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	4	2	4	1		3	5	7	6	2		1	35
2016							1	3	3	1			8
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	3		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	3		1			5
Screening									2				2
Screening - Procedures/Process									2				2
2017	1		2	1			1	2	1				8
Customer Service									1				1
Customer Service - TSO								1					1
Mishandling of Passenger Property				2	1		1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1		1		1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1											1
Screening - Procedures/Process		1											1
2018	2	1	1			2		2	1	1		1	11
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1						1			1	3
Customer Service - Others												1	1
Customer Service - TSO			1						1				2
Mishandling of Passenger Property	2		1			2				1			6
Mishandling of Passenger Property - Dam	2		1			2				1			6
Screening									1				1
Screening - Procedures/Process									1				1
2019	1	1	1			1	3		1				8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening				1			1		1				3
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG	2	4	1	3	4	1	1	6	4	6	4		35
2016				1	1		1			1	1		5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	1		1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1						3
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
2017	1	2	1		1			4	2	1	1		13
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service	1		1					1					3
Customer Service - Others								1					1
Customer Service - TSO	1		1										2
Mishandling of Passenger Property						1		1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1			1		3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Property - Special Handling								1	2	1			4
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Carry-On								1	1				2
Screening		1											1
Screening - Procedures/Process		1											1
2018		1		1	2			1		1	1		7
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1	1						1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling						2						1	3
Property - Special Handling - Missing Items - Checked						2						1	3
2019	1	1		1				1	2	3	1		10
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	1			1				1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			1				1	1				4
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checked			1								1		2
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
GJT	16	4	5	3	5	5	8	6	4	4	5	7	72	
2016							1	4	2	1	1	3	2	14
Civil Rights													1	1
Civil Rights - National Origin													1	1
Customer Service							1	1						2
Customer Service - TSO							1	1						2
Locks							1							1
Locks - Missing or Damaged Lock							1							1
Mishandling of Passenger Property							1	1		1		3	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				3	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1					2
Patdown								1						1
Patdown - Flyer								1						1
Screening									1		1			2
Screening - Inconsistency											1			1
Screening - Procedures/Process									1					1
2017	2				1	1		1		1		1	1	7
Customer Service	1												1	2
Customer Service - Others	1													1
Customer Service - TSO													1	1
Locks						1					1			2
Locks - Missing or Damaged Lock						1					1			2
Mishandling of Passenger Property	1						1							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
2018	11	1	2	2	3	1	2		2	2	1	2	29	
Customer Service	5	1	1				1			1		2	11	
Customer Service - Others	1		1										2	
Customer Service - TSO	4	1					1			1		2	9	
Mishandling of Passenger Property	2		1	1								1	5	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2		1	1								1	5	
Patdown					2	1	1		1				5	
Patdown - Flyer					2	1	1		1				5	
Persons w/ Disabilities (PWD)				1									1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				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		2	
Screening	2				1				1				4	
Screening - Lengthy Lines	2												2	
Screening - Procedures/Process					1				1				2	
2019	3	3	3	1	1	2	2	3	1		1	2	22	
Customer Service	1												1	
Customer Service - TSO	1												1	
Mishandling of Passenger Property	1	1						1					3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1						1					2	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1	
Patdown				1					1				2	
Patdown - Flyer									1				1	
Patdown - Flyer as Observer				1									1	
Persons w/ Disabilities (PWD)							1				1		2	
Persons w/ Disabilities (PWD) - General							1						1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1	
Property - Special Handling		2	1			1		1	1	1			1	8
Property - Special Handling - Damaged Items - Carry-On		1												1
Property - Special Handling - Missing Items - Carry-On						1			1					2
Property - Special Handling - Missing Items - Checked Baggage		1	1				1	1					1	5
Screening	1		2				1	1					1	6
Screening - Lengthy Lines								1						1
Screening - Procedures/Process	1		2				1						1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH		1			1						2		4
2016											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2017											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2018			1		1								2
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1										1
Customer Service - TSO			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	9	5	3	3	2	1	6	4	7	9	9	9	67
2016							2	2	1	3	2	1	11
Customer Service							1				1	1	3
Customer Service - TSO							1				1	1	3
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								2	1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2017	5	2	1	3			1		2	2	2	3	21
Customer Service	1								1			2	4
Customer Service - TSO	1								1			2	4
Mishandling of Passenger Property	1	1	1	2						2			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1	1	1						2			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling							1				2		3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked											2		2
Screening	2			1								1	4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1			1								1	3
2018	3	2	2		2	1	2		1	3	2	3	21
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	2	1										1	4
Customer Service - TSO	2	1										1	4
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 or Checked			1				1			1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1										1	1	3
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1			1	1			1	1			5
Screening - Procedures/Process		1			1	1			1	1			5
2019	1	1					1	2	3	1	3	2	14
Civil Rights											1	2	3
Civil Rights - Racial Profiling or Discrimination											1	2	3
Customer Service	1							1			1		3
Customer Service - TSO	1							1			1		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1						1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1							1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	4	2	4	5	3	2	2	5	9	8	6	7	57
2016				1		2		2		3	2	2	12
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property						1					2	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2	1	3
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
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Screening						1		2				1	4
Screening - Procedures/Process						1		1				1	3
Screening - Security Breach								1					1
2017	2	1			2				1	3	2	1	12
Customer Service						1			1			1	3
Customer Service - Others						1							1
Customer Service - TSO									1			1	2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening						1				2	2		5
Screening - Procedures/Process						1				1	2		4
Screening - Retrieving Abandoned/Confiscated Items										1			1
2018	1	1	2	3	1		2		5	1	1	2	19
Customer Service	1		1				1						3
Customer Service - Others	1												1
Customer Service - TSO			1				1						2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Patdown				2					3	1		1	7
Patdown - Flyer				2					3	1		1	7
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening		1	1									1	3
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process			1										2
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2019	1		2	1				3	3	1	1	2	14
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1				1
Customer Service - Others									1				1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
Patdown	1		1					2				1	5
Patdown - Flyer	1		1					2				1	5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1			1	2
Screening - Inconsistency									1				1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	14	8	9	19	15	21	23	16	15	9	12	18	179
2016				1	2	6	6	5	6	2	2	7	37
Civil Rights								2	1				3
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination								2					2
Customer Service				1	1	1		1	2		1		7
Customer Service - Others				1	1						1		3
Customer Service - TSO						1		1	2				4
Mishandling of Passenger Property						1	4	1	1	2	1	4	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	3	1	1	2		4	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Patdown								2		2			4
Patdown - Flyer								1		2			3
Patdown - Flyer as Observer								1					1
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
Screening								3	1			3	7
Screening - Inconsistency								2					2
Screening - Procedures/Process								1				3	4
Screening - Security Breach									1				1
2017	3	1	5	11	4	3	4	3	5	2	4	6	51
Civil Rights									1		1		2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1			1		1	1		1	1		4	10
Customer Service - Others				1						1			2
Customer Service - TSO	1					1	1					4	8
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks				1	1				2				4
Locks - Missing or Damaged Lock				1	1				2				4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1		5	3	3		2		2	1	3		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2					1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		5	1	3		2				3		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Patdown		1		3		1							5
Patdown - Flyer		1		2									3
Patdown - Flyer as Observer				1		1							2
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				2		1						2	5
Screening - Inconsistency				1									1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process				1		1						1	3
2018	6	3	3	4	8	5	10	4	4	1	2	3	53
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Customer Service	2				4	1	3		1	1			12
Customer Service - Others	1									1			2
Customer Service - TSO	1				4	1	3		1				10
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1					1	3	1		1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1					1	3	1		1		8
Patdown	3			1				2				1	7
Patdown - Flyer	3			1				2				1	7
Persons w/ Disabilities (PWD)				1				1	2				4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling			1	1	1								3
Property - Special Handling - Missing Items - Checked			1	1	1								3
Screening		2	1	1	3	3	3	1			1	2	17
Screening - Inconsistency			1		1							1	3
Screening - Lengthy Lines		1			1								2
Screening - Procedures/Process		1		1	1	2	3	1			1	1	11
Screening - Security Breach							1						1
2019	5	4	1	3	1	7	3	4		4	4	2	38
Civil Rights								1			1		2
Civil Rights - Age								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	3					2	1				1		7
Customer Service - TSO	3					2	1				1		7
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property				1			3	1			2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	1			2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)	1	1					1	1					4
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	3		1						2		1	8
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Item	1	3		1						1		1	7
Screening			1	1	1	2							6
Screening - Inconsistency						1							2
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	3	3	7	4	3	4	8	9	11	5	14	8	79
2016				2	2	2	1	2	4	1	3	2	19
Civil Rights						1							1
Civil Rights - General Complaint and Discrimination						1							1
Customer Service							1		2	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		1		2	1	2		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1		2	1	2		8
Patdown											1	1	2
Patdown - Flyer											1	1	2
Screening							1		1			1	3
Screening - Procedures/Process							1		1			1	3
2017	3		3	1	1	1	2	1	1	2	5	1	21
Civil Rights			1								1		2
Civil Rights - Racial Profiling or Discrimination			1								1		2
Customer Service											1		1
Customer Service - TSO											1		1
Locks	1		1										2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	2		1	1	1	1	1		1		2		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2		1	1	1	1	1		1		2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Persons w/ Disabilities (PWD)							1	1		1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked										1			1
Screening												1	1
Screening - Inconsistency												1	1
2018			2				2	3	4	2	1	3	17
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1					1	1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1							1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1					2
Patdown							1		1				2
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer									1				1
Property - Special Handling								1	1			3	5
Property - Special Handling - Damaged Items - Checked									1			2	3
Property - Special Handling - Missing Items - Checked								1				1	2
Screening							1	1	1				3
Screening - Inconsistency									1				1
Screening - Procedures/Process							1	1					2
2019		3	2	1		1	3	3	2		5	2	22
Civil Rights							1				2		3
Civil Rights - Racial Profiling or Discrimination							1				2		3
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			1	1			1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1										1
Patdown								1			1	1	3
Patdown - Flyer								1				1	2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling			1	1							1		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-on			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening			1					1			1	1	4
Screening - Procedures/Process			1					1			1	1	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	3		1	2		5		3	2	1	1	1	19
2016				1		4		1	1			1	8
Customer Service						3		1				1	5
Customer Service - CSM						1							1
Customer Service - Others									1				1
Customer Service - TSO						2						1	3
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
2017	2		1			1		1					5
Customer Service	1												1
Customer Service - TSO	1												1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Screening	1								1				2
Screening - Inconsistency	1												1
Screening - Lengthy Lines									1				1
2018				1						1	1		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2019	1							1	1				3
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK	8	4	2	8	7	3	8	8	10	12	13	9	92
2016				2	5	1	1	2	1	2	9	2	25
Customer Service						1							1
Customer Service - TSO						1							1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Mishandling of Passenger Property					4			2	1	2	8	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					3			2	1	2	7		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening				2									2
Screening - Inconsistency				2									2
2017	3	3	1	2	1	1	3	4	5	2	3	2	30
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service		1				1	1						3
Customer Service - TSO		1				1	1						3
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2	1	1	2			2	2	1	2		1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	1	2			1	2	1	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1		1	3
Patdown					1								1
Patdown - Non-Flyer					1								1
Property - Special Handling								2	1		1	1	5
Property - Special Handling - Missing Items - Checked								2	1		1	1	5
Screening	1	1									1		3
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1	1											2
2018	2	1	1	1	1	1	3	1	1	5		3	20
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Locks			1							1		1	3
Locks - Missing or Damaged Lock			1							1		1	3
Mishandling of Passenger Property	1						1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1											2	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling					1	1				2			4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked					1					2			3
Screening		1					2	1					4
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							1	1					2
2019	3			3			1	1	3	3	1	2	17
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Mishandling of Passenger Property	1			1				1	1			2	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1				1	1			2	6
Property - Special Handling	1			1					1	2	1		6
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Checked	1			1					1	1			4
Screening	1								1				2
Screening - Procedures/Process	1								1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	25	21	31	25	22	30	23	32	28	32	34	35	338
2016				4	10	10	6	8	5	9	8	7	67
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service					2	4	3	2	1		1	2	15
Customer Service - Others					1	2	1	2					6
Customer Service - TSO					1	2	2		1		1	2	9
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks					1				1	3			5
Locks - Missing or Damaged Lock					1				1	3			5
Mishandling of Passenger Property				3	3	5	3	3	3	3	6	3	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	3	4	2	2	1	3	4	3	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1			1		3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)					1					1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening				1	2	1		2		2	1	1	10
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1	1			1		1	1	1	6
Screening - Security Breach										1			1
2017	8	4	9	6	6	7	2	7	6	7	8	4	74
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	2	1	2			3		2	2	2	1	2	17
Customer Service - TSO	2	1	2			3		2	2	2	1	2	17
Locks	1	2			2			1					6
Locks - Missing or Damaged Lock	1	2			2			1					6
Mishandling of Passenger Property	5		6	4	4	2	1	2	2	1	3	1	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3		5	3	4	2	1	2	2	1	1		24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1	1							2		5
Patdown				1		1				1	2		5
Patdown - Flyer				1		1				1	2		5
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling									1	2	2	1	7
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Items - Checked									1	1		1	3
Screening			1		1		1	1		1	1		6
Screening - Procedures/Process			1				1	1		1	1		5
Screening - Retrieving Abandoned/Confiscated Items					1								1
2018	13	9	15	10	5	6	3	6	8	3	12	11	101
Civil Rights													1
Civil Rights - Age													1
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		3	1	1	1	1		1			1	11
Customer Service - TSO	2		3	1	1	1	1		1			1	11
Locks							2						2
Locks - Missing or Damaged Lock							2						2
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	3	5	5	3		1		2	1	2	2	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	4	4	3				1	1	2	2	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown				2	2		1		1	4		3	14
Patdown - Flyer				2	2				1	3		3	12
Patdown - Flyer as Observer							1						2
Persons w/ Disabilities (PWD)	3						1				1	1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Devices													2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Property - Special Handling	2	2		1	2			1	2	1		3	16
Property - Special Handling - Damaged Items - Carry-On								1				1	2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1								1				2
Property - Special Handling - Missing Items - Unchecked		2		1	2				1	1		2	10
Screening	3	2	4	2	2		1	1	1		2		18
Screening - Inconsistency			1		1								3
Screening - Lengthy Lines	1	1	1	1	1								5
Screening - Procedures/Process	2		2		1		1	1	1		1		9
Screening - Security Breach													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	4	8	7	5	1	7	12	11	9	13	6	13	96
Civil Rights	1	1	2						1	1		1	7
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1								1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1		1	3
Civil Rights - Transgender Screening		1											1
Customer Service		1					3	2			1	1	8
Customer Service - TSO		1					3	2			1	1	8
Locks			1	1							1		3
Locks - Missing or Damaged Lock			1	1						1			3
Mishandling of Passenger Property	2	2	1	3		1	4	3	4	1	1	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	2	1	2		1	4	3	3		1	2	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1						1			5
Patdown	1	1	1				1	1	1	3	1	2	12
Patdown - Flyer	1	1	1				1	1	1	3	1	2	12
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling		1	2	1	1	2	2	5		1	1	3	19
Property - Special Handling - Damaged Items - Checked					1			2			1	3	7
Property - Special Handling - Missing Items - Carry-C		1	1					1					3
Property - Special Handling - Missing Items - Checked			1	1		2	2	2		1			9
Screening		2				2	2		3	3	1		13
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process		2				1	1		2	1	1		8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN			1	1	1	2	1		2		1	2	11
2016						1	1		1				3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1			2
2017						1	1				1		3
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening							1						1
Screening - Lengthy Lines							1						1
2018					1					1			2
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
2019			1									2	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	16	15	15	21	14	27	23	25	25	17	25	24	247
2016				8	6	5	5	4	5	4	4	3	44
Civil Rights				1							1		2
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service							2			1		1	5
Customer Service - TSO							2			1		1	5
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property				4	3	3	4	2	3	3	1	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	3	4	2	3	2	1	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2									2
Patdown				1	3			1	1				6
Patdown - Flyer				1	2			1	1				5
Patdown - Flyer as Observer					1								1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Screening				1				1		1			3
Screening - Inconsistency								1					1
Screening - Procedures/Process				1									2
2017	4	5	5	5	4	7	7	8	4	6	6	10	71
Customer Service		1		1				1	1	4	1	3	12
Customer Service - TSO		1		1				1	1	4	1	3	12
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	2	2	5	3	2	3	2	3		1	2	1	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	2	2	4	3	2	3	1	2		1	2		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1	1				1	4
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown		1						1	2		1	3	8
Patdown - Flyer		1						1	2		1	3	8
Persons w/ Disabilities (PWD)				1	1	3		1				1	7
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1					1	2
Persons w/ Disabilities (PWD) - 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
Property - Special Handling							1	2			1		4
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	1				1	1	2		1			2	8
Screening - Inconsistency							1						1
Screening - Lengthy Lines												2	2
Screening - Procedures/Process	1				1	1	1		1				5
2018	7	1	5	7	3	11	6	7	7	4	8	3	69
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights						1			2		1	1	5
Civil Rights - Racial Profiling or Discrimination						1			2			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			1	3		1	2	1	2		1		12
Customer Service - Others				2			2		1				5
Customer Service - TSO		1	1	1		1		1	1		1		7
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property	3				1	2	2	2	1		3	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2								1		3	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1						3
Patdown	2			1		2	1	2		1	1	1	11
Patdown - Flyer	2			1		2	1	2		1	1	1	11
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling	2		3	1		2	1		1	2	1		13
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked			2			1				1	1		7
Property - Special Handling - Missing Items - Checked	1		1				1		1	1			5
Screening				1	2	1	3		1				8
Screening - Inconsistency					1								1
Screening - Procedures/Process				1	1	1	3		1				7
2019	5	9	5	1	1	4	5	6	9	3	7	8	63
Advanced Imaging Technology (AIT)			1					1					2
Advanced Imaging Technology (AIT) - Flyer			1					1					2
Civil Rights				1				1					2
Civil Rights - Racial Profiling or Discrimination				1				1					2
Customer Service	2		1	1	1	1	3		2	2	2	2	17
Customer Service - Others										1	2		3
Customer Service - TSO	2		1	1	1	1	3		2	1		2	14
Locks									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2		1			1	1		1			1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1		1			1	1		1			1	6
Patdown	1	3				1	1	1	1				9
Patdown - Flyer		3				1	1	1	1				8
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)									1		2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling			2	1		1			3		1	2	10
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Check		2				1		2				1	6
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening		3	1						3	1	2	1	11
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		3	1						3		1		8
Screening - Retrieving Abandoned/Confiscated Items											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	18	14	18	22	22	23	28	29	21	23	24	20	262
2016				6	5	6	5	7	6	8	8	4	55
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				2	2	2	1		1	1	1		10
Customer Service - Others					1	1	1		1				4
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				4	2	2	3	3	1	5	5	3	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	2	2	2		3	5	3	23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown						1				1			2
Patdown - Flyer						1				1			2
Persons w/ Disabilities (PWD)						1		1	1				3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Screening					1		1	3	2		1	1	9
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines					1			3	1				5
Screening - Procedures/Process							1		1		1		3
2017	3	2	6	3	4	10	8	10	2	7	7	5	67
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1			4	1			2	1		9
Customer Service - Others						1							1
Customer Service - TSO			1			3	1			2	1		8
Locks				1	2						1		4
Locks - Missing or Damaged Lock				1	2						1		4
Mishandling of Passenger Property	3	1	3	2	2	6	4	2	1	4	1	1	30
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1								2
Mishandling of Passenger Property - Dam	3		2	2	1	5	4	2	1	4		1	25
Mishandling of Passenger Property - Disarrayed Item		1				1					1		3
Patdown								4	1				5
Patdown - Flyer								3	1				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)		1						1		1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling							2	2			2		6
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Checked							2	1			1		4
Screening			2					1			2	4	9
Screening - Procedures/Process			2					1			2	4	9
2018	11	7	6	7	5	3	9	6	5	4	3	1	67
Civil Rights	1	1	1			1							4
Civil Rights - Racial Profiling or Discrimination	1	1	1			1							4
Customer Service	1	1		1	1		2			1	1		8
Customer Service - TSO	1	1		1	1		2			1	1		8
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Mishandling of Passenger Property	2	2	2	2	1	1	3	3	2	3	1		22
Mishandling of Passenger Property - Dam	2	2	2	2	1		2	3	2	3	1		20
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					2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		1	1									3
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	3	1	1		1		2	1	1		1	1	12
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1	1			1	1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Item	2	1	1		1		1						6
Screening		2	1	2	1	1	2	1	1				11
Screening - Inconsistency		1											1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1	2	1		1	1	1				7
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach						1							1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
2019	4	5	6	6	8	4	6	6	8	4	6	10	73
Civil Rights			1									1	3
Civil Rights - Perceived Religion													1
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Transgender Screening										1			1
Customer Service	1								1	1	1		4
Customer Service - TSO	1								1	1	1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property	1	1	3	1	1	2	4	3	1	1	1	3	22
Mishandling of Passenger Property - Dam	1	1	2	1	1	1	4	2	1	1	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1		1				1	4
Patdown						1	1	1		1	1	2	7
Patdown - Flyer						1	1	1		1	1	1	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1				1		1	2				6
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling	1	1	1	3	4	1		1	3	1	1	3	20
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				2	1								3
Property - Special Handling - Missing Items	1							1	1		1		4
Property - Special Handling - Missing Items - Checked		1	1	1	3	1			1	1		3	12
Screening		2	1	1								1	5
Screening - Procedures/Process		2	1	1								1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GST										2	5		7
2016											2		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown											1		1
Patdown - Flyer											1		1
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2018										1	1		2
Customer Service										1	1		2
Customer Service - TSO										1	1		2
2019										1	1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	9	5	2	4	3	5	4	5	8	7	4	4	60
2016				2		2	2	2	3	1		1	13
Customer Service				1					1				2
Customer Service - Others				1									1
Customer Service - TSO									1				1
Mishandling of Passenger Property						2	1		1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1			1	4
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - General				1									1
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Screening							1			1			2
Screening - Procedures/Process							1			1			2
2017	4	1		1			1	1	4	3	1	2	18
Civil Rights				1				1					2
Civil Rights - Racial Profiling or Discrimination				1				1					2
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property	2	1							2	1		1	7
Mishandling of Passenger Property - Dam	2	1							2	1		1	7
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Screening	1								1	1	1	1	5
Screening - Inconsistency											1		1
Screening - Procedures/Process	1								1	1		1	4
2018	3	3	2		2	2	1			1	2	1	17
Civil Rights	1												1
Civil Rights - Age	1												1
Customer Service	1		1			1					1		4
Customer Service - TSO	1		1			1					1		4
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property			1	1		1				1			4
Mishandling of Passenger Property - Damaged/Missii			1			1				1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Screening		1			1		1				1		4
Screening - Procedures/Process		1			1						1		3
Screening - Security Breach							1						1
2019	2	1		1	1	1		2	1	2	1		12
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling				1				2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening						1				1	1		3
Screening - Procedures/Process						1				1	1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	3	2	2	6	4	5	2	7	5	7	3	6	52
2016				1	2	3		2		3	1	2	14
Civil Rights										1			1
Civil Rights - National Origin										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1	1	3		1		2		2	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1	1	3		1		2		2	10
Screening					1			1					2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process								1					1
2017	1		2	1	1			1	1	3		2	12
Civil Rights								1					1
Civil Rights - National Origin						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property			2							2			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1							2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1				1				1	3
Screening - Procedures/Process				1				1				1	3
2018	2	1		1	1	1	2	1	3			1	13
Customer Service				1									1
Customer Service - TSO				1									1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1				1			3			1	7
Mishandling of Passenger Property - Dam	1	1				1			3			1	7
Screening					1		2	1					4
Screening - Procedures/Process					1		2	1					4
2019		1		3		1		3	1	1	2	1	13
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				3				3		1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				2				3		1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checkea				1								1	2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening									1		2		3
Screening - Procedures/Process									1		2		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC	1				2	1			3	2	2		11
2016					1				1		1		3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown					1								1
Patdown - Flyer					1								1
2017					1				1	1			3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown										1			1
Patdown - Flyer										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2018	1					1							2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening						1							1
Screening - Procedures/Process						1							1
2019									1	1	1		3
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM	1	3	6	7	4	9	5	8	10	10	8	6	77
2016				1		1	2	5		3	3	1	16
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service							2	2		1			5
Customer Service - Others								1					1
Customer Service - TSO							2	1		1			4
Mishandling of Passenger Property				1		1				2	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1				2	2	1	7
Patdown											1		1
Patdown - Flyer as Observer											1		1
Screening									2				2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process									1				1
2017	1	2	2	4		2	2	2	4	2	2		23
Customer Service									1				1
Customer Service - TSO									1				1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1	2	4				1	1		2	11
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
Mishandling of Passenger Property - Damaged/Missin			1	1	4					1		2	9
Property - Special Handling								2		1	2		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							2			1			4
Screening	1	1				2			1				5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1	1					1		1				4
2018			3	1	2	2		1	4	5	2	1	21
Customer Service			2		1						1		4
Customer Service - TSO			2		1						1		4
Locks									2				2
Locks - Missing or Damaged Lock									2				2
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--C			1			1			1	1	1		5
Property - Special Handling				1					1	3		1	6
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked				1					1	2			4
Screening					1			1		1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1			1					2
2019		1	1	1	2	4	1		2		1	4	17
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1								1	1	3
Customer Service - TSO			1								1	1	3
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Mishandling of Passenger Property						1			2			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling				1	1	2	1						5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked						1	1						2
Screening		1				1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1		2	4	4	5			1			1	18
2016						2			1				3
Animals						1							1
Animals - Carry-On						1							1
Screening						1			1				2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confiscated Items									1				1
2017				3	1	1						1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1								3
Patdown							1						1
Patdown - Flyer							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2018	1		1			3	2						7
Customer Service	1					1	1						3
Customer Service - TSO	1					1	1						3
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1						1
2019			1	1									2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR		1	2	1	2				4	4	4		18
2016					2						1		3
Mishandling of Passenger Property					2						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2						1		3
2017			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
Patdown - Flyer											1		1
2018									2	1	2		5
Mishandling of Passenger Property									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		1		3
Patdown											1		1
Patdown - Non-Flyer											1		1
Screening										1			1
Screening - Procedures/Process										1			1
2019		1	1	1					1	2			6
Customer Service										1			1
Customer Service - TSO										1			1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Screening			1	1	1								3
Screening - Procedures/Process			1	1	1								3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	1		3	2		1	3	1	1	4	1	3	20
2016							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
2017			2	1		1					1	1	6
Customer Service				1									1
Customer Service - TSO				1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1					1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
2018				1							1		2
Customer Service				1							1		2
Customer Service - Others										1			1
Customer Service - TSO				1									1
2019	1		1				2	1	1	3		1	10
Customer Service			1										1
Customer Service - TSO			1										1
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property	1						1	1	1				4
Mishandling of Passenger Property - Dam	1							1	1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										2		1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										2			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	2	4	4	1	3	3		5	5	3	8	2	40
2016					1	3		5	3		2		6
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property						1					2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2017	1	1	2	1				2		2	2		11
Civil Rights										1			1
Civil Rights - National Origin										1			1
Customer Service	1												1
Customer Service - TSO	1												1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property			1	1	1			1		1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1						1	1		4
Mishandling of Passenger Property - Disarrayed Item			1					1					2
Patdown								1				1	2
Patdown - Flyer								1					1
Patdown - General											1		1
2018	1	1	1			1		3	1		1		9
Customer Service											1		1
Customer Service - Others											1		1
Locks			1					1					2
Locks - Missing or Damaged Lock			1					1					2
Mishandling of Passenger Property	1						1	1	1				4
Mishandling of Passenger Property - Dam	1						1	1	1				4
Screening				1				1					2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process								1					1
2019		2	1		2	2			1	1	3	2	14
Customer Service		2				1					2		5
Customer Service - TSO		2				1					2		5
Mishandling of Passenger Property			1			2			1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1			2				1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening											1		2
Screening - Inconsistency							1						1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	142	132	154	174	183	184	169	204	188	181	165	167	2,043
2016				45	55	44	56	48	42	48	34	50	422
Civil Rights				1	2	1	1		1		1	1	8
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination							1		1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service				4	8	5	6	9	6	6	6	5	55
Customer Service - Others				1	1	1		1	1				5
Customer Service - TSO				3	7	4	6	8	5	6	6	5	50
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				3	4	1	5	4	4	5	5	5	36
Locks - General							1						1
Locks - Missing or Damaged Lock				3	4	1	4	4	4	5	5	5	35
Lost and Found							1						2
Lost and Found - Airport/TSA							1						2
Mishandling of Passenger Property				32	35	32	36	29	28	33	18	34	277
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	4	1	4	2	2	2		2	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				24	27	27	30	24	25	30	17	31	235
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				6	3	3	2	3	1	1	1	1	21
Patdown				1	2	1		1	1		3	1	10
Patdown - Flyer					2	1		1	1		2	1	8
Patdown - Flyer as Observer				1							1		2
Persons w/ Disabilities (PWD)						1	3		1			1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - 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
Persons w/ Disabilities (PWD) - Service Animals							2						2
Screening				3	4	2	4	5	1	4	1	2	26
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines					1		2	2		1			6
Screening - Procedures/Process				3	1	2	2	2	1	2		1	14
Screening - Security Breach					1			1		1			3
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	38	45	60	47	28	43	35	46	47	35	38	38	500
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights			2			1	2		1	2	2		10
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination			2			1	1		1	2			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service	1	2	4	6	4	6	2	6	5	8	6	4	54
Customer Service - Others										1			1
Customer Service - TSO	1	2	4	6	4	6	2	6	5	7	6	4	53
Locks	5	2	4	4	1	5	3	3	5	1	2	2	37
Locks - General									1				1
Locks - Missing or Damaged Lock	5	2	4	4	1	5	3	3	4	1	2	2	36
Lost and Found	1	1	2								1	2	7
Lost and Found - Airport/TSA	1	1	2								1	2	7
Mishandling of Passenger Property	27	34	42	32	20	26	19	19	23	12	17	14	285
Mishandling of Passenger Property - Dam	1	3	3	4	3	1		2		2	1		20
Mishandling of Passenger Property - Dam	24	29	34	26	15	25	16	12	22	9	14	11	237
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	2	1	5	2	2		3	5	1	1	2	3	27
Patdown	1	1	2	2	2		2	2	2	2	2	1	19
Patdown - Flyer	1	1	2	2		2	2	2	2	1	1	1	15
Patdown - Flyer as Observer					1					1	1		3
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes							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) - Respiratory and Inhaler Equipment											1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling							5	10	8	7	4	8	42
Property - Special Handling - Damaged Items - Checked							2	4	3	2	2	2	15
Property - Special Handling - Missing Items - Carry-On										2		1	3
Property - Special Handling - Missing Items - Checked							3	6	5	3	2	5	24
Screening	3	2	6	2	1	3	1	7	2	2	2	7	38
Screening - Inconsistency			2					1			1		4
Screening - Lengthy Lines	2	1	1					1	1	1		2	9
Screening - Procedures/Process	1	1	3	2	1	3	1	5	1	1	1	5	25
SIDA (Security Identification Display Area)				1									1
SIDA (Security Identification Display Area) - General				1									1
2018	58	47	46	40	55	52	42	48	51	58	40	33	570
Civil Rights	1	2			3				1	2			9
Civil Rights - National Origin	1				2								3
Civil Rights - Racial Profiling or Discrimination		2							1	2			5
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	7	7	6	10	10	6	7	3	9	11	4	4	84

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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				5
Customer Service - TSO	6	7	6	10	9	5	6	3	8	11	4	4	79
Locks	6	3	2	1	4	4	9	3	3	5	4	3	47
Locks - General						1	1						2
Locks - Missing or Damaged Lock	6	3	2	1	4	3	8	3	3	5	4	3	45
Lost and Found	1				1				1			1	4
Lost and Found - Airport/TSA	1				1				1			1	4
Mishandling of Passenger Property	15	18	20	20	13	21	11	24	17	19	16	8	202
Mishandling of Passenger Property - Dam	1		2	1		1		4	2	1			12
Mishandling of Passenger Property - Dam	10	17	14	16	12	15	11	17	13	17	16	6	164
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1							2
Mishandling of Passenger Property - Disa	4	1	4	2	1	4		3	2	1		2	24
Patdown	3	1	5	3	1	1	1	2	1	2		2	22
Patdown - Flyer	2	1	5	3	1	1	1	2		2		2	20
Patdown - Non-Flyer	1								1				2
Persons w/ Disabilities (PWD)	2	2	2		1		1		2			1	11
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1						2
Persons w/ Disabilities (PWD) - Touch Av	1								1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1				1				3
Property - Special Handling	12	7	8	6	15	12	8	11	10	12	6	7	114
Property - Special Handling - Damaged Items - Carry-On						1		1		2			4
Property - Special Handling - Damaged It	3	1	2	3	3	1	3	5	3		3	3	30
Property - Special Handling - Missing Items - Carry-C		1	2		4	2	1	1	2	1	1	2	17
Property - Special Handling - Missing Item	9	5	4	3	8	8	4	4	5	9	2	2	63
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	11	7	3		7	7	5	5	7	7	10	7	76
Screening - Inconsistency	1	1										1	3
Screening - Lengthy Lines	6	1	1		1	1	1	3	2	3	1	3	23
Screening - Procedures/Process	4	5	2		6	6	4	2	5	3	8	3	48
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach											1		1
2019	46	40	48	42	45	45	36	62	48	40	53	46	551
Civil Rights		1	3	1	1	1		1	1	1	1	2	13
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin		1				1							2
Civil Rights - Racial Profiling or Discrimination				1	1				1	1		1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			3					1				1	5
Customer Service	8	7	8	9	6	6	3	13	10	6	8	6	90
Customer Service - Others		1	1					2	1	2			7
Customer Service - TSO	8	6	7	9	6	6	3	11	9	4	8	6	83
Locks	6	4	2	2	6	2	2	4	2	5	1	2	38
Locks - General			1										1
Locks - Missing or Damaged Lock	6	4	1	2	6	2	2	4	2	5	1	2	37
Lost and Found		1		1		1	3	1		1	3	2	13
Lost and Found - Airport/TSA		1		1		1	3	1		1	3	2	13
Mishandling of Passenger Property	11	9	15	10	17	9	12	15	10	12	16	13	149
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1		1					1	4
Mishandling of Passenger Property - Dam	9	6	10	9	10	9	8	11	8	12	13	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					2
Mishandling of Passenger Property - Disa	2	3	4	1	6		2	3	2		3	1	27
Patdown					1	1	3	4		1	1	1	12
Patdown - Flyer					1	1	2	3		1	1	1	10
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	2	1	2	2	1	3	1		3	1	2	6	24
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							2				1		3
Persons w/ Disabilities (PWD) - General		1				1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1				1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility [1		1	1					2				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelch	1											2	3
Persons w/ Disabilities (PWD) - Wounded Warrior												1	1
Property - Special Handling	12	10	12	15	8	12	3	14	13	6	11	9	125
Property - Special Handling - Damaged It	1	1	2		1		1	1	1			1	9
Property - Special Handling - Damaged It	2	2	4	3	2	1	1	3	2	2	5	4	31
Property - Special Handling - Missing Item	4	1	3	2	1	5	1	3	3	1	1		25
Property - Special Handling - Missing Item	5	6	3	10	4	6		7	7	3	5	4	60
Request for Assistance	1	1			1				1				4
Request for Assistance - Other	1	1			1				1				4
Screening	6	6	6	2	4	10	9	10	8	7	10	5	83
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1							1			1		3
Screening - Lengthy Lines	2	2	2	1			3	5	3	3	2	3	26
Screening - Procedures/Process	3	4	3	1	3	10	5	4	5	4	7	2	51
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOB		2	2		1	5	3	1	4	4	1	3	26
2016						1	1		1	2		1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening							1		1				2
Screening - Inconsistency							1						1
Screening - Procedures/Process									1				1
2017						1	2		1			2	6
Mishandling of Passenger Property							2					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2					1	3
Screening					1			1				1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process					1			1					2
2018		1				2	1		1		1		6
Mishandling of Passenger Property						1			1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1		1		3
Screening			1			1	1						3
Screening - Procedures/Process			1			1	1						3
2019		1	2				1		2	2			8
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1			2
Patdown									1				1
Patdown - Flyer									1				1
Screening		1	1						1	1			4
Screening - Procedures/Process			1						1	1			3
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	99	124	135	144	121	167	127	134	143	159	154	120	1,627
2016				36	37	61	33	30	38	43	64	40	382
Civil Rights				1				1			2	2	6
Civil Rights - Racial Profiling or Discrimination				1				1			2	2	6
Customer Service				1	6	9	2	4	9	3	5	6	45
Customer Service - CSM								1			1		2
Customer Service - Others					2	3	1			2		3	11
Customer Service - TSO				1	4	6	1	3	9	1	4	3	32
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				1	2	3	1	1	1	1	3	1	14
Locks - Missing or Damaged Lock				1	2	3	1	1	1	1	3	1	14
Lost and Found					1	2	1			1	1		6
Lost and Found - Airport/TSA					1	2	1			1	1		6
Mishandling of Passenger Property				25	19	34	24	16	18	31	44	21	232
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	3	9	4	4		4	6	9	44
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				19	13	22	19	9	18	25	35	11	171
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	3	1	3		2	3	1	17
Patdown					2	1	1	2	2	2	1	4	15
Patdown - Children					2								2
Patdown - Flyer							1	1	1	2	1	3	10
Patdown - Flyer as Observer								1					1
Patdown - General												1	1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	3	3	2	1	3	1	2		17
Persons w/ Disabilities (PWD) - Diabetes				1			1		1	1			4
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	1					3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Request for Assistance								2			2		4
Request for Assistance - Other								1			2		3
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening				5	4	9	2	3	5	4	4	6	42
Screening - Inconsistency						1		1		1		1	4
Screening - Lengthy Lines				1		1		2	2		1	1	8
Screening - Procedures/Process				4	4	7	1		3	3	3	4	29
Screening - Security Breach							1						1
2017	25	49	53	45	26	42	36	37	37	34	32	22	438
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	1	1	1					3					6
Civil Rights - Racial Profiling or Discrimination	1	1						3					5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	7	7	9	7	3	7	13	4	2	4	7	2	72
Customer Service - Others	2		1	4		1	3				1		12
Customer Service - TSO	5	7	8	3	3	6	10	4	2	4	6	2	60
Locks			2			2		2	2	1	5	1	17
Locks - Missing or Damaged Lock			2			2		2	2	1	5	1	17
Lost and Found	1		1			1				1	1		5
Lost and Found - Airport/TSA	1		1			1				1	1		5
Mishandling of Passenger Property	14	31	32	31	17	24	13	9	22	13	14	13	233
Mishandling of Passenger Property - Damaged/Missing		7	8	7	3	2				2	2	1	32
Mishandling of Passenger Property - Damaged/Missing Items--Checked	13	23	21	24	14	21	11	9	20	10	12	12	190
Mishandling of Passenger Property - Disarrayed	1	1	3			1	2		2	1			11
Patdown	1	2		1	1	1	1	2	1	2		1	13
Patdown - Flyer	1	2		1	1	1		2	1	2		1	12
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)			1	3	5	1	3	1	4	2	3	1	26
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Diabetes		1		1									2
Persons w/ Disabilities (PWD) - General						1	1		1			1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1					1		1	1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1	2				1		1			5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1		1		1		1			5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1			2
Property - Special Handling							4	10	5	7	2	3	31
Property - Special Handling - Damaged Items - Carry-On								2	1	1		1	5
Property - Special Handling - Damaged Items - Checked							1	2	2	1	1		7
Property - Special Handling - Missing Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Checked						3	6	1	3	1	2		16
Screening	1	5	6	1	2	4	4	3	3	3	2		34
Screening - Inconsistency		1					1						2
Screening - Lengthy Lines	1	3	1		1		1		1	1			9
Screening - Procedures/Process		1	5	1	1	4	2	2	2	2	1		21
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2018	42	42	49	33	32	36	29	36	33	48	38	21	439
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Civil Rights	1	2	3		1			1	1	1	2		12
Civil Rights - Racial Profiling or Discrimination	1	1	1					1	1	1	1		7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	2								1		4
Civil Rights - Transgender Screening					1								1
Customer Service	9	10	7	8	8	3	6	6	6	6	5	3	77
Customer Service - Others	3	1	2	2			1			1			10
Customer Service - TSO	6	9	5	6	8	3	5	6	6	5	5	3	67
Locks	1	1	1	1	1	2	2	1		2	2		14
Locks - General				1		1							2
Locks - Missing or Damaged Lock	1	1	1		1	1	2	1		2	2		12
Lost and Found			1								1	1	3
Lost and Found - Airport/TSA			1								1	1	3
Mishandling of Passenger Property	12	11	15	8	11	17	6	14	12	10	12	8	136
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1	2	3	1	2			2				12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	11	8	12	5	5	14	5	12	6	8	8	5	99
Mishandling of Passenger Property - Disarrayed Item		2	1		5	1	1	2	3	2	3	3	23
Patdown	2	5	1				2	2		3		3	18
Patdown - Flyer	2	5	1				2	2		1		3	16
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3	1	3		2		2	2	5	2	2	25
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes										2			2
Persons w/ Disabilities (PWD) - General						1					2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1			2								1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)	1	2	1						1	2			7
Persons w/ Disabilities (PWD) - Service Animal	1		1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						1		1			3
Property - Special Handling	6	3	15	7	6	10	7	9	7	18	8	1	97
Property - Special Handling - Damaged Items - Carry		1	2				2	2	3	3	1		14
Property - Special Handling - Damaged Items - Missing Item	2		2		1	2	2		1	5	2		17
Property - Special Handling - Missing Item	2	1	2	4	2	1		1		1	2		16
Property - Special Handling - Missing Item	2	1	9	3	3	7	3	6	3	9	3	1	50
Screening	8	6	5	6	5	2	6		5	3	6	3	55
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1		1										2
Screening - Lengthy Lines	1	1							1		1		4
Screening - Procedures/Process	3	4	4	5	4	2	6		2	3	5	3	41
Screening - Retrieving Abandoned/Confiscated Items	2	1											3
Screening - Security Breach	1			1					2				4
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1
2019	32	33	33	30	26	28	29	31	35	34	20	37	368
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	1	2	1	1	2		1	1				3	12
Civil Rights - Age	1												1
Civil Rights - National Origin		1										1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1		1					1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1					2
Customer Service	7	3	5	4	3	7	6	5	4	5	4	6	59
Customer Service - Others										1			1
Customer Service - TSO	7	3	5	4	3	7	6	5	4	4	4	6	58
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks		3	1	1	1				1	1	1	3	12
Locks - Missing or Damaged Lock		3	1	1	1				1	1	1	3	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	13	12	10	10	9	6	7	8	12	11	4	8	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			2	3	1	1	2	1			2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	9	10	8	7	4	5	5	3	8	10	4	4	77
Mishandling of Passenger Property - Disarrayed Item	3	2	2	1	1		1	3	3	1		2	19
Patdown	1		4	1	3	2	4	4	2		1	1	23
Patdown - Flyer	1		3	1	3	2	3	4	2		1	1	21
Patdown - Flyer as Observer			1				1						2
Persons w/ Disabilities (PWD)		1	2	3		3	1	1	8	3	2	4	28
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1					1		1		4
Persons w/ Disabilities (PWD) - Metal Implants (Joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1			2				1		1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			2	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	6	8	6	8	6	10	6	8	8	9	6	10	91
Property - Special Handling - Damaged Items - Carry		1		1	2		1	2		4	2	2	15
Property - Special Handling - Damaged Items - Checked	3	4		3	1	3	1	1	2	2	1		21
Property - Special Handling - Missing Items	1	3	2	1		1	3	3		1		1	16
Property - Special Handling - Missing Items - Checked	2		4	3	3	6	1	2	6	2	3	7	39
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3	4	4	2	2		3	3	1	4	1	2	29
Screening - Inconsistency	1									1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	3	1	2		3	3	1	3	1		21
Screening - Retrieving Abandoned/Confiscated	1											1	2
Screening - Security Breach			1	1								1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	17	22	19	16	11	30	15	20	18	20	17	21	226
2016				4	2	13	5	4	5	5	7	11	56
Civil Rights							2		1				3
Civil Rights - Racial Profiling or Discrimination							2		1				3
Customer Service				2	1	4	1	1	1	2	3	2	17
Customer Service - Others				2		2	1				1	1	7
Customer Service - TSO					1	2		1	1	2	2	1	10
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property				2	1	4	1	3	1	1	1	4	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		3	1	3		1	1	4	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown												1	1
Patdown - Flyer												1	1
Screening						3			2	2	3	2	12
Screening - Crew Member or Airline Employee						2							2
Screening - Inconsistency										1			1
Screening - Lengthy Lines						1					2		3
Screening - Procedures/Process									2	1	1	2	6
2017	5	7	10	6	5	7	3	4	5	5	7		64
Civil Rights		1	1			1							3
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	1	2	2	1	1		2	2	2	1			14
Customer Service - CSM	1												1
Customer Service - Others		1											1
Customer Service - TSO		1	2	1	1		2	2	2	1			12
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	3	2	3	5	4	4				2	1		24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2	3	5	3	3				2	1		21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1							2
Patdown			1			1	1				1		4
Patdown - Flyer			1			1	1				1		4
Persons w/ Disabilities (PWD)									2	2	2		6
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling								1	1		1		3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked								1	1				2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	1	2	2					1			1		7
Screening - Crew Member or Airline Employee		1						1					2
Screening - Inconsistency			1										1
Screening - Procedures/Process	1	1	1								1		4
2018	4	7	3	3	1	6	6	3	1	5	2	7	48
Civil Rights									1	3		2	6
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination									1			1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening										2			2
Customer Service	1	2			1	2	2			1	1		10
Customer Service - Others		2				1							3
Customer Service - TSO	1				1	1	2			1	1		7
Mishandling of Passenger Property	1	2	1	2		1	1	1				2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	1	2		1		1				2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown			1			1		1				1	4
Patdown - Flyer			1			1		1				1	4
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	2					3			1	1	1	10
Property - Special Handling - Damaged Items - Checked							1				1	1	3
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked	2	1					2			1			6
Screening		1				2		1				1	5
Screening - Crew Member or Airline Employee		1						1					2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1						1	2
2019	8	8	6	3	3	4	1	9	7	5	1	3	58
Customer Service	3	4	2	1	1	2		3	2			1	19
Customer Service - Others	1		1										2
Customer Service - TSO	2	4	1	1	1	2		3	2			1	17
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	3	2					3	1	2			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	2	2					2	1	2			13
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown		1		1				2		1		1	6
Patdown - Flyer		1		1				2				1	5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	1			1	1	1		1				1	6
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items	1			1		1		1					4
Screening					1	1	1		3	1	1		8
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process							1		1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	5	9	8	3	12	10	13	10	11	8	11	9	109
2016					1	4	4	1	3	1	2	2	18
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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	3	3		2		2	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	3	3		1		2	2	12
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
2017		2	4	1	7	1		2	3	3	1	2	26
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property		1	4	1	7	1		2	2	2		2	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--C			4	1	6	1		2	2	1		2	19
Mishandling of Passenger Property - Disarrayed Item		1									1		2
Property - Special Handling									1	1			2
Property - Special Handling - Missing Items - Checked									1	1			2
2018	3	3	2		3	5	4	3	2	1	5	2	33
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service	1	2									2	1	6
Customer Service - Others											1		1
Customer Service - TSO	1	2									1	1	5
Mishandling of Passenger Property	1				1	2		1				1	6
Mishandling of Passenger Property - Dam	1				1	1		1				1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown		1				1		1			1		4
Patdown - Flyer		1				1		1			1		4
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	1		2		1		2		2		1		9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked			2		1		2		1		1		7
Screening					1	1	1	1					4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	1	1					3
2019	2	4	2	2	1		5	4	3	3	3	3	32
Customer Service	1	1	1						1	1			5
Customer Service - Others	1		1										2
Customer Service - TSO		1							1	1			3
Mishandling of Passenger Property		1		1	1		1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missii		1		1	1		1				1		5
Patdown	1								1			1	3
Patdown - Flyer	1								1			1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1	1	1			4	3			1		11
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-C		1					1						2
Property - Special Handling - Missing Items - Checked			1	1			2	1			1		6
Screening		1						1	1	1		2	6
Screening - Procedures/Process		1						1	1	1		2	6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	4	9	11	8	13	22	15	20	19	12	14	8	155
2016					3	8	6	4	3	4	4	3	35
Civil Rights						2				1			3
Civil Rights - Racial Profiling or Discrimination						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service						2	1	1	1		1		6
Customer Service - Others						1							1
Customer Service - TSO						1	1	1	1		1		5
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property							4	2	1	1	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							3	2		1	2	2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown					1	1	1	1	1				5
Patdown - Flyer					1	1	1						3
Patdown - General								1					1
Patdown - Non-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	1	4
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process								1					1
2017	2	3	4	4	3	6	6	4	8	1	1	2	44
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1	2	1		2	2	1		1		10
Customer Service - Others				1				1			1		3
Customer Service - TSO			1	2			2	1	1				7
Locks	1			1				1					3
Locks - Missing or Damaged Lock	1			1				1					3
Mishandling of Passenger Property	1	1	2		1	2			2	1		1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	2		1				2			1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown		1		1	1	2							5
Patdown - Flyer		1		1	1	2							5
Persons w/ Disabilities (PWD)					1	1	1		1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Lighters/Matches									1				1
Property - Special Handling							1	1	2			1	5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1	1	1			1	4
Screening						1	2		1				4
Screening - Inconsistency									1				1
Screening - Procedures/Process						1	2						3
2018	1	2	4	2	3	7	2	8	4	2	5	1	41
Customer Service		2				1	1	2	1				7
Customer Service - Others		1				1	1						3
Customer Service - TSO		1						2	1				4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1	1	3	1	3	1			3	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1		3		1		1		1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								3			2		5
Patdown				1		3			1	1			6
Patdown - Flyer				1		3			1	1			6
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling						2		3	1		1		7
Property - Special Handling - Damaged Items - Checked						2		1	1				4
Property - Special Handling - Missing Items - Checked								2					3
Screening		1	2			1					1		5
Screening - Inconsistency		1											1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			2								1		3
2019	1	4	3	2	4	1	1	4	4	5	4	2	35
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Customer Service					2		1	1	2	1			7
Customer Service - TSO					2		1	1	2	1			7
Locks			1								1		2
Locks - Missing or Damaged Lock			1								1		2
Mishandling of Passenger Property	1	1	3	1							2		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	2							2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				1								2
Patdown					1			1					2
Patdown - Flyer					1			1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling			1						1	1	1	1	5
Property - Special Handling - Damaged Items - Checked									1		1	1	3
Property - Special Handling - Missing Items - Checke			1						1				2
Screening			1			1		1	1	2		1	7
Screening - Procedures/Process			1			1		1	1	2		1	7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	3	7	1	2	4		2	2	4	8	1	3	37
2016					3		1			2		3	6
Customer Service					1								1
Customer Service - TSO					1								1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Screening								1		2			3
Screening - Lengthy Lines							1			2			3
2017	1	2	1				1	1	2	2		1	11
Customer Service			1										1
Customer Service - TSO			1										1
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Minors Domestic									1				1
Locks		1											1
Locks - General		1											1
Mishandling of Passenger Property	1	1						1		1			4
Mishandling of Passenger Property - Damaged/Missii		1						1		1			3
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling							1		1				2
Property - Special Handling - Missing Items - Checked							1		1				2
Screening												1	1
Screening - Inconsistency												1	1
2018		4		2				1	1				8
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening		2		1				1					4
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		1				1					3
2019	2	1				1			1	4	1	2	12
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service			1							2			3
Customer Service - Others			1							1			2
Customer Service - TSO										1			1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling		1									1	2	4
Property - Special Handling - Damaged It		1									1		2
Property - Special Handling - Missing Items - Checked												2	2
Screening									1	1			2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	1	1	1			1	2	4	1	1	2	1	15
2016										1	1	1	3
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
2017			1					1	1		1		4
Customer Service								1					1
Customer Service - TSO								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown										1			1
Patdown - Flyer										1			1
2018		1					1						2
Customer Service							1						1
Customer Service - TSO							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
2019	1					1	1	3					6
Customer Service						1		2					3
Customer Service - TSO						1		2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
2017													1	1
Persons w/ Disabilities (PWD)													1	1
Persons w/ Disabilities (PWD) - General													1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HXD	4	3	2	4	3	9	4	8	6	3	3	3	52
2016				1		3	4	1	3	1		3	16
Customer Service												1	1
Customer Service - TSO												1	1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		3	3	1	2	1		2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						3	3	1	2	1		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2017			2	2		2		1					7
Mishandling of Passenger Property			2	1		2		1					6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1		1		1					5
Screening				1									1
Screening - Procedures/Process				1									1
2018	1	2		1		3		3	1	1			12
Customer Service							1						1
Customer Service - TSO							1						1
Locks								2					2
Locks - Missing or Damaged Lock								2					2
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1							1				2
Property - Special Handling	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
2019	3	1			3	1		3	2	1	3		17
Customer Service	1				1				1				3
Customer Service - TSO	1				1				1				3
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1		2	1		1		6
Screening - Inconsistency								1					1
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process						1			1		1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYA							1		2	5	2	1	11
2016										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
2017									1	3			4
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2018							1		1		1		3
Customer Service											1		1
Customer Service - TSO											1		1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2019										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS			2		2					1			5
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2017						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2018				1		1							2
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1		1							2
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	198	168	184	255	143	185	202	254	246	273	251	239	2,598
2016				88	52	60	56	69	63	59	82	78	607
Civil Rights				1	1	1	4	4			1		12
Civil Rights - Constitutional Rights							1	1					2
Civil Rights - Headwear								1					1
Civil Rights - National Origin							1	1					2
Civil Rights - Racial Profiling or Discrimination				1	1	1		1			1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening							1						1
Customer Service				4	4	11	3	9	8	5	11	7	62
Customer Service - CSM								1			1		2
Customer Service - Others					1	1	1	3	2	2	1	1	12
Customer Service - TSO				4	3	10	2	5	6	3	9	6	48
Locks				10	8	5	7	8	4	8	8	12	70
Locks - General				1								1	2
Locks - Missing or Damaged Lock				9	8	5	7	8	4	8	8	11	68
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				62	33	39	34	34	39	41	57	47	386
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	4	4	2	3	3	2	5	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				54	25	31	29	26	30	36	48	42	321
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				2	1	1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				5	2	3	3	5	6	3	3	4	34
Patdown				3	1	2	3		2		1	4	16
Patdown - Flyer				3	1	2	3		2		1	3	15
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)				1	2	1		3	1		1	2	11
Persons w/ Disabilities (PWD) - Assistive Technology								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
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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				7	3	1	5	11	9	2	3	6	47
Screening - Inconsistency								2					2
Screening - Lengthy Lines				1	1		1	4	3		1	2	13
Screening - Procedures/Process				4	1	1	4	5	3	2	2	4	26
Screening - Retrieving Abandoned/Confiscated Items				2	1				2				5
Screening - Security Breach									1				1
2017	64	58	58	64	39	39	44	59	60	87	60	59	691
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights	1					1	1	1	1	1	2	2	12
Civil Rights - Constitutional Rights						1	1						1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1					1			1	1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	9	6	5	5	2	4	3	4	3	13	5	8	67
Customer Service - Others	3		1			1			1	1			7
Customer Service - TSO	6	6	4	5	2	3	3	4	2	12	5	8	60
Locks	10	12	7	8	9	7	5	11	6	9	7	8	99
Locks - General	1						1	2		1	2		7
Locks - Missing or Damaged Lock	9	12	7	8	9	7	4	9	6	8	5	8	92
Lost and Found			2								1		3
Lost and Found - Airport/TSA			2								1		3
Mishandling of Passenger Property	36	29	31	46	20	23	19	26	23	34	22	21	330
Mishandling of Passenger Property - Dam	5	1	2	2	1			2	1	2	1		17
Mishandling of Passenger Property - Dam	23	27	27	42	15	20	15	18	18	29	20	14	268
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disa	8	1	2	2	4	3	4	5	4	3	1	7	44
Patdown	3	2	2	1	1	1	5	1	1	3			20
Patdown - Flyer	3	2	2	1	1	1	4	1	1	3			19
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1		3	1	1		1	1	3		1	1	13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Can			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes			1								1		2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1		1						2
Persons w/ Disabilities (PWD) - Metal Im		1										1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items			1	1		1				1		1	5
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Firearm/Ammunition							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - General												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling							7	11	16	16	11	9	70
Property - Special Handling - Damaged Items - Carry-On								2		1		1	4
Property - Special Handling - Damaged Items - Checked							2	4	4	7	2		19
Property - Special Handling - Missing Items - Carry-On							1	1	2	1	2		7
Property - Special Handling - Missing Items - Checked							4	4	10	7	7	8	40
Request for Assistance			1									1	2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSO)			1										1
Screening		3	8	7	2	5	2	2	4	7	10	9	68
Screening - Children												1	1
Screening - Crew Member or Airline Employee				1						1			2
Screening - Inconsistency			2		1	1	1	1		1		1	8
Screening - Lengthy Lines		1		1	2				1	1	2	2	12
Screening - Procedures/Process		2	6	4		3	1	1	2	5	4	5	38
Screening - Retrieving Abandoned/Confiscated Items				1		1				1	2	1	7
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General											1		1
2018	70	49	71	61	32	48	52	71	67	78	52	45	696
Advanced Imaging Technology (AIT)	1										1		2
Advanced Imaging Technology (AIT) - Fly	1									1			2
Civil Rights	1	3	1	2	1		2			1	2		13
Civil Rights - Constitutional Rights	1			1									2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Headwear			1										1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Racial Profiling or Discrimination					1		2						3
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2											2
Civil Rights - Transgender Screening											1		1
Customer Service	11	9	9	5	1	7	7	9	5	4	3	6	76
Customer Service - Others	1	1					1	1					4
Customer Service - TSO	10	8	9	5	1	7	6	8	5	4	3	6	72
Locks	4	8	8	12	3	3	3	10	8	13	6	2	80
Locks - General			1					2					3
Locks - Missing or Damaged Lock	4	8	7	12	3	3	3	8	8	13	6	2	77
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	29	13	27	21	9	14	8	18	17	28	23	17	224
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1		1	2		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--U					1				1			1	4
Mishandling of Passenger Property - Disa	6	2	5	7	2	4	2	2	2	4	6	1	43
Patdown		2			2	1	3	3		4	3	1	19
Patdown - Flyer		2			2	1	3	1		4	2	1	16
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	1	1	1	1		1	3	1	3	3		1	16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility [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						1	1		2				4
Property - Special Handling	11	3	15	12	8	12	13	11	12	16	7	11	131
Property - Special Handling - Damaged It	2					4	2		1	2			11
Property - Special Handling - Damaged It	3		2	3		2	1	4	4	4	2	5	30
Property - Special Handling - Missing Item	1		1	2	2	2	3	1		1		1	14
Property - Special Handling - Missing Item	5	3	12	7	6	4	7	6	7	9	5	5	76
Request for Assistance					1				1		1		3
Request for Assistance - Other					1				1		1		3
Screening	12	10	10	8	6	9	12	19	18	7	6	6	123
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency	1		1	1		3		2	1	1			10
Screening - Lengthy Lines	4	4	3	1	6	3	5	11	10	4			51
Screening - Procedures/Process	7	6	4	5		3	7	5	6	2	6	6	57
Screening - Retrieving Abandoned/Confiscated Items			1	1									2
Screening - Security Breach			1										1
2019	64	61	55	42	20	38	50	55	56	49	57	57	604
Civil Rights	1	2	1		1			1	1	1	3	2	13
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Racial Profiling or Discrimination						1					3	1	5
Civil Rights - Sex/Gender/Gender Identity	1	1								1			3
Civil Rights - Transgender Screening												1	1
Customer Service	5	6	7	4	2	5	7	8	5	6	6	6	67
Customer Service - Others	1	1	1					1	1	1			6
Customer Service - TSO	4	5	6	4	2	5	7	7	4	5	6	6	61
Locks	5	12	5	5	1	2	4	5	5	4	10	4	62
Locks - General		1		1							1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	5	11	5	4	1	2	4	5	5	4	9	4	59
Lost and Found	1		2			1		1	1	6	1	7	20
Lost and Found - Airport/TSA	1		2			1		1	1	6	1	7	20
Mishandling of Passenger Property	19	13	19	16	6	15	17	18	19	17	17	15	191
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	13	11	15	13	6	12	12	14	13	14	12	10	145
Mishandling of Passenger Property - Disposition	6	2	4	3		3	3	3	5	3	5	3	40
Patdown	6	3	2			1	2	1	3			1	3
Patdown - Flyer	6	3	2			1	2	1	2		1	3	21
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	2	2	3	1	1	4	4	1	4	4		1	27
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay			1										1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2	1		2				7
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			1					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Nondominant Hand)		1					1			1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2				1			1			4
Property - Special Handling	16	14	11	10	4	6	12	11	13	8	11	9	125
Property - Special Handling - Damaged Items	1	2	2		1				1	1	1	1	10
Property - Special Handling - Damaged Items - Checked Luggage	6		2	4		2	2	3	2	2	5	3	31
Property - Special Handling - Missing Items	2	6	2	1		3	2	1		2	2	3	24
Property - Special Handling - Missing Items - Checked Luggage	7	6	5	5	3	1	8	7	10	3	3	2	60
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	8	9	5	6	5	4	4	9	5	3	8	10	76
Screening - Inconsistency	1			1	2								4
Screening - Lengthy Lines	2	4	1				1	2	2		2	1	15
Screening - Procedures/Process	5	4	4	3	3	2	2	7	3	3	6	8	50
Screening - Retrieving Abandoned/Confiscated Items		1		2		1							4
Screening - Security Breach						1	1					1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	3	1				2	2	2		4	4	5	23
2016													
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown												1	1
Patdown - Flyer as Observer												1	1
2017	1	1								2	3	2	9
Customer Service										1	1		2
Customer Service - Others										1			1
Customer Service - TSO											1		1
Mishandling of Passenger Property	1	1									1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1									1	1	4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening										1			1
Screening - Inconsistency										1			1
2018	1					1	2	2		2		2	10
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Mishandling of Passenger Property	1						1	1		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							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							1
Patdown - Flyer						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1						1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	1					1							2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	292	280	318	415	355	392	336	360	340	375	363	307	4,133
2016				98	95	112	77	102	86	93	108	104	875
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				2	1	5	1	4	2	5	3	3	26
Civil Rights - Constitutional Rights										1			1
Civil Rights - General Complaint and Discrimination				1	1								2
Civil Rights - National Origin						2							2
Civil Rights - Racial Profiling or Discrimination				1		3	1	4	1	3	1	1	15
Civil Rights - Screening of Religious or Cultural Garments												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	2	1	4
Civil Rights - Transgender Screening									1				1
Customer Service				18	23	24	17	23	15	13	23	14	170
Customer Service - CSM											1		1
Customer Service - Others				4	10	11	6	5	3	1	4	1	45
Customer Service - TSO				14	13	13	11	18	12	12	18	13	124
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues											1		1
Locks				7	6	8	5	3	5	7	13	5	59
Locks - General				1	1				1	1	1		5
Locks - Missing or Damaged Lock				6	5	8	5	3	4	6	12	5	54
Lost and Found				3		2	1					2	8
Lost and Found - Airport/TSA				3		2	1					2	8
Mishandling of Passenger Property				49	51	58	38	47	48	54	57	53	455
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				7	4	7	4	2	7	8	8	7	54
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				40	44	45	32	42	38	45	49	42	377
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1				1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	3	6	1	2	3	1		3	21
Patdown				2	1	2	2	4	2	3	3	6	25
Patdown - Children						1							1
Patdown - Flyer				1	1	1	2	4	2	1	3	6	21
Patdown - Flyer as Observer										1			1
Patdown - General				1						1			2
Persons w/ Disabilities (PWD)				2	1		3	1	3	3	5	3	21
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		1			2	1		5
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1						1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			2	3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											2		2
Screening				13	12	13	10	20	11	8	3	18	108
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency				1		1			2	1		1	6
Screening - Lengthy Lines				8	3	7	6	8	3	3	3	3	41
Screening - Procedures/Process				4	7	4	3	10	4	4	3	12	51
Screening - Retrieving Abandoned/Confiscated Items					1			1				1	3
Screening - Security Breach					1	1	1	1	2				6
2017	111	97	131	139	93	101	82	84	84	108	75	58	1,163
Advanced Imaging Technology (AIT)				1			1						2
Advanced Imaging Technology (AIT) - Flyer				1			1						2
Civil Rights	5	1	4	2	5	1	1	1	1	5	2	1	29
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin							1			2			3
Civil Rights - Racial Profiling or Discrimination	4		2	1	5		1	1	1	2	2	1	20
Civil Rights - Screening of Religious or Cultural Garments	1		1										2
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	32	23	29	23	15	18	15	24	26	25	16	9	255
Customer Service - CSM			1	1									2
Customer Service - Others	2	2	1	1		1	1	3	5	1	2	1	20
Customer Service - TSO	30	21	27	21	15	17	14	21	21	24	14	8	233
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	3	3	3	4	4	2	6	1		5	1	3	35
Locks - Missing or Damaged Lock	3	3	3	4	4	2	6	1		5	1	3	35
Lost and Found	2	2	2	2	2		1	3	1	4	1	2	22
Lost and Found - Airport/TSA	2	2	2	2	2		1	3	1	4	1	2	22
Mishandling of Passenger Property	52	47	62	76	56	59	22	28	25	31	31	16	505
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor	3	6	7	10	6	8	3	1	1	1	4	1	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	46	37	47	65	45	47	15	22	18	23	24	14	403
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	1				1	1		1	1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	3	7	1	5	4	3	4	6	6	2	1	44
Patdown	7	8	9	9	2	9	9	3	1	8		4	69
Patdown - Flyer	5	8	8	8	2	9	8	3		7		4	62
Patdown - Flyer as Observer	2		1				1		1				5
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)	1	2		6	1	4	3	4	7	2	2	2	34

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Spectrum						1	1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1	1				2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical	1					1			1		1		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2							1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		2			1			5
Persons w/ Disabilities (PWD) - Service Animals		1						2	1			1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			3				4
Prohibited & Permitted Items				1				1					2
Prohibited & Permitted Items - General				1				1					2
Property - Special Handling							19	14	16	19	14	17	99
Property - Special Handling - Damaged Items - Carry-On							1	1	4	1		1	8
Property - Special Handling - Damaged Items - Checked							8	2	3	4	3	3	23
Property - Special Handling - Missing Items - Carry-On							4	3	1		1	3	12
Property - Special Handling - Missing Items - Checked							6	8	8	14	10	10	56
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	9	11	21	15	8	8	5	5	7	7	8	4	108
Screening - Crew Member or Airline Employee				1	1		1						3
Screening - Inconsistency	1			2									3
Screening - Lengthy Lines		2	1	1	3		1	4	1	1			14
Screening - Procedures/Process	8	8	18	11	4	8	3	1	5	4	8	4	82
Screening - Retrieving Abandoned/Confiscated Items			2							2			4
Screening - Security Breach		1							1				2
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2018	96	92	101	96	110	106	84	84	77	82	80	64	1,072
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	2	2		2	3	6	1	4	1	2	2	3	28
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1				1								2
Civil Rights - Racial Profiling or Discrimination	1	2			1	5	1	3		1	1	1	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1				1		1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service	22	19	26	25	32	26	26	23	22	21	19	18	279
Customer Service - Others	4	1	4	1	8	5	1	4		1		2	31
Customer Service - TSO	18	18	22	24	24	21	25	19	22	20	19	16	248
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	3	4	5	6	3	3	5	1	1	8	5	4	48
Locks - General	1					1							2
Locks - Missing or Damaged Lock	2	4	5	6	3	2	5	1	1	8	5	4	46
Lost and Found	1	3	3	3	2	1		1	1	1			16
Lost and Found - Airport/TSA	1	3	3	3	2	1		1	1	1			16
Mishandling of Passenger Property	21	30	31	30	27	25	22	28	20	17	25	23	299
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged/Missing		4	3	1	2	1		1	1	1	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	18	25	22	25	22	19	19	22	17	13	19	16	237
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1		1			1			4
Mishandling of Passenger Property - Disa	2	1	6	3	2	5	2	5	2	2	5	6	41
Patdown	5	3	2		1	3		5	2	3	4	2	30
Patdown - Flyer	5	3	2		1	3		4	1	3	3	2	27
Patdown - Flyer as Observer								1	1		1		3
Persons w/ Disabilities (PWD)	5	3	5	2	2	5	3	2	3	3	2		35
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes				1				1		1	1		4
Persons w/ Disabilities (PWD) - General	2			2	1		1		1		1		8
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical	1			1	1				1				4
Persons w/ Disabilities (PWD) - Mobility Disability (N		2			1	3		1		1			8
Persons w/ Disabilities (PWD) - Ostomy/d		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1	1						4
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Property - Special Handling	24	20	19	19	27	19	16	11	18	20	18	11	222
Property - Special Handling - Damaged It	7	1	3	2	2	5	2	1	2	1			26
Property - Special Handling - Damaged It	5	6	6	6	5	2	2	3	4	5	6	1	51
Property - Special Handling - Missing Item	4	6	5	3	8	3	4	2	2	3	4	4	48
Property - Special Handling - Missing Item	8	7	5	8	12	9	8	5	10	11	8	6	97
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	13	7	10	8	12	17	11	9	9	7	5	3	111
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency	2	2	1		1					1	1		8
Screening - Lengthy Lines	1	2	2	1	4	4	2	2	1	2	1		22

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	9	3	7	6	7	11	8	6	7	4	3	3	74
Screening - Retrieving Abandoned/Confiscated	1					1	1						3
Screening - Security Breach				1		1							2
2019	85	91	86	82	57	73	93	90	93	92	100	81	1,023
Civil Rights	2	2	4	2	4	2	4	4	3	5	11	5	48
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	2	1	1	1		1	4	3	2	3	6	4	28
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	3		1					1	3	1	10
Civil Rights - Sexual Orientation - Not Transgender											2		2
Civil Rights - Transgender Screening								1	1				2
Customer Service	20	18	24	10	15	15	24	19	17	22	11	19	214
Customer Service - CSM											1		1
Customer Service - Others	2	4				3	1		1	1	2		14
Customer Service - TSO	18	14	24	10	15	12	23	19	16	21	8	19	199
Locks	8	6	4	4	2	2	3	6	4	5	5	1	50
Locks - General	1												1
Locks - Missing or Damaged Lock	7	6	4	4	2	2	3	6	4	5	5	1	49
Lost and Found	1	1	3	4	3	4	3	3	2		2	1	27
Lost and Found - Airport/TSA	1	1	3	4	3	4	3	3	2		2	1	27
Mishandling of Passenger Property	17	24	19	20	8	15	27	23	23	21	31	17	245
Mishandling of Passenger Property - Damaged	1	2				1	1	3	1	1	5	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Unusable	13	18	17	17	7	12	21	16	18	17	19	14	189
Mishandling of Passenger Property - Damaged/Missing Items--Usable			2		1				1				4
Mishandling of Passenger Property - Disappearance	3	4		3		2	5	4	3	3	7	2	36
Patdown	5	2	3	3		3			4	3	2	4	29
Patdown - Flyer	4	2	3	3		3			4	3	2	4	28
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3	3	4	3	3	2	6	3	1	3	4	3	38
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1	1		1		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Makeup			1										1
Persons w/ Disabilities (PWD) - General					1					1			2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Mobility Device	2	1	1				2				1		7
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		2	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	2		1	1	2					8
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - General													1
Property - Special Handling	17	21	14	32	15	22	14	19	25	26	26	20	251
Property - Special Handling - Damaged Items	1	1		3		2	1	4	4	4	3	4	27
Property - Special Handling - Damaged Items/Property	2	5	3	3	2	5	3	2	5	5	6	1	42
Property - Special Handling - Missing Items	3	4	1	7	3	4	2	2	3	3	4	8	44
Property - Special Handling - Missing Items/Property	11	11	10	19	10	11	8	11	13	14	13	7	138
Request for Assistance		1	3			1							5
Request for Assistance - Other		1	2			1							4
Request for Assistance - Wounded Warrior (MSIJSOC)			1										1
Screening	12	13	8	4	7	7	12	13	14	7	8	10	115
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency										1			1
Screening - Lengthy Lines	5	5	1	2	1	3	1			1	1	1	21
Screening - Procedures/Process	5	8	5	2	5	2	9	12	14	4	6	7	79
Screening - Retrieving Abandoned/Confiscated	2							1			1	1	5
Screening - Security Breach			2		1	1	2			1		1	8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	28	23	14	18	13	16	22	22	18	21	16	19	230
2016				4	3	7	9	3	3	4	2	1	36
Civil Rights						1							1
Civil Rights - National Origin						1							1
Customer Service				1			1				1		3
Customer Service - TSO				1			1				1		3
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property				3	1	5	3	2	2	3	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1	4	1	2	2	1	1	1	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			2			1			4
Patdown						2							2
Patdown - Flyer						2							2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening							3	1	1	1			6
Screening - Children									1				1
Screening - Inconsistency										1			1
Screening - Lengthy Lines							2						2
Screening - Procedures/Process							1						1
Screening - Security Breach								1					1
2017	7	8	2	6	3	6	5	5	5	6	9	6	68
Advanced Imaging Technology (AIT)											1	1	2
Advanced Imaging Technology (AIT) - Flyer											1	1	2
Civil Rights	1										1		2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service		1	1		1				2		1		6
Customer Service - Others			1						1				2
Customer Service - TSO		1				1			1		1		4
Locks	2	1								1			4
Locks - Missing or Damaged Lock	2	1								1			4
Mishandling of Passenger Property	4	3	1	3	2	5	2	1	2	2	2	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	1	3	1	3	2	1	2	1	2	2	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1							2
Patdown		1		3		1		3		1		2	11
Patdown - Flyer		1		3		1		3		1		2	11
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		2					2			1	4	1	10
Screening - Children										1			1
Screening - Procedures/Process		1					2				4	1	8
Screening - Security Breach		1											1
2018	16	7	6	6	3	1	6	8	5	5	2	6	71
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	2	1	4	2	1			1	1	1		1	14
Customer Service - TSO	2	1	4	2	1			1	1	1		1	14
Locks	2		1				1						4
Locks - Missing or Damaged Lock	2		1				1						4
Mishandling of Passenger Property	1	1	1	1			1	2	2		1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1	1			1	1	2		1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	2	3			1	1				1	1		9
Patdown - Flyer	2	3			1	1				1	1		9
Persons w/ Disabilities (PWD)	1			1						1			3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Property - Special Handling	3	1		1			1	1		1		1	9
Property - Special Handling - Damaged Items	2									1			4
Property - Special Handling - Missing Items	1	1		1			1	1					5
Screening	5	1		1	1		3	4	1	1		2	19
Screening - Inconsistency	1			1	1		2	1		1		1	8
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3	1						3	1				9
Screening - Security Breach							1						1
2019	5	8	6	2	4	2	2	6	5	6	3	6	55
Civil Rights	1	1					1	1					4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination			1					1					2
Customer Service	1	1	1	1									4
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	1			1									2
Locks	1		1				1		1	1	1		6
Locks - Missing or Damaged Lock	1		1				1		1	1	1		6
Mishandling of Passenger Property		1	2			2		1	1	2		3	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2			1		2		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Patdown			2			2		3	1	1	1	2	12
Patdown - Flyer			2			2		3	1		1	2	11
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling		1	1	1		1			1	1	1	1	8
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked				1							1	1	3
Property - Special Handling - Missing Item		1				1			1	1			4
Screening		1	2	1	1			1	1	1			8
Screening - Inconsistency			1										1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			1			1	1	1			5
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	1	3		2	1	7	4	3	1	9	3	5	39
2016						2	3			2	1	3	11
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2					1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2						1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown							1						1
Patdown - Flyer							1						1
Screening							1			1		1	3
Screening - Procedures/Process							1			1		1	3
2017		2				1		1		1		1	6
Customer Service								1		1			1
Customer Service - TSO								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1				1		1	4
Mishandling of Passenger Property - Damaged/Missii			1			1				1		1	4
2018	1	1				4	1	1	1	2	2	1	14
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1		1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1		1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked								1					1
Screening		1								1			2
Screening - Procedures/Process		1								1			2
2019				2	1			1		4			8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1									1
Screening - Classified Materials				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	3	2	2	4	9	6	3	5	1	1	4	2	42
2016				1	2		2	2	1	1		1	10
Customer Service								1					1
Customer Service - TSO								1					1
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Mishandling of Passenger Property						1	1			1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1				1	1	4
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
Screening - Procedures/Process								1					1
2017				2	2	1	1	2			1		9
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property				1	1						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1						1		3
Patdown					1								1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Carry-On							1	1					2
Screening							1						1
Screening - Procedures/Process							1						1
2018	1		2			3	4				1		11
Customer Service											1		1
Customer Service - TSO											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property					1	3							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	3							4
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening							1						1
Screening - Procedures/Process							1						1
2019	2	2		1	2	1		1			2	1	12
Customer Service						1							1
Customer Service - TSO						1							1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1		1							1	3
Mishandling of Passenger Property - Damaged/Missii			1		1							1	3
Persons w/ Disabilities (PWD)				1	1						1		3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	1									1		4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Item	2	1											3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10	Total
ILM	7	9	11	3	12	10	9	16	16	9	15	10	10	127
2016				1	1	2		4		1	3	3		15
Locks										1	2			3
Locks - Missing or Damaged Lock										1	2			3
Mishandling of Passenger Property						1	2		2				2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2		2				1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1	1
Patdown				1					1					2
Patdown - Flyer				1					1					2
Screening									1		1	1		3
Screening - Inconsistency									1					1
Screening - Lengthy Lines											1			1
Screening - Procedures/Process													1	1
2017	5	3	2	2	2	5	1	3	4	3	1	2		33
Customer Service	2							1	1	1				5
Customer Service - TSO	2							1	1	1				5
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Mishandling of Passenger Property	2	3	1	1	1	5		1	2				2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1		1	4		1	2				1	12
Mishandling of Passenger Property - Disarrayed Item		2				1								4
Patdown			1							1				2
Patdown - Flyer			1							1				2
Persons w/ Disabilities (PWD)									1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1					1
Property - Special Handling									1			1		2
Property - Special Handling - Damaged Items - Checked									1					1
Property - Special Handling - Missing Items - Carry-On												1		1
Screening	1			1			1			1				4
Screening - Inconsistency				1										1
Screening - Procedures/Process	1									1				3
2018		2	6		5	2	2	6	6	2	5	2		38
Customer Service			1		1		1	2	2		2			9
Customer Service - Others							1	1						2
Customer Service - TSO			1		1			1	2		2			7
Mishandling of Passenger Property		1			1			4	1	1	1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1			1			3	1	1			1	8
Patdown						1	1						2	5
Patdown - Flyer						1	1				2	1		5
Property - Special Handling			2		2				1					5
Property - Special Handling - Missing Items - Carry-On					2									2
Property - Special Handling - Missing Items - Checked			2						1					3
Screening		1	3		1	1			2	1				9
Screening - Inconsistency		1			1									2
Screening - Lengthy Lines									1	1				2
Screening - Procedures/Process			3			1			1					5
2019	2	4	3		4	1	6	3	6	3	6	3		41
Civil Rights	1				1									2
Civil Rights - Racial Profiling or Discrimination	1				1									2
Customer Service	1		1			1	1	1						5
Customer Service - TSO	1		1			1	1	1						5
Locks									2					2
Locks - Missing or Damaged Lock							2							2
Mishandling of Passenger Property		1	1						1		3	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1								2	1		4
Mishandling of Passenger Property - Disarrayed Item		1							1					2
Patdown		1									1			2
Patdown - Flyer		1									1			2
Property - Special Handling					1		2		1	1	1	1		7
Property - Special Handling - Damaged Items - Checked					1		2		1				1	5
Property - Special Handling - Missing Items - Checked										1	1			2
Screening		2	1		2		1	1	5	2	1	1	1	16
Screening - Inconsistency												1		1
Screening - Lengthy Lines		2	1				1		3					7
Screening - Procedures/Process					2			1	2	2			1	8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1	3		1	1		1	1	2	2	2	2	16
2016				1	1		1						3
Customer Service				1	1		1						2
Customer Service - TSO				1	1								2
Screening							1						1
Screening - Procedures/Process							1						1
2017		1						1		1	1	2	6
Customer Service											1		1
Customer Service - TSO											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2018		1							2		1		4
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2019	1	1								1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Items - Checke			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	62	46	65	60	48	65	70	74	91	76	85	66	808
2016				16	10	20	26	20	22	15	21	16	166
Civil Rights								2	1	2	1		6
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination								2	1	1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				4	1	3	8	5	3	4	5	5	38
Customer Service - Others				3		1	1	2		1	1	1	10
Customer Service - TSO				1	1	2	7	3	3	3	4	4	28
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks				3	1	2		1	1	1			9
Locks - Missing or Damaged Lock				3	1	2		1	1	1			9
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				7	6	13	9	7	10	6	12	8	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	5	9	7	6	7	6	11	8	65
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1	3	1	1	2				9
Patdown						1	4	1	4		1		11
Patdown - Flyer						1	3	1	4		1		10
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				1	2		1				1	2	7
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1			1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Request for Assistance							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening				1		1	2	3	3	2	1	1	14
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1		1	1			2		1	6
Screening - Procedures/Process							1	2	1		1		5
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach									1				1
2017	27	16	23	18	17	21	14	17	27	25	25	22	252
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Non-Flyer				1									1
Civil Rights	1		2	1		1		1					6
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1		1	1		1							4
Customer Service	6	2	2	2		5	3	4	5	4		3	36
Customer Service - Others	2	1											4
Customer Service - TSO	4	1	2	2		5	3	4	5	4		2	32
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Minors Domestic										1			1
Locks	3	1	1	1	1	2		3	3		3	1	19
Locks - General									2				2
Locks - Missing or Damaged Lock	3	1	1	1	1	2		3	1		3	1	17
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	12	7	11	13	12	9	5	3	9	8	11	8	108
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2				1					1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	10	5	11	9	12	8	5	2	6	8	9	7	92
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3				1	3		1	1	9
Patdown	3	1	2			2	2	1	2	2	2	3	20
Patdown - Flyer	3	1	2			2	2	1	1	2	2	3	19
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)		1	2		2	1	1	1	1		1		9
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General			1		1								2
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Property - Special Handling							1	3	3	3	4	2	16
Property - Special Handling - Damaged Items - Checked								1	1		3		5
Property - Special Handling - Missing Items - Carry-On								1	1		1		3
Property - Special Handling - Missing Items - Checked							1	1	1	3		2	8
Screening	2	4	2		2	2	1	1	4	7	4	5	34
Screening - Inconsistency		2											2
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process	2	2	2		2	2		1	2	6	4	4	27
Screening - Security Breach									2			1	3
2018	23	15	24	16	9	13	18	18	25	15	19	13	208
Civil Rights	1					1	2		1			1	6
Civil Rights - Racial Profiling or Discrimination	1						2		1			1	5
Civil Rights - Transgender Screening						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	2	2	2	2	1	1	1	4	6	1	4	2	28
Customer Service - Others		1				1		1					3
Customer Service - TSO	2	1	2	2	1		1	3	6	1	4	2	25
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks				2		2	2		3	2	1		12
Locks - Missing or Damaged Lock				2		2	2		3	2	1		12
Mishandling of Passenger Property	9	3	7	4	3	4	6	8	5	5	6	4	64
Mishandling of Passenger Property - Damaged	1				1					1			3
Mishandling of Passenger Property - Damaged or Missing	6	2	6	3	2	3	6	8	4	4	5	4	53
Mishandling of Passenger Property - Disarrayed	2	1	1	1		1			1		1		8
Patdown	2		2		1	1		2	1	1			10
Patdown - Flyer	2		2		1	1		1	1	1			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	1	4						1	1	1		9
Persons w/ Disabilities (PWD) - Autism Spectrum			2										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) - Mobility Disability	1										1		2
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	4	5	7	4	1	2	2		5	2	2	4	38
Property - Special Handling - Damaged Items - Carry-on		1							1				2
Property - Special Handling - Damaged Items - Checked	2	3	3						1		1	1	11
Property - Special Handling - Missing Items	1			2			1						4
Property - Special Handling - Missing Items - Checked	1	1	4	2	1	2	1		3	2	1	3	21
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	3	4	2	4	3	2	5	4	2	3	5	2	39
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1				2		1	1					5
Screening - Procedures/Process	2	2	2	4	1	2	4	2	1	2	4	2	28
Screening - Retrieving Abandoned/Confiscated Items			1							1	1		3
Screening - Security Breach			1					1					2
2019	12	15	18	10	12	11	12	19	17	21	20	15	182
Civil Rights	1		1				1	1		2		2	8
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination	1							1		1		1	4
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening												1	1
Customer Service		2	1	2	1		2	4		7	1	1	21
Customer Service - Others		1											1
Customer Service - TSO		1	1	2	1		2	4		7	1	1	20
Locks					4			1		2	3		10
Locks - Missing or Damaged Lock					4			1		2	3		10
Mishandling of Passenger Property	7	3	6	3	4	5	3	6	7	4	3	3	54
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged or Missing	7	2	6	2	3	1	2	4	5	3	3	2	40
Mishandling of Passenger Property - Disarrayed Item		1		1	1	3	1	2	2	1		1	13
Patdown						3	1	3	1	2			10
Patdown - Flyer						3	1	2	1	2			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)		1	1	1			1		1	2	3		10
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	2	7	8	4	2	1	4	3	6	1	5	7	50
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked		1	3	1		1	2	1	1		1	3	14
Property - Special Handling - Missing Items	1	2	1		1			1	1			3	10
Property - Special Handling - Missing Items - Checked	1	4	4	3	1	2	1	3	1	4	1	1	25
Screening	2	2	1		1	2		1	2	1	5	2	19
Screening - Lengthy Lines											2		2
Screening - Procedures/Process	2	2	1		1	2		1	2	1	3	2	17

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL	1	3	3	1	1			1	4	6	8	5	33
2016				1							2	1	4
Mishandling of Passenger Property				1							2	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							2	1	4
2017			1						2	1	2	1	7
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									1		2		3
Property - Special Handling - Missing Items - Checked									1		2		3
2018		3			1				2	5	2	2	15
Customer Service		1											1
Customer Service - Others		1											1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property					1				1	3	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1	2	2	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling			1						1	1		1	4
Property - Special Handling - Damaged Items - Check			1							1			2
Property - Special Handling - Missing Items - Checked									1			1	2
2019	1		2					1			2	1	7
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1		2								1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1		1								1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPL					1				1			1	3
2017												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2018									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2019					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	1		2	2	2	1	1			1	1	1	12
2016					1								1
Screening					1								1
Screening - Procedures/Process					1								1
2017					1		1			1			3
Mishandling of Passenger Property							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
2018	1		2									1	4
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On												1	1
2019				2		1					1		4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IRK		1	1					1		1	1		5
2017										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2019		1	1					1			1		4
Civil Rights											1		1
Civil Rights - Age											1		1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	10	15	14	20	17	17	14	20	9	21	17	8	182
2016				6	6	5	4	2	5	4	2	3	37
Customer Service				1	1					2			4
Customer Service - Others				1						1			2
Customer Service - TSO					1					1			2
Locks				1				1		1			3
Locks - Missing or Damaged Lock				1				1		1			3
Mishandling of Passenger Property				1	3	4	3	1	4	1	2	3	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	3	3	1	4	1	2	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)				3	1				1				5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2									2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1	1						2
Screening - Procedures/Process						1	1						2
2017	2	5	5	4	3	5	4	6	2	6	4	1	47
Customer Service		2		1	1	1			1				6
Customer Service - Others									1				1
Customer Service - TSO		2		1	1	1							5
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property			2	4	3	2	2	4	1	1	3		24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	3	2	2	2	3	1	1	1		17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							2	1			2		5
Patdown				1		1				1			3
Patdown - Flyer				1		1				1			3
Persons w/ Disabilities (PWD)		1								2			3
Persons w/ Disabilities (PWD) - Diapers/Child Care Items		1											1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Lighters/Matches			1										1
Property - Special Handling							2	1		1		1	5
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked Baggage							1			1		1	3
Screening		1				1				1			3
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1											1
2018	6	3	5	4	4	3	1	8	1	6	3	1	45
Customer Service	2		1	1	3	1	1	2		1			12
Customer Service - Others						1	1						2
Customer Service - TSO	2		1	1	3			2		1			10
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property	2	1	2	1				3		3			12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	1	2	1			1		3			10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage								1					1
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1		1	1		2		2	1	1	1		10
Property - Special Handling - Damaged Items	1		1			1				1			4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked Baggage				1		1		2	1				5
Screening			1	1	1						2		5
Screening - Procedures/Process			1	1	1						2		5
2019	2	7	4	6	4	4	5	4	1	5	8	3	53
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			1			1	1			3		7
Customer Service - Others											2		2
Customer Service - TSO	1			1			1	1			1		5
Locks			1				1				1		3
Locks - General			1				1						2
Locks - Missing or Damaged Lock										1			1
Lost and Found						1						1	2
Lost and Found - Airport/TSA						1						1	2
Mishandling of Passenger Property			3		2	1	3	2		1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			3							1	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1					1	2
Patdown				1	1		1			1			4
Patdown - Flyer				1	1		1			1			4
Persons w/ Disabilities (PWD)			1	1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling		1	1	3	1			1	1	2	2	1	13
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1					1		1	1	4
Property - Special Handling - Missing Items		1	1	2	1			1		1	1		8
Screening		2		1		1	1				1		6
Screening - Children							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1		1					1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1			2		1	1	3	1	3	3	2	17
2016							1		1				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
2017				1				1				1	3
Customer Service				1									1
Customer Service - TSO				1									1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2018				1		1		1		1	3		7
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening									1		2		3
Screening - Inconsistency												1	1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process											1		1
2019	1							1		2		1	5
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown										1			1
Patdown - Flyer										1			1
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	14	10	14	16	8	13	6	17	4	14	16	4	136
2016				2	4	5	2	6		4	3	4	26
Customer Service				1		1		1			1		4
Customer Service - Others											1		1
Customer Service - TSO				1		1		1					3
Locks						1		1					2
Locks - Missing or Damaged Lock						1		1					2
Mishandling of Passenger Property				1	1	3	1	3		4	2		15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	1	3		3	1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer							1						1
Screening						3		1					4
Screening - Children						1							1
Screening - Procedures/Process						2							2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2017	6	4	6	3	2		1	2	1	6	5	1	37
Customer Service	2	1	1	1	1		1			2	1		10
Customer Service - Others	1	1											2
Customer Service - TSO	1		1	1	1		1			2	1		8
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	4	3	4	2						1	3		17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	3	3	1						1	3		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1	1									3
Patdown			1						1	1		1	4
Patdown - Flyer			1						1	1		1	4
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Food/Beverages										1			1
Property - Special Handling								2		1			3
Property - Special Handling - Missing Items - Checked								2		1			3
Screening											1		1
Screening - Crew Member or Airline Employee											1		1
2018	4	5	3	7	1	4		5	2	3	3	2	39
Civil Rights	1	1										1	3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Transgender Screening			1										1
Customer Service			1	1	1	1		3	2	1			10
Customer Service - Others									1	1			2
Customer Service - TSO			1	1	1	1		3	1				8
Mishandling of Passenger Property			1	1	2	1	1			2			8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1		2	1	1			1			6
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	1		1	1				2			1		6
Property - Special Handling - Damaged Items - Checked								2			1		3
Property - Special Handling - Missing Items - Checked			1	1									3
Screening	1	2		3			1				1		8
Screening - Procedures/Process	1	2		2			1						6
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
2019	4	1	5	4	1	4	3	4	1	1	5	1	34
Customer Service	2			1		1	1						5
Customer Service - Others							1						1
Customer Service - TSO	2			1		1							4
Locks				1	1		2						4
Locks - Missing or Damaged Lock				1	1		2						4
Mishandling of Passenger Property	1		2	1	1		2		1	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1				2		1	1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown		1	2			1		2			1		7
Patdown - Flyer		1	2			1		2			1		7
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Property - Special Handling	1							1			2	1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked		1									2		3
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWD	1							1		1	1	1	5
2016								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2017	1												2
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam		1											1
2018											1		1
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
2019									1				1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10	Total
JAC	3	1	1	4	4	5	3	1	7	6	9	10		54
2016				1	2		1		1		4	3		12
Civil Rights					1						1			2
Civil Rights - Constitutional Rights											1			1
Civil Rights - Racial Profiling or Discrimination						1								1
Customer Service													1	1
Customer Service - TSO													1	1
Locks				1										1
Locks - Missing or Damaged Lock				1										1
Patdown													1	1
Patdown - Flyer													1	1
Screening						1	1		1		3	1		7
Screening - Crew Member or Airline Employee											1			1
Screening - Inconsistency						1					1			2
Screening - Procedures/Process							1		1			1		3
Screening - Security Breach											1			1
2017	2		1	1	1	2	2	1		3	1	2		16
Customer Service							1			1		1		3
Customer Service - Others												1		1
Customer Service - TSO							1			1				2
Mishandling of Passenger Property	1			1		2								4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1					1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1								2
Patdown			1				1	1		2				5
Patdown - Flyer			1				1	1		2				5
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Service Animals						1								1
Property - Special Handling											1			1
Property - Special Handling - Missing Items - Checked											1			1
Screening	1												1	2
Screening - Inconsistency	1												1	2
2018	1				1	2			2		2	1		9
Customer Service									1		1			2
Customer Service - Others											1			1
Customer Service - TSO									1					1
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property						2								2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor						1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1								1
Patdown						1								1
Patdown - Flyer						1								1
Persons w/ Disabilities (PWD)													1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1	1
Screening									1		1			2
Screening - Procedures/Process									1		1			2
2019		1		2		1			4	3	2	4		17
Advanced Imaging Technology (AIT)						1								1
Advanced Imaging Technology (AIT) - Flyer as Observer						1								1
Civil Rights									1					1
Civil Rights - Racial Profiling or Discrimination									1					1
Customer Service									1	1				2
Customer Service - TSO									1	1				2
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1										1
Notice of Violation/Civil Penalties			1											1
Notice of Violation/Civil Penalties - General			1											1
Patdown									1	1			1	3
Patdown - Flyer									1	1			1	3
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1			1
Property - Special Handling													2	2
Property - Special Handling - Missing Items - Checked													2	2
Screening				1					1	1	1	1		5
Screening - Inconsistency				1					1	1				2
Screening - Procedures/Process				1									1	2
Screening - Retrieving Abandoned/Confiscated Items											1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	14	18	14	19	13	21	17	23	23	16	10	20	208
2016				8	1	8	7	11	5	8	2	8	58
Civil Rights							1		1	2			4
Civil Rights - Racial Profiling or Discrimination									1	2			3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Customer Service				2		2	1	2	1			1	9
Customer Service - TSO				2		2	1	2	1			1	9
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				4		3	2	4	1	1	2	5	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3		3	2	4		1	2	4	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1				2
Patdown								1		2			3
Patdown - Flyer								1		2			3
Screening				2	1	3	2	4	2	3		1	18
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1		3		1		1		1	7
Screening - Procedures/Process					1		1	3	2	2			9
2017	7	10	9	4	2	4	3	2	6	3	3	4	57
Civil Rights		1	1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Screening of Religious or Cultural Garm		1											1
Customer Service	2	1	1	1		1	1	2	2	1		1	13
Customer Service - TSO	2	1	1	1		1	1	2	2	1		1	13
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	3	3	3	3	1	2	1		3	1	3		23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2										1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	3	3	1	1	1		3	1	1		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling							1			1		3	5
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked							1					2	3
Screening	2	3	3		1	1							10
Screening - Lengthy Lines	1												1
Screening - Military					1								1
Screening - Procedures/Process	1	3	3			1							8
2018	3	3	3	3	9	7	5	3	8	3	2	5	54
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1			1	1	4	2		2	2		2	15
Customer Service - Others										1			1
Customer Service - TSO	1			1	1	4	2		2	1		2	14
Mishandling of Passenger Property	1	1	1	1			1	1	3		1	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1		1			1	1	2		1	3	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1				2	1			1				5
Patdown - Flyer	1				1	1			1				4
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling		1	1				1	2	2	1			8
Property - Special Handling - Damaged Items - Carry		1								1			2
Property - Special Handling - Missing Items - Carry-On							1		2				3
Property - Special Handling - Missing Items - Checked			1					2					3
Screening		1	1		6	2	1						11
Screening - Inconsistency			1										1
Screening - Lengthy Lines					2	1							3
Screening - Procedures/Process		1			4	1	1						7
2019	4	5	2	4	1	2	2	7	4	2	3	3	39
Civil Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination		1								1			2
Customer Service	1	2		1				3	1			1	9
Customer Service - Others								1					1
Customer Service - TSO	1	2		1				2	1			1	8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1	1	1			1	1		1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1	1			1	1		1	1	1		8
Patdown								1				1	2
Patdown - Flyer								1				1	2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	1	1		1	1	1			2		2		9
Property - Special Handling - Damaged Items - Checked					1	1					1		3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	42	70	62	72	51	85	80	94	75	56	82	55	824
2016				15	15	20	12	22	21	12	20	14	151
Civil Rights				1				2			1	1	5
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1	4	4	1	4	4	2	2		22
Customer Service - CSM							1						1
Customer Service - Others						1							1
Customer Service - TSO				1	4	3		4	4	2	2		20
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks						1		3	2	1	3		10
Locks - Missing or Damaged Lock						1		3	2	1	3		10
Lost and Found					1					2	1		4
Lost and Found - Airport/TSA					1					2	1		4
Mishandling of Passenger Property				13	6	13	10	7	10	6	10	8	83
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	1	2		2	1	2		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	2	10	8	6	7	5	7	8	62
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checke				1	1	2		1	1		1		7
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening					2	2		5	5	1	2	4	21
Screening - Inconsistency					1	1			2			1	5
Screening - Procedures/Process								5	2	1	2		10
Screening - Retrieving Abandoned/Confiscated Items					1							2	3
Screening - Security Breach						1			1			1	3
2017	16	18	22	23	10	22	20	25	16	16	16	10	214
Civil Rights						1	2	1			1		5
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							2						2
Customer Service	4	2	1	1	2	2	1	6		3	1	1	24
Customer Service - TSO	4	2	1	1	2	2	1	6		3	1	1	24
Locks	2	2		2	2	1		1	1	3	1	1	16
Locks - General					1				1			1	3
Locks - Missing or Damaged Lock	2	2		2	1	1		1		3	1		13
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	8	11	18	14	6	14	8	10	9	7	4	4	113
Mishandling of Passenger Property - Dam	2	4		1		1	2			1			11
Mishandling of Passenger Property - Dam	6	6	17	13	5	12	5	7	8	5	3	2	89
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1						1	2
Mishandling of Passenger Property - Disarranged Item		1	1		1		1	3	1	1	1	1	11
Patdown	1	1		1		1	1		1	1	2	1	10
Patdown - Flyer	1	1		1		1	1		1	1	1	1	9
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		2	2	1		2	1						8
Persons w/ Disabilities (PWD) - Diabetes		1	1	1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling							5	6	2	2	3	2	20
Property - Special Handling - Damaged Items - Checked									1			2	3
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked							5	5		2	3		15
Screening	1		1	4			2		3		4	1	16
Screening - Inconsistency							1		1		1	1	4
Screening - Procedures/Process			1	3					2		2		8
Screening - Retrieving Abandoned/Confis	1			1			1						3
Screening - Security Breach											1		1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2018	14	29	19	19	15	15	21	21	20	10	28	12	223
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				2			1		1		1	1	6
Civil Rights - Age							1						1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Customer Service	2	3	1	2	3	3		1	3	4	3	5	30
Customer Service - TSO	2	3	1	2	3	3		1	3	4	3	5	30
Locks	2	1	3	1			2	3	1			1	14
Locks - Missing or Damaged Lock	2	1	3	1			2	3	1			1	14
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	6	9	6	7	7	3	9	3	7	1	10	3	71

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1		1				5
Mishandling of Passenger Property - Dam	4	8	5	5	6	1	7	2	6	1	8	3	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1							1		2
Mishandling of Passenger Property - Disa	2			1	1	1	1	1			1		8
Patdown	2	7	1	2			3	1		1	1		18
Patdown - Flyer	2	5		1			3	1		1	1		14
Patdown - Flyer as Observer		2											2
Patdown - Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)			1		3			1	2		1	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	5	4	3	1	8	2	6	2	3	8	1	44
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged Items - Check		3	2	1	1	2		3			4		16
Property - Special Handling - Missing Items - Carry-On						2		3	1				6
Property - Special Handling - Missing Items	1	2	2	1	3	2	2	1	3	3	3	1	19
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening		4	2	2	1	1	3	6	2	1	4		26
Screening - Children										1			1
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines		1	1					1					3
Screening - Procedures/Process		2	1	1	1		2	5	1		2		15
Screening - Retrieving Abandoned/Confiscated Items		1		1					1				3
Screening - Security Breach						1					1		2
2019	12	23	21	15	11	28	27	26	18	18	18	19	236
Civil Rights	1	1	3	1			1				1		8
Civil Rights - Racial Profiling or Discrimin	1	1	1	1			1						5
Civil Rights - Screening of Religious Cultural and Ceremonial It			1										1
Civil Rights - Transgender Screening			1								1		2
Customer Service	3	2	4		1	3	6	1	3	2	2	4	31
Customer Service - Others								1					1
Customer Service - TSO	3	2	4		1	3	6		3	2	2	4	30
Locks		1				1	2	3		1	2	2	12
Locks - Missing or Damaged Lock		1				1	2	3		1	2	2	12
Mishandling of Passenger Property	4	6	3	1	9	8	10	3	5	5	5	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missin	4	6	3	1	6	6	7	3	4	4	2		46
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	2	2		1	1	2	10
Patdown		1			2	3			1				7
Patdown - Flyer		1			2	2			1				6
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1		1		2		1		1	1	1	8
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	7	7	7	6	4	6	6	4	4	6	4	5	66
Property - Special Handling - Damaged It	1			1	1							1	4
Property - Special Handling - Damaged It	1	1	3	1	1	2	3	1		1	3	2	19
Property - Special Handling - Missing Items - Carry-C		2					1		2	3		1	9
Property - Special Handling - Missing Items	5	4	4	4	2	4	2	3	2	2	1	1	34
Request for Assistance							1			1			2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening	1	6	1	4	3	3	4	7	6	3	3	2	43
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines					1	1		1	2	1	1		7
Screening - Procedures/Process	1	4	1	2	2	2	4	5	4	2	1	2	30
Screening - Security Breach		1							1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	657	596	654	859	715	769	842	958	872	897	998	842	9,659
2016				234	178	207	233	216	186	212	215	207	1,888
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Animals						1							1
Animals - Checked						1							1
Civil Rights				6	8	3	8	5	6	6	9	1	52
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - Constitutional Rights											1		1
Civil Rights - General Complaint and Discrimination				1	2								3
Civil Rights - National Origin						1		2			1		4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3	6	2	5	2	3	6	6	1	34
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							2		1		1		4
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening									1				1
Customer Service				39	30	35	48	45	30	49	38	25	339
Customer Service - CSM													1
Customer Service - Others				8	9	4	12	7	6	3	4	2	55
Customer Service - TCC							1						1
Customer Service - TSO				31	21	30	36	38	24	46	34	22	282
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				18	10	17	15	18	21	19	26	33	177
Locks - General							1		1	2	1	1	6
Locks - Missing or Damaged Lock				18	10	16	15	17	21	17	25	32	171
Lost and Found				30	11	7	10	7	4	7	1		77
Lost and Found - Airport/TSA				30	11	7	10	7	4	7	1		77
Mishandling of Passenger Property				113	98	116	120	95	99	104	124	115	984
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				7	15	14	11	12	14	11	18	12	114
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				100	80	95	108	81	79	87	98	100	828
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				4		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				6	3	6	1	2	6	5	4	3	36
Patdown				3	3			6	4	6	3	2	27
Patdown - Flyer				3	3			6	3	6	3	2	26
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				4	1	6	3	6	2	2	3	4	31
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General						1				1			2
Persons w/ Disabilities (PWD) - Hearing Impairment									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1	2	2			1		7
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1						2	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1			1			1	4
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Screening				21	16	22	29	33	20	19	11	26	197
Screening - Crew Member or Airline Employee					1	1			2			1	5
Screening - Inconsistency				3	1	3	2	3	1	2	2	4	21
Screening - Lengthy Lines				7	5	7	16	16	6	1		4	62
Screening - Procedures/Process				10	8	10	6	12	10	14	8	14	92
Screening - Retrieving Abandoned/Confiscated Items				1		1	4		1	1	1	1	9
Screening - Security Breach					1		1	2	1	1		2	8
TSA Contact Information													1
TSA Contact Information - General													1
2017	210	182	200	227	169	178	188	201	191	226	268	216	2,456
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights	5	6	10	9		3	8	5	5	8	5	2	66
Civil Rights - Constitutional Rights			2										2
Civil Rights - National Origin	1	1				1	1		1				5
Civil Rights - Perceived Religion		1	2	1		1					1		6
Civil Rights - Racial Profiling or Discrimination	3	4	3	8		1	6	5	4	6	3	2	45
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Sexual Orientation - Not Transgender	1		1										2
Civil Rights - Transgender Screening			2							1			3
Customer Service	36	29	36	39	19	31	28	45	47	47	60	57	474
Customer Service - CSM				1	1				1				3
Customer Service - Others	3	3	2	2	1	1	2		6	1	6	2	29
Customer Service - TSO	33	26	34	36	17	30	26	45	40	46	54	55	442
Identification (ID) Requirements			2				1			2			5
Identification (ID) Requirements - Domestic			2							2			4
Identification (ID) Requirements - Minors Domestic							1						1
Locks	27	13	13	20	16	15	22	17	16	22	22	21	224
Locks - General	1						1	2	1	1	1	3	10
Locks - Missing or Damaged Lock	26	13	13	20	16	15	21	15	15	21	21	18	214
Lost and Found	1	9	4	5	6	4	1	2		4		8	44
Lost and Found - Airport/TSA	1	9	4	5	6	4	1	2		4		8	44

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	128	93	110	122	101	98	65	68	58	73	85	54	1,055
Mishandling of Passenger Property - Dam	13	11	9	13	14	11	2	8	3	7	4	4	99
Mishandling of Passenger Property - Dam	106	77	96	109	81	84	55	56	42	60	73	46	885
Mishandling of Passenger Property - Dam	2	1	1		1				3	1	1	2	12
Mishandling of Passenger Property - Disa	7	4	4		5	3	8	4	10	5	7	2	59
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	1	5	1	7	5	7	2	3	2	2	9	3	47
Patdown - Flyer	1	5	1	7	4	7	2	3	1	2	8	3	44
Patdown - General					1								1
Patdown - Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)	4	2	3	6	5	4	4	2	6	4	7	6	53
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						2	1	2		2		8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General	1		1		1					1	1	1	6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medical	1			1	1	1		1					5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	2					2			2	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					1		1		3
Persons w/ Disabilities (PWD) - Service Animals		2										1	3
Persons w/ Disabilities (PWD) - Touch A	1						1				1		3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	1					2	7
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items			1						1	1	1		4
Prohibited & Permitted Items - General			1						1	1			3
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							42	46	45	44	57	39	273
Property - Special Handling - Damaged Items - Carry-On							2	1	2		5	6	16
Property - Special Handling - Damaged Items - Checked							8	10	12	13	4	8	55
Property - Special Handling - Missing Items - Carry-On							7	10	7	8	15	4	51
Property - Special Handling - Missing Items - Checked							25	25	24	23	33	21	151
Request for Assistance										3			3
Request for Assistance - Other										3			3
Screening	8	24	21	18	17	15	16	13	11	15	22	25	205
Screening - Children										1			1
Screening - Crew Member or Airline Employee				2	1	3							6
Screening - Inconsistency		2	1	3	2	1	6	2	1	2	1	3	24
Screening - International Screening			1										1
Screening - Lengthy Lines	1	6	3	1	2		1	3	4	6	7	6	40
Screening - Procedures/Process	6	15	16	11	11	10	8	6	6	6	12	15	122
Screening - Retrieving Abandoned/Confis	1	1					1				2		5
Screening - Security Breach				1	1	1		2				1	6
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2018	227	220	245	230	219	194	193	271	251	216	260	189	2,715
Advanced Imaging Technology (AIT)				1			1						2
Advanced Imaging Technology (AIT) - Flyer							1						1
Advanced Imaging Technology (AIT) - Flyer as Observer				1									1
Civil Rights	3	8	6	6	4	10	11	7	11	3	12	6	87
Civil Rights - Age		1						1	1			1	4
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin		1	1	1	1	3	2	1	2	1	1		14
Civil Rights - Perceived Religion		1					1						2
Civil Rights - Racial Profiling or Discrimin	3	3	4	3	2	2	4	3	6	1	5	4	40
Civil Rights - Screening of Religious Cultural and Cer		1					1				1		3
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	2	1	2	2	2	1		2	1	15
Civil Rights - Sexual Orientation - Not Transgender						1					1		2
Civil Rights - Transgender Screening						2			1	1	1		5
Customer Service	50	59	57	50	49	42	42	73	66	48	51	38	625
Customer Service - Others	4	2	4	2	2	7	3	8	6	1	2		41
Customer Service - TSO	46	57	53	48	47	35	39	65	60	47	49	38	584
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	13	14	19	16	12	15	24	19	23	17	16	14	202
Locks - General			1				1			1			3
Locks - Missing or Damaged Lock	13	14	18	16	12	15	23	19	23	16	16	14	199
Lost and Found	5	1	3	2	4	2	2	3	2		3	3	30
Lost and Found - Airport/TSA	5	1	3	2	4	2	2	3	2		3	3	30
Mishandling of Passenger Property	70	64	72	74	60	43	43	73	76	61	86	53	775
Mishandling of Passenger Property - Dam	3	3	10	11	8	4	3	9	10	2	7	2	72
Mishandling of Passenger Property - Dam	59	57	59	54	45	35	32	60	59	56	67	47	630
Mishandling of Passenger Property - Dam	2	2	1	2	2		1	1	1	1	1	1	15
Mishandling of Passenger Property - Disa	6	2	2	7	5	4	7	3	6	2	11	3	58
Patdown	3	7	3	5	5	6	7	8	9	4	6	7	70
Patdown - Flyer	2	6	3	5	5	6	7	7	5	4	5	7	62
Patdown - Flyer as Observer	1	1											6
Patdown - Non-Flyer								1			1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	9	3	5	6	8	2	5	12	3	6	10	8	77
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1					2			4
Persons w/ Disabilities (PWD) - Diabetes				1	1		1	1	1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1				1					2
Persons w/ Disabilities (PWD) - General	1	1				1		1			1	1	6
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	1											3	4
Persons w/ Disabilities (PWD) - Medically Necessary	1	1		1	1	1				2	3		10
Persons w/ Disabilities (PWD) - Metal Implants	1				1								2
Persons w/ Disabilities (PWD) - Mobility Devices	3		1	1	2	1	3	2	1	2	1		17
Persons w/ Disabilities (PWD) - Prostheses	1		1					1					3
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			2	1	4
Persons w/ Disabilities (PWD) - Visual Impairment								1		1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		1	1	2	1		1	2	1				9
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items		1		1									2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	52	31	57	43	45	42	33	46	46	54	56	45	550
Property - Special Handling - Damaged Items	1		9	7	7	4	8	5	9	6	7	6	69
Property - Special Handling - Damaged Items - Checked	16	9	8	5	8	11	5	8	4	11	8	11	104
Property - Special Handling - Missing Items	3		8	4	10	11	3	9	12	10	11	5	86
Property - Special Handling - Missing Items - Checked	32	22	32	27	20	16	17	24	21	27	30	23	291
Request for Assistance				1							1		2
Request for Assistance - Other				1							1		2
Screening	21	32	23	25	32	32	25	30	15	23	19	15	292
Screening - Inconsistency	1	1			1					2		1	6
Screening - International Screening					1								1
Screening - Lengthy Lines	7	14	8	5	11	8	7	8	1	1	2	3	75
Screening - Procedures/Process	13	16	14	14	16	23	17	21	14	19	15	10	192
Screening - Retrieving Abandoned/Confiscated Items			1	5	3		1	1				1	12
Screening - Security Breach		1		1		1				1	2		6
2019	220	194	209	168	149	190	228	270	244	243	255	230	2,600
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - General											1		1
Civil Rights	10	7	10	4	3	2	11	5	11	6	7	9	85
Civil Rights - Age			1	1		1	1		1			1	6
Civil Rights - Constitutional Rights		1									1		2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin	5	3	1				1	1	2				13
Civil Rights - Perceived Religion	1						1	1	1		1		5
Civil Rights - Racial Profiling or Discrimination	2	1	4	3	2	1	5	2	2	5	3	7	37
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity	2	1	4		1		2		4		1		15
Civil Rights - Sexual Orientation - Not Transgender		1										1	2
Civil Rights - Transgender Screening								1	1				2
Customer Service	50	52	40	30	31	32	54	67	49	41	48	61	555
Customer Service - Others	6	9	1		2	3	4	4	1	3	4	3	40
Customer Service - TSO	44	43	39	30	29	29	50	63	48	38	44	58	515
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	10	14	18	16	15	22	13	16	16	20	18	17	195
Locks - Missing or Damaged Lock	10	14	18	16	15	22	13	16	16	20	18	17	195
Lost and Found	3	3	6	13	2	7	3	4		7	4	5	57
Lost and Found - Airport/TSA	3	3	6	13	2	7	3	4		7	4	5	57
Mishandling of Passenger Property	52	43	49	44	42	37	57	55	49	70	72	59	629
Mishandling of Passenger Property - Damaged	6	3	5	2	1	2	2	3	2	4	5	6	41
Mishandling of Passenger Property - Damaged - Checked	35	37	40	36	41	32	50	45	40	56	59	45	516
Mishandling of Passenger Property - Damaged - Unchecked	4				1	1	1	1		2	2		11
Mishandling of Passenger Property - Disappeared	7	3	4	6		2	4	6	7	8	6	8	61
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	6	7	2		2	5	4	8	6	6	5	2	53
Patdown - Flyer	6	7	2		1	5	4	7	4	6	4	2	48
Patdown - Flyer as Observer					1					1	1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	10	4	9	4	9	9	6	14	7	4	8	4	88
Persons w/ Disabilities (PWD) - Autism Spectrum			1				2	2					5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1	1		1	2		1	1	1			8
Persons w/ Disabilities (PWD) - Diabetes			1					2	1		1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General	1				2		1	1					5
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1					2				4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1					1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically Necessary	3	2		1			1				1	1	9
Persons w/ Disabilities (PWD) - Metal Implants	2		2		1			1			1		7
Persons w/ Disabilities (PWD) - Mobility Devices	2	1	3	2	1			4			1		14

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesi		1					1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2	1		1			1		5
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelcha		1				2	2	1	3	1	1	2	13
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling	58	48	58	42	31	54	52	78	74	72	65	49	681
Property - Special Handling - Damaged It	4	4	8	5	5	6	7	8	8	3	5	6	69
Property - Special Handling - Damaged It	15	10	11	7	8	15	6	13	21	20	19	6	151
Property - Special Handling - Missing Item	14	10	13	10	8	12	16	13	13	11	8	12	140
Property - Special Handling - Missing Item	25	24	26	20	10	21	23	44	32	38	33	25	321
Request for Assistance				1			1	1	1	2			6
Request for Assistance - Other				1					1	2			4
Request for Assistance - Wounded Warrior (MSIJSOC)							1	1					2
Screening	21	16	17	13	13	22	27	22	30	14	26	23	244
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency			1	1						1	1		4
Screening - Lengthy Lines	5	3	1	1	4	5	4	6	1	3	3		36
Screening - Procedures/Process	16	11	14	10	9	15	23	15	25	8	17	22	185
Screening - Retrieving Abandoned/Confiscated Items		1		1					2	1	4		9
Screening - Security Breach			1	1		2		1	2		1	1	9
TSA Contact Information						1							1
TSA Contact Information - General						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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				4			2	1	1	1	1	1	11
2016								1		1			2
Customer Service										1			1
Customer Service - TSO										1			1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
2017				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) - Wheelchair/ Scooter/ Segway				1									1
2018							1					1	2
Customer Service							1						1
Customer Service - TSO							1						1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2019				3			1		1				5
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2	1				4	3	2		1	4	2	19
2016						2	2	1					5
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening								1					1
Screening - Procedures/Process								1					1
2017	1	1					1	1			1		5
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1	1									1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
2018						1						1	2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening													1
Screening - Procedures/Process													1
2019	1					1				1	3	1	7
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Property - Special Handling	1										3		4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1										2		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2		1	1			2	2		9
2016													
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2017													
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
2018													
Mishandling of Passenger Property			1	1		1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Request for Assistance												1	1
Request for Assistance - Other												1	1
2019													
Mishandling of Passenger Property					1		1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag					1		1				1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	8	6	10	10	5	10	10	11	20	22	23	15	150
2016				1	2	3	3	2	2	4	7	15	24
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service								1	1	1	3		6
Customer Service - TSO								1	1	1	3		6
Mishandling of Passenger Property				1	1	2				2	4		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1				2	4		8
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			2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Screening							3						3
Screening - Inconsistency							2						2
Screening - Procedures/Process							1						1
2017	2	3	1	4	1	5	2	2	5	10	7	9	51
Civil Rights								1			1	2	4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination											1	1	2
Civil Rights - Screening of Religious or Cultural Garments												1	1
Customer Service							1		2	2			5
Customer Service - Others									1				1
Customer Service - TSO							1		1	2			4
Mishandling of Passenger Property	2	1	1	1	1	2				2	1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	1	1	1	1	2				2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown		1				2			2	1	2	1	9
Patdown - Flyer		1				2			2	1	2		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Property - Special Handling										4	2	1	7
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked										2		1	3
Screening		1		2		1	1	1	1	1	1	3	12
Screening - Inconsistency							1						1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process				2		1		1		1		3	8
Screening - Retrieving Abandoned/Confiscated Items		1											1
2018	3	2	5	3	1	2	5	2	9	4	4	2	42
Civil Rights						1	1	1			1		4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Transgender Screening											1		1
Customer Service	1		1	1						1			4
Customer Service - TSO	1		1	1						1			4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Patdown		1	4	1			2	1	3	1	1	1	15
Patdown - Flyer		1	4	1			2	1	3	1	1	1	15
Persons w/ Disabilities (PWD)									1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	1					1				1	1		4
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items	1										1		2
Screening	1	1		1	1		2		5		1		12
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines							1		4				5
Screening - Procedures/Process		1		1			1		1		1		5
2019	3	1	4	2	1			5	4	4	5	4	33
Advanced Imaging Technology (AIT)						1		1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Civil Rights			1	1									2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		1							2				3
Customer Service - Others		1											1
Customer Service - TSO									2				2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		1							2	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1									2	2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown			1					1	1		1	1	5
Patdown - Flyer			1					1	1		1	1	5
Persons w/ Disabilities (PWD)								1					2
Persons w/ Disabilities (PWD) - General												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling		1		1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item		1											1
Screening		1		1					1	1	2	1	2
Screening - Inconsistency											1		1
Screening - Procedures/Process		1		1					1	1	1	1	7
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF								2			1	1	4
2019								2			1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST				2				1	1				4
2016				2									2
Customer Service				1									1
Customer Service - Others				1									1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2019									1				1
Customer Service									1				1
Customer Service - TSO									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	26	34	50	47	57	57	65	52	48	48	51	51	586
2016				13	17	13	16	9	8	14	17	12	119
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				2		1	1	3	2	3	2		14
Customer Service - Others				1					1				2
Customer Service - TSO				1		1	1	3	1	3	2		12
Locks				1		2	1			1	2	1	8
Locks - Missing or Damaged Lock				1		2	1			1	2	1	8
Lost and Found					1	1		1			1		4
Lost and Found - Airport/TSA					1	1		1			1		4
Mishandling of Passenger Property				7	11	7	11	3	5	8	10	9	71
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2						1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	11	7	11	3	5	7	10	6	65
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown				2	1		1			1	1	1	7
Patdown - Flyer				2	1		1				1	1	6
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Screening				1	3	2	1	1	1	1	1	1	12
Screening - Inconsistency								1					1
Screening - Lengthy Lines					2	2	1			1			6
Screening - Procedures/Process				1					1		1	1	4
Screening - Security Breach					1								1
2017	10	11	22	11	11	11	13	17	16	12	15	16	165
Civil Rights			2		1	1	1	1				2	8
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination			2		1			1				2	6
Customer Service	2	2	2		1		1	4	5	4	3	2	26
Customer Service - Others										1			1
Customer Service - TSO	2	2	2		1		1	4	5	3	3	2	25
Human Capital												1	1
Human Capital - Former Employee												1	1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks				2		1	2				1	1	7
Locks - Missing or Damaged Lock				2		1	2				1	1	7
Mishandling of Passenger Property	7	7	16	8	5	8	7	7	6	6	6	7	90
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Dam	6	7	13	8	4	8	6	5	6	3	6	5	77
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1		1		1		1	2		2			10
Patdown	1			1	2			3	1				9
Patdown - Flyer					1			3	1				6
Patdown - Flyer as Observer					1								1
Patdown - General	1												1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling							1	1	2		2	1	7
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1	1	1		2		5
Screening		1	2		2	1			2	1	3	1	13
Screening - Inconsistency											1		1
Screening - Lengthy Lines			1		1				1		1		4
Screening - Procedures/Process		1	1		1				1	1	1	1	8
2018	11	11	13	12	20	26	27	18	9	6	7	14	174
Civil Rights			1		1		2	1	1			1	7
Civil Rights - Racial Profiling or Discrimination			1		1		2	1	1				6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	3	2	2	6	5	9	7	1	1	1	2	3	42
Customer Service - Others			1				1						2
Customer Service - TSO	3	2	1	6	5	9	6	1	1	1	2	3	40
Locks			1	2		6	1						10
Locks - Missing or Damaged Lock			1	2		6	1						10
Mishandling of Passenger Property	4	5	3	4	6	6	4	8	3	2	1	5	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			2					3
Mishandling of Passenger Property - Damaged/Missing Items--Dam	4	4	3	3	5	5	4	4	2	1	1	4	40
Mishandling of Passenger Property - Disarrayed Item	1			1		1		2	1	1		1	8
Patdown	2		2		1				1		1		7
Patdown - Flyer	2		2		1						1		6
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)			2				2		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2						1				3
Property - Special Handling	2	1			2	1	2	4	2	2	1	2	19

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked	1	1						2	1			1	6
Property - Special Handling - Missing Items - Carry-On	1				2	1	2	1	1	1	1	1	11
Screening		1	2	2	5	4	9	4		1	2	3	33
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines			1	1	2	1	6	2					13
Screening - Procedures/Process		1	1	1	1	3	3	2		1	1	2	16
Screening - Retrieving Abandoned/Confiscated Items					1								1
2019	5	12	15	11	9	7	9	8	15	16	12	9	128
Civil Rights	1	1	1		1		2	1		1	1		9
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination			1				2	1		1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Customer Service	1	5	1	1	3	1	1	4	6	3	1		27
Customer Service - Others					1								1
Customer Service - TSO	1	5	1	1	2	1	1	4	6	3	1		26
Locks	1		2			1						1	5
Locks - Missing or Damaged Lock	1		2			1						1	5
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	2	3	3	4	5	3	2	5	2	4	4	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	2	3	2	4	2	3	2	5	2	3	3	32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2					1	1	4
Patdown		1		2							1		4
Patdown - Flyer		1		2							1		4
Persons w/ Disabilities (PWD)			2		1				1	3	1		8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1	2	4	3					2	7	3	3	25
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1						1	3		1	6
Property - Special Handling - Missing Items - Carry-On	1	1								2		1	5
Property - Special Handling - Missing Items - Checked	1	1	1	3					1	2	3	1	13
Screening		1	1	2			3	1	1		1	1	11
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		1	1				3	1			1	1	8
Screening - Retrieving Abandoned/Confiscated Items				2									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	2	1	3		1	4	4	3	8	8	8	6	48
2016					1	2			2	2	1	2	10
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Mishandling of Passenger Property						1			2	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown					1							1	2
Patdown - Flyer					1							1	2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Screening											1		1
Screening - Lengthy Lines											1		1
2017	1	1							3	2	4	1	12
Customer Service									1	1	1	1	2
Customer Service - TSO									1	1	1	1	2
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 Item			1										1
Patdown											2		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer											1		1
Property - Special Handling									1	1		1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1			1	2
Screening										1			1
Screening - Procedures/Process										1			1
2018			2			1	3	1	2	2	2	2	15
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1		1	3
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling							1		1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening			2					1			2		5
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1					1			2		4
2019	1		1			1	1	2	1	2	1	1	11
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1			1	1		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1	1		1			4
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1					1			1				3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1			1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAN	3	4	5	2	6	8	6	7	3	13	5	1	63
2016					1	3	3	2	1	1	1		12
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property						1	3	1	2	1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1	1	1	1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2		1				3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
2017			1	1	3	1	2	2	1	4	1	1	17
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	2					1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				1	1	1	5
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								2	2	1	2		7
Property - Special Handling - Damaged Items - Checked									1	1	1		3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1	1		1		3
Screening						1							1
Screening - Procedures/Process						1							1
2018	1	1	2			2		2		3	1		12
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property	1									2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1									1			2
Property - Special Handling						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						2							2
Screening			1								1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process			1										1
2019	2	3	2	1	2	2	1	1	1	5	2		22
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				1					1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	2		1		1				1	1		7
Customer Service - TSO	1	2		1		1				1	1		7
Locks												1	1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1		1				2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1				1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At			1										1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1								1	1			3
Screening - Procedures/Process	1								1	1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	1			1	1	1			2		2	1	9
2016									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2017	1					1	1						3
Mishandling of Passenger Property	1					1	1						3
Mishandling of Passenger Property - Dam	1					1	1						3
2018				1					1		1	1	4
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2019											1		1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	445	411	451	573	571	586	601	582	510	542	623	507	6,402
2016				157	168	169	172	163	136	149	169	151	1,434
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1	2	3	4	7	6	7	3		33
Civil Rights - Constitutional Rights							1						1
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Headwear					1								1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination						1	3	3	4	6	2		23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1	1		3
Civil Rights - Transgender Screening									1	2			3
Customer Service				33	39	28	29	38	21	29	22	28	267
Customer Service - Others				8	6	3	2	7	2	3	3	2	36
Customer Service - TSO				25	33	25	27	31	19	26	19	26	231
Identification (ID) Requirements							2				1		3
Identification (ID) Requirements - Domestic							2				1		3
Locks				12	5	9	9	4	6	4	6	9	64
Locks - General					1								1
Locks - Missing or Damaged Lock				12	4	9	9	4	6	4	6	9	63
Lost and Found				2		3	2		3		1	1	12
Lost and Found - Airport/TSA				2		3	2		3		1	1	12
Mishandling of Passenger Property				88	91	94	104	81	82	82	107	86	815
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				9	6	6	15	11	11	10	11	9	88
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				69	78	80	85	66	64	68	92	68	670
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				10	7	8	4	4	7	4	4	9	57
Patdown				6	7	5	6	11	3	5	10	11	64
Patdown - Flyer				6	7	5	5	10	2	4	8	10	57
Patdown - Flyer as Observer							1	1			1	1	4
Patdown - Non-Flyer									1	1	1		3
Persons w/ Disabilities (PWD)				2	5	2	5	6	3	5	3	5	36
Persons w/ Disabilities (PWD) - Breast Cancer									1			1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1		1	3
Persons w/ Disabilities (PWD) - Diabetes						1	2						3
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	2		1	2		1	1	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1				1		1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1				1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				2	1	1	2		7
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Firearm/Ammunition											1		1
Screening				13	19	23	12	16	12	16	16	11	138
Screening - Crew Member or Airline Employee					1						1		2
Screening - Inconsistency				2	3	2	2	1	2	3	4	1	20
Screening - Lengthy Lines				6	8	10	3	6			3	3	39
Screening - Procedures/Process				5	7	10	7	8	9	12	8	6	72
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach						1		1		1			3
Screening - Traveling with Cash												1	1
2017	142	154	167	159	139	140	148	147	129	133	153	132	1,743
Advanced Imaging Technology (AIT)							1		1				2
Advanced Imaging Technology (AIT) - Flyer							1		1				2
Civil Rights	3	3	6	3	3	3	7	4	6	5	6	4	53
Civil Rights - Constitutional Rights		1			1		1						3
Civil Rights - Hair Patdowns						1			1			1	3
Civil Rights - National Origin				1				2		1		3	7
Civil Rights - Perceived Religion							1		1				2
Civil Rights - Racial Profiling or Discrimination	2	1	5	1		2	4	2	3	4	3		27
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1	2		1		1		2		8
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening	1		1										2
Customer Service	31	22	34	30	23	19	29	41	33	28	38	33	361
Customer Service - CSM			1	1		1							3
Customer Service - Others	1		3		1	1	1	5		1	1		14
Customer Service - TSO	30	22	30	29	22	17	28	36	33	27	37	33	344
Identification (ID) Requirements			1								1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket			1										1
Locks	15	10	10	9	5	5	7	5	8	6	11	9	100
Locks - General						1		1	2	1	1	2	8
Locks - Missing or Damaged Lock	15	10	10	9	5	4	7	4	6	5	10	7	92
Lost and Found	1	3	3		1			1		1	2	1	13
Lost and Found - Airport/TSA	1	3	3		1			1		1	2	1	13
Mishandling of Passenger Property	73	91	82	102	83	81	52	41	38	47	43	42	775
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	8	11	9	9	11	11	2	3	6	1	6	2	79
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	56	71	66	85	63	64	40	31	29	42	34	33	614
Mishandling of Passenger Property - Damaged/Missing Items--Disarrayed	1		1	1	1					1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	8	9	6	7	8	6	10	7	3	3	3	7	77
Patdown	6	6	13	8	6	9	9	9	9	3	9	6	93
Patdown - Children		1											1
Patdown - Flyer	5	5	13	8	6	7	7	9	9	3	9	4	85

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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						2	2					2	6
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	3	3	4	2	7	6	3	5	2	7	2	50
Persons w/ Disabilities (PWD) - Autism Spectrum			1						1				2
Persons w/ Disabilities (PWD) - Breast Cancer			1						1	1			3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	2					2							4
Persons w/ Disabilities (PWD) - General	1	1				1			1			1	5
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1							2		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1			1	1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	1			2						4
Persons w/ Disabilities (PWD) - Mobility Disability	1			1				1					4
Persons w/ Disabilities (PWD) - Prosthesis	1										1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1		1		2
Persons w/ Disabilities (PWD) - Service Animals	1					1					1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1	1				1						3
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1	1	2	1				7
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling							26	31	18	28	28	16	147
Property - Special Handling - Damaged Items - Carry-On							2	1		2	4		9
Property - Special Handling - Damaged Items - Checked							6	8	2	15	7	5	43
Property - Special Handling - Missing Items - Carry-On							6	3	4	4	3	2	22
Property - Special Handling - Missing Items - Checked							12	19	12	7	14	9	73
Request for Assistance						1							1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	7	14	16	3	15	15	12	12	11	12	8	19	144
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			2	1	2	3	2	5	1	2	1	2	21
Screening - Lengthy Lines	1	2			1	3	1	2	2	2	1	1	16
Screening - Procedures/Process	5	12	13	2	12	9	6	5	8	8	4	15	99
Screening - Retrieving Abandoned/Confiscated	1						1				1		3
Screening - Security Breach							1				1	1	3
Screening - Traveling with Cash			1										1
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2018	141	130	150	150	148	136	129	126	134	134	143	88	1,609
Advanced Imaging Technology (AIT)			3										3
Advanced Imaging Technology (AIT) - Flyer			1										1
Advanced Imaging Technology (AIT) - Flyer as Observer			2										2
Civil Rights	3	2	3	5	1	5	5	5	2	7	2	4	44
Civil Rights - Constitutional Rights	1	1						1					3
Civil Rights - Hair Patdowns				1					1				2
Civil Rights - National Origin		1				1							2
Civil Rights - Racial Profiling or Discrimination	1		2	4	1	2	4	3	1	6	2	1	27
Civil Rights - Sex/Gender/Gender Identity	1		1				1			1		2	6
Civil Rights - Transgender Screening						2		1				1	4
Customer Service	32	27	30	24	41	37	38	26	27	28	26	26	362
Customer Service - Others		2	3			4	1	2			1	3	16
Customer Service - TSO	32	25	27	24	41	33	37	24	27	28	25	23	346
Locks	12	7	11	9	8	5	8	10	6	7	7	6	96
Locks - General		1				1							2
Locks - Missing or Damaged Lock	12	6	11	9	8	4	8	10	6	7	7	6	94
Lost and Found	3	2	3	2	4		1	1		1			17
Lost and Found - Airport/TSA	3	2	3	2	4		1	1		1			17
Mishandling of Passenger Property	52	39	37	57	41	46	32	36	41	32	48	25	486
Mishandling of Passenger Property - Damaged	5			6	5	5	4	5	5	6	4	1	46
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	41	35	30	48	29	34	23	24	28	20	35	18	365
Mishandling of Passenger Property - Disability	6	4	7	3	7	5	5	7	8	5	8	6	71
Patdown	1	1	5	5	2	3	2	6	8	5	8	5	51
Patdown - Children										1			1
Patdown - Flyer	1	1	4	4	2	2	2	6	8	3	7	4	44
Patdown - Flyer as Observer			1				1			1	1	1	5
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	3	10	4	6	5	7	5	9	9	8	1	68
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1								1		2
Persons w/ Disabilities (PWD) - Diabetes			1							1	1		3
Persons w/ Disabilities (PWD) - General		1			2				2	1			6
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1								2			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1	1		1			2		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			3		1		1	2		2	1		10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory	1						2			1			4
Persons w/ Disabilities (PWD) - Service Animals			1				1			1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment			1						2				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	4	1	2	4	2	4	2	2	5	1	2	1	24
Property - Special Handling	27	32	27	31	26	18	21	25	27	28	26	13	301
Property - Special Handling - Damaged Items	1	3	2	3	3	1	1	2	3	4	4	3	30

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Item	9	10	2	8	10	6	4	8	4	5	9		75
Property - Special Handling - Missing Item	3	3	8	10		5	2	3	6	4	5	4	53
Property - Special Handling - Missing Item	14	16	15	10	13	6	14	12	14	15	8	6	143
Request for Assistance						1				2	2		5
Request for Assistance - Other						1				2	1		4
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	10	17	21	13	19	16	15	12	14	15	16	8	176
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1	2	3		2	2		1	1	1		1	14
Screening - Lengthy Lines	1	3	2	2		2	2	2	2		1	1	18
Screening - Procedures/Process	8	9	13	7	15	12	12	9	10	11	14	5	125
Screening - Retrieving Abandoned/Confiscated Items			3	1	1					3	1		9
Screening - Security Breach		2		3	1				1			1	8
Screening - Shoe Screening		1											1
2019	162	127	134	107	116	141	152	146	111	126	158	136	1,616
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights	8	3	3	3	3	1	4	9	4	9	8	7	62
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights	1				1							1	3
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin			1	1				3					5
Civil Rights - Racial Profiling or Discrimination	3	2	2	1		1	3	4	1	6	2	2	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity	2	1		1	1		1	2	2	1	4	4	19
Civil Rights - Sexual Orientation - Not Trans	2									2			4
Civil Rights - Transgender Screening											1		1
Customer Service	39	29	37	22	26	33	34	28	24	29	32	26	359
Customer Service - CSM						1							1
Customer Service - Others	3	5	1		1	2	7	2	2	5	2	3	33
Customer Service - TSO	36	24	36	22	25	30	27	26	22	24	30	23	325
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	10	8	7	3	6	7	6	11	4	4	8	5	79
Locks - Missing or Damaged Lock	10	8	7	3	6	7	6	11	4	4	8	5	79
Lost and Found	2	1	3	2	1	1	1	2	1	2	1	1	17
Lost and Found - Airport/TSA	2	1	3	2	1	1	1	2	1	2	1	1	17
Mishandling of Passenger Property	42	37	31	36	27	39	35	41	25	30	40	32	415
Mishandling of Passenger Property - Damaged	6	4	11	7	6	8	9	5	4	6	3	6	75
Mishandling of Passenger Property - Damaged	25	29	15	24	18	28	18	34	19	18	32	21	281
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		2			3
Mishandling of Passenger Property - Disappearance	11	4	5	5	3	3	8	1	2	4	5	5	56
Patdown	4	2	5		7	6	6	3		5	4	6	48
Patdown - Flyer	4	1	5		7	6	6	3		5	3	6	46
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	4	7	4	7	12	6	7	5	7	6	10	6	81
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1									2
Persons w/ Disabilities (PWD) - Breast Cancer	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1		1							1		3
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General			1	1	1	1		1	1		1	1	7
Persons w/ Disabilities (PWD) - Hearing Impaired	1			1		1		1					4
Persons w/ Disabilities (PWD) - Internal Medical Device		1		1					1	1			4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Device	1		1	1	4		3	2	2		2	3	19
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1		1	1				1	1			5
Persons w/ Disabilities (PWD) - Wheelchair	1	3	1		3	1	1		1	1	4	1	17
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Beauty & Grooming Items													1
Property - Special Handling	35	24	29	29	30	33	37	30	35	25	33	40	380
Property - Special Handling - Damaged Item	4	3	6	8	5	4	5	3	4	3	5	3	53
Property - Special Handling - Damaged Item	8	4	6	5	4	10	8	6	7	4	8	11	81
Property - Special Handling - Missing Item	7	8	6	2	15	3	6	3	6	5	7	8	76
Property - Special Handling - Missing Item	16	9	11	14	6	16	18	18	18	13	13	18	170
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening	18	16	14	5	4	15	21	17	11	16	21	12	170
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency	1	2							1				6
Screening - Lengthy Lines	2	3	2			1	2		1	1	1	1	14
Screening - Procedures/Process	15	10	12	4	4	12	17	16	9	11	15	6	131
Screening - Retrieving Abandoned/Confiscated Items				1			1				3	1	6
Screening - Security Breach		1				2		1		4	2	1	11
Screening - Traveling with Cash							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	2	2	1	1	1	2		3	2	5	3	3	25
2016				1	1					1		1	4
Customer Service						1				1			2
Customer Service - TSO					1					1			2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening				1									1
Screening - Procedures/Process				1									1
2017		1				2		1	1	1	2	1	9
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property			1			1		1					3
Mishandling of Passenger Property - Damaged/Missi			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening											1		1
Screening - Procedures/Process											1		1
2018	2		1					1	1	2	1	1	9
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property	1							1			1		3
Mishandling of Passenger Property - Dam	1							1			1		3
Patdown	1									1			2
Patdown - Flyer	1									1			2
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2019		1						1		1			3
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	657	680	782	928	749	916	870	895	932	904	947	762	10,022
2016				215	206	237	242	281	234	213	272	240	2,140
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				4	2	3	5	9	4	9	14	6	56
Civil Rights - Constitutional Rights							2	1		1			4
Civil Rights - General Complaint and Discrimination				2									2
Civil Rights - Headwear										1	1		2
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion						1					1	1	3
Civil Rights - Racial Profiling or Discrimination				2	2	1	3	6	3	5	11	4	37
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1	1		1	1	5
Civil Rights - Transgender Screening								1		1			2
Customer Service				29	19	31	44	56	42	37	44	52	354
Customer Service - CSM						1	1		1				4
Customer Service - Others				5		6	5	16	2	4	6	5	49
Customer Service - TSO				24	19	24	38	40	39	33	38	46	301
Identification (ID) Requirements					2	2	1	1		1	1	1	9
Identification (ID) Requirements - Domestic					2	2	1	1					7
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Identification (ID) Requirements - International Travel											1		1
Locks				13	14	10	18	22	16	11	19	19	142
Locks - General							2	2	1	1			7
Locks - Missing or Damaged Lock				13	14	10	16	20	15	10	19	18	135
Lost and Found				9	16	17	9	14	9	9	22	15	120
Lost and Found - Airport/TSA				9	16	17	9	14	9	9	22	15	120
Mishandling of Passenger Property				137	128	136	122	111	126	106	131	122	1,119
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				16	10	17	18	25	15	16	26	19	162
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				112	108	113	99	80	102	84	100	99	897
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1	1	2	1	1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				8	9	6	4	5	7	5	4	4	52
Patdown				2	6	4	9	18	6	8	9	7	69
Patdown - Children						1							1
Patdown - Flyer				2	6	3	9	16	4	7	9	7	63
Patdown - Flyer as Observer								1	2	1			4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				6	5	8	8	9	5	8	5	10	64
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes								1		3			4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General								1	2		1	2	6
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		2						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2		2		1		1	1	2	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2	1	1		1	2	2	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1		1					2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1				1			1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment					2								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1		4	1	3	1		1	13
Persons w/ Disabilities (PWD) - Wounded Warrior					1	1							2
Request for Assistance								1		1			2
Request for Assistance - Other								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				14	14	26	26	40	26	22	26	8	202
Screening - Children					1								1
Screening - Crew Member or Airline Employee				2									2
Screening - Inconsistency				1			3	1	4	2	4	1	20
Screening - International Screening						1							1
Screening - Lengthy Lines					2	2	8	17	4	3			36
Screening - Procedures/Process				9	11	16	14	22	16	16	20	7	131
Screening - Retrieving Abandoned/Confiscated Items				2		1			1				4
Screening - Security Breach						2	1		1	1	2		7
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
TSA Contact Information										1			1
TSA Contact Information - General										1			1
2017	260	277	294	290	212	240	209	231	246	244	249	213	2,965
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	6	5	7	7	7	9	7	9	4	7	7	5	80
Civil Rights - Constitutional Rights				1	1							1	3
Civil Rights - Hair Patdowns					1		1			1	1		4
Civil Rights - Headwear		1		1		1							3
Civil Rights - National Origin			3	1		2	1	1			1		9
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimination	5	3	3	3	3	5	4	7	2	5	5	2	47
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1	2	1			1			1	8
Civil Rights - Transgender Screening	1						1		1				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	54	43	45	36	31	34	37	55	47	52	42	33	509
Customer Service - CSM	1	2		2						1			6
Customer Service - Others	7	6	4	2	2	1	4	3	4	2	1	3	39
Customer Service - TSO	46	35	41	32	29	33	33	52	43	49	41	30	464
Identification (ID) Requirements			1				2						3
Identification (ID) Requirements - Domestic			1				2						3
Locks	19	19	9	22	13	12	15	10	16	16	20	18	189
Locks - General	1	1	1	3			1	1	4	3	1	1	17
Locks - Missing or Damaged Lock	18	18	8	19	13	12	14	9	12	13	19	17	172
Lost and Found	11	19	27	30	12	20	14	13	11	6	7	18	188
Lost and Found - Airport/TSA	11	19	27	30	12	20	14	13	11	6	7	18	188
Mishandling of Passenger Property	118	141	159	162	117	122	65	64	89	84	73	61	1,255
Mishandling of Passenger Property - Damaged	21	18	27	20	16	18	3	3	5	8	7	7	153
Mishandling of Passenger Property - Damaged/Missing Items--U	90	115	120	126	90	97	52	52	71	68	58	44	983
Mishandling of Passenger Property - Disassembled	7	8	10	13	11	6	7	9	12	7	6	9	105
Patdown	10	13	14	6	14	17	10	18	12	12	10	9	145
Patdown - Children		1					1		1				3
Patdown - Flyer	10	12	14	6	13	15	9	14	9	11	7	8	128
Patdown - Flyer as Observer						1		3	1	1	1		7
Patdown - General								1			1		2
Patdown - Non-Flyer					1	1			1		1	1	5
Persons w/ Disabilities (PWD)	8	9	8	4	4	7	7	5	9	5	13	12	91
Persons w/ Disabilities (PWD) - Assistive Technology				1									1
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Breast Cancer	2	1	2										5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1		1			2					4
Persons w/ Disabilities (PWD) - Cognitive	2						1	1					4
Persons w/ Disabilities (PWD) - Diabetes		1		1		1	1			1			5
Persons w/ Disabilities (PWD) - General			1						1		2	2	6
Persons w/ Disabilities (PWD) - Hearing Impairment					1							1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1					1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1			1				2	4	2	12
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1				1		2		4
Persons w/ Disabilities (PWD) - Mobility [Aids]	3	2	1			2	2	1	3	1	2	2	19
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1	2	3
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Service Animals			1		1			1				1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1	1		3	2		3	1	1		14
Prohibited & Permitted Items		1		2				1		3	3		10
Prohibited & Permitted Items - Alcohol and Tobacco		1								1	1		3
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Prohibited & Permitted Items - Food/Beverages								1			1		2
Prohibited & Permitted Items - General				1							1		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling							33	46	41	41	51	33	245
Property - Special Handling - Damaged Items - Carry-On							4	3	3	5	7	2	24
Property - Special Handling - Damaged Items - Checked							6	11	15	11	17	10	70
Property - Special Handling - Missing Items - Carry-On							8	6	6	6	8	6	40
Property - Special Handling - Missing Items - Checked							15	26	17	19	19	15	111
Request for Assistance				1					1	1	1		4
Request for Assistance - Other				1						1	1		3
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	34	27	24	20	14	18	19	10	16	17	22	24	245
Screening - Crew Member or Airline Employee		1				1							2
Screening - Inconsistency	3		3	1	2	1		1	2	4	1	1	19
Screening - International Screening	1										1		2
Screening - Lengthy Lines	6	3	2			1	2	2	5	1	2	1	25
Screening - Procedures/Process	21	22	19	16	11	13	16	7	9	8	18	21	181
Screening - Retrieving Abandoned/Confiscated	1	1				2				2			6
Screening - Security Breach	2			3	1		1			2			9
Screening - Traveling with Cash												1	1
2018	197	205	251	258	200	210	206	208	231	247	218	155	2,586
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights	4	5	5	7	6	7	6	9	7	7	10	7	80
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns	2					1					1		4
Civil Rights - Headwear								1	1				2
Civil Rights - National Origin			1	1	1							2	5
Civil Rights - Perceived Religion			1		1								2
Civil Rights - Racial Profiling or Discrimination	2	5	3	5	1	5	4	7	6	3	6	4	51
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1	1		3
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening						1	1	1		2	1	1	7
Customer Service	31	32	37	31	30	35	43	38	28	38	34	8	385
Customer Service - Others	2	4	2		2		1		1				12
Customer Service - TSO	29	28	35	31	28	35	42	38	27	38	34	8	373
Identification (ID) Requirements	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domestic		1		1									2
Locks	18	12	11	14	12	9	10	12	18	19	13	10	158
Locks - General	1		1		1								3
Locks - Missing or Damaged Lock	17	12	10	14	11	9	10	12	18	19	13	10	155
Lost and Found	11	8	12	9	11	10	2	5	11	7	6	5	97
Lost and Found - Airport/TSA	11	8	12	9	11	10	2	5	11	7	6	5	97
Mishandling of Passenger Property	52	67	79	88	58	63	60	67	64	77	64	59	798
Mishandling of Passenger Property - Damaged	2	4	4	4	5	5	7	4	2	9	8	3	57
Mishandling of Passenger Property - Damaged/Missing	42	55	65	71	41	50	49	45	53	58	50	48	627
Mishandling of Passenger Property - Damaged/Missing/Other	1	1			2	3		2	1		2	1	13
Mishandling of Passenger Property - Disposition	7	7	10	13	10	5	4	16	8	10	4	7	101
Patdown	7	8	5	4	8	9	5	5	11	11	2	6	81
Patdown - Flyer	6	7	4	4	8	6	5	4	11	10	2	6	73
Patdown - Flyer as Observer	1	1				1							3
Patdown - General								1					1
Patdown - Non-Flyer			1			2				1			4
Persons w/ Disabilities (PWD)	7	11	13	9	4	7	12	7	9	10	10	3	102
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		1	2			7
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			2	1									3
Persons w/ Disabilities (PWD) - Cognitive	1	2											3
Persons w/ Disabilities (PWD) - Diabetes		1				2	1		1	1	1		7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1			1	2
Persons w/ Disabilities (PWD) - General	1	1	3	3			1	1		1	1		12
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary	2		2			2	2	2	3	1	2		16
Persons w/ Disabilities (PWD) - Metal Implants	1			1			2				1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		3	3	2	2	1		2	2	1		1	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Service Animals		1					1	1		1		1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2		1	1	1			1	1		7
Persons w/ Disabilities (PWD) - Visual Impairment	1					1	1						3
Persons w/ Disabilities (PWD) - Wheelchairs	1	2		1			1		1	2	1		9
Prohibited & Permitted Items		1		1									2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1		1									2
Property - Special Handling	41	32	58	77	45	37	45	40	58	53	52	39	577
Property - Special Handling - Damaged Items	7	3	6	3		3	8	2		2	4	4	42
Property - Special Handling - Damaged Items/Other	12	15	15	29	15	14	13	10	16	16	19	9	183
Property - Special Handling - Missing Items	2	5	13	8	9	8	7	7	8	9	9	7	92
Property - Special Handling - Missing Items/Other	20	9	24	37	21	12	17	21	34	26	20	19	260
Request for Assistance	1			1	1	1	1	1	1		1		8
Request for Assistance - Other	1			1	1	1	1	1	1		1		8
Screening	24	28	29	17	25	32	22	24	24	25	26	18	294
Screening - Children					1					1			2
Screening - Crew Member or Airline Employee		1	1	1	1	1						1	5
Screening - Inconsistency	2		3	2	3	1		3			2	1	17
Screening - Lengthy Lines	4	5	5	1		2	2	1		1	1	1	23
Screening - Procedures/Process	16	21	18	13	18	27	19	19	22	21	21	15	230
Screening - Retrieving Abandoned/Confiscated Items			2				1		2				5
Screening - Security Breach	2	1		1	2	1		1		2	2		12
2019	200	198	237	165	131	229	213	175	221	200	208	154	2,331
Advanced Imaging Technology (AIT)		1						2					3
Advanced Imaging Technology (AIT) - Flyer		1						1					2
Advanced Imaging Technology (AIT) - Non-Flyer								1					1
Civil Rights	7	9	10	7	4	7	5	6	4	2	8	5	74
Civil Rights - Age	1	1	1										3
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear			1										1
Civil Rights - National Origin	1			1				1	1				4
Civil Rights - Perceived Religion						1	1		1				3
Civil Rights - Racial Profiling or Discrimination	3	3	6	4	3	4	2	3	1		5	1	35
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity	2	5	1	2	1	1	1	2	1	1	1	4	22
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening			1							1	1		3
Customer Service	23	28	36	15	15	37	34	24	25	26	21	23	307
Customer Service - CSM		1											1
Customer Service - Others		2	1		2	2	3	1		2			13
Customer Service - TSO	23	25	35	15	13	35	31	23	25	24	21	23	293
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic													1
Locks	7	12	12	9	9	14	16	13	17	13	20	13	155
Locks - General	1								2				3
Locks - Missing or Damaged Lock	6	12	12	9	9	14	16	13	15	13	20	13	152
Lost and Found	7	11	9	13	10	14	16	6	13	22	13	9	143
Lost and Found - Airport/TSA	7	11	9	13	10	14	16	6	13	22	13	9	143
Mishandling of Passenger Property	61	36	72	58	36	62	54	40	58	51	48	39	615
Mishandling of Passenger Property - Damaged	2	3	4	4	4	5	6	4	7	3	3	5	50
Mishandling of Passenger Property - Damaged/Missing	47	29	60	47	27	45	40	29	42	43	39	30	478
Mishandling of Passenger Property - Damaged/Missing/Other		1	2			2	1	2					8
Mishandling of Passenger Property - Disposition	12	3	6	7	5	10	7	5	9	5	6	4	79
Patdown	8	7	4	4	8	7	6	3	5	9	11	3	75
Patdown - Flyer	8	5	3	4	8	5	6	3	4	8	11	3	68

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		1	1										2
Patdown - General									1				1
Patdown - Non-Flyer		1				2				1			4
Persons w/ Disabilities (PWD)	13	5	9	5	3	7	10	4	18	9	8	6	97
Persons w/ Disabilities (PWD) - Autism Spectrum			1				1		1				3
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (g	1					1		1			1		4
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1			1	1		1	1	3		9
Persons w/ Disabilities (PWD) - Diabetes			1		1				2	1	1	1	7
Persons w/ Disabilities (PWD) - General	4		2							1			7
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1	1				1	1		5	3		2	14
Persons w/ Disabilities (PWD) - Metal Imp	2	1	1						1				5
Persons w/ Disabilities (PWD) - Mobility D	2	2	2	4			2	1	1		1	2	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1	1	1	1	1	1		6
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1				1	2	3	1	5	1	2		16
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	61	68	63	40	30	53	53	56	57	51	52	44	628
Property - Special Handling - Damaged It	9	11	6	3	2	5		2	6	5	4	5	58
Property - Special Handling - Damaged It	14	15	13	10	9	6	14	8	13	11	19	14	146
Property - Special Handling - Missing Item	14	15	15	10	3	12	14	15	8	9	13	5	133
Property - Special Handling - Missing Item	24	27	29	17	16	30	25	31	30	26	16	20	291
Request for Assistance		1	1			1	1	1					5
Request for Assistance - Other		1	1				1	1					4
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	12	20	21	14	16	27	18	20	24	17	27	10	226
Screening - Crew Member or Airline Empl	1											1	2
Screening - Inconsistency	1	1	1							1	1		5
Screening - Lengthy Lines	1		1			1		2		1		1	7
Screening - Procedures/Process	8	14	16	12	16	24	16	14	21	13	22	6	182
Screening - Retrieving Abandoned/Confiscated Items		3	1					2	2	1	2	1	12
Screening - Security Breach	1	2	1	2		2	2	2	1	1	2	1	17
Screening - Shoe Screening			1										1
TSA Contact Information	1												1
TSA Contact Information - General	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	10	7	9	10	5	4	8	16	9	10	9	15	112
2016				1	2	1	1	1	1	1	2	1	11
Civil Rights						1			1				2
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service											1		1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	2		1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2		1				1		5
Patdown								1		1			2
Patdown - Flyer								1					1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
2017	3	3	2	5		1	2	5		1	3	5	30
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			1			1	1		1		1	6
Customer Service - TSO	1			1			1	1		1		1	6
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Mishandling of Passenger Property	1	1	2	3		1		2			3		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1		1							1		3
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Baggage	1		2	2		1		2			1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage											1		1
Patdown							1	1					2
Patdown - Flyer								1					1
Patdown - Flyer as Observer							1						1
Property - Special Handling								1				2	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked Baggage												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening		2										1	3
Screening - Inconsistency		1											1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1											1
2018	3	2		1	3	2	1	5	6	3	2	1	29
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights								2		1			3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1	1		1		1	1			1	1	1	8
Customer Service - Others	1												1
Customer Service - TSO		1		1		1	1			1	1	1	7
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1							1				2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling					1	1		2		1			5
Property - Special Handling - Damaged Items - Checked Baggage								1					1
Property - Special Handling - Missing Items - Checked Baggage					1	1		1		1			4
Screening	2				1				4				7
Screening - Inconsistency									1				1
Screening - Procedures/Process	1				1				3				5
Screening - Retrieving Abandoned/Confiscated Items	1												1
2019	4	2	7	3			4	5	2	5	2	8	42
Customer Service			2	1			1	3	1	1		4	13
Customer Service - Others								2					2
Customer Service - TSO			2	1			1	1	1	1		4	11
Mishandling of Passenger Property			1					2		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Baggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage								2				1	3
Patdown	1									2			3
Patdown - Flyer	1									1			2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Property - Special Handling			1	1			2				1	1	6
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	2
Screening	2	2	3	1			1		1	1	1	2	14
Screening - Inconsistency	1												1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	2	1	1			1		1	1		2	10
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE		2	4	2	2	3	5		2	1	1		22
2016							1		1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2017		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 - Procedures/Process		1											1
2018		1	2	2	1	1	3		1				11
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service			1		1		1		1				4
Customer Service - Others			1										1
Customer Service - TSO					1		1		1				3
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1						3
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked							1						1
Screening			1	1									2
Screening - Procedures/Process			1	1									2
2019			2		1	2				1			6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1							1
Customer Service - TSO						1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening			1		1								2
Screening - Inconsistency			1										1
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF				1		1		1		1	1	1	6
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2017						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
2018									1		1		2
Customer Service											1		1
Customer Service - TSO											1		1
Screening									1				1
Screening - Inconsistency									1				1
2019												1	1
Patdown												1	1
Patdown - Flyer												1	1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	1	2		1		2	3	7	2	4	2		24
2016						2	3	7	2	4	2		6
Customer Service								2		1			2
Customer Service - TSO								2					2
Mishandling of Passenger Property						2				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				1			3
Screening								1					1
Screening - Procedures/Process								1					1
2017		1					1			1			3
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2018	1			1					2		2		6
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1							1		2
Patdown - Flyer				1							1		2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening									1				1
Screening - Procedures/Process									1				1
2019		1					2	4		2			9
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling									2				2
Property - Special Handling - Missing Items - Checked									2				2
Screening			1						2		2		5
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			1						1		1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK	2	2	6	5	3	4	12	10	12	3	11	5	75
2016				2	2	1	3	1	4		3	3	19
Locks							1	1			2	1	5
Locks - General												1	1
Locks - Missing or Damaged Lock							1	1			2		4
Mishandling of Passenger Property				2	2	1	2		4		1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2	1	2		3		1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
2017	2		4	2	1	3	5	5	5		2	1	30
Customer Service											1	1	2
Customer Service - TSO											1	1	2
Locks						1	1		1				3
Locks - Missing or Damaged Lock						1	1		1				3
Mishandling of Passenger Property	2		3	2		2	2	2	3				16
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2	2		1	2	2	2				12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1			1				3
Property - Special Handling							3	2	1				6
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							2	1					3
Screening			1					1			1		3
Screening - Inconsistency			1										1
Screening - Procedures/Process								1					1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2018			1	1			3	1	2	1	5		14
Civil Rights							1						1
Civil Rights - Age							1						1
Customer Service				1			1		2				4
Customer Service - TSO				1			1		2				4
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling											3		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked											1		1
Screening			1				1				1		3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							1				1		2
2019		2	1				1	3	1	2	1	1	12
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Mishandling of Passenger Property			1								1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1				1	1		1			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checked							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB	1	1	3	4			1			1	1		12
2016				1			1			1	1		4
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property							1			1	1		3
Mishandling of Passenger Property - Damaged/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
2017		1		2									3
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2									2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
2018	1		2	1									4
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Disa		1			1								2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2019			1										1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEX	9	12	10	10	10	14	19	13	22	9	12	14	154
2016				1	1	5	1	5	5	1	1	2	22
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property				1	1	4	1	3	1		1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	3	1	2			1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening								1	2	1			4
Screening - Procedures/Process								1	2	1			4
2017	3	6	4	3	5	3	6	2	4	3	4	3	46
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service						1	2		1	3	1		8
Customer Service - Others										1			1
Customer Service - TSO						1	2		1	2	1		7
Locks	1						1		1				3
Locks - Missing or Damaged Lock	1						1		1				3
Mishandling of Passenger Property	1	3	3		2	1	1	1	2		1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	3	2		1				2		1	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Patdown	1	1	1	1					1		1		6
Patdown - Flyer	1	1	1	1					1		1		6
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	2	4
Property - Special Handling - Missing Items - Checked								1			1	2	4
Screening				2	1	1	2						6
Screening - Inconsistency						1							1
Screening - Procedures/Process				1	1		2						4
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	2	3	2	4	3	5	4	3	7	2	4	2	41
Customer Service	2	1			2		2	2	3	2	1		15
Customer Service - Others	1						1	1	2				5
Customer Service - TSO	1	1			2		1	1	1	2	1		10
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1	1		2			1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1	1		2			1				5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown				1		1	1	1				1	5
Patdown - Flyer				1		1	1	1				1	5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling		1				2	1		1		1	1	7
Property - Special Handling - Damaged Items - Checked						1	1					1	3
Property - Special Handling - Missing Items - Checked		1				1			1				4
Screening		1	1	2	1						1		6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency													1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1	1									2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	4	3	4	2	1	1	8	3	6	3	3	7	45
Civil Rights	1			1									2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	2		1		1		4	1	2		1	2	14
Customer Service - Others			1				1		1				3
Customer Service - TSO	2				1		3	1	1		1	2	11
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	1		1				1		2			3	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		1				1		2			3	8
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling		1	1				1	1		2			6
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1					1		2			4
Request for Assistance							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening		1	1				2	1	1	1	1		8
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process		1					1	1	1	1	1		6
LFT	14	14	7	8	8	14	13	18	14	11	14	13	148
2016				2		3	5	5	3	3	4	7	32
Customer Service						1	3	1	1	2		1	9
Customer Service - TSO						1	3	1	1	2		1	9
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						2	1				1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1				1	1	5
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Screening				2			1	3	2		3	4	15
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				2			1	1			1	4	9
Screening - Procedures/Process								1	1		1		3
2017	4	8	4	2	4	5	3	1	2	3	3	2	41
Civil Rights	1				2	1					1		5
Civil Rights - Racial Profiling or Discrimination	1				2	1					1		5
Customer Service	2	1	1		1	1	1	1	1	2	1	1	13
Customer Service - Others											1		1
Customer Service - TSO	2	1	1		1	1	1	1	1	2		1	12
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1	2		1	1	1			1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	2		1	1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Assistive Technology			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening	1	5	1	2			1		1				11
Screening - Children							1						1
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency													1
Screening - Lengthy Lines		2		1									3
Screening - Procedures/Process	1	1	1	1					1				5
2018	2	2		4	1	5	3	11	6	3	6	2	45
Customer Service				1	1	1					2	1	6
Customer Service - TSO				1	1	1					2	1	6
Locks			1										2
Locks - Missing or Damaged Lock			1										2
Mishandling of Passenger Property	2	1					1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2												2
Mishandling of Passenger Property - Disarrayed Item		1											2
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening				1		2	3	11	6	3	4	1	31
Screening - Inconsistency										1			1
Screening - Lengthy Lines							3	4	2	1	4	1	15
Screening - Procedures/Process				1		2		7	3	1			14
Screening - Security Breach										1			1
2019	8	4	3		3	1	2	1	3	2	1	2	30
Customer Service	1			2		1	1		1	1			7
Customer Service - TSO	1			2		1	1		1	1			7
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening	7	4	1		3		1	1	1		1		19
Screening - Inconsistency					1								1
Screening - Lengthy Lines	6	3	1		2			1	1				14
Screening - Procedures/Process	1	1											4
LGA	247	238	356	278	232	319	333	377	321	355	384	294	3,734
2016				61	69	83	95	125	73	87	112	89	794
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				4	2	2	4	5	3	3	7	2	32
Civil Rights - Constitutional Rights										1			1
Civil Rights - General Complaint and Discrimination				1	2								3
Civil Rights - National Origin								2		1			3
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				3			1	3	2	2	5	2	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	3				2		6
Customer Service				10	12	24	41	48	26	25	35	22	243
Customer Service - CSM				1				1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others					2	3	7	9	8	8	6	1	44
Customer Service - TSO				9	10	21	34	38	18	17	29	21	197
Identification (ID) Requirements						3	1			1	1		6
Identification (ID) Requirements - Domestic						3	1			1	1		6
Locks				3	9	6	2	8	5	3	11	6	53
Locks - General						1		1			1		3
Locks - Missing or Damaged Lock				3	9	5	2	7	5	3	10	6	50
Lost and Found					1	12	1	7		4	5	1	31
Lost and Found - Airport/TSA					1	12	1	7		4	5	1	31
Mishandling of Passenger Property				31	30	25	25	32	26	39	43	40	291
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	7	4	7	5	4	8	5	10	55
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				25	19	19	17	25	20	30	37	28	220
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					4	2	1	2	1	1	1	2	14
Patdown		4		1	2	1	2	4	3	5	8		30
Patdown - Children							1						1
Patdown - Flyer				3	1	2		2	4	3	4	8	27
Patdown - Non-Flyer				1							1		2
Persons w/ Disabilities (PWD)				1	3	3	3	2	1	3	1	1	18
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	1					1	4
Persons w/ Disabilities (PWD) - Service Animals					1			1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				3			4
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Request for Assistance												1	1
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening				8	11	6	17	21	8	5	4	7	87
Screening - Inconsistency				2	3	2	1	3		2	1	1	15
Screening - Lengthy Lines				3	4	3	14	8	1	1	1	2	37
Screening - Procedures/Process				2	4	1	2	6	6	2	2	4	29
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach								4	1				5
2017	78	82	190	86	65	77	49	80	69	79	87	72	1,014
Civil Rights	2	3	4	2		4	3	5	3	4	3	6	39
Civil Rights - Constitutional Rights							1						1
Civil Rights - Headwear								1					1
Civil Rights - National Origin								1	1	2	1		5
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	1	2	3	1		3	1	2	2	1	1	5	22
Civil Rights - Sex/Gender/Gender Identity	1	1						1					3
Civil Rights - Sexual Orientation - Not Transgender			1				1					1	3
Civil Rights - Transgender Screening				1						1	1		3
Customer Service	30	32	114	17	10	16	12	23	19	24	22	21	340
Customer Service - Others	4	2			1	1		5			2		15
Customer Service - TSO	26	30	114	17	9	15	12	18	19	24	20	21	325
Identification (ID) Requirements			1	1				1					3
Identification (ID) Requirements - Domestic			1	1				1					3
Locks	4	8	2	7	2	3	1	4	5	2	3	3	44
Locks - General				1			1				1		3
Locks - Missing or Damaged Lock	4	8	2	6	2	3		4	5	2	2	3	41
Lost and Found	4	4	5	2	1	1	1	1	2	2	3	2	28
Lost and Found - Airport/TSA	4	4	5	2	1	1	1	1	2	2	3	2	28
Mishandling of Passenger Property	25	20	44	34	36	33	16	17	13	18	23	12	291
Mishandling of Passenger Property - Dam	6	3	6	6	10	11	2	1	2	3	4	1	55
Mishandling of Passenger Property - Dam	18	16	34	24	24	21	11	12	10	13	16	9	208
Mishandling of Passenger Property - Dam	1	1		1						1	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			4	3	2	1	3	4	1	1	2	2	23
Patdown	2	6	3	2	6	5	5	7	2	4	7	6	55
Patdown - Flyer	2	6	3	2	6	5	5	7	2	2	5	5	50
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer										2		1	3
Persons w/ Disabilities (PWD)	2	3	6	1	3	3	1	5	6	2	6	1	39
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
Persons w/ Disabilities (PWD) - Diabetes						1		1	1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1			1		2
Persons w/ Disabilities (PWD) - General		1							1		1		3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			3	1			1		1				6
Persons w/ Disabilities (PWD) - Metal Imp	1				1				1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1				1		2		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1					1			3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1	1		1	1	5
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							7	8	12	17	12	11	67
Property - Special Handling - Damaged Items - Carry-On								1	2	2	4	1	10
Property - Special Handling - Damaged Items - Checked							2	4	5	7	4	4	26
Property - Special Handling - Missing Items - Carry-On							1	2	4	1	2	3	13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Checked							4	1	1	7	2	3	18
Request for Assistance			1										1
Request for Assistance - Wounded Warrior (MSIJSOC)			1										1
Screening	9	5	10	20	7	10	3	9	7	6	6	10	102
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	3	2	2	3		1		2		2		2	17
Screening - Lengthy Lines	1			1			1	2		1	1	4	11
Screening - Procedures/Process	3	3	6	15	6	9	2	4	6	3	5	4	66
Screening - Retrieving Abandoned/Confiscated Items	1			1				1	1				4
Screening - Security Breach	1		2										3
TSA Contact Information				1		2					1		4
TSA Contact Information - General				1		2					1		4
2018	89	81	86	79	46	84	94	83	82	92	88	47	951
Advanced Imaging Technology (AIT)	2					1				1			4
Advanced Imaging Technology (AIT) - Fly	2					1				1			4
Civil Rights		3	3	2	1	3	3	9	2	3	5	3	37
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns						1		1					2
Civil Rights - Headwear								1	1	1			3
Civil Rights - National Origin							1				1		2
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination		1	2	1		2	2	4	1	2	3	1	19
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2		1	1			2				2	8
Civil Rights - Transgender Screening								1					1
Customer Service	33	30	32	24	15	18	34	29	28	27	28	22	320
Customer Service - Others	7	8	2	1	2	8	9	2	7	2	3	1	52
Customer Service - TSO	26	22	30	23	13	10	25	27	21	25	25	21	268
Identification (ID) Requirements	1					1							2
Identification (ID) Requirements - Domestic	1					1							2
Locks	2	6	1		1	3		4	3	8	4	1	33
Locks - Missing or Damaged Lock	2	6	1		1	3		4	3	8	4	1	33
Lost and Found	1	3	5	1	1	5	3	2	4	4	9	1	39
Lost and Found - Airport/TSA	1	3	5	1	1	5	3	2	4	4	9	1	39
Mishandling of Passenger Property	16	10	20	19	8	15	14	6	12	16	13	8	157
Mishandling of Passenger Property - Damaged	3	3	2	5	1	2	3	1		2			22
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	10	7	14	12	7	12	9	4	11	10	11	8	115
Mishandling of Passenger Property - Disassembled	3		4	2		1	1	1	1	3	2		18
Patdown	6	3	4	5	2	5	6	4	8	7	1		51
Patdown - Flyer	5	2	4	4	2	5	6	3	7	7	1		46
Patdown - Flyer as Observer		1						1	1				3
Patdown - Non-Flyer	1			1									2
Persons w/ Disabilities (PWD)	4	3	2	5	3	1	10	5	3	2	7	3	48
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive	1			1							1		3
Persons w/ Disabilities (PWD) - Diabetes			1	1				1					3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General	2			1							1		4
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1			1		1	1		1			5
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			3		1	1	2	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates													1
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	1			1		1	4	1	2		1	1	12
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	10	13	6	13	13	13	11	13	10	17	11	4	134
Property - Special Handling - Damaged Items - Carry		1	1	3	2	1	3				2		13
Property - Special Handling - Damaged Items - Checked	4	3	1	1	2	3		4	2	3	3	1	27
Property - Special Handling - Missing Items	1	4		2	4	3	6	4	3	6	2	1	36
Property - Special Handling - Missing Items - Checked	5	5	4	7	5	6	2	5	5	8	4	2	58
Screening	14	10	13	10	2	19	13	11	12	7	10	5	126
Screening - Inconsistency	1		1			1	1	1	1				6
Screening - Lengthy Lines	7	2	2	2	1	6	3	2	2	1	2		30
Screening - Procedures/Process	6	8	10	8	1	9	9	8	9	6	8	4	86
Screening - Retrieving Abandoned/Confiscated Items						3							3
Screening - Security Breach												1	1
2019	80	75	80	52	52	75	95	89	97	97	97	86	975
Civil Rights	6	5	6	2	4	3	1	2	3	5	7	6	50
Civil Rights - Age		1	1										2
Civil Rights - Constitutional Rights			2		1			1			1		5
Civil Rights - Headwear		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	3	3	2	1	2	3	1	1		3	5	3	27
Civil Rights - Sex/Gender/Gender Identity	2			1	1				3	1	1	3	12
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening			1										1
Customer Service	23	20	26	14	10	21	28	23	28	32	30	26	281
Customer Service - Others	1	3	4	1		2		2	1	4	4	3	25
Customer Service - TSO	22	17	22	13	10	19	28	21	27	28	26	23	256
Locks	1	1	3	5	1	2	7	3	3	2	5	5	38
Locks - Missing or Damaged Lock	1	1	3	5	1	2	7	3	3	2	5	5	38

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	4	5	1	4	5	6	10	3	7	7	8	9	69
Lost and Found - Airport/TSA	4	5	1	4	5	6	10	3	7	7	8	9	69
Mishandling of Passenger Property	11	14	14	5	6	10	11	11	14	13	8	14	131
Mishandling of Passenger Property - Dam	1	4	2	1	3	3	1		1	2			20
Mishandling of Passenger Property - Dam	8	8	11	3	2	6	9	8	10	10	8	8	91
Mishandling of Passenger Property - Disa	2	2	1	1	1	1	1	3	3	1			20
Patdown	4	6		1	2	7	6	4	5	5	5	2	47
Patdown - Children					1				1	1			3
Patdown - Flyer	3	6		1		6	6	4	3	4	5	2	40
Patdown - Flyer as Observer	1					1							2
Patdown - Non-Flyer									1				2
Persons w/ Disabilities (PWD)	5	6	6	3	3	5	7	7	8	8	8	5	71
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (c		2											2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General	1		2		1		1			1			6
Persons w/ Disabilities (PWD) - Hearing Impairment			1		1			1	1				4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Im	1	1		1			2				1		6
Persons w/ Disabilities (PWD) - Mobility Disability (N		2		1			2	1	1	3	3		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2	1									3
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment		1								1			2
Persons w/ Disabilities (PWD) - Wheelcha	1	2						4	2	1	1	1	12
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Chemical/Household Products													1
Property - Special Handling	13	9	11	12	9	10	16	20	11	9	15	12	147
Property - Special Handling - Damaged It	3	3		1	1	2	4	3	2	2		1	22
Property - Special Handling - Damaged It	2	3	2		2	4	2	4	4	2	3	2	30
Property - Special Handling - Missing Item	4	1	2	6	2	2	7	5	3	3	8	6	49
Property - Special Handling - Missing Item	4	2	7	5	4	2	3	8	2	2	4	3	46
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	13	9	13	6	12	11	9	16	18	15	11	6	139
Screening - Crew Member or Airline Employee											1	1	2
Screening - Inconsistency	1	1		1		1			1				6
Screening - Lengthy Lines	1	2	5		1	1	2	3	2	3	3	1	24
Screening - Procedures/Process	11	6	8	5	10	8	7	13	14	10	7	3	102
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1	1				2			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	27	27	28	12	25	29	30	28	21	25	24	34	310
2016				1	8	5	12	9	5	6	4	10	60
Civil Rights					1							2	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Transgender Screening					1								1
Customer Service					1	4	4	4	3		1	3	20
Customer Service - Others						2		1				1	4
Customer Service - TSO					1	2	4	3	3		1	2	16
Lost and Found								1			2		3
Lost and Found - Airport/TSA								1			2		3
Mishandling of Passenger Property				1	3	1	7	4	1	6	1	3	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3	1	5	4	1	5	1	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Screening							1					2	3
Screening - Procedures/Process							1					2	3
2017	11	13	7	5	3	6	4	5	3	1	9	9	76
Civil Rights	1		2						1			1	5
Civil Rights - Racial Profiling or Discrimination	1		2						1			1	5
Customer Service	3	4		2	2	2		2	2	1	2	3	23
Customer Service - Others	2	1											3
Customer Service - TSO	1	3		2	2	2		2	2	1	2	3	20
Locks	1	1										1	3
Locks - General												1	1
Locks - Missing or Damaged Lock	1	1											2
Lost and Found				1								1	2
Lost and Found - Airport/TSA				1								1	2
Mishandling of Passenger Property	4	2	4	2		3	1	1			2	2	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	4	2		2	1	1			2	2	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1							2
Patdown	1	1						1			1		4
Patdown - Flyer	1	1						1					3
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)			1	1								1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1									1	2
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 - Checked							1				1		2
Screening	1	4			1	1	1	1			2		11
Screening - Inconsistency		1											2
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process		2				1		1			2		6
Screening - Security Breach					1								1
2018	7	7	11	3	9	12	9	8	10	12	6	9	103
Civil Rights			1		1			1			1		4
Civil Rights - Racial Profiling or Discrimination			1					1			1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1	1	2	3	5	1	1	2		2	20
Customer Service - TSO	1	1	1	1	2	3	5	1	1	2		2	20
Locks	1	1	1							3			6
Locks - Missing or Damaged Lock	1	1	1							3			6
Lost and Found					1	1			1	1		1	5
Lost and Found - Airport/TSA					1	1			1	1		1	5
Mishandling of Passenger Property	1	2	3		2	4	1	1	3	2		3	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1								1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	2		1	4	1	1	2	1		3	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1		1								2
Patdown	1	1		1	1		2	2	2	2			11
Patdown - Flyer			1	1			2	2	2	2			10
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	1	1		1	1	1				2		9
Persons w/ Disabilities (PWD) - Cancer (Genetic Testing)	1												1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General											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) - Wheelchair/ Scooter/ Segway	1						1						2
Property - Special Handling			2	1	1	2		2	2	1	2	2	15
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged Items - Checked			2			1		1	1			1	6
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1	1					1	2	1	6
Request for Assistance	1												1
Request for Assistance - Wounded Warriors	1												1
Screening	1	1	2			1		1	1	1	1	1	10
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1	1	1										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process			1					1	1	1		1	5
Screening - Security Breach						1							1
2019	9	7	10	3	5	6	5	6	3	6	5	6	71
Civil Rights	1			1			1			1	2	2	8
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination	1			1			1				1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		5		2		1		1	3	2		15
Customer Service - TSO	1		5		2		1		1	3	2		15
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1				2	3
Lost and Found - Airport/TSA								1				2	3
Mishandling of Passenger Property		4		1	2		1	1		1			10
Mishandling of Passenger Property - Damaged/Missed			1										1
Mishandling of Passenger Property - Damaged/Missed			3	1	2		1			1			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1	2			1	1							5
Patdown - Flyer	1	1			1	1							4
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1	2					3				1	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1						1					2
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling			2	1		2		1			1	1	8
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked			1			2						1	4
Screening	4		1			3	2		2				12
Screening - Inconsistency							1						1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3		1			3	1		1				9
Screening - Retrieving Abandoned/Confiscated Items									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	36	25	21	29	31	47	38	45	34	40	28	31	405
2016				4	3	11	10	10	7	6	6	5	62
Civil Rights								2			1		3
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening								2					2
Customer Service				1		1	1	2	1		1	2	9
Customer Service - Others								1	1		1		3
Customer Service - TSO				1		1	1	1				2	6
Locks								2	1	1		1	6
Locks - Missing or Damaged Lock								2	1	1		1	6
Mishandling of Passenger Property				2	3	8	4	4	2	5	2	1	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3	8	4	4	1	5	2	1	29
Patdown								1					2
Patdown - Flyer							1						2
Persons w/ Disabilities (PWD)				1		1		1	1				4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening							1	2		2	1	1	7
Screening - Inconsistency								1		1		1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1	1		1			3
2017	14	6	5	7	6	13	6	11	10	8	10	9	105
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer								1					1
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service			2	1		1		2	1		1	1	9
Customer Service - Others						1							1
Customer Service - TSO			2	1				2	1		1	1	8
Locks		2	1	1	3		1	1	1		1	3	15
Locks - Missing or Damaged Lock		2	1	1	3		1	1	1		1	3	15
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	10	3	3	2	6	9	3	5	4	3	5	4	57
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	9	3	2	1	5	7	2	4	4	2	5	4	48
Mishandling of Passenger Property - Disappearance	1		1			1	1	1		1			6
Patdown	1		1			1			1				4
Patdown - Flyer	1		1			1			1				4
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling							1	1	2	1	1	1	7
Property - Special Handling - Damaged Items - Checked							1		2		1		4
Property - Special Handling - Missing Items - Checked								1		1		1	3
Screening	1			1						3	1		6
Screening - Inconsistency				1									1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1									2			3
Screening - Retrieving Abandoned/Confiscated Items										1			1
2018	10	7	10	11	12	12	12	12	8	9	6	7	116
Customer Service	2		2	2	3	1	1	1	1	1	3		17
Customer Service - Others											1		1
Customer Service - TSO	2		2	2	3	1	1	1	1	1	2		16
Locks			1	1		1	1		2			1	8
Locks - Missing or Damaged Lock			1	1		1	1		2			1	8
Mishandling of Passenger Property	5	4	4	3	1	4	6	5	1	5	2	1	41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	1												2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	4	3	3	1	3	6	2	1	5	2		33
Mishandling of Passenger Property - Disappearance	1		1			1		3					6
Patdown						2	1	2	1				7
Patdown - Flyer						2	1	1	1				6
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)			1	1	1			1	1				6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	1				1				4
Property - Special Handling	1	1	1	2	3	2	1		1	2	1	2	17
Property - Special Handling - Damaged Items - Carry-On					1								2
Property - Special Handling - Damaged Items - Checked	1	1		1	1		1						5
Property - Special Handling - Missing Items - Carry-On				1	1					2		1	5
Property - Special Handling - Missing Items - Checked			1			2			1		1		5
Screening	2	1	1	3	3	2	2	3	1	1		1	20
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines					2	1		1					4
Screening - Procedures/Process	1	1	1	3		1	2	2	1				12
Screening - Retrieving Abandoned/Confiscated Items										1			1
2019	12	12	6	7	10	11	10	12	9	17	6	10	122
Civil Rights				1	1			1		1		1	5
Civil Rights - Constitutional Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination				1	1							1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Customer Service	4	3	2			3	4	1		3	2	2	3	27
Customer Service - Others			2			1	1						1	5
Customer Service - TSO	4	1	2			2	3	1		3	2	2	2	22
Locks	1		1	1			1	4		1	1			10
Locks - Missing or Damaged Lock	1		1	1			1	4		1	1			10
Mishandling of Passenger Property	1	1		4	3	3	2	4	2	4			3	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1	2
Mishandling of Passenger Property - Damaged/Missii		1		4	2	2		2	2	4			2	19
Mishandling of Passenger Property - Disa	1				1	1	1	2						6
Patdown	1	1				1	1	1		1				6
Patdown - Flyer	1	1					1	1						4
Patdown - Flyer as Observer						1				1				2
Persons w/ Disabilities (PWD)			1	1					1	2				5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1				1
Persons w/ Disabilities (PWD) - Diabetes		1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1					1
Property - Special Handling	2	4			2	1	3	1	1	3	3			20
Property - Special Handling - Damaged Items - Carry			1											1
Property - Special Handling - Damaged Items - Check			1			1	1			1	1			5
Property - Special Handling - Missing Items - Carry-On					2			1	1			1		5
Property - Special Handling - Missing Items	2	2					2			2	1			9
Screening	3	2	2	1	1	2	2	1	2	3			3	22
Screening - Lengthy Lines	2	1												3
Screening - Procedures/Process	1	1	2	1	1	2	2	1	2	3			3	19

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	19	20	25	33	17	22	15	24	22	32	28	28	285
2016				12	3	6	5	7	5	10	6	5	59
Civil Rights				1						1			2
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				2	1	3	1			1	1		9
Customer Service - CSM				1									1
Customer Service - Others						3							3
Customer Service - TSO				1	1		1			1	1		5
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property				6	2	3	2	5	3	7	5	3	36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1				2			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	2	2	3	3	7	4	3	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2		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) - Medically Necessary Medication and Medical Supplies												1	1
Screening				1			1	2	1	1		1	7
Screening - Inconsistency							1	1					2
Screening - Procedures/Process				1				1	1	1		1	5
2017	3	9	7	6	4	10	2	9	5	5	11	5	76
Civil Rights						2							2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			2	1	1			1		1		1	7
Customer Service - TSO		2	1	1				1		1		1	7
Locks				1				1			1	2	5
Locks - Missing or Damaged Lock				1				1			1	2	5
Mishandling of Passenger Property	3	6	1	3	2	7	2	4	2	3	9	1	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	5	1	3	1	5	2	3	2	3	6	1	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Item		1			1	1		1			2		6
Patdown		1			1			1	1				4
Patdown - Flyer		1			1			1	1				4
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling								2	2		1	1	6
Property - Special Handling - Damaged Items - Checked								1	1			1	3
Property - Special Handling - Missing Items - Checked								1	1		1		3
Screening			4	1	1	1							7
Screening - Procedures/Process			3	1	1	1							6
Screening - Security Breach			1										1
2018	8	4	10	9	7		5	2	6	9	6	10	76
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1			1		1	1	1		5
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				1			1		1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				1	1				2		1	1	6
Customer Service - TSO				1	1				2		1	1	6
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property	1	3	2	3	1		2			3	1	3	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	3	1	2	1		1				1	2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1	1		1			3		1	7
Patdown	2	3	1				1	1	1	1		1	11
Patdown - Flyer	2	3	1				1	1	1				10
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)				1	1				1	1			5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Internal Medical Device			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3		2	2	2			1		3		3	16
Property - Special Handling - Damaged Items - Checked	2		2	1						3		1	9
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked	1				1			1				2	5
Screening	2		3		2					1		2	11
Screening - Lengthy Lines			3										3
Screening - Procedures/Process	2				2				1		2	1	8
2019	8	7	8	6	3	6	3	6	6	8	5	8	74
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	1		1		2			6
Customer Service - TSO				1	1	1		1		2			6
Locks		1		1							1		3
Locks - Missing or Damaged Lock		1		1							1		3
Mishandling of Passenger Property	2	1	2	2		3	1	2	2	3		5	23

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1	2	2		3	1	2	1	1		5	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Patdown		2	1						1	3	2	1	10
Patdown - Flyer			1	1					1	3	2	1	9
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	2			2		1		1			1	1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Mobility	2							1					3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Property - Special Handling	2	1	1			2	2	1	1		1	2	14
Property - Special Handling - Damaged Items - Carry-On						1	1		1				3
Property - Special Handling - Damaged Items - Checked	2			1		1	1	1					6
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1							1	2		4
Screening	2	2	2					1			1		8
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	1	2					1			1		6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK	5	9	5	3	7	5	7	7	7	10	11	9	85
2016													26
Customer Service								1			1		2
Customer Service - CSM								1					1
Customer Service - TSO											1		1
Locks						1		1		1	1		4
Locks - General						1							1
Locks - Missing or Damaged Lock								1		1	1		3
Mishandling of Passenger Property						2	1	2	2	4	3	4	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1	2		3	2	4	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	1	1		4
Screening								1		1			2
Screening - Inconsistency										1			1
Screening - Lengthy Lines								1					1
2017	4	3	2		3	1	2	1	3	4	2	5	30
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property	2	2	2		3	1	2	1	3	3	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	2		3	1	1	1	3	2		1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1			1	1		4
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Checked											1	1	2
Screening												1	1
Screening - Procedures/Process												1	1
2018	1	5	1	1	1	2	3		1		2		17
Customer Service		2	1	1							1		5
Customer Service - TSO		2	1	1							1		5
Mishandling of Passenger Property	1				1	1	1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	1		1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1					1							2
Patdown			1										1
Patdown - Non-Flyer			1										1
Property - Special Handling			1			1	2						4
Property - Special Handling - Damaged Items - Checked			1			1	1						3
Property - Special Handling - Missing Items - Checked							1						1
Screening			1								1		2
Screening - Inconsistency			1								1		2
2019		1	2	2	1	1	1	1	1		2		12
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1		1			1		4
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1			1			1			3
Screening - Procedures/Process				1			1			1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS			1					1			2		4
2016											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
2017			1										1
Screening			1										1
Screening - Procedures/Process			1										1
2019								1			1		2
Civil Rights								1					1
Civil Rights - Transgender Screening								1					1
Screening											1		1
Screening - Retrieving Abandoned/Confiscated Items											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNy	3	1		1	2	2	3	2	1	1	2		18
2016					1	1	1			1	1		5
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2017	2							1					3
Mishandling of Passenger Property	2								1				3
Mishandling of Passenger Property - Dam	1								1				2
Mishandling of Passenger Property - Dam	1												1
2018	1	1		1		1	1	1			1		7
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 - Dam	1			1			1						3
Screening								1					1
Screening - Inconsistency								1					1
2019					1		1		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	3			1		4		1	2	4		2	17
2016				1		1			1	4		2	7
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Screening				1					1				2
Screening - Inconsistency				1									1
Screening - Procedures/Process									1				1
2018	2					3							5
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening						2							2
Screening - Procedures/Process						2							2
2019	1							1	1			2	5
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1		2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		2	3
Screening	1												1
Screening - Crew Member or Airline Employee	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	2	3	1	1		2	1	3	1	5	3	4	26
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2017	2	1	1			1		1				1	7
Civil Rights			1										1
Civil Rights - National Origin			1										1
Mishandling of Passenger Property	1			1					1				4
Mishandling of Passenger Property - Dam	1			1					1				4
Patdown							1						1
Patdown - Flyer							1						1
Screening	1												1
Screening - Procedures/Process	1												1
2018		1				1	1		1	3	1	2	10
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property			1							1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Item			1							1			2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked													1
Screening										2	1	1	4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										2			2
Screening - Security Breach												1	1
2019		1		1				2		1	2	1	8
Customer Service		1											1
Customer Service - TSO		1											1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening											1	1	2
Screening - Procedures/Process											1	1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB	3							1			2		6
2016											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2017	2												2
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
2019	1							1			1		3
Civil Rights	1												1
Civil Rights - Sexual Orientation - Not Tra	1												1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	1	5	3	4	6	1		2	2	6	1	4	35
2016				1	2					3			6
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1					3			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1					2			4
2017		1	2	2	3			2		1		3	14
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1	1		1				1		3	7
Mishandling of Passenger Property - Damaged/Missing Items		1	1			1				1		3	7
Patdown						1			1				2
Patdown - Flyer						1			1				2
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3
2018	1	3	1			1	1		2	1	1		11
Customer Service	1					1			1				3
Customer Service - TSO	1					1			1				3
Patdown			1				1						2
Patdown - Flyer			1				1						2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening		3								1	1		5
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1								1	1		3
2019		1		1						1		1	4
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening												1	1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	4	6	7	5	4	4	5	8	4	7	4	5	63
2016						1	3	2	2		1	1	2
Customer Service													2
Customer Service - TSO													2
Locks							2	1					3
Locks - Missing or Damaged Lock							2	1					3
Mishandling of Passenger Property						1	1	1	2		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1	1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
2017	1		4	2	1	1		1	1	2		1	14
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			4	1	1	1		1		2		1	11
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1	1		1		1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1						1			3
Patdown				1									1
Patdown - Non-Flyer				1									1
Screening										1			1
Screening - Procedures/Process										1			1
2018		4	3	3	2		1	3	3	1	2	2	24
Customer Service			1								1		2
Customer Service - TSO			1								1		2
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	2	1	2	3	1		1	15
Mishandling of Passenger Property - Damaged/Missii			2	1	1		1	1	3	1		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2			1					4
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checke			1										1
Screening			1		1								2
Screening - Procedures/Process			1		1								2
2019	3	2					2	2		3	1		13
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Mishandling of Passenger Property		2					1	2			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam		2					1	2					5
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
Screening			1							1			2
Screening - Procedures/Process			1							1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	6	12	11	7	7	12	10	8	15	12	12	12	124
2016						2	2	5	4	2	3	1	19
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						1			1	1			3
Customer Service - Others									1				1
Customer Service - TSO						1				1			2
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property						1	1	4	3	1	2	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	3	3	1	2		11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Screening											1		1
Screening - Procedures/Process											1		1
2017	2	4	2	4	1	2	1	2	5	1	4	5	33
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service			2			1					2	1	6
Customer Service - Others											2	1	3
Customer Service - TSO			2			1							3
Mishandling of Passenger Property	2	1	2	3		1		1	2				12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	2	1		1		1					7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			2									3
Patdown				1		1	1					1	4
Patdown - Flyer				1		1	1					1	4
Persons w/ Disabilities (PWD)			1						2	1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1						2				3
Property - Special Handling								1			1	1	3
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked											1		1
Screening									1			2	3
Screening - Lengthy Lines									1			2	3
2018	1	5	6	3	3	5	2	4	3	6	2	4	44
Customer Service		1	2		1	2	2			1	2	1	12
Customer Service - Others		1	1		1	1	2						6
Customer Service - TSO			1			1				1	2	1	6
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1	1	1	1				2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	1	1								3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				2			3
Patdown			1						1	2		1	5
Patdown - Flyer									1	2		1	4
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - General		1											1
Property - Special Handling				1	2								3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2	2		1	3		2	3	1	1	15
Screening - Lengthy Lines				1		1			1				3
Screening - Procedures/Process			2	1			3		1	3	1	1	12
2019	3	3	3		1	3	2	2	3	3	3	2	28
Customer Service			1			1			2				4
Customer Service - TSO			1			1			2				4
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property	1							2		1	2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1							1		1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	1	2				1			1	1		7
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1	1	1								1		4
Screening	1	1	1				1						4
Screening - Procedures/Process	1		1				1						3
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	4	2	2	5	2	2	2	3	1	2	9	3	37
2016				2			2	1		1	4	1	11
Customer Service								1					1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				2			2			1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1			1	2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2
Screening											1		1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2017	3			1				1	1	1			7
Customer Service	1												1
Customer Service - TSO	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	2								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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1								1				2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2018		1	1		1						3		6
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1				1							2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2019	1	1	1	2	1	2		1			2	2	13
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		1	1	1		1					5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1		1	1	1		1					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1		1			1							3
Screening - Procedures/Process	1		1			1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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						2				1	4
2017								1				1	2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
2019		1						1					2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	60	57	49	72	46	80	56	79	81	73	73	61	787
2016				14	13	21	12	17	21	13	18	21	150
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights						1	1	1	3	1	1	1	9
Civil Rights - Racial Profiling or Discrimination						1	1	1	3		1	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				5	2	5	2	8	4	5	8	3	42
Customer Service - CSM												1	1
Customer Service - Others				1	2		1	5	1				10
Customer Service - TSO				4		5	1	3	3	5	8	2	31
Identification (ID) Requirements						1				1			2
Identification (ID) Requirements - Domestic						1				1			2
Locks						4					1	1	6
Locks - Missing or Damaged Lock						4					1	1	6
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				8	7	4	4	3	3	6	1	7	43
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				3	2					1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1	3		1	1	1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	5	3	1	3	2	3		3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	2
Patdown					1	2	2		2		1	1	9
Patdown - Flyer					1	1	2		2			1	7
Patdown - Flyer as Observer					1								2
Persons w/ Disabilities (PWD)				1		1	1	1	1		2		7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening					2	3	2	4	7		4	8	30
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process					1	2	1	2	5		3	5	19
Screening - Retrieving Abandoned/Confiscated Items												2	2
Screening - Security Breach							1	2	2				5
2017	17	23	26	22	15	25	19	25	21	20	21	13	247
Civil Rights				1	1		1	2	2	3		1	11
Civil Rights - Constitutional Rights				1									1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination						1		1	1	3		1	7
Civil Rights - Transgender Screening							1	1					2
Customer Service	2	8	7	8		5	6	4	4	7	7	5	63
Customer Service - Others			2	2		1					1		6
Customer Service - TSO	2	8	5	6		4	6	4	4	7	6	5	57
Locks	1		1	1	1		1		2		2		9
Locks - Missing or Damaged Lock	1		1	1	1		1		2		2		9
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	6	8	10	5	3	8	4	4	5	4	1	3	61
Mishandling of Passenger Property - Damaged/Missing Items			2		3	1	4	3	3				16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	2		2	1									5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	6	8	1	1	4	1	1	5	2	1	3	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				1					2			4
Patdown	2	2	3	2	3	6	2		3		3		26
Patdown - Children			1										1
Patdown - Flyer	2	1	2	1	1	5	2		3		3		20
Patdown - Flyer as Observer			1		1	1							3
Patdown - Non-Flyer				1	1								2
Persons w/ Disabilities (PWD)	1	1			2			1	1	2	1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - General		1								2			3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Casts			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Lighters/Matches						1							1
Property - Special Handling							1	2	1	3	3	2	12
Property - Special Handling - Damaged Items - Carry-On										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On								1	1				2
Property - Special Handling - Missing Items - Checked							1	1		1	2	2	7
Screening	5	3	4	5	4	6	4	12	3	1	4	1	52
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				1	1	1	1	4					8
Screening - Lengthy Lines			1	1		3	1	1	1			1	9
Screening - Procedures/Process	5	2	2	2	3	2	2	5	1	1	3		28
Screening - Retrieving Abandoned/Confiscated Items									1	1	1		3
Screening - Security Breach			1	1				1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2018	23	17	17	19	12	19	17	18	23	22	18	12	217
Civil Rights	2	1	1	1		1	2	1	1	1		2	13
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1	1				1	1		1			1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening								1		1			2
Customer Service	3	4	7	6	1	4	2	4	7	8	4	1	51
Customer Service - CSM								1					1
Customer Service - Others			3					1	1				5
Customer Service - TSO	3	4	4	6	1	4	2	2	6	8	4	1	45
Locks	2	1			1	1		2					9
Locks - Missing or Damaged Lock	2	1			1	1		2					9
Mishandling of Passenger Property	5	4	3	2	5	2	1	1	2	4	4	4	36
Mishandling of Passenger Property - Damaged/Missing		1							1		2	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	4	3	1	2	4	2		1	1	4	1	2	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2		1								4
Patdown	2	1	1	4	2	4	3	1	3		1	1	23
Patdown - Flyer	2		1	2	2	4	2	1	3		1		18
Patdown - Flyer as Observer							1					1	2
Patdown - Non-Flyer		1		2									3
Persons w/ Disabilities (PWD)	5	1		1		1	2	3	2		1	1	17
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment	1								1				2
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment	1			1							1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2					4
Property - Special Handling	2	2	1	2	1	2	4	2	3	2	3		24
Property - Special Handling - Damaged Items - Carry-On									3		2		5
Property - Special Handling - Damaged Items - Checked		1					1	1		1			4
Property - Special Handling - Missing Items - Carry-On					1	1	1						3
Property - Special Handling - Missing Items - Checked	2	1	1	2		1	2	1		1	1		12
Screening	2	3	4	3	2	4	4	4	5	7	5	1	44
Screening - Children						1							1
Screening - Inconsistency		2				1				1	1	1	6
Screening - Lengthy Lines								1	3	2	2		8
Screening - Procedures/Process			4	3	2	1	4	3	2	3	2		24
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	2					1							3
Screening - Shoe Screening										1			1
2019	20	17	6	17	6	15	8	19	16	18	16	15	173
Civil Rights	2	3	2	2	1	1		1			1		13
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	1		1	1	1						1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		3	1					1					5
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	5	5	1	3	1	5	1	5	3	3	5	4	41
Customer Service - Others								1			1	1	3
Customer Service - TSO	5	5	1	3	1	5	1	4	3	3	4	3	38
Locks							1	2		1			5
Locks - Missing or Damaged Lock							1	2		1			5
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	3	2	1	3	1		3	3	4		2	2	24
Mishandling of Passenger Property - Damaged/Missing	2			2			1	1	1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2	1	1			1	2	3		1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1						1				1		3
Patdown	3	1		4		1	2		3	3	3	2	22
Patdown - Flyer	2	1		4		1	2		3	3	3	2	21
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2	2	1		1	1		2	1	4			14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1								2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1				1			1					3
Property - Special Handling	1	1	1	1	1	2	2	2	3	4	2	4	24
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked	1						1		1	1	1	2	7
Property - Special Handling - Missing Items - Carry-On							1	2		2		2	7
Property - Special Handling - Missing Items - Checked		1	1	1	1	1	1		1	1	1		9
Screening	4	3		4	1	3		4	2	3	3	2	29
Screening - Inconsistency		1					1			1			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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					2
Screening - Procedures/Process	3	2		4	1	2		3	2	1	2	2	22
Screening - Security Breach										1	1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK			2	1						1	1		5
2017			1	1						1	1		4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag					1								1
Patdown			1										1
Patdown - Flyer			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2018				1									1
Customer Service				1									1
Customer Service - TSO				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	1	1	1	1			3	4		2	3	2	18
2017											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2018			1	1			2	2		2	1	1	10
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1	1			1	1		1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1				1		1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1						2
Screening							1			1	1		3
Screening - Procedures/Process							1			1			2
Screening - Shoe Screening											1		1
2019	1	1					1	2			1		6
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1						1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	601	602	626	806	777	872	829	789	665	709	775	591	8,642
2016				200	197	268	235	232	156	173	221	198	1,880
Advanced Imaging Technology (AIT)									1	1	1		3
Advanced Imaging Technology (AIT) - Flyer									1	1	1		3
Civil Rights				1	3	4	5	4	3	1	4	3	28
Civil Rights - Constitutional Rights							1						1
Civil Rights - General Complaint and Discrimination					2								2
Civil Rights - National Origin									1		1	1	3
Civil Rights - Racial Profiling or Discrimination					1	2	2	3	2	1	3	2	16
Civil Rights - Transgender Screening				1		2	2	1					6
Customer Service				27	26	44	44	46	21	24	21	25	278
Customer Service - CSM											2		2
Customer Service - Others				1		4	2	3	2		1		13
Customer Service - TSO				26	26	40	42	43	19	24	18	25	263
Identification (ID) Requirements						2				1		2	5
Identification (ID) Requirements - Domestic						2				1		2	5
Locks				18	13	20	12	17	13	18	22	25	158
Locks - General					2	2		1	1	2	1	2	11
Locks - Missing or Damaged Lock				18	11	18	12	16	12	16	21	23	147
Lost and Found				3	6	12	12	7	2	7	6	5	60
Lost and Found - Airport/TSA				3	6	12	12	7	2	7	6	5	60
Mishandling of Passenger Property				112	120	141	126	109	95	106	141	122	1,072
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				10	17	15	20	17	10	12	18	16	135
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				94	91	114	96	86	83	87	119	100	870
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						2	1			2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				8	12	10	9	6	2	5	4	6	62
Patdown					2	2	3	6	4	6	7	2	32
Patdown - Children								1		1			2
Patdown - Flyer					2	2	2	5	4	4	5	2	26
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer							1				1		2
Persons w/ Disabilities (PWD)				3	7	9	5	7	2	3	2	4	42
Persons w/ Disabilities (PWD) - Autism Spectrum					1				1				2
Persons w/ Disabilities (PWD) - Breast Cancer							2						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2		1							3
Persons w/ Disabilities (PWD) - Diabetes					2				1	2			5
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	1	1			1	1	6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	4		2		1	1		10
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	2		2				1	6
Request for Assistance										1	1	1	3
Request for Assistance - Other										1	1	1	3
Screening				36	20	34	28	35	15	5	16	9	198
Screening - Children					1								1
Screening - Crew Member or Airline Employee						2							2
Screening - Inconsistency					2	2	1	3	2	2	3	1	16
Screening - Lengthy Lines				24	4	15	15	19	1				78
Screening - Procedures/Process				9	12	15	11	12	12	2	10	6	89
Screening - Retrieving Abandoned/Confiscated Items					1		1			1			3
Screening - Security Breach				3				1			3	2	9
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2017	160	200	220	235	215	218	186	213	165	193	203	138	2,346
Civil Rights		7	4	7	3	4	5	5	2	3	2	2	44
Civil Rights - Hair Patdowns							1						1
Civil Rights - Headwear									1				1
Civil Rights - National Origin							2						2
Civil Rights - Perceived Religion		1	1										2
Civil Rights - Racial Profiling or Discrimination		5	3	4	3	2	2	5		3	1	2	30
Civil Rights - Screening of Religious or Cultural Garments				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	2			1			1				5
Civil Rights - Transgender Screening						1							1
Customer Service	20	32	35	38	38	35	28	43	23	36	25	27	380
Customer Service - CSM			1	1	1					1			4
Customer Service - Others	1	1	2			1	3	1	2		1		12
Customer Service - TSO	19	31	32	37	37	34	25	42	21	35	24	27	364
Locks	14	17	16	15	15	20	18	17	18	14	17	9	190
Locks - General	1		2	1	1	2	1		2	1		1	12
Locks - Missing or Damaged Lock	13	17	14	14	14	18	17	17	16	13	17	8	178
Lost and Found	5	4	7	7	7	10	8	6	7	6	5	3	75
Lost and Found - Airport/TSA	5	4	7	7	7	10	8	6	7	6	5	3	75
Mishandling of Passenger Property	97	108	123	142	115	115	62	59	63	68	70	45	1,067
Mishandling of Passenger Property - Dam	16	18	20	18	18	22	2	3	3	11	6	2	139
Mishandling of Passenger Property - Dam	73	78	89	109	91	89	52	43	55	54	54	37	824
Mishandling of Passenger Property - Dam	1		2		2			2		1		1	9
Mishandling of Passenger Property - Disa	7	12	12	15	4	4	8	11	5	2	10	5	95
Patdown	7	5	6	2	6	12	2	7	5	5	6	3	66
Patdown - Flyer	6	4	3	2	6	9	2	6	4	5	5	1	53

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		1	2			1		1			1		6
Patdown - Non-Flyer	1		1				2		1			2	7
Persons w/ Disabilities (PWD)	8	11	4	5	13	4	9	11	7	8	11	7	98
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1	1		1				1	1		1	1	7
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay	1							1		2			8
Persons w/ Disabilities (PWD) - Diabetes				1	1		1		1	2	2	1	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General	1	1	1		1		1			1	2		8
Persons w/ Disabilities (PWD) - Hearing Impaired	1	1			1						1		5
Persons w/ Disabilities (PWD) - Internal Medical Device		1	2					1					4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary	3		1	1				1	1	1		2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1		1	2	1		3		1	3		12
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2			1			1	1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1	1								2
Persons w/ Disabilities (PWD) - Service Animals							2		1				3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		4			2	3	1	1	1			2	14
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items										2			2
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Property - Special Handling							41	50	29	33	46	21	220
Property - Special Handling - Damaged Items - Carry-On							3	7	1	2	3		16
Property - Special Handling - Damaged Items - Checked							5	9	10	11	15	5	55
Property - Special Handling - Missing Items - Carry-On							7	11	2	4	6	7	37
Property - Special Handling - Missing Items - Checked							26	23	16	16	22	9	112
Request for Assistance							1				3	1	5
Request for Assistance - Other							1				1	1	3
Request for Assistance - Wounded Warrior (MSIJSOC)											2		2
Screening	8	16	25	19	18	18	12	15	11	18	18	20	198
Screening - Children							1						1
Screening - Inconsistency		2	4	1	1		2	4		3		2	19
Screening - International Screening								1					1
Screening - Lengthy Lines	2	2	1	2	3	2	1	2	3	4	3	2	27
Screening - Procedures/Process	6	11	18	14	13	16	6	6	8	9	15	15	137
Screening - Retrieving Abandoned/Confiscated Items			2	1	1		1	1		1			7
Screening - Security Breach		1		1			1			1		1	5
Screening - Traveling with Cash								1					1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
2018	263	224	219	224	197	206	200	181	182	182	172	123	2,373
Advanced Imaging Technology (AIT)								2		2	1		5
Advanced Imaging Technology (AIT) - Flyer								2		2	1		5
Civil Rights	3	4	4	3	1	3	6	5	10	7	6	6	58
Civil Rights - Age			1				1						2
Civil Rights - Constitutional Rights									2	1	1	1	5
Civil Rights - Hair Patdowns		1					1	1	2		1	1	7
Civil Rights - Headwear									1				1
Civil Rights - National Origin				1		1		1	1	1			5
Civil Rights - Perceived Religion				1						1			2
Civil Rights - Racial Profiling or Discrimination	2	3	3	1	1	1	1	2	2	3	3	2	24
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity	1						1	1	2		1	2	9
Civil Rights - Sexual Orientation - Not Transgender							2						2
Customer Service	60	39	39	36	27	27	27	21	24	35	24	14	373
Customer Service - CSM											1	1	2
Customer Service - Others	2	3	1			3	2	1	2				14
Customer Service - TSO	58	36	38	36	27	24	25	20	22	35	23	13	357
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	12	11	13	11	4	17	14	17	17	12	7	7	142
Locks - General			2		1	1				1	1	1	7
Locks - Missing or Damaged Lock	12	11	11	11	3	16	14	17	17	11	6	6	135
Lost and Found	4	10	3	6	6	3	8	3	4		2		49
Lost and Found - Airport/TSA	4	10	3	6	6	3	8	3	4		2		49
Mishandling of Passenger Property	57	64	64	74	59	53	63	45	47	41	53	36	656
Mishandling of Passenger Property - Damaged	6	5	7	4	2	5	6	2	2	4	6	1	50
Mishandling of Passenger Property - Damaged/Destroyed	46	52	50	65	45	35	48	29	39	33	41	30	513
Mishandling of Passenger Property - Damaged/Missing		2					1				1		4
Mishandling of Passenger Property - Discarded	5	5	7	5	12	13	8	14	6	4	5	5	89
Patdown	5	4	5	5	4	5	7	4	3	6	10	3	61
Patdown - Children											1		1
Patdown - Flyer	4	3	4	5	3	5	6	4	3	4	6	3	50
Patdown - Flyer as Observer	1		1		1		1			1	1		6
Patdown - Non-Flyer		1								1	2		4
Persons w/ Disabilities (PWD)	14	7	12	14	6	12	17	10	16	16	17	8	149
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1			1			1		2		1		6
Persons w/ Disabilities (PWD) - Breast Cancer							1						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1			1						1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1	1			1	1			1		1	6
Persons w/ Disabilities (PWD) - Diabetes	1	1	2		1	1	2	2		1	3	1	15

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			1								1		2
Persons w/ Disabilities (PWD) - General		1	2	2	1	1	1			2	3	1	14
Persons w/ Disabilities (PWD) - Hearing Impairment								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1					1		1		1	1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically	1	1				4	3	1	1	3	2		16
Persons w/ Disabilities (PWD) - Metal Implants (Joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	1	1		1		3	2	2	1	1	3		15
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1	1				1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2			1					4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1				2		1		4
Persons w/ Disabilities (PWD) - Service Animals								1	1	1			3
Persons w/ Disabilities (PWD) - Touch Av	2	1		1				1					5
Persons w/ Disabilities (PWD) - Visual Impairment							1		1	2			4
Persons w/ Disabilities (PWD) - Wheelcha	8		4	7	1		2	1	4	4	2	3	36
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Property - Special Handling	42	35	50	45	53	51	30	46	39	39	24	34	488
Property - Special Handling - Damaged It	2		3	5	5	6	2	4	3	4	2	2	38
Property - Special Handling - Damaged It	14	10	10	10	7	18	8	13	12	8	5	8	123
Property - Special Handling - Missing Item	6	10	13	8	14	10	4	8	8	11	3	8	103
Property - Special Handling - Missing Item	20	15	24	22	27	17	16	21	16	16	14	16	224
Request for Assistance	1					1	1	2		2			7
Request for Assistance - Other	1					1	1	2		2			7
Screening	65	50	29	30	37	33	27	26	22	24	27	14	384
Screening - Children		1				1				1			3
Screening - Crew Member or Airline Empl	1		1										2
Screening - Gate Pass		1											1
Screening - Inconsistency	4		2	2	1	1	1	2	1		3		17
Screening - Lengthy Lines	19	14	8	8	11	8	9	6	3	3	2	2	93
Screening - Procedures/Process	41	31	17	19	24	23	16	16	16	20	20	10	253
Screening - Rail		1											1
Screening - Retrieving Abandoned/Confiscated Items	1	1	1	1	1		1	1	1		1		8
Screening - Security Breach	1							1	1		1	2	6
2019	178	178	187	147	168	180	208	163	162	161	179	132	2,043
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights	8	4	11	6		4	8	2	8	3	5	1	60
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1		1				1						3
Civil Rights - National Origin	1									1	1		3
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimin	4	1	6	4		3	4	2	4	2	2	1	33
Civil Rights - Screening of Religious or Cultural Garm		1							1				2
Civil Rights - Sex/Gender/Gender Identity	2	1	2	2			2		3		1		13
Civil Rights - Transgender Screening			2			1							3
Customer Service	27	23	30	20	29	35	37	29	23	20	18	12	303
Customer Service - Others	2	1	1	3	2	3	1	1	2	1			17
Customer Service - TSO	25	22	29	17	27	32	36	28	21	19	18	12	286
Locks	10	14	19	9	10	19	13	11	5	8	13	8	139
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock	10	14	19	9	10	17	13	11	5	7	12	7	134
Lost and Found	3	2	2	1	7	6	3	4	1	3	1	4	37
Lost and Found - Airport/TSA	3	2	2	1	7	6	3	4	1	3	1	4	37
Mishandling of Passenger Property	52	49	46	48	47	34	49	36	44	43	53	37	538
Mishandling of Passenger Property - Dam	5	3	7	2	4	1	3	2	2	3	5	3	40
Mishandling of Passenger Property - Dam	41	40	36	42	38	31	39	29	29	37	44	31	437
Mishandling of Passenger Property - Dam	1			1				1			1	1	5
Mishandling of Passenger Property - Disa	5	6	3	3	5	2	7	4	13	3	3	2	56
Patdown	5	6	4	2	2	9	6	3	9	10	7	6	69
Patdown - Children		1											1
Patdown - Flyer	5	1	3	2	2	8	4	3	9	8	6	5	56
Patdown - Flyer as Observer		3	1			1	2			1	1	1	10
Patdown - General		1											1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	10	11	14	6	8	9	15	13	12	23	10	13	144
Persons w/ Disabilities (PWD) - Assistive Technology		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum		3			1		1	2	1	1	2		11
Persons w/ Disabilities (PWD) - Breast Cancer						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes	2	3		1		1		2	2	5			16
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			1				1					1	3
Persons w/ Disabilities (PWD) - General	1	1	1	1	1	2	1			2		1	11
Persons w/ Disabilities (PWD) - Hearing I	1		1	1	1								4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1	3		1	1	1	1	4	3	2	2	19
Persons w/ Disabilities (PWD) - Metal Imp	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility	1		2		1	1	1	2	1	5	1	2	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1								1	2
Persons w/ Disabilities (PWD) - Service A	1						1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Visual Im	1						1	1					3
Persons w/ Disabilities (PWD) - Wheelcha	2	1	5	2	1	2	2	3	3	3	4	5	33
Prohibited & Permitted Items		1					1		1				3
Prohibited & Permitted Items - Alcohol and Tobacco		1							1				2
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Property - Special Handling	35	43	37	35	43	43	46	41	39	34	47	34	477
Property - Special Handling - Damaged It	2	2	1	4	2	4	6	9	2	2	6	3	43
Property - Special Handling - Damaged It	6	10	9	9	12	9	6	10	10	6	9	7	103
Property - Special Handling - Missing Item	9	11	8	6	13	10	13	7	8	10	8	7	110
Property - Special Handling - Missing Item	18	20	19	16	16	20	21	15	19	16	24	17	221
Request for Assistance	1	1	1	1		2	2	1		1	1	1	12
Request for Assistance - Other	1	1	1	1		2	2	1		1	1		11
Request for Assistance - Wounded Warrior (MSIJSOC)													1
Screening	27	24	22	19	22	19	27	23	20	16	24	16	259
Screening - Children	1												1
Screening - Inconsistency	3	2	1	1		1		1		1	1		11
Screening - Lengthy Lines	2	3	4	2	1	6	11	7	1	1	3	1	42
Screening - Procedures/Process	20	18	16	16	18	12	16	15	18	13	18	15	195
Screening - Retrieving Abandoned/Confis	1	1	1		1				1	1	1		7
Screening - Security Breach					2						1		3
TSA Contact Information			1										1
TSA Contact Information - General			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	20	17	27	17	30	16	31	24	16	29	22	22	271
2016				6	6	4	9	5	3	7	1	3	44
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				4	1	2	2	1		1			11
Customer Service - Others					1		1						2
Customer Service - TSO				4		2	1	1		1			9
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property				2	2	2	5	1	2	3	1	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1	2	4	1	2	3	1	1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
Patdown					2			1					3
Patdown - Flyer					2			1					3
Persons w/ Disabilities (PWD)					1			1				1	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1					2
Screening							2	1		1			4
Screening - Inconsistency								1					1
Screening - Procedures/Process							2			1			3
2017	3	7	9	3	4	2	7	2	2	6	9	3	57
Civil Rights			2				1				1		4
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination							1				1		2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1	2	1	1	1	2	2		1	3		14
Customer Service - Others			1	1									2
Customer Service - TSO		1	1		1	1	2	2		1	3		12
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks			1							1	1		3
Locks - General										1			1
Locks - Missing or Damaged Lock			1								1		2
Mishandling of Passenger Property	1	4	3		2		3		1	1	1	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	4	1		1		3		1	1	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Unattended			1										1
Patdown					1					2	1	2	6
Patdown - Flyer					1					1	1	2	5
Patdown - Flyer as Observer										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening	2	2	1	2		1	1		1		1		11
Screening - Inconsistency			1	1		1							3
Screening - Procedures/Process	1	2	1				1		1		1		7
Screening - Security Breach	1												1
2018	8	4	8	5	14	8	8	8	4	10	6	8	91
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	2		3	3	6	1	1	3		1	1	1	22
Customer Service - Others			1					1					2
Customer Service - TSO	2		2	3	6	1	1	2		1	1	1	20
Locks	1		1		1			1		1	1	1	7
Locks - Missing or Damaged Lock	1		1		1			1		1	1	1	7
Mishandling of Passenger Property	4	2					1	2	1	3	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3						1	1	1	3	1	2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1						1					3
Patdown							1	1	1				3
Patdown - Flyer							1	1	1				3
Persons w/ Disabilities (PWD)			1				1					2	4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling		1	3	1	3	2	2	1	1	3		1	18
Property - Special Handling - Damaged Items - Carry-On					2		1	1					4
Property - Special Handling - Damaged Items - Checked			1	1	1	1	1			1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1	2			1			1	1		1	7
Screening	1		1	1	4	5	2			2	2	1	19
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1				2	2	1			1			7
Screening - Procedures/Process			1	1	2	3	1			1	1	1	11
2019	9	6	10	3	6	2	7	9	7	6	6	8	79
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	2	2		2	1		2	3	2	3	5	24
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO		1	2		1	1		1	2	2	3	5	18
Locks			1		1		1	1			1		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		5
Mishandling of Passenger Property			1	1	1		1		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1					1			1	3
Mishandling of Passenger Property - Disarrayed Item			1	1									3
Patdown			1				2				1		4
Patdown - Flyer			1				2				1		4
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Property - Special Handling		2	1	5	2	2		1		2	2	1	18
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged It		2	1				1		1	1			6
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				3	2	1			1			1	8
Screening		4	1	1		1	1	2	3	1	2	1	18
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency						1							1
Screening - Procedures/Process		4		1			1	2	3	1	1	1	15
Screening - Retrieving Abandoned/Confiscated Items											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	143	149	188	167	100	164	180	212	180	196	204	146	2,029
2016				38	27	33	50	84	48	42	71	56	449
Civil Rights				1		3	1	3			2	1	11
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination							2	1	2		1	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		2
Customer Service				9	4	7	10	16	12	7	12	12	89
Customer Service - CSM									1	1		1	3
Customer Service - Others					1	1	3	2	1	1			9
Customer Service - TSO				9	3	6	7	14	10	5	12	11	77
Identification (ID) Requirements								1			1	2	4
Identification (ID) Requirements - Domestic								1			1	1	3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Intranet/Internet Inquiries								1					1
Intranet/Internet Inquiries - General								1					1
Locks				3	1		3	4	1		2	3	17
Locks - Missing or Damaged Lock				3	1		3	4	1		2	3	17
Lost and Found					3		2	6	3	10	10	6	40
Lost and Found - Airport/TSA					3		2	6	3	10	10	6	40
Mishandling of Passenger Property				21	15	12	16	14	21	21	30	27	177
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	3	3	5	5	8	5	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				18	12	9	13	7	15	13	25	21	133
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				2	1			1	5
Patdown					1	3	2	3		2	2	2	15
Patdown - Flyer					1	3	2	2		2	1	2	13
Patdown - Flyer as Observer								1					1
Patdown - General											1		1
Persons w/ Disabilities (PWD)				1	1	1	1	3	2		3		12
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
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) - Respiratory and Inhaler Equipment				1					1				2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Screening				3	2	7	15	33	9	2	8	3	82
Screening - Inconsistency				1	1		1	1					4
Screening - Lengthy Lines					1	5	8	24	5		1		44
Screening - Procedures/Process				2		1	6	8	4	2	4	3	30
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach						1					2		3
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2017	49	58	71	57	26	48	35	46	53	52	59	34	588
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights			1	2	1	2		1				1	10
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination			1			1	2						4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1				1	3
Customer Service	9	13	18	11	5	11	7	13	12	17	11	15	142
Customer Service - CSM			1				1						2
Customer Service - Others			2	2					1	3			8
Customer Service - TSO	9	10	16	11	5	10	7	13	11	14	11	15	132
Locks	1		2	1	2	5	1	1	2	4			19
Locks - General									2				2
Locks - Missing or Damaged Lock	1		2	1	2	5	1	1		4			17
Lost and Found	6	13	15	8	2		5	4	4	2	2	1	62
Lost and Found - Airport/TSA	6	13	15	8	2		5	4	4	2	2	1	62
Mishandling of Passenger Property	20	22	22	25	10	22	10	10	17	12	21	7	198
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	7	5	3	6	3	6	1	1	3	2	3		39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	11	15	19	18	6	15	9	9	9	9	14	7	141
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	2		1	1	1	1		5	1	3		17
Patdown	4	1	2	4	2	2	2	2	2	4	3	4	32
Patdown - Flyer	3	1	2	4	2	1	1	1	2	2	2	4	25
Patdown - Flyer as Observer							1			1	1		3
Patdown - Non-Flyer	1					1		1		1			4
Persons w/ Disabilities (PWD)	2	4	1	2		1	3	3	2	3	4	1	26
Persons w/ Disabilities (PWD) - Autism Spectrum								1			1		2
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1						1					2
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General												1	2
Persons w/ Disabilities (PWD) - Hearing Impairment	1			1									2
Persons w/ Disabilities (PWD) - Medical Devices - At the Airport		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1					1	1	1		2		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1						1		1	1	1		5
Prohibited & Permitted Items										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Food/Beverages										1			1
Property - Special Handling							2	4	7	4	8	2	27
Property - Special Handling - Damaged Items - Checked								1	1	2	5	1	10
Property - Special Handling - Missing Items - Carry-On							1	2	1		2		6
Property - Special Handling - Missing Items - Checked							1	1	5	2	1	1	11
Request for Assistance										1	2		3
Request for Assistance - Other										1	2		3
Screening	6	4	9	5	3	5	5	8	7	4	8	3	67
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	2	1					2	1	1		2		9
Screening - Lengthy Lines	1				1			1	1	1			5
Screening - Procedures/Process	2	2	7	5	2	5	3	6	5	3	6	1	47
Screening - Retrieving Abandoned/Confiscated Items			2										2
Screening - Security Breach		1											1
2018	57	52	65	44	26	52	50	46	41	64	42	24	563
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Civil Rights	4	2		1	2		1	3		2	2	2	19
Civil Rights - Hair Patdowns										1	1		2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	3	2			2		1	3		1	1		13
Civil Rights - Sex/Gender/Gender Identity	1											1	2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	14	11	9	7	6	11	15	7	12	11	10	3	116
Customer Service - Others	1		1	1		2	1			3			9
Customer Service - TSO	13	11	8	6	6	9	14	7	12	8	10	3	107
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic				1							1		2
Locks	3		1	2	1	3	3		1	2	1	1	18
Locks - Missing or Damaged Lock	3		1	2	1	3	3		1	2	1	1	18
Lost and Found	1	1	7	1		3			3	3	1	1	21
Lost and Found - Airport/TSA	1	1	7	1		3			3	3	1	1	21
Mishandling of Passenger Property	8	12	23	13	9	9	5	11	3	9	9	9	120
Mishandling of Passenger Property - Damaged	2	2	1	2	1	1	2	1		1	2	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	9	17	10	8	8	2	8	2	6	5	7	87
Mishandling of Passenger Property - Disappearance	1	1	5	1			1	2		1	2	1	15
Patdown	3	4	3		1	4	2	5	5	7	5		39
Patdown - Flyer	2	4	3		1	4	2	5	5	6	3		35
Patdown - Flyer as Observer	1										2		3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	6	5	1	2	4	6	2	5	2		1	37
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) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	2						2		1				5
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical Devices - At		1	1				1						3
Persons w/ Disabilities (PWD) - Medically Necessary		1					1	1					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1				1				2
Persons w/ Disabilities (PWD) - Mobility	1	2	1										4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1			1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1							1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1			1		1	2			1	8
Property - Special Handling	5	4	9	7	2	5	8	10	9	15	9	3	86
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked	2	1	2	1		1		1	1	3	1	1	14
Property - Special Handling - Missing Items - Carry-On	1	2	5	3	1		2	5	4	8	2	1	34
Property - Special Handling - Missing Items - Checked	2	1	2	3	1	3	6	4	4	3	6	1	36
Request for Assistance				1				1					2
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	16	12	7	10	3	13	10	7	3	12	5	4	102
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1					1	1		1	1	1	6
Screening - Lengthy Lines	3	4	2	2		5	1	1	2	3	3		25
Screening - Procedures/Process	13	7	2	7	3	6	8	5	1	6	1	3	62
Screening - Retrieving Abandoned/Confiscated Items			2			2				1			5
Screening - Security Breach		1		1				1					3
2019	37	39	52	28	21	31	45	36	38	38	32	32	429
Advanced Imaging Technology (AIT)	1										1		2
Advanced Imaging Technology (AIT) - Flyer	1										1		2
Civil Rights	4	1	2				3	2	2	3		1	18
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights			1										1
Civil Rights - Hair Patdowns								2					2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination		1	1				1		1	1			5
Civil Rights - Sex/Gender/Gender Identity	4						2		1			1	8
Customer Service	12	9	14	2	5	11	9	7	6	2	7	6	90
Customer Service - Others	2						3						5
Customer Service - TSO	10	9	14	2	5	11	6	7	6	2	7	6	85
Identification (ID) Requirements		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domestic		1											1
Locks	1				1	1			2	2		1	8
Locks - Missing or Damaged Lock	1				1	1			2	2		1	8
Lost and Found	1	1	1	3	1			1	2	1	1		12
Lost and Found - Airport/TSA	1	1	1	3	1			1	2	1	1		12
Mishandling of Passenger Property	6	3	7	7	4	4	10	6	5	6	7	5	70
Mishandling of Passenger Property - Dam	2	1		3		1	1			2	2		12
Mishandling of Passenger Property - Dam	4	2	5	4	4	2	7	6	5	4	5	5	53
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2			1	2						5
Patdown		1	1	1	2	2	1	1	2	1	2	2	16
Patdown - Flyer		1	1	1	2	2	1	1	2	1	2	2	16
Persons w/ Disabilities (PWD)	1	6	4	3	2	1	2	1	4	3	4	3	34
Persons w/ Disabilities (PWD) - Breast Cancer							1						2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											2		2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					1		1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1				1		2	1		1	8
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1		1									3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	2	1			1		1		8
Property - Special Handling	6	13	19	10	4	6	16	15	10	17	8	9	133
Property - Special Handling - Damaged Items - Carry-On			2	1	1		2	2	1			1	10
Property - Special Handling - Damaged It	1	1	2	2		1	2	4	3	5	1		22
Property - Special Handling - Missing Item	3	4	5	3	3	3	4	6	2	4	3	4	44
Property - Special Handling - Missing Item	2	8	10	4		2	8	3	4	8	4	4	57
Request for Assistance			2										3
Request for Assistance - Other			2										3
Screening	5	4	2	2	2	6	4	3	5	3	2	4	42
Screening - Lengthy Lines	2						1						3
Screening - Procedures/Process	2	4	1	1	1	6	3	3	5	2	2	4	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach	1		1	1						1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI	1		2		2	2	4		7	3	3	2	26
2016					2	2	4		7	3	3	2	3
Mishandling of Passenger Property					1	1	1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1		1				3
2017						2			2	2	1	1	8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1				1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1	1	1	4
Property - Special Handling									2	1			3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked									1	1			2
2018	1		2		1		3		2		1		10
Mishandling of Passenger Property			1				1		2				4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1		2				4
Patdown						1							1
Patdown - Flyer						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			1				1						2
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process			1										1
2019									2	1	1	1	5
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling									2	1			3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	37	39	44	41	38	47	51	60	55	56	47	46	561
2016				11	9	11	19	12	17	16	11	10	116
Civil Rights				1		1		2					4
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination						1		2					3
Current Topic										3			3
Current Topic - Current Topic										3			3
Customer Service				1	2	1	5	3	7	2	1	1	23
Customer Service - TSO				1	2	1	5	3	7	2	1	1	23
Locks				2	3	1	1			1			8
Locks - General						1							1
Locks - Missing or Damaged Lock				2	3		1			1			7
Lost and Found							2	1		2		1	6
Lost and Found - Airport/TSA							2	1		2		1	6
Mishandling of Passenger Property				4	3	5	11	6	5	7	8	4	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	3	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1	4	8	4	5	6	8	3	43
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2			1		1			4
Patdown				1			1			1		2	5
Patdown - Flyer				1								2	3
Patdown - Flyer as Observer										1			1
Patdown - General							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Screening				1	1	1		1	3		2	2	11
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1	1			1	2		2	2	9
Screening - Security Breach									1				1
TSA Contact Information										2			2
TSA Contact Information - General										2			2
2017	7	11	17	14	8	11	13	22	14	13	12	8	150
Civil Rights		1	1			2	1					1	6
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination		1					1						4
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	2	2	2		1	2	2	5	5	3	6		30
Customer Service - Others										1			1
Customer Service - TSO	2	2	2		1	2	2	5	5	2	6		29
Locks				1	3		1	1	1				7
Locks - Missing or Damaged Lock				1	3		1	1	1				7
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	6	7	8	3	4	6	8	5	5	3	4	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	1		1		1			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	5	6	8	1	4	5	6	3	3	1	3	49
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			2	2		2	1	8
Patdown			1	2	1	2		2		1			9
Patdown - Flyer				2	1	2		2		1			8
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)				1					2	1	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) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling							3	5	1	3	1	1	14
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	4		2	1	1	9
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	1	2	3	2		1		1			1		11
Screening - Inconsistency		1		1				1					3
Screening - Procedures/Process	1	1	3	1		1					1		8
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - General			1										1
2018	15	18	12	11	11	9	5	18	12	11	13	11	146
Civil Rights		1						1	1	2			5
Civil Rights - Headwear		1											1
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening										1			1
Customer Service	4	4	3	3	2	4	4	5	3		3	1	36
Customer Service - Others								1					1
Customer Service - TSO	4	4	3	3	2	4	4	4	3		3	1	35
Locks		2									1	1	4
Locks - Missing or Damaged Lock		2									1	1	4
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	4	6	5	4	3	2		5	2	2	2	1	36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1						2	1	1			6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4	4	5	4	1	1		2	1	1	1		24
Mishandling of Passenger Property - Disarrayed Item		1			2			1			1		5
Patdown	1			1								2	4
Patdown - Children												1	1
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	3	2	2	1	4	1	1	2	5	5	4	3	33
Property - Special Handling - Damaged Items - Carry-On		1	1		1	1				1			5
Property - Special Handling - Damaged Items - Carry-On	1		1					1	2		1	1	7
Property - Special Handling - Missing Items - Carry-On				1			1			2	1		5
Property - Special Handling - Missing Items - Carry-On	2	1			3			1	3	2	2	2	16
Screening	3	3	2	2	2	2		4	1	1	3	3	26
Screening - Inconsistency	1			1		1		1		1			5
Screening - Lengthy Lines			1			1		1			1		4
Screening - Procedures/Process	2	3	1	1	2			2	1		1	3	16
Screening - Security Breach											1		1
2019	15	10	15	5	10	16	14	8	12	16	11	17	149
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights					1	1	1			1		1	5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination					1	1	1					1	4
Customer Service	4	2	7	1	4	7	4	1	3	6	4	3	46
Customer Service - Others						1		1		1			3
Customer Service - TSO	4	2	7	1	4	6	4		3	5	4	3	43
Locks	1					1	1						5
Locks - Missing or Damaged Lock	1					1	1						5
Mishandling of Passenger Property	4		4	2	2	1	4	4	2	4		4	31
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--C	4		2	2	1		4	4	1	3		4	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on		1			1	1			1				4
Patdown	1	1	1			1		1	1		2	1	9
Patdown - Flyer	1	1	1			1		1	1		2		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2						2	1		1	2		8
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											2		2
Property - Special Handling	1	4	3	1		1	1	1	3	3	2	3	23
Property - Special Handling - Damaged Items - Carry-On				1					2	1	1		5
Property - Special Handling - Damaged Items - Carry-On	1	2	1									1	5
Property - Special Handling - Missing Items - Carry-On		1	1				1		1	1		1	6
Property - Special Handling - Missing Items - Checked		1	1			1		1		1	1	1	7
Screening	2	3		1	1	4	1		3	1	1	3	20
Screening - Inconsistency	1												1
Screening - Lengthy Lines		1				1	1						3
Screening - Procedures/Process	1	1		1		3			3	1	1	3	14
Screening - Retrieving Abandoned/Confiscated Items		1			1								2
TSA Contact Information						1							1
TSA Contact Information - General						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFE	8	10	6	13	4	4	4	4	8	11	2	3	77
2016				2	1	2		1	1	3	1	1	12
Civil Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination				1					1				2
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Mishandling of Passenger Property				1		1		1		3	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1		1		1		3	1	1	8
2017	3	2	1	9	1		1	2	3	4		2	28
Customer Service	2												2
Customer Service - Others	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1		7	1				1	3			14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1		7	1				1	3			14
Patdown			1					1	1				3
Patdown - Flyer			1					1	1				3
Property - Special Handling							1	1	1	1		2	6
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked							1	1	1	1		1	5
Screening		1		2									3
Screening - Procedures/Process		1		1									2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	3	3	3	1	1	1	3		1	3	1		20
Civil Rights			1				1						2
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1										1
Customer Service - TSO			1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2	3		1			1						7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	3		1			1						6
Mishandling of Passenger Property - Disposition	1												1
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Property - Special Handling			1						1	1			3
Property - Special Handling - Missing Items - Checked			1						1	1			3
Screening	1						1			1			3
Screening - Procedures/Process	1						1			1			3
2019	2	5	2	1	1	1		1	3	1			17
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimination		1							1				2
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1	1							1			4
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Property - Special Handling		1	1			1							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked		1	1										2
Screening	1	1							1				3
Screening - Procedures/Process	1	1							1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	3	6	12	5	3	12	8	8	7	7	11	12	94
2016				3		3	2	2	1	4	1	5	21
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						2		1			1		4
Customer Service - Others								1					1
Customer Service - TSO						2					1		3
Mishandling of Passenger Property				3		1		1	1	2		3	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3		1		1	1	1		3	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General													1
Screening							2			1		1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process							2			1			3
2017	1	1	2		1	1	1	1	3	1	4	2	18
Customer Service												1	1
Customer Service - TSO												1	1
Locks												1	1
Locks - General												1	1
Mishandling of Passenger Property	1		2			1		1	3		2		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1			1		1	2		2		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown		1					1			1			3
Patdown - Flyer		1								1			2
Patdown - Non-Flyer							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1					1		2
Screening - Procedures/Process						1					1		2
2018	1	3	1	2	1	5	3	2	2	2	6	2	30
Civil Rights							1					1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening							1						1
Customer Service						2				1	1		4
Customer Service - Others						1				1			2
Customer Service - TSO						1					1		2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1								1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1								1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Property - Special Handling				1		1	1	1		1	2		7
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1			1	1			1		4
Screening			1	1	1	2	1	1	1		1		9
Screening - Lengthy Lines					1			1	1		1		4
Screening - Procedures/Process		1		1		2	1						5
2019	1	2	9		1	3	2	3	1			3	25
Civil Rights			1									1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Locks			1					1					2
Locks - Missing or Damaged Lock			1					1					2
Mishandling of Passenger Property			1			1		1	1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1			1		1	1			1	5
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1	2	2			1						1	7
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked	1	1	1									1	4
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening			1			1	1						3
Screening - Inconsistency						1							1
Screening - Procedures/Process			1				1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	1	1	3	5	4	3	2	2	3	3	5	6	38
2016				1	1		2			1	2	1	8
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property						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	2			1		1	5
2017	1	1	1	1	2						1	3	10
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service													2
Customer Service - TSO													2
Mishandling of Passenger Property	1	1		1	2						1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2								4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening													1
Screening - Procedures/Process													1
2018			1		1			1	1		1		5
Customer Service										1			1
Customer Service - TSO									1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1				1			1		3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process								1			1		2
2019			1	3		3		1	2	2	1	2	15
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service										1		1	2
Customer Service - Others												1	1
Customer Service - TSO										1			1
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked												1	1
Screening			1					1	2	1			5
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGW													
2017													
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	4	2	2	4	6	3	4	4	8	4	6	5	52
2016				1		1	2	2	2	1	1		10
Mishandling of Passenger Property				1		1	2	1	1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1		1	2	1	1	1	1		8
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
2017	3		1	1	2	2		1	2	1	3	1	17
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	3		1	1	2	2			2		1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ	3		1	1	2	2			2		1	1	13
Property - Special Handling										1	1		2
Property - Special Handling - Missing Items - Checked										1	1		2
Screening								1					1
Screening - Procedures/Process								1					1
2018				1	3		2	1	3	1	2	1	14
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				1	1		1		1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1	1		1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Property - Special Handling					1		1	1	1		1	1	6
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked					1			1	1		1	1	5
Screening										1			1
Screening - Procedures/Process										1			1
2019	1	2	1	1	1				1	1		3	11
Mishandling of Passenger Property	1	1		1	1				1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ		1		1	1				1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Property - Special Handling				1						1			2
Property - Special Handling - Missing Items - Checked				1						1			2
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	28	19	20	33	24	24	18	32	36	31	34	22	321
2016				12	10	7	4	9	11	7	17	7	84
Civil Rights						1		1	1	1			4
Civil Rights - Racial Profiling or Discrimination						1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				4	4	3	1	1	3	2	2		20
Customer Service - Others				2	4	1		1	1				9
Customer Service - TSO				2		2	1			2	2		11
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				5	4	3	2	6	6	1	10	6	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	3	2	4	4	1	7	6	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	2		3		6
Patdown				1		1	1			1			4
Patdown - Flyer				1		1	1			1			4
Persons w/ Disabilities (PWD)								1		2			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Screening				2					1		4	1	8
Screening - Inconsistency				1									1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process									1			1	5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2017	15	4	6	5	4	7	7	6	8	5	7	7	81
Civil Rights									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2				2
Customer Service	3			1	1		3	2	2	1		2	15
Customer Service - Others	1				1		2	1				1	6
Customer Service - TSO	2			1			1	1	2	1		1	9
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	11	4	5	4	3	5	1		1	2	5	2	43
Mishandling of Passenger Property - Damaged/Missii		2									1		3
Mishandling of Passenger Property - Dam	8	1	5	4	2	4			1		4	1	30
Mishandling of Passenger Property - Disa	3	1			1	1	1			2		1	10
Patdown							1			2	1		4
Patdown - Flyer							1			2	1		4
Persons w/ Disabilities (PWD)						1			1			1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling							1	1	1		1		4
Property - Special Handling - Damaged Items - Checked							1	1	1				3
Property - Special Handling - Missing Items - Checked											1		1
Screening	1		1			1	1	2	1			2	9
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency								2					2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1		1				1					2	5
2018	9	8	7	11	7	3	3	8	8	8	5	3	80
Civil Rights								1	1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening									1				1
Customer Service	4	2	2	2		1	1	1		1			14
Customer Service - Others						1	1			1			3
Customer Service - TSO	4	2	2	2				1					11
Locks										2			3
Locks - Missing or Damaged Lock										2			3
Mishandling of Passenger Property	3	5		4	4	1	1	1	4	5	2	2	32
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	2	4		3	4			1	4	5	2	1	26
Mishandling of Passenger Property - Disa	1			1		1	1					1	5
Patdown				1			1						2
Patdown - Flyer				1			1						2
Persons w/ Disabilities (PWD)				2							2		4
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				3	1			5					9
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Checked				2	1			3					6
Screening	2	1	1	2	2	1			3		1	1	14
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1		1					1				3
Screening - Procedures/Process	2		1	1	1	1			2		1	1	10
2019	4	7	7	5	3	7	4	9	9	11	5	5	76
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service	2						2		4		1	1	10
Customer Service - Others	1						1		2				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1					1			2		1	1	6
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property	1	2	4	3	1	2		4	4	3	2	2	28
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii		2	2	3		2		3	3	2	1	2	20
Mishandling of Passenger Property - Disa	1		1		1			1	1	1	1		7
Patdown			2			1	1			1			5
Patdown - Children										1			1
Patdown - Flyer			1			1	1						3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1			1					1			3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Property - Special Handling	1	3	1	1	1	2	2	3	1	5	2	1	23
Property - Special Handling - Damaged It	1	3				2	1			2			9
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked			1	1	1		1	3		3	2	1	13
Screening							1	2		1			4
Screening - Procedures/Process							1	2		1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	390	423	465	645	576	645	596	569	460	489	570	413	6,241
2016				153	186	192	197	157	101	121	151	123	1,381
Civil Rights				3	2	3	4	2		5	3	4	26
Civil Rights - Civil Rights Violation (TSA Employee)												1	1
Civil Rights - Constitutional Rights							1						1
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Headwear					1								1
Civil Rights - National Origin							1	1		1			3
Civil Rights - Racial Profiling or Discrimination				3		2	3			2	2	3	15
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		2			3
Customer Service				19	25	23	29	27	13	15	22	13	186
Customer Service - Others				6	8	10	8	8	1	3	1	1	46
Customer Service - TSO				13	17	13	21	19	12	12	21	12	140
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				13	24	22	23	12	11	10	13	22	150
Locks - General					2			2				1	5
Locks - Missing or Damaged Lock				13	22	22	23	10	11	10	13	21	145
Lost and Found				5	5	3	3	2	1	2	2	2	25
Lost and Found - Airport/TSA				5	5	3	3	2	1	2	2	2	25
Mishandling of Passenger Property				102	112	112	118	95	68	83	104	75	869
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	3	5	6	10	2	9	9	6	55
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				93	103	100	104	81	61	74	92	66	774
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	2	1	2	1	2		2	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3	4	6	6	3	3		1	2	28
Patdown				2	1	1	3			2			9
Patdown - Flyer				1	1	1	3			2			8
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				4	5	2	2	4	3	1	2	2	25
Persons w/ Disabilities (PWD) - Autism Spectrum				1							1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1		1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General					1			1	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1	1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1				2
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) - Service Animals								1				1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1				1				3
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				5	12	25	15	15	5	3	5	3	88
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency						2	2					1	5
Screening - International Screening										1			1
Screening - Lengthy Lines				2	4	12	6	6					30
Screening - Procedures/Process				3	7	9	6	8	5	2	4	1	45
Screening - Retrieving Abandoned/Confiscated Items					1		1				1		3
Screening - Security Breach						2		1					3
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	114	130	170	199	138	160	124	118	123	112	136	90	1,614
Civil Rights	1	1	1	4		1		2	2	1	2	2	17
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin				1					2				3
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	1	1	1	1		1		2		1		2	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	9	6	14	13	7	11	16	18	18	7	17	7	143
Customer Service - Others			2		1		1	1	1		5		11
Customer Service - TSO	9	6	12	13	6	11	15	17	17	7	12	7	132
Identification (ID) Requirements										1			2
Identification (ID) Requirements - Domestic										1			2
Locks	15	21	20	25	18	12	16	21	9	8	10	8	183
Locks - General		1	1		1		2				1	1	7
Locks - Missing or Damaged Lock	15	20	19	25	17	12	14	21	9	8	9	7	176
Lost and Found	2		3	1		1				2			9
Lost and Found - Airport/TSA	2		3	1		1				2			9
Mishandling of Passenger Property	76	90	120	142	107	121	61	53	60	64	79	46	1,019
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	8	5	7	1	4	4	2	1	1		3	1	37
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	66	82	106	136	91	107	55	47	55	59	73	43	920
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1		3		2	1		2	1		1		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	1	3	4	5	10	9	4	3	3	5	2	2	51
Patdown	1		1	1	1	1	1	1	3			2	12
Patdown - Flyer	1		1	1	1	1	1	1	3			2	12
Persons w/ Disabilities (PWD)	2			2	1	3	1	2		6	1	2	20
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes						1				2	1		4
Persons w/ Disabilities (PWD) - General					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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability	1			1				1				1	4
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1						1			2
Prohibited & Permitted Items			1						1	2	1		5
Prohibited & Permitted Items - Alcohol and Tobacco									1		1		2
Prohibited & Permitted Items - General		1								2			3
Property - Special Handling							24	13	21	19	23	15	115
Property - Special Handling - Damaged Items - Carry-On								1	2		3		6
Property - Special Handling - Damaged Items - Checked							6	3	5	7	9	5	35
Property - Special Handling - Missing Items - Carry-On									1	1	2		4
Property - Special Handling - Missing Items - Checked							18	9	13	11	9	10	70
Request for Assistance			1	1									2
Request for Assistance - Other			1	1									2
Screening	8	10	11	10	4	10	5	8	8	3	3	7	87
Screening - Crew Member or Airline Employee	1		1			1							3
Screening - Inconsistency	1	3	1	4		4			1		1		16
Screening - Lengthy Lines							1	1		1		1	4
Screening - Procedures/Process	6	6	7	5	3	5	4	5	5	2	2	5	55
Screening - Retrieving Abandoned/Confiscated Items		1	1	1								1	4
Screening - Security Breach			1		1			1	2				5
2018	155	150	166	145	139	156	143	157	114	120	125	101	1,671
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	2	2	3	10	1	2	6	5	2	6	2	2	43
Civil Rights - Age			1										1
Civil Rights - Hair Patdowns								1					1
Civil Rights - Headwear										1			1
Civil Rights - National Origin				1			1			1	1		4
Civil Rights - Racial Profiling or Discrimination	2	1		7	1	2	4	2	1	4	1	2	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				2					4
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening				1			1		1				3
Customer Service	23	24	26	21	22	29	31	34	17	17	18	13	275
Customer Service - Others	2	3	4	3	8	9	3	6	5	3	2		48
Customer Service - TSO	21	21	22	18	14	20	28	28	12	14	16	13	227
Locks	17	16	11	10	18	14	17	20	12	10	14	6	165
Locks - General	2	1			1								4
Locks - Missing or Damaged Lock	15	15	11	10	17	14	17	20	12	10	14	6	161
Lost and Found	4	2	1	1	1			1	1	2	1		14
Lost and Found - Airport/TSA	4	2	1	1	1			1	1	2	1		14
Mishandling of Passenger Property	67	63	77	66	52	62	49	53	43	48	41	48	669
Mishandling of Passenger Property - Damaged/Missing		5	4	1	4	2			3	3		3	25
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	62	54	65	59	41	49	45	49	40	41	39	40	584
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1		2	1	2		7
Mishandling of Passenger Property - Disposition	5	4	8	6	6	11	3	4		2	1	3	53
Patdown				2		1		2	5		4	2	16
Patdown - Flyer				2				2	4		3	2	13
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1	3	2	3	5	6	3	6		2	1	2	34
Persons w/ Disabilities (PWD) - Diabetes				1		1	2	1				1	6
Persons w/ Disabilities (PWD) - General		1	1		2			1		1		1	7
Persons w/ Disabilities (PWD) - Hearing Impairment						2					1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1	1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2			2	2	1	3		1			11
Prohibited & Permitted Items		1									1		2
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Property - Special Handling	30	31	34	27	23	32	22	24	22	23	30	22	320
Property - Special Handling - Damaged Items - Carry-On	3	3	4	3	3	3	1		1	4		2	24
Property - Special Handling - Damaged Items - Checked	9	8	9	3	6	14	5	4	4	2	3	3	70
Property - Special Handling - Missing Items - Carry-On	4	5	4	2	2	3	3	4	2	4	1	3	37
Property - Special Handling - Missing Items - Checked	17	15	18	18	12	12	13	16	15	13	26	14	189
Request for Assistance	1					1					1		3
Request for Assistance - Other						1					1		2
Request for Assistance - Wounded Warriors	1												1
Screening	10	8	12	5	17	9	15	12	12	12	11	6	129
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency					1	1				1			3
Screening - International Screening									1				1
Screening - Lengthy Lines	2	1	2		6	2	1	5	2	2	2	4	29
Screening - Procedures/Process	8	7	10	5	10	5	14	6	8	9	9	1	92
Screening - Retrieving Abandoned/Confiscated Items					1			1					3
2019	121	143	129	148	113	137	132	137	122	136	158	99	1,575
Civil Rights	6	8	2	2	1	4	1	3	9	3	3	2	44
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	4	4	1		1	3	1	3	6	2	2		27
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	1	3	1	1					1			1	8
Customer Service	21	24	16	23	19	17	19	24	14	13	24	19	233
Customer Service - CSM											1		1
Customer Service - Others	4	2	2	1	3	2	3	5		1	3		26
Customer Service - TSO	17	22	14	22	16	15	16	19	14	12	20	19	206
Locks	11	17	7	14	7	19	14	17	10	12	15	4	147
Locks - General					1								1
Locks - Missing or Damaged Lock	11	17	7	14	6	19	14	17	10	12	15	4	146
Lost and Found	2	1	1	1			2			2	2		12
Lost and Found - Airport/TSA	2	1	1	1			2			2	2		12
Mishandling of Passenger Property	42	30	47	50	37	45	41	42	32	54	60	40	520
Mishandling of Passenger Property - Damaged	1	1	4	2	2	2	2	1		4	2	3	24
Mishandling of Passenger Property - Damaged or Destroyed	36	27	43	45	29	35	38	38	26	46	52	32	447
Mishandling of Passenger Property - Damaged or Destroyed - Lost	2	1		1		1					3	1	9
Mishandling of Passenger Property - Disposition	3	1		2	6	7	1	3	6	4	3	4	40
Patdown	4	5	5	1	2	2	1		2	5	3	4	34
Patdown - Flyer	4	5	4	1	2	1	1		2	5	3	4	32
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	3	6	2	4	6	5	5	3	3	45
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1	1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes	1							1	2	1		1	6
Persons w/ Disabilities (PWD) - General					2						1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1									1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		2		1	1		1		2			1	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1		1								2
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2		1	1	1	3	1				10
Property - Special Handling	23	42	30	41	30	30	44	30	30	38	37	20	395
Property - Special Handling - Damaged Items	2	2	5	1	2	2	2	4	3	4	4	4	35
Property - Special Handling - Damaged Items - Lost	6	8	6	9	4	9	7	5	8	10	7	6	85
Property - Special Handling - Missing Items	1	8	6	3	10	3	8	5	10	1	2	5	62
Property - Special Handling - Missing Items - Lost	14	24	13	28	14	16	27	16	9	23	24	5	213
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	11	13	17	13	11	16	8	15	17	4	13	6	144
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	2												2
Screening - International Screening									1	1			2
Screening - Lengthy Lines	2	3	3		4	4	1	4	2	1	2	1	27
Screening - Procedures/Process	7	8	12	13	6	11	6	10	14	2	9	5	103
Screening - Retrieving Abandoned/Confiscated Items			2			1		1			1		5
Screening - Security Breach		1					1				1		3
Screening - Shoe Screening					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	59	54	64	76	45	69	59	53	74	76	90	81	800
2016				21	12	21	17	12	19	24	28	18	172
Customer Service				2	1	6	1	3	3	6	3	3	28
Customer Service - Others					1					1			2
Customer Service - TSO				2		6	1	3	3	5	3	3	26
Locks						2	1		1	3	2	2	11
Locks - Missing or Damaged Lock						2	1		1	3	2	2	11
Lost and Found				1						1			2
Lost and Found - Airport/TSA				1						1			2
Mishandling of Passenger Property				15	10	11	10	7	13	12	18	10	106
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	3		2	2		1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	7	7	10	4	8	12	16	8	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	1	1		1	2		1	1	9
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) - Hearing Impairment												1	1
Screening				2		1	5	1	2	2	5	2	20
Screening - Inconsistency							1	1			1	1	4
Screening - Lengthy Lines						1	1		1		1		4
Screening - Procedures/Process				2			3		1	2	2	1	11
Screening - Retrieving Abandoned/Confiscated Items											1		1
2017	26	20	17	26	7	19	16	14	22	15	23	19	224
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	1						1				1		3
Civil Rights - Racial Profiling or Discrimination	1										1		2
Civil Rights - Transgender Screening							1						1
Customer Service	2	3	1	2		6	2	2	4	1	1	2	26
Customer Service - Others		1				1				1			3
Customer Service - TSO	2	2	1	2		5	2	2	4		1	2	23
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks	3	1	2	2	1			1	1	1	1		13
Locks - General	1	1								1			3
Locks - Missing or Damaged Lock	2		2	2	1			1	1		1		10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	18	15	12	19	4	9	6	6	11	12	9	11	132
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	1			1		2		2	1		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	14	13	11	18	3	6	5	4	9	10	7	8	108
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1								1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	2	1		1	1	1		1	1	1	2	13
Patdown	1		1	1	1	1		1	1	1	2		8
Patdown - Flyer	1		1		1	1		1	1		2		8
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling							6	3	1	1	5	2	18
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							4	3		1	4	1	13
Screening	1	1	1	2		1	1	1	2		4	4	18
Screening - Inconsistency						1							1
Screening - Lengthy Lines								1				2	3
Screening - Procedures/Process	1	1	1	2			1		2		4	2	14
2018	21	13	26	21	17	17	12	12	19	23	16	18	215
Civil Rights			1	1					1				3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening			1										1
Customer Service	3	4	3	4	2	2	2	1	1	4	2	4	32
Customer Service - Others												1	1
Customer Service - TSO	3	4	3	4	2	2	2	1	1	4	2	3	31
Locks	1	1				1			1				5
Locks - General												1	1
Locks - Missing or Damaged Lock	1	1			1				1				4
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	4	4	8	6	5	1	2	4	6	8	4	7	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	4	6	6	5		2	3	5	5	3	6	49
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2					1			1	1		1	6
Patdown	2	3	3	2	2	3			3	3	3	1	25
Patdown - Children					1								1
Patdown - Flyer	2	2	2	2	1	3			3	3	3	1	22
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1		1				1	1	1		2		7
Persons w/ Disabilities (PWD) - Diabetes	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1				1		1				3
Property - Special Handling	6	1	7	6	5	10	4	4	3	7	4	4	61
Property - Special Handling - Damaged Items - Carry-On						2				1			3
Property - Special Handling - Damaged Items - Checked	2		2	2	2	2	1		1	1	1		14
Property - Special Handling - Missing Items - Carry-On			1	1	1	2			1	1	1	1	9
Property - Special Handling - Missing Items - Checked	4	1	4	3	2	4	3	4	1	4	2	3	35
Request for Assistance									1	1	1		3
Request for Assistance - Other										1	1		2
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	4		3	1	2	1	3	2	2			1	19
Screening - Children						1							1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2		3		1		3	2	2			1	14
Screening - Security Breach				1									1
2019	12	21	21	8	9	12	14	15	14	14	23	26	189
Civil Rights		1	1	1				3	1		1	3	11
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination								3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1								1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service		3	3	1			1	4	1	1	1	2	17
Customer Service - TSO		3	3	1			1	4	1	1	1	2	17
Locks		1	1						1	1	5	3	12
Locks - Missing or Damaged Lock		1	1						1	1	5	3	12
Lost and Found	1				1				1				5
Lost and Found - Airport/TSA	1				1				1				5
Mishandling of Passenger Property	7	7	7	1	1	4	6	4	9	5	5	7	63
Mishandling of Passenger Property - Damaged/Missing		1						1				2	4
Mishandling of Passenger Property - Damaged	6	4	7	1		3	4	3	9	5	5	5	52
Mishandling of Passenger Property - Damaged/Missing	1	2			1	1	2						7
Patdown				1	2	1				1			5
Patdown - Flyer				1	1	1				1			4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3							1	1	1	1	9
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		2											2
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling	1	5	5	4	3	5	4	2		3	5	5	42
Property - Special Handling - Damaged Items - Carry-On		1	1		1								3
Property - Special Handling - Damaged Items - Checked		1	1	1	1	1					2	4	11
Property - Special Handling - Missing Items - Carry-On			2			1	1	1		1			6
Property - Special Handling - Missing Items - Checked	1	3	1	3	1	3	3	1		2	3	1	22
Screening	1	1	4		2	2	3	2		2	5	3	25
Screening - Inconsistency	1				1						1		3
Screening - Procedures/Process		1	3		1	1	2	2		2	4	3	19
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach						1	1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG		1	1	1				3	3	5	2	1	17
2016								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2017				1				1	1				3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening								1					1
Screening - Procedures/Process								1					1
2018			1					1	2	2	1	1	8
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Locks											1		1
Locks - General											1		1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling								1	1	1	1		4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1	1	1			3
2019				1						3	1		5
Property - Special Handling				1						2			3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked										2			2
Screening										1	1		2
Screening - Procedures/Process										1	1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKK				1		1	1				1		4
2016						1							1
Screening						1							1
Screening - Procedures/Process						1							1
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2018				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2019													1
Customer Service													1
Customer Service - TSO													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB	11	7	2	11	10	8	10	11	10	11	12	13	116
2016				3	5		2	2	1	2	3	4	22
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				2	4		1	2		2	3	4	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3			2		1	2	3	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1						1		3
Screening													1
Screening - Inconsistency													1
2017	3	3	1	4	2	4	4	1	1	3	3	3	32
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service			1			1	1	1		1	1		6
Customer Service - TSO			1			1	1	1		1	1		6
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks										1		1	2
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property	2	1		4	1	3	3		1		2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1		2	1	3	3				2	1	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1					1				2
Patdown								1		1			2
Patdown - Flyer								1		1			2
Screening	1												1
Screening - Inconsistency	1												1
SIDA (Security Identification Display Area)				1									1
SIDA (Security Identification Display Area) - General				1									1
2018	5	3	1	3	2		2	4	4	3	4	3	34
Civil Rights						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service			1	1					1	2	1		6
Customer Service - Others				1							1		2
Customer Service - TSO			1						1	2			4
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property	3			3	1		2	2	1				14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2			3	1		2	2	1				12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1												2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling	1	1						1	1	1	1		6
Property - Special Handling - Damaged Items - Carry-on Luggage			1										1
Property - Special Handling - Damaged Items - Checked Baggage	1							1					2
Property - Special Handling - Missing Items - Checked Baggage									1	1	1		3
Screening	1							1	1		1		4
Screening - Procedures/Process	1							1	1				3
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	3	1		1	1	4	2	4	4	3	2	3	28
Civil Rights							1	1		1			3
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service			1			1		1	1				4
Customer Service - Others			1					1					2
Customer Service - TSO						1			1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		2		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		2				1		1	5
Patdown							1		1				2
Patdown - Flyer							1		1				2
Property - Special Handling	2						1	1	2		1	2	9
Property - Special Handling - Damaged Items - Carry-on Luggage	1								1		1		3
Property - Special Handling - Missing Items - Carry-on Luggage							1						1
Property - Special Handling - Missing Items - Checked Baggage	1							1	1			2	5
Screening	1									1			2
Screening - Procedures/Process	1									1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	4	5	2	6	7	6	9	7	9	3	6	9	73
2016					2	1	1	2	2		3	4	15
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property					1	1		1	1			3	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1				2	5
Patdown					1						1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2017	1	4	1	2	1	2	4	1	2		2	2	22
Civil Rights						1	1						2
Civil Rights - Racial Profiling or Discrimination						1	1						2
Customer Service		3					1	1				1	6
Customer Service - Others												1	1
Customer Service - TSO		3					1	1					5
Mishandling of Passenger Property	1	1					1	1	2		1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1					1	1	2		1		7
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening			1	2			1				1		5
Screening - Inconsistency				1									1
Screening - Procedures/Process			1	1			1				1		4
2018	3	1	1	4	4	2	4	1	2	2	1		25
Civil Rights		1					1				1		3
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service	1						1		1				3
Customer Service - Others	1												1
Customer Service - TSO							1		1				2
Locks						2							2
Locks - Missing or Damaged Lock						2							2
Mishandling of Passenger Property				1					1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1					1		1		3
Patdown	1		1	1			1			1			5
Patdown - Flyer	1		1	1			1			1			5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1			2	2		1	1					7
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1	1		1						3
Screening - Procedures/Process	1			1	1								3
2019						1		3	3	1		3	11
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1	1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening							1		1				2
Screening - Procedures/Process							1		1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	3	8	5	3	4	3	4	4	13	1	5	3	56
2016				1	2		1		1				5
Mishandling of Passenger Property				1	1		1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening						1							1
Screening - Inconsistency						1							1
2017	2	1	2		1	1			1	1	1	2	1
Customer Service									1			1	1
Customer Service - TSO									1			1	1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening	1	1	2								1	1	6
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	1	1									1	1	4
2018	1	2	3				2	3	3	7		1	1
Civil Rights			1										2
Civil Rights - Racial Profiling or Discrimination			1										2
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown	1		1						1	1			4
Patdown - Flyer	1		1						1	1			4
Property - Special Handling			1										2
Property - Special Handling - Missing Items - Checked			1										2
Screening			1			1	3	2	4		1		12
Screening - Lengthy Lines			1					2	2				5
Screening - Procedures/Process						1	3		2		1		7
2019		5		2	1					4		2	1
Civil Rights			1										1
Civil Rights - National Origin			1										1
Customer Service			2			1				1			4
Customer Service - TSO			2			1				1			4
Mishandling of Passenger Property			1							2			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missii			1							2			3
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked					2								2
Property - Special Handling - Missing Items - Checked													1
Screening			1							1		1	3
Screening - Lengthy Lines			1									1	2
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MMH				2	2	2	4	1			2	2	15
2016				1	2	1					1	1	6
Customer Service											1		1
Customer Service - TSO											1		1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1						3
Screening				1									1
Screening - Retrieving Abandoned/Confiscated Items				1									1
2017						1	2	1			1		5
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2018				1			1					1	3
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2019							1						1
Patdown							1						1
Patdown - Flyer							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOB	7	5	7	9	4	9	7	10	16	7	9	10	100
2016				1			2	2	3		3	1	12
Customer Service				1				1			2		4
Customer Service - Others								1			1		2
Customer Service - TSO				1							1		2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property							1	1	2			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1	1			1	4
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2017	1		2	4	2	6	3	1	4	1	1	3	28
Civil Rights			1							1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Customer Service	1		1			1			1			1	5
Customer Service - Others	1												1
Customer Service - TSO			1			1			1			1	4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				3	1	3	1		1	1	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				2	1	2			1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1			1						2
Patdown - Flyer				1			1						2
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Screening					1								1
Screening - Procedures/Process					1								1
2018	4	1	1	2	1	2		1	6	3	1	3	25
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Locks			1							1			2
Locks - Missing or Damaged Lock			1							1			2
Mishandling of Passenger Property	2			1		1			1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2			1					1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling	1								3		1	2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked	1								2			1	4
Property - Special Handling - Missing Items - Checked											1	1	2
Screening	1	1		1	1			1	1				7
Screening - Procedures/Process	1	1				1			1	1			6
Screening - Security Breach				1									1
2019	2	4	4	2	1	1	2	6	3	3	4	3	35
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service		1				1	1		2	1	1	1	8
Customer Service - Others										1	1		2
Customer Service - TSO		1				1	1		2			1	6
Locks		1		1				1					3
Locks - Missing or Damaged Lock		1		1				1					3
Mishandling of Passenger Property			3	1		1	4	1	1	2	2		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	1			1	4	1		1	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1								1	1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1		1			1							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked	1		1										2
Screening	1	2									1		4
Screening - Procedures/Process	1	2									1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	1	6	3	4	4	4	2	1	2	5	6	4	42
2016					2	1		1			1	1	6
Customer Service						1							1
Customer Service - TSO						1							1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
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
2017			2	1		2	1		1	2	3	1	13
Civil Rights										1	1		2
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property			2	1							1		4
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown						2				1		1	4
Patdown - Flyer						2				1		1	4
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - General									1				1
Screening							1						1
Screening - Inconsistency							1						1
2018	1	3			2	1	1			2	1		11
Customer Service					1								1
Customer Service - TSO					1								1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1		1		1			1			4
Mishandling of Passenger Property - Damaged/Missii			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
Property - Special Handling			2								1		3
Property - Special Handling - Damaged Items - Check			2								1		3
Screening	1					1							2
Screening - Procedures/Process	1					1							2
2019		3	1	3					1	1	1	2	12
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Property - Special Handling			1							1	1	1	4
Property - Special Handling - Damaged Items - Check			1								1		2
Property - Special Handling - Missing Items - Checked										1		1	2
Screening			1	1	1								3
Screening - Inconsistency					1								1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MQT		1		2	1	1	1	1	1	3	2	1	13
2016											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
2017						1			1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Patdown							1						1
Patdown - Flyer							1						1
2018		1		1									2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening		1											1
Screening - Procedures/Process		1											1
2019				1	1		1	1	2	1			7
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	3	4	2	5	2	3	4	3	4	6	4	5	45
2016					1	2	2	2		4	1	2	14
Civil Rights											1		1
Civil Rights - Hostile Work Environment (TSA Employee)											1		1
Customer Service								1		1		1	3
Customer Service - Others										1			1
Customer Service - TSO								1				1	2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property						2	1			2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1			2			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening							1	1		1		1	4
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process							1					1	2
2017	1	1	1	4		1					1		9
Human Capital				1									1
Human Capital - Former Employee				1									1
Mishandling of Passenger Property	1	1	1	2		1							6
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1	1		2		1							5
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2018	1	2			1				2	2	2		10
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Patdown									1				1
Patdown - Flyer									1				1
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					1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1	1			1								3
2019	1	1	1	1			2	1	2			3	12
Customer Service							1						1
Customer Service - TSO							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		1									1	3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disa	1											1	2
Screening		1		1			1		2				7
Screening - Lengthy Lines												2	2
Screening - Procedures/Process		1		1			1		2				5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL	1												12
2016				1	1	1	1	3	2			2	9
Customer Service				1	1				1	1			5
Customer Service - TSO				1	1				1	1			5
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Screening									1				1
Screening - Retrieving Abandoned/Confiscated Items									1				1
2017	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2018													1
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
2019									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSN	19	15	10	16	13	14	15	17	28	19	31	24	221
2016				5	13	5	5	4	7	3	9	8	46
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service				1		1	1	2	2		1		8
Customer Service - Others						1		1					2
Customer Service - TSO				1			1	1	2		1		6
Locks				1				1		1	1	1	5
Locks - Missing or Damaged Lock				1				1		1	1	1	5
Mishandling of Passenger Property				1		2	1		3	2	7	6	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2	1		3	2	6	6	21
Screening				1		2	3	1	2			1	10
Screening - Inconsistency				1					1				2
Screening - Procedures/Process						2	3	1	1			1	8
2017	8	6	5	1	4	3		5	9	6	5	5	57
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights						1		1	1			1	4
Civil Rights - Headwear									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1				1	3
Customer Service	1		1		2			1	2			1	8
Customer Service - Others					1								1
Customer Service - TSO	1		1		1			1	2			1	7
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	3	2	1	1	2		1	1	2	2	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		2											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	2	1	1	2		1	1	2	2	1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag	1												1
Patdown	1	1	1					1	2	2	1	1	10
Patdown - Flyer	1	1	1					1	2	2	1	1	10
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Etc			1										1
Property - Special Handling									1	1	1	1	4
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Checked									1			1	2
Screening	1	1	1		1			1	2	1			8
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1		1		1			1	2	1			7
2018	6	4	1	4	5	5	5	4	6	1	7	6	54
Civil Rights						1	1	1	1			1	5
Civil Rights - Age												1	1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1				2
Customer Service		2			1	1					3		7
Customer Service - TSO		2			1	1					3		7
Locks					1			1			1		3
Locks - Missing or Damaged Lock					1			1			1		3
Mishandling of Passenger Property	4		1	3	2	2	1	1	1				15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3		1	2	1	1	1	1	1				11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag					1								1
Patdown						1	2	1	1		2	2	9
Patdown - Flyer						1	2	1	1		2	2	9
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Property - Special Handling	2				1		1		2	1	1	1	9
Property - Special Handling - Damaged Items - Checked	1				1		1			1	1		5
Property - Special Handling - Missing Items - Checked	1								2			1	4
Screening		2							1			1	4
Screening - Procedures/Process		2							1			1	4
2019	5	5	4	6	4	1	5	4	6	9	10	5	64
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights		1		1					1			1	4
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				1	2					2	1	1	7
Customer Service - Others					1								1
Customer Service - TSO				1	1					2	1	1	6
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Mishandling of Passenger Property	2	4	1			1	1	2	2	2	1	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	3	1			1	1	2	1	2			13
Mishandling of Passenger Property - Disarrayed Item		1							1		1	1	4
Patdown	1			1	1		1			1	2	1	8
Patdown - Flyer	1			1	1		1			1	2	1	8
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	1		1	1	1		2	1	2	1	2	1	13
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked	1		1	1	1		2	1		1	1	1	10
Property - Special Handling - Missing Items - Checked									1		1		2
Screening			2	2					1	2	1		8
Screening - Procedures/Process			2	2					1	2	1		8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	2		5	6	5	1	9	1	8	16	16	3	72
2016				2	1	1	3	1		3	5	1	17
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks												1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property				1		1	1	1			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1			2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)						1				1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Screening								2					2
Screening - Procedures/Process								2					2
2017	1		1	2	3		3		5	3	6		24
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	1		1	2	2		1		1	2	2		12
Mishandling of Passenger Property - Dam	1		1	1	1		1		1	2	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1							1		2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1		2	1	1		5
Screening - Procedures/Process							1		2	1	1		5
2018			3	1			1		2	5	1	1	14
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
Patdown									2			1	3
Patdown - Flyer									1			1	2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)									1	1			2
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									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
2019	1		1	1	1		2		1	5	4	1	17
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1						2		1		2		6
Mishandling of Passenger Property - Dam	1						1		1		2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling			1	1						1			3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked				1						1			2
Screening										1			1
Screening - Crew Member or Airline Employee										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	166	152	170	205	211	238	179	229	225	233	274	231	2,513
2016				58	73	75	47	77	53	54	64	53	554
Civil Rights				2	3	1	2	3		1	4	1	17
Civil Rights - General Complaint and Discrimination					2								2
Civil Rights - Racial Profiling or Discrimination				2	1		1	2		1	4		11
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Transgender Screening								1					1
Customer Service				7	11	9	9	11	14	8	6	8	83
Customer Service - CSM										1			1
Customer Service - Others					2	4	1	1	2			1	11
Customer Service - TSO				7	9	5	8	10	12	7	6	7	71
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				2	6	2	2		1	3	3	1	20
Locks - General					1								1
Locks - Missing or Damaged Lock				2	5	2	2		1	3	3	1	19
Lost and Found				1		1		1	2	1		4	10
Lost and Found - Airport/TSA				1		1		1	2	1		4	10
Mishandling of Passenger Property				25	18	29	23	26	25	35	35	25	241
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		2	1	2	4	1	4	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				22	17	26	21	19	21	29	27	23	205
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1		1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				2	1	1	1	5		4	4		18
Patdown				3	2	3	2	3	1	1	7	2	24
Patdown - Flyer				3	2	3	2	3	1	1	7	2	24
Persons w/ Disabilities (PWD)				3	1	1	4	2	1	1	3	6	22
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					2	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2	1	1	2						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1		1	2	5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment								1		1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2
Screening				15	31	29	5	31	9	4	6	6	136
Screening - Inconsistency				1	1		1	2	1			1	7
Screening - International Screening											1		1
Screening - Lengthy Lines				9	24	21	2	23	1		1		81
Screening - Military								1					1
Screening - Procedures/Process				2	5	6	2	4	7	4	3	4	37
Screening - Retrieving Abandoned/Confiscated Items				3	1							1	5
Screening - Security Breach						2		1			1		4
2017	61	38	63	43	38	49	35	46	48	53	47	46	567
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer as Observer											1		1
Animals				1									1
Animals - Checked				1									1
Civil Rights				1	3	4	3	4	3	1	2	1	22
Civil Rights - Racial Profiling or Discrimination				1	1	4	3	2	2	1	2	1	17
Civil Rights - Screening of Religious Cultural and Cer					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transg					1			1	1				3
Civil Rights - Transgender Screening								1					1
Customer Service				11	5	10	5	6	7	9	5	13	96
Customer Service - Others						1					1		3
Customer Service - TSO				11	5	10	5	7	9	8	5	12	93
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				7	2	3	2	4	3	3	4	2	32
Locks - General					1					1			3
Locks - Missing or Damaged Lock				7	2	2	2	4	3	3	3	2	29
Lost and Found				2	2	1	3	1	2	2	2	1	16
Lost and Found - Airport/TSA				2	2	1	3	1	2	2	2	1	16
Mishandling of Passenger Property				30	19	33	25	31	10	15	17	20	254
Mishandling of Passenger Property - Dam				3	3	3	8	2	2	2	2	1	26
Mishandling of Passenger Property - Dam				23	13	26	15	20	7	11	14	16	194
Mishandling of Passenger Property - Dam				1	1								2
Mishandling of Passenger Property - Disa				3	2	4	2	3	2	4	1	2	32
Patdown				1		3	3	3	2	2	2	2	27
Patdown - Children				1									1
Patdown - Flyer					2	3	2	2	1	1	2	2	22
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer						1				1			2
Persons w/ Disabilities (PWD)				4	2	3	2	1	2		6	1	25
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							2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1					2			3
Persons w/ Disabilities (PWD) - Medical [1								1	2
Persons w/ Disabilities (PWD) - Medically				1	1		1		1			1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility [1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Visual Impairment			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						1		1			3
Persons w/ Disabilities (PWD) - Wounded	1												1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Property - Special Handling							3	8	7	6	8	4	36
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							1	2	2		2		7
Property - Special Handling - Missing Items - Carry-On							1		2	2	2		7
Property - Special Handling - Missing Items - Checked							1	6	3	3	4	4	21
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	5	5	5	3	5	2	5	2	5	9	2	6	54
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1	1		1		1				2			6
Screening - Lengthy Lines							1		1		1	3	6
Screening - Procedures/Process	4	2	5	1	5	1	4	2	4	7	1	3	39
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1											1
2018	55	58	55	61	64	59	47	52	55	64	81	44	695
Advanced Imaging Technology (AIT)									1	1			2
Advanced Imaging Technology (AIT) - Flyer									1	1			2
Civil Rights	2	3	1	1	4	1	1	3		1	4	2	23
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns								2			1		3
Civil Rights - National Origin		1											1
Civil Rights - Racial Profiling or Discrimination	1	1		1	2	1	1	1		1	2	1	12
Civil Rights - Sex/Gender/Gender Identity	1		1		2								5
Customer Service	9	12	12	13	14	9	8	15	19	13	15	6	145
Customer Service - Others		1	2			2	1			1		1	8
Customer Service - TSO	9	11	10	13	14	7	7	15	19	12	15	5	137
Locks	1	3	2	4	2		2	4	2	3	5	3	31
Locks - Missing or Damaged Lock	1	3	2	4	2		2	4	2	3	5	3	31
Lost and Found	3	1	1	3	2	2			2	3	3	2	22
Lost and Found - Airport/TSA	3	1	1	3	2	2			2	3	3	2	22
Mishandling of Passenger Property	14	17	12	21	18	12	12	8	7	16	14	10	161
Mishandling of Passenger Property - Damaged	1	1		2	1	2	2		1	1		2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	7	12	11	17	11	8	9	5	11	11	11	7	114
Mishandling of Passenger Property - Disassembled	6	4	1	2	5	2	1	3	1	3	3	1	32
Patdown	5	4	6	4	1	3	6	7	5	3	7	3	54
Patdown - Children										1			1
Patdown - Flyer	5	4	6	3	1	2	4	7	5	2	7	3	49
Patdown - Flyer as Observer				1			2						3
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	4	1	4	2	3	2	2	1	2	3	8	3	35
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes			1						1	1			3
Persons w/ Disabilities (PWD) - General		1				1							2
Persons w/ Disabilities (PWD) - Hearing Impairment					1					1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Equipment	1							1				1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	1	1	1					2		6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1		1		2
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1						1	1	3
Persons w/ Disabilities (PWD) - Wheelchair	2		2				2			1			8
Property - Special Handling	8	5	7	9	11	14	9	10	11	9	10	8	111
Property - Special Handling - Damaged Items - Carry-On			1		2	1	3	2	1				10
Property - Special Handling - Damaged Items - Checked	3		2		2	3	3	3	3	3	3	1	26
Property - Special Handling - Missing Items - Carry-On	2	3	1	3	3	4	2	2	3	2	2	1	28
Property - Special Handling - Missing Items - Checked	3	2	3	6	4	6	1	3	4	4	5	6	47
Request for Assistance													1
Request for Assistance - Other													1
Screening	9	12	10	4	9	15	7	4	6	12	15	7	110
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		3	1				2						6
Screening - Lengthy Lines		2			2	1			1	3	2	1	12
Screening - Procedures/Process	9	6	8	4	6	11	5	3	4	8	12	5	81
Screening - Retrieving Abandoned/Confiscated Items					1	2		1		1	1	1	7
Screening - Security Breach			1			1			1				3
2019	50	56	52	43	36	55	50	54	69	62	82	88	697
Civil Rights	5	3	3	2	2			4	3	4	5	3	34
Civil Rights - Age									1		1		2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns					1							1	2
Civil Rights - National Origin								2					2
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimination	3	2	1	1	1				2	1		2	13
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Screening of Religious or Cultural Garments								1		1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	1	1	2	1							4		9
Customer Service	7	10	10	8	8	10	14	9	7	12	15	12	122
Customer Service - CSM		1											1
Customer Service - Others									1				1
Customer Service - TSO	7	9	10	8	8	10	14	9	6	12	15	12	120
Locks	1	2	1		4	1	2	1	5	1	2	3	23
Locks - Missing or Damaged Lock	1	2	1		4	1	2	1	5	1	2	3	23
Lost and Found	4	2	1	2				2		1	1		13
Lost and Found - Airport/TSA	4	2	1	2				2		1	1		13
Mishandling of Passenger Property	7	13	12	11	4	8	6	8	14	10	14	16	123
Mishandling of Passenger Property - Damaged/Missing		3	1					1			3	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	9	11	7	4	5	5	6	12	5	11	10	90
Mishandling of Passenger Property - Disassembly	2	1		4		2	1	1		5		4	22
Patdown	2	3	3		2	3	4	2	6	2	3	5	35
Patdown - Children							1		1			1	3
Patdown - Flyer	1	3	3		2	3	3	2	5	1	2	3	28
Patdown - Flyer as Observer	1										1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	6	4	2	2	3	4	4	6	2	6	8	5	52
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive	1	1					1						3
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
Persons w/ Disabilities (PWD) - General		1									1		2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1									1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				3	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	1	1					1	2	2	8
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals	1	1											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair	2		1	1	1	2		1			1		9
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	14	15	13	13	5	17	10	14	21	16	18	15	171
Property - Special Handling - Damaged Items	1		2	2					1	2	2		10
Property - Special Handling - Damaged Items - Missing	2	2	2	4		6		3	4	4	6	5	38
Property - Special Handling - Missing Items	2	7	1	5	3	4	3	5	4	2		2	38
Property - Special Handling - Missing Items - Damaged	9	6	8	2	2	7	7	6	12	8	10	8	85
Request for Assistance			1				1			1			3
Request for Assistance - Other			1				1						2
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	3	4	6	5	8	12	9	8	11	8	16	29	119
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1				1			1			1	4
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process	3	3	5	3	6	8	8	3	7	6	10	19	81
Screening - Retrieving Abandoned/Confiscated Items			1							1	1		3
Screening - Security Breach							1						1
TSA Contact Information	1												1
TSA Contact Information - General	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSS			1	1								2	4
2016												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
2017			1	1									2
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
2019												1	1
Screening												1	1
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	148	154	137	154	147	181	193	247	207	189	182	162	2,101
2016				26	39	61	48	72	56	49	48	36	435
Civil Rights				1	1	1	1	1	4	3	1		13
Civil Rights - General Complaint and Discrimination				1	1								2
Civil Rights - Racial Profiling or Discrimination						1	1	1	3	3	1		10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				2	11	12	16	17	15	7	10	6	96
Customer Service - Others						2	1	8	3		2	2	18
Customer Service - TSO				2	11	10	15	9	12	7	8	4	78
Locks				4	4	3	3	2	3	7		2	28
Locks - General					1								1
Locks - Missing or Damaged Lock				4	3	3	3	2	3	7		2	27
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property				14	17	28	21	30	25	26	25	21	207
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2		2	2	3	3	1	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				8	15	26	17	22	18	20	21	16	163
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4	2	2	2	6	4	3	3	3	27
Patdown				1		2		1	2	1	1	2	10
Patdown - Flyer				1		1		1	2	1	1	2	9
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				1	2	2	1	2	2		5		15
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			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1				1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1			2		4
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
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				3	4	12	6	19	5	4	5	4	62
Screening - Inconsistency				2		3		1				1	7
Screening - Lengthy Lines					2	4	5	9	1	1		2	24
Screening - Procedures/Process				1	2	5	1	9	4	3	5	1	31
2017	44	62	46	43	36	42	39	51	53	41	37	55	549
Civil Rights			3		2	1	1	1	1		1		10
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination			3		1	1	1	1	1				8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	13	13	8	5	10	6	13	17	15	10	9	14	133
Customer Service - Others	1	3		1	1	1		2	4	1		2	16
Customer Service - TSO	12	10	8	4	9	5	13	15	11	9	9	12	117
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	7	2	4	5	2	2	1	2	5	3	3	3	39
Locks - General								1	1				2
Locks - Missing or Damaged Lock	7	2	4	5	2	2	1	1	4	3	3	3	37
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	19	31	23	23	18	25	11	14	15	13	12	8	212
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	1	1	2	3			1				9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	18	26	21	19	15	18	10	11	10	9	11	6	174
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	4	1	3	1	4	1	3	4	4	1	2	29
Patdown	1	4	2	3	1	3	1	1	2		1	1	20
Patdown - Flyer	1	3	2	3	1	2	1	1	2		1	1	18
Patdown - General			1										1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	2	3	3	1	1	1	1	5	2	5		5	29
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication			1	1		1		1		1		3	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1						1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			2						1	2			5
Persons w/ Disabilities (PWD) - Service Animals			2				1	1		1			5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1				1			2		1		1	6
Property - Special Handling							7	6	7	5	6	16	47
Property - Special Handling - Damaged Items - Carry-On								1				2	3
Property - Special Handling - Damaged Items - Checked							2	1	1	4	1	5	14
Property - Special Handling - Missing Items - Carry-On									1		1	2	4
Property - Special Handling - Missing Items - Checked						5	4	4	5	1	4	7	26
Screening	2	9	3	6	2	4	3	5	6	4	5	8	57
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1			1				1	2	1			6
Screening - Lengthy Lines		4					1	1	1	1			9
Screening - Procedures/Process	1	4	2	4	2	4	2	3	3	1	5	8	39
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach										1			1
2018	55	50	52	46	40	34	49	51	47	53	52	33	562
Civil Rights	2	1	2	1			1	2		4	1	1	15
Civil Rights - Hair Patdowns							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination		2		1						2	1		6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				2		1		1	5
Civil Rights - Sexual Orientation - Not Transgender			1	1									2
Customer Service	15	20	12	15	9	8	12	16	14	13	3	5	142
Customer Service - Others	1	2	2	1	1	2		1		1			11
Customer Service - TSO	14	18	10	14	8	6	12	15	14	12	3	5	131
Locks		5	2	2	2	1	2	2	1	5	4	2	28
Locks - Missing or Damaged Lock		5	2	2	2	1	2	2	1	5	4	2	28
Lost and Found							1				1	1	3
Lost and Found - Airport/TSA							1				1	1	3
Mishandling of Passenger Property	23	6	12	15	12	11	14	8	9	10	16	6	142
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			1	1	2	2			1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	19	5	11	13	11	9	12	7	6	9	13	5	120
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1	1	1				1	2		2		11
Patdown	4	1	2	2	2		3	4	4	2	2		26
Patdown - Flyer	4	1	1	2	1		3	3	4	2	2		23
Patdown - Flyer as Observer			1					1					2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	1	2	2	2	1		5	2	2	3	5	2	27
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General							1			1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1				1					1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter/ Segway)				1				1			1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					1						2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Visual Impairment		1					1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1	1	2		1	6
Property - Special Handling	4	8	7	5	10	7	7	8	11	6	9	12	94
Property - Special Handling - Damaged Items - Carry-On		3		1	2		1	1	3			3	14
Property - Special Handling - Damaged Items - Carry-On	3	1		1	3	2	1	3	3	2	3	1	23
Property - Special Handling - Missing Items - Carry-On				1	2	2	3	2	1	1	1	3	16
Property - Special Handling - Missing Items - Carry-On	1	4	7	2	3	3	2	2	4	3	5	5	41
Screening	6	7	13	4	4	7	4	9	6	10	11	4	85
Screening - Crew Member or Airline Employee			1					1					2
Screening - Inconsistency	1	1	4	1				1		2	1		11
Screening - Lengthy Lines	1	1	5			3		1	2	4	1		18
Screening - Procedures/Process	4	5	3	2	4	4	4	5	4	3	7	4	49
Screening - Retrieving Abandoned/Confiscated Items				1				1		1			3
Screening - Security Breach											1		1
Screening - Shoe Screening											1		1
2019	49	42	39	39	32	44	57	73	51	46	45	38	555
Civil Rights	1	3	5	1	1	2	2	3	2	1		5	26
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination		1	2			1	2	2	1			3	12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2	3	1	1			1	1	1			10
Civil Rights - Transgender Screening	1												1
Customer Service	14	10	15	11	7	11	19	24	15	5	10	7	148
Customer Service - Others	2		2			1							5
Customer Service - TSO	12	10	13	11	7	10	19	24	15	5	10	7	143
Locks	3	2		2		4	4	2	5	4	1	1	28
Locks - Missing or Damaged Lock	3	2		2		4	4	2	5	4	1	1	28
Lost and Found							3		2		1	1	7
Lost and Found - Airport/TSA							3		2		1	1	7
Mishandling of Passenger Property	12	13	9	8	12	6	13	14	8	14	11	7	127
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1					1		1	2	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	10	12	9	8	9	5	11	11	6	9	8	5	103
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2				2	1		3	1	3	1	1	14
Patdown	3	5	1		2		2	2	4	3	2	1	25
Patdown - Flyer	3	5	1		2		2	1	4	3	2	1	24
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	2	2	3	1	9	5	7	2	2	4	2	40
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1					1	1	4
Persons w/ Disabilities (PWD) - General				1		1	2						4
Persons w/ Disabilities (PWD) - Hearing Impairment			1					1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1				3	1				1		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter/ Segway)			1			1		2					4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals	1					1		1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2		1			5
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	11	5	3	14	7	5	7	9	6	13	10	11	101
Property - Special Handling - Damaged Items	2	1		3	1	1	1	2	1				12
Property - Special Handling - Damaged Items	2	1		4	2		3	2		2	2	3	21
Property - Special Handling - Missing Items	1	2	1	5		2	1	2	1	2	3	4	24
Property - Special Handling - Missing Items	6	1	2	2	4	2	2	3	4	9	5	4	44
Screening	4	2	4		2	4	5	12	6	4	6	3	52
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines	1	1	1			1		4			1		9
Screening - Procedures/Process	3		3		2	2	5	7	6	4	3	2	37
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach		1									1	1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MTJ		2	4	9	6	4	4	4	2	3	3	3	44
2016					2	2	1	2		1			8
Customer Service					1			1		1			3
Customer Service - Others								1					1
Customer Service - TSO					1					1			2
Mishandling of Passenger Property					1		1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1							1
Patdown - Flyer						1							1
Screening							1						1
Screening - Procedures/Process							1						1
2017		1	1	2	2	1	1	1	2	1	2	1	15
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					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
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1							1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1							1	3
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Lengthy Lines											1		1
2018			1	6	2		2			1	1	1	14
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				3	1						1	1	6
Customer Service - Others				1									1
Customer Service - TSO				2	1						1	1	5
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1						2
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening			1	2									3
Screening - Procedures/Process			1	2									3
2019		1	2	1		1		1				1	7
Civil Rights												1	1
Civil Rights - Headwear												1	1
Customer Service			2	1		1							4
Customer Service - TSO			2	1		1							4
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY								1	2	3	4	1	11
2016										1	2		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2017								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
2018										1	2	1	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											2		2
2019									1	1			2
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA		2	2	2	1			2	1		1	1	12
2017		2	1		1				1			1	6
Mishandling of Passenger Property		2	1			1			1				5
Mishandling of Passenger Property - Damaged/Missii		2	1			1			1				5
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2018				2				1			1		4
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2019				1				1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	21	12	11	11	15	29	26	39	47	44	34	34	323
2016				2	2	4	3	14	12	6	9	11	63
Customer Service								4	3	1	2	2	12
Customer Service - Others								1					1
Customer Service - TSO								3	3	1	2	2	11
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	2	4	2	2	4	4	4	8	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	4	1	2	4	3	4	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown								1					1
Patdown - General								1					1
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1	2
Screening				1			1	4	4	1	2		13
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines							1	3	2				6
Screening - Procedures/Process								1	1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1
2017	5	5	3	3	6	8	6	2	6	10	7	11	72
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			2		2	2	1		1	1		2	11
Customer Service - Others			1		1								2
Customer Service - TSO			1		1	2	1		1	1		2	9
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	2	1	2	2	6	1	1	3	2	2	3	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	2	1	2	2	5	1	1	2	1	2	2	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1	1		1	4
Patdown								1		1	1	1	4
Patdown - Flyer										1	1	1	3
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling									1	2	2	4	9
Property - Special Handling - Damaged Items - Carry-On										2	1	1	4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked									1			3	4
Screening		3					2		1	1	1	1	9
Screening - Inconsistency							1						1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		3					1		1	1	1		7
2018	7	5	3	1	3	8	10	7	12	17	7	5	85
Civil Rights							1	1					2
Civil Rights - Hair Patdowns													1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service	1	1			1	3		2	2	6	1		17
Customer Service - Others		1								1	1		3
Customer Service - TSO	1				1	3		2	2	5			14
Locks		1	1				1						3
Locks - Missing or Damaged Lock		1	1				1						3
Mishandling of Passenger Property	3	1	1	1	2	2	2	1	2	1	2	3	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2		1	1	1	2	2		2	1	2	3	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1			1			1					4
Patdown	2		1				3		3	2		1	12
Patdown - Flyer	2		1				3		2	2		1	11
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)							1		3	1	1		6
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1		1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling	1					3	1	1	2	3	3		14
Property - Special Handling - Damaged Items - Carry-On						1		1		1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked	1					2	1		1	1	1		7
Screening		2					1	2		3		1	9
Screening - Children										1			1
Screening - Lengthy Lines		1					1			1			3
Screening - Procedures/Process		1						2		1		1	5
2019	9	2	5	5	4	9	7	16	17	11	11	7	103
Civil Rights		1			1	2							4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns					1	1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service	1		1	2	1	1	1	1	3	3			14
Customer Service - TSO	1		1	2	1	1	1	1	3	3			14
Locks	1			2				1				2	6
Locks - Missing or Damaged Lock	1			2				1				2	6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2		1		1	2	5	5	3	2	2	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1					1	2
Mishandling of Passenger Property - Dam	2		1		1	2	3	5	2	2	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1		1					1	3	2	1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility [1		1						1		1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1	1			2
Property - Special Handling	1	1	2		1	3		3	3	2	4	2	22
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged It	1		1			2		1	2		1		8
Property - Special Handling - Missing Items - Checke		1	1		1	1		2	1	1	3	2	13
Screening	3			1		1		2	3	2	1		13
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3			1				1	2	2	1		10
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL	3	9	5	6	10	12	6	6	9	9	6	2	83
2016				1	5	5	3	2	2	1	3	1	23
Mishandling of Passenger Property				1	5	5	3	2	2	1	3	1	23
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	5	5	2	2	2	1	3	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2017	2	3	1	3	1	4	2	2	4	3	1		26
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	2	2	1	2	1	4	1	1	1	2	1		18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2		2	1	2	1	1	1	1	1		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			2				1			4
Property - Special Handling							1	1	1	1			4
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Checked										1			2
Screening				1						2			3
Screening - Procedures/Process				1						1			2
Screening - Retrieving Abandoned/Confiscated Items										1			1
2018		4	1	1	1	1			2	2	1		13
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Mishandling of Passenger Property		3	1			1	1		1	2	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		3	1			1	1		1	2	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening			1										1
Screening - Inconsistency			1										1
2019	1	2	3	1	3	2	1	2	1	3	1	1	21
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	2	2		1		1						7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		2	1		1		1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1										2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling			1		2	1				1			5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked						1				1			2
Property - Special Handling - Missing Items - Checked			1		1								2
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	7	5	8	6	7	16	8	5	6	14	4	7	93
2016				1	1	4	1	1	3	4	1	2	18
Customer Service						1				1			2
Customer Service - Others						1							1
Customer Service - TSO										1			1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property					1		1		1			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1					2	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Persons w/ Disabilities (PWD)				1		2				1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Screening								1	2	2	1		6
Screening - Procedures/Process								1	2	2	1		6
2017	3	1	8	3	1	8	2	3	2	5	1	2	39
Customer Service	1		2	1		1				2	1		8
Customer Service - TSO	1		2	1		1				2	1		8
Mishandling of Passenger Property	1		2	2	1	2							8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2	2	1	1							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						3		1					4
Patdown - Flyer						3							3
Patdown - Non-Flyer								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) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling								1		2		2	5
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening	1	1	4			1	2	1	1	1			12
Screening - Crew Member or Airline Employee			2										2
Screening - Inconsistency	1		1				2						4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		1	1			1		1		1			5
2018	1	2		2	5	2	4			2			18
Civil Rights				1	1	1							3
Civil Rights - Racial Profiling or Discrimination				1	1	1							3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2					1			4
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked			2										2
Screening		1			1		4						6
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1			1		2						4
2019	3	2				2	1	1	1	3	2	3	18
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1								1		2
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Property - Special Handling			1									2	3
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Checked			1										1
Screening	3					2	1			2			8
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2					2	1			2			7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	77	74	68	84	83	129	112	133	122	133	128	118	1,261
2016				27	31	43	34	35	32	38	44	37	321
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer								1					1
Civil Rights				2	1	2	1		2	2			10
Civil Rights - Racial Profiling or Discrimination				2	1	2			1	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening							1			1			2
Customer Service				2	4	5	10	4	6	12	14	13	70
Customer Service - Others					3	1		1		2	11	3	21
Customer Service - TSO				2	1	4	10	3	6	10	3	10	49
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks				2	2	2	1		1	3	1	1	13
Locks - Missing or Damaged Lock				2	2	2	1		1	3	1	1	13
Lost and Found				2		1	1						4
Lost and Found - Airport/TSA				2		1	1						4
Mishandling of Passenger Property				17	15	24	16	17	16	17	20	20	162
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	1	4	2	1	3	2	2	4	22
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				14	13	18	13	13	12	13	17	15	128
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	1	3	1	1	1	1	11
Patdown					3			4	1		4		12
Patdown - Flyer					1			4	1		3		9
Patdown - Flyer as Observer					2								2
Patdown - General											1		1
Persons w/ Disabilities (PWD)					2		1		1	1	1	1	7
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) - Wheelchair/ Scooter/ Segway							1					1	2
Screening				2	4	9	4	8	5	3	4	2	41
Screening - Inconsistency					1	1	1	2			1		6
Screening - Lengthy Lines				1		6	2	4		1	1		15
Screening - Procedures/Process				1	3	2	1	2	4	2	2	2	19
Screening - Security Breach									1				1
2017	23	23	26	23	25	40	20	40	31	31	33	32	347
Civil Rights	1	1			1	3	1	2	1	2		2	14
Civil Rights - Headwear													1
Civil Rights - Racial Profiling or Discrimination	1	1						2	1	1		1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1			2
Civil Rights - Transgender Screening						2	1						3
Customer Service	5	2	2	2	1	5	1	10	3	4	4	3	42
Customer Service - Others	1					1				1	2		5
Customer Service - TSO	4	2	2	2	1	4	1	10	3	3	2	3	37
Identification (ID) Requirements									1				2
Identification (ID) Requirements - Domestic									1				1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues											1		1
Locks	3	1		1		2	1	1	4	1	1	2	17
Locks - General									1				1
Locks - Missing or Damaged Lock	3	1		1		2	1	1	3	1	1	2	16
Lost and Found		1	1			1		1	3		3	1	11
Lost and Found - Airport/TSA		1	1			1		1	3		3	1	11
Mishandling of Passenger Property	7	16	19	13	21	21	9	13	9	15	7	11	161
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1		3	5	4		2		2	1		19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	13	16	10	15	15	8	9	8	10	5	7	122
Mishandling of Passenger Property - Disarrayed Item		2	3		1	2	1	2	1	3	1	3	19
Patdown	3	1	1	2		4	3	2	1				2
Patdown - Flyer	3	1	1	2		4	3	2	1				2
Persons w/ Disabilities (PWD)	1			2	1			1	2	1	2	2	12
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2	1								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1	1			2
Persons w/ Disabilities (PWD) - Touch Assistance	1								1				2
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling							5	8	4	7	9	5	38
Property - Special Handling - Damaged Items - Carry-On								1	2	1		2	6
Property - Special Handling - Damaged Items - Checked							1	2	1	5			9
Property - Special Handling - Missing Items - Carry-On								1	1	1		1	4
Property - Special Handling - Missing Items - Checked							4	4	1	4	4	2	19
Screening	3	1	2	2	1	4		2	3	1	6	4	29
Screening - Inconsistency	1				1	2		1	1				8
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process	1	1	2	2		2		1	1		5	2	17
Screening - Security Breach	1										1		2
2018	27	25	22	16	17	24	31	36	32	33	20	19	302
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer as Observer	1												1
Civil Rights		1					2	2		1	1		7
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination							2	1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1			2
Customer Service	6	6	8	4	3	3	6	6	2	6	6	5	61
Customer Service - Others			2	1				1					6
Customer Service - TSO	6	6	6	3	3	3	6	5	2	6	6	3	55
Locks	5	2	3	1	1			2	4			1	19
Locks - General	1												1
Locks - Missing or Damaged Lock	4	2	3	1	1			2	4			1	18
Lost and Found	1						2	1	1		2		7
Lost and Found - Airport/TSA	1						2	1	1		2		7
Mishandling of Passenger Property	6	2	5	7	3	9	10	13	6	6	2	5	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	1	5	6	3	7	8	11	6	4	2	3	60
Mishandling of Passenger Property - Disposition	2	1		1		2	2	1		2		1	12
Patdown	2	2			1		3	3	1	3	1	1	17
Patdown - Flyer	2	2			1		3	2	1	2	1	1	15
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1	1	1	1		1	3	1	3	2	1	1	16
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1						1			1			3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1				1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1		1			3
Property - Special Handling	4	6	5	2	6	2	4	2	9	8	7	4	59
Property - Special Handling - Damaged Items - Carry-On	1				1	1			2		2	2	9
Property - Special Handling - Damaged Items - Checked Baggage	2	1	3	1	2		2		3	4	4	1	23
Property - Special Handling - Missing Items	1				1				1				3
Property - Special Handling - Missing Items - Checked Baggage		5	2	1	2	1	2	2	3	4	1	1	24
Request for Assistance							1		1			1	3
Request for Assistance - Other							1					1	2
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	1	5		1	3	7	1	6	6	5	2	1	38
Screening - Inconsistency		1				1		2		1	1		6
Screening - Lengthy Lines	1				1		1						3
Screening - Procedures/Process		4		1	2	6		3	6	4	1	1	28
Screening - Security Breach								1					1
2019	27	26	20	18	10	22	27	22	27	31	31	30	291
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights		5		1	1	2	1		3	1			14
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimination		1			1	1	1		1	1			6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		4				1							5
Customer Service	8	4	5	1	1	3	7	2	2	5	5	1	44
Customer Service - Others	2						1				1		4
Customer Service - TSO	6	4	5	1	1	3	6	2	2	5	4	1	40
Locks	2	1	1	1	1	2	1	1	3	1	2	1	16
Locks - Missing or Damaged Lock	2	1	1		1	2	1	1	3	1	2	1	16
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property	7	8	2	8	2	6	4	3	4	5	8	11	68
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											3	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	8	1	8	2	3	4	2	4	3	4	7	51
Mishandling of Passenger Property - Disposition	2	1				3		1		2	1	2	12
Patdown	1			1				3	2	2	2	1	12
Patdown - Flyer	1			1				3	2	2	2	1	12
Persons w/ Disabilities (PWD)	3	3	3		1		1	1	1	1	1	3	17
Persons w/ Disabilities (PWD) - Breast Cancer		2											2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	2		1								1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1				1		1		1			1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	4	4	7	6	3	6	6	5	9	9	12	10	81
Property - Special Handling - Damaged Items - Carry-On			1	1							2	1	5
Property - Special Handling - Damaged Items - Checked Baggage	2		3	1	2	3		2	3	3	3	1	23
Property - Special Handling - Missing Items - Carry-On		1			1	1	2	1	2	2	2	1	11
Property - Special Handling - Missing Items - Checked Baggage	2	3	3	4		2	4	2	4	6	5	7	42
Screening	2	1	2	1	1	3	6	7	3	7	1	2	36
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines						1	1			1			3
Screening - Procedures/Process	2	1	2		1	1	4	6	3	6		2	28
Screening - Security Breach				1		1	1						3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGG	54	41	48	62	65	93	82	88	80	75	58	71	817
2016				21	20	30	32	29	21	16	14	19	202
Civil Rights						2			1	1		1	5
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination						1						1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening										1			1
Customer Service				4	2	6	6	3	3	1	2	2	29
Customer Service - CSM							1						1
Customer Service - Others							1	1					2
Customer Service - TSO				4	2	6	4	2	3	1	2	2	26
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				2	3	3	1	1	1	5	4	2	22
Locks - Missing or Damaged Lock				2	3	3	1	1	1	5	4	2	22
Mishandling of Passenger Property				12	12	15	17	16	12	6	6	10	106
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3		1	2	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				12	11	14	12	15	10	3	5	9	91
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2	1	1	1			6
Patdown								4	1	2	1		8
Patdown - Flyer								4	1	2	1		8
Persons w/ Disabilities (PWD)				2		1	1		1		1		6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening					3	3	6	5	2	1		4	24
Screening - Children					1								1
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines						1	3	3					7
Screening - Procedures/Process					1	2	2	1	2	1		3	12
Screening - Security Breach					1								1
2017	19	11	22	17	15	25	14	21	20	19	14	19	216
Civil Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening									1				1
Customer Service	4	1	3	3		6		4	1	3	1	1	27
Customer Service - TSO	4	1	3	3		6		4	1	3	1	1	27
Locks	1	1		1			1	1	2	1	2	2	12
Locks - General									1				1
Locks - Missing or Damaged Lock	1	1		1			1	1	1	1	2	2	11
Mishandling of Passenger Property	10	9	13	8	11	17	5	7	10	7	6	9	112
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	1	1						1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	10	7	10	8	6	15	3	7	6	6	5	6	89
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1		1				3
Mishandling of Passenger Property - Disarrayed Item		1	2		4	1	1		3	1		2	15
Patdown	3		1	1	2	1	2	1	2	2	2	3	18
Patdown - Flyer	3			1	2	1	2	1	2	1		3	16
Patdown - Flyer as Observer			1							1			2
Persons w/ Disabilities (PWD)				1		1		1		1			4
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							5	4	3	4	3	3	22
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							1	3	1	1	2		8
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							3	1	2	2	1	3	12
Screening	1		4	3	2		1	3		1	2	1	18
Screening - Inconsistency							1	1				1	3
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process			3	3	2			1			1		10
Screening - Retrieving Abandoned/Confiscated	1							1					2
Screening - Security Breach			1										1
2018	20	17	15	13	22	19	22	20	29	23	18	12	230
Civil Rights								1		2		1	4
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	6			2	4	3	2	5	5	9	10	1	47
Customer Service - Others											1		1
Customer Service - TSO	6			2	4	3	2	5	5	9	9	1	46
Locks	2	3	1	2			2		2				12
Locks - Missing or Damaged Lock	2	3	1	2			2		2				12
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	7	4	6	7	11	6	7	7	8	5	5	5	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	4	6	4	11	5	6	6	6	5	4	4	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disassembly	1			3				1	1		1	1	8
Patdown	2	3	3		1	2	1		2	1			15
Patdown - Flyer	2	3	3		1		1		2	1			13
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	1		2			2	3	1	1	2		1	13
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1					1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1					1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	3	2	1	3	5	2	2	7	3	2	2	33
Property - Special Handling - Damaged Items - Carry-On								1	1				4
Property - Special Handling - Damaged Items - Check		1	1	1		2		1	1		1		8
Property - Special Handling - Missing Items - Carry-On					1				2	1			4
Property - Special Handling - Missing Items - Checked	1	2	1		2	3	2		3	2	1		17
Screening	1	4	1	1	2	1	5	4	4	1		2	26
Screening - Inconsistency								1					1
Screening - Lengthy Lines	1	1	1				3		3	1			10
Screening - Procedures/Process		3		1	2	1	2	2	1			2	14
Screening - Security Breach								1					1
2019	15	13	11	11	8	19	14	18	10	17	12	21	169
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights		2						2		1	1		6
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1								1	1		3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening								1					1
Customer Service	1	2		2	1		1	4	3	4	1	1	20
Customer Service - TSO	1	2		2	1		1	4	3	4	1	1	20
Locks			1	2	1		1	1		1		2	9
Locks - Missing or Damaged Lock			1	2	1		1	1		1		2	9
Lost and Found	1	1						1		2			5
Lost and Found - Airport/TSA	1	1						1		2			5
Mishandling of Passenger Property	8	2	5	3	1	10	5	3	2	5	4	4	51
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	7	2	4	3	1	8	4	2	3	2	5	3	44
Mishandling of Passenger Property - Disassembly	1		1			2	1	1				1	7
Patdown		1		1	1	1	1	1	1	1	1	4	13
Patdown - Children									1				1
Patdown - Flyer		1		1	1	1	1	1		1	1	4	12
Persons w/ Disabilities (PWD)	1	2	1			1		1		2	2	2	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /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												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		2						1					3
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling	3	2	3	2	3	3	4	2	1	3		4	30
Property - Special Handling - Damaged Items - Carry-On	1									1			2
Property - Special Handling - Damaged Items - Checked	1		1				2					2	6
Property - Special Handling - Missing Items - Carry-On		1			1	1	1			1			5
Property - Special Handling - Missing Items - Checked	1	1	2	2	2	2	1	2	1	1		2	17
Screening	1	1	1	1	1	4	2	3	2	1	1	4	22
Screening - Children								1					1
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1	1	1				3
Screening - Procedures/Process	1	1	1	1	1	2	2	1	1	1	1	3	16
Screening - Retrieving Abandoned/Confiscated Items												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGS	1	1	2				2	1	2	2	3		14
2017		1					1			1	1		4
Mishandling of Passenger Property		1					1			1	1		3
Mishandling of Passenger Property - Damaged/Missii		1								1	1		3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2018	1		2					1			1		5
Mishandling of Passenger Property			1					1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Patdown	1												1
Patdown - Flyer	1												1
Screening				1									1
Screening - Procedures/Process				1									1
2019							1		2	1	1		5
Mishandling of Passenger Property							1		1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	30	36	26	30	31	37	45	42	37	44	43	40	441
2016				5	3	10	16	16	10	10	10	14	94
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						2	7	8	2	2	1	1	23
Customer Service - Others						1	5	8	1	1			16
Customer Service - TSO						1	2		1	1	1	1	7
Locks						1		1				1	3
Locks - Missing or Damaged Lock						1		1				1	3
Mishandling of Passenger Property				3	3	4	6	5	7	6	6	8	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2				1			3	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3	4	5	3	7	6	3	7	39
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					2
Patdown				1		2			1			2	6
Patdown - Flyer				1		2			1			2	6
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening				1			2	2		1	3	1	10
Screening - Inconsistency				1									1
Screening - Lengthy Lines								1		1		1	3
Screening - Procedures/Process							2	1			3		6
2017	12	9	7	8	7	6	9	7	11	9	13	4	102
Civil Rights	1	2									1		4
Civil Rights - Racial Profiling or Discrimination	1	2									1		4
Customer Service	5	4	1		1	1	1						13
Customer Service - CSM	1												1
Customer Service - Others	1												1
Customer Service - TSO	3	4	1		1	1	1						11
Locks			1	3				1	1		2		8
Locks - Missing or Damaged Lock			1	3				1	1		2		8
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	4	1	4	1	2	4	1	4	7	6	3	1	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	1	4		1	2		3	7	5	2	1	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1	1	2	1	1		1			8
Patdown	1	1				1	2			1	1		7
Patdown - Flyer	1	1				1	2			1			6
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1		1		2					1	5
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling							2	2	3	1	5	1	14
Property - Special Handling - Damaged Items - Checked							1	1	1	1		1	5
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							1	1	2		4		8
Screening	1			4	3		1			1	1	1	12
Screening - Inconsistency	1			1	1								3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				3	2		1				1	1	8
2018	10	16	8	9	15	10	10	13	8	11	11	11	132
Civil Rights		1		1	2					1	1	1	7
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Racial Profiling or Discrimination						1					1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		2				3	2		1	1	2	2	13
Customer Service - Others		1											1
Customer Service - TSO		1				3	2		1	1	2	2	12
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	5	5	3	2	2	3	2	2	1	2	2	1	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	5	2	2	2	2	2	1		1	2		23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1				1		1					4
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown		3		3			1	1	1	1			10
Patdown - Flyer		3		2			1		1	1			8
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	2	1	2		2		1	1				2	11
Persons w/ Disabilities (PWD) - Diabetes		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) - Metal Implants	2												2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling		3	3	2	4			2	3	3	1	4	25
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked		2		1	1			2	1	1		1	9
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1	3	1	3				2	1	1	2	14
Screening			3	1	4	4	4	5	2	2	4		29
Screening - Lengthy Lines			1		2		2						5
Screening - Procedures/Process			2	1	2	4	2	4	2	2	4		23
Screening - Security Breach								1					1
2019	8	11	11	8	6	11	10	6	8	14	9	11	113
Civil Rights		1				1	1				1		4
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2		1	1	2	3	3	4	2	1	2	22
Customer Service - Others								1					1
Customer Service - TSO	1	2		1	1	2	3	2	4	2	1	2	21
Locks		1	1		2		1			2	2	1	10
Locks - Missing or Damaged Lock		1	1		2		1			2	2	1	10
Mishandling of Passenger Property	1	2	5	3	2	1	1	1	2	4	1	1	24
Mishandling of Passenger Property - Damaged	1	2	4	2	2	1	1	1	1	3		1	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1					1	1	1		5
Patdown		1									1		2
Patdown - Flyer		1								1			2
Persons w/ Disabilities (PWD)		1	1			2						1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			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		2	3	1	3	2		2		4	3	21
Property - Special Handling - Damaged Items - Checked			1	1		1	1		1		1	2	8
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1		1	1	1	2	1		1		3	1	12
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	5	3	2	1		2	2	2		4		3	24
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	4	2	1	1		2	2	1		4		2	19
Screening - Retrieving Abandoned/Confiscated	1											1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OLF								1					1
2016								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	44	45	43	40	44	51	45	79	77	69	82	58	677
2016				10	13	14	8	21	13	21	23	16	139
Civil Rights					1		1	1		2		1	6
Civil Rights - Racial Profiling or Discrimination					1		1	1		1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	2
Customer Service					2			3	2	1	4	4	16
Customer Service - CSM					1				1				2
Customer Service - Others												1	1
Customer Service - TSO					1			3	1	1	4	3	13
Locks								2	1	3		2	8
Locks - Missing or Damaged Lock								2	1	3		2	8
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property				8	7	7	5	10	7	11	13	7	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2		3	1				7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				7	6	5	3	5	6	7	11	7	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1			2	2		4	2		11
Patdown				1		3	1	4	1	3	2		15
Patdown - Children										1			1
Patdown - Flyer				1		3	1	4	1	2	2		14
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Screening				1	1	3	1	1	2	1	4	2	16
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines						2		1					3
Screening - Procedures/Process				1	1	1							10
2017	14	12	17	12	9	17	14	18	22	17	23	16	191
Civil Rights	1				1	2			1				5
Civil Rights - Racial Profiling or Discrimination	1				1	2			1				5
Customer Service		1	2		1	1	4	2	4	3	4	2	24
Customer Service - CSM			1							1			2
Customer Service - Others										1	1		2
Customer Service - TSO		1	1		1	1	4	2	4	1	3	2	20
Locks	4		1	1	1	1	1	1	1		2	1	12
Locks - Missing or Damaged Lock	4		1	1	1	1	1	1	1		2	1	12
Lost and Found			1	1		1							3
Lost and Found - Airport/TSA			1	1		1							3
Mishandling of Passenger Property	4	11	10	10	3	8	3	6	4	5	8	4	76
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	1	2		1					1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	8	9	7	3	6	2	6	3	3	4	4	57
Mishandling of Passenger Property - Damaged/Missing Items--Disarrayed Items--Carry-on or Checked Baggage	1	1				1	1		1	2	3		11
Patdown	1				2	2	2	2	5	6		5	25
Patdown - Flyer	1				2	2	2	2	5	6		4	24
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1		1		1				2		2	1	8
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment	1		1										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1	1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1						1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							2	4	2	1	2	1	12
Property - Special Handling - Damaged Items - Checked								1	1			1	3
Property - Special Handling - Missing Items - Carry-On							2	2			1		5
Property - Special Handling - Missing Items - Checked								1	1	1	1		4
Screening	3		2	1		2	2	3	4	2	5	2	26
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency									2		1	1	4
Screening - Lengthy Lines						1			1			1	3
Screening - Procedures/Process	3		2	1		1	2	3	1	1	2		16
Screening - Security Breach										1			1
2018	14	13	13	12	11	8	11	24	17	11	18	11	163
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights					2		1				1		4
Civil Rights - Racial Profiling or Discrimination					2		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	4	2	3	2	1	1	6	1	1	1	2	25
Customer Service - Others							1						1
Customer Service - TSO	1	4	2	3	2	1		6	1	1	1	2	24
Locks		1	1	2	3			1	1	1	1	1	12
Locks - Missing or Damaged Lock		1	1	2	3			1	1	1	1	1	12
Mishandling of Passenger Property	4	3	3	2		3	3	7	6	3	6	3	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1		1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	1	1		2	2	5	5	3	3	3	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1	1	2			1	1	1	1		3		11
Patdown	1	2	1	1		2	2	3	2	3	2	1	20
Patdown - Flyer	1	2	1			2	2	3	2	1	2	1	17
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)		1		1				1	2				5
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1							1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	5		3	1	1		1	2		1	5	1	20
Property - Special Handling - Damaged Items	2			1							1	1	5
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items	3		3		1		1	2			3		13
Screening	2	2	3	2	3	2	3	4	5	2	2	3	33
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines		1			2		1	1	1				6
Screening - Procedures/Process	2	1	2	1		2	2	3	4	2	2	2	23
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach												1	1
2019	16	20	13	6	11	12	12	16	25	20	18	15	184
Civil Rights	1		1	2				2	2	5	1	1	15
Civil Rights - Age				1					1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination	1								1	3			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				1		2			5
Civil Rights - Transgender Screening								1					1
Customer Service		3	1			4	1	1	4	3	1	2	20
Customer Service - Others										1			1
Customer Service - TSO		3	1			4	1	1	4	2	1	2	19
Locks	1	1					1		4	2	1	1	11
Locks - Missing or Damaged Lock	1	1					1		4	2	1	1	11
Lost and Found			1						1				2
Lost and Found - Airport/TSA			1						1				2
Mishandling of Passenger Property	7	5	2	2	2		3	4	4	7	6	5	47
Mishandling of Passenger Property - Damaged	3	4	2	2	2		3	2	3	4	5	3	33
Mishandling of Passenger Property - Disposition	4	1						2	1	3	1	2	14
Patdown	2	1	1		1	2	2	4	2		2	3	20
Patdown - Flyer	2	1	1		1	2	2	4	2		1	3	19
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1	4			1	1			1		1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum		1										1	2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1			1	1							3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1									1		2
Property - Special Handling	1	4	6	1	3	2	4	4	4	2	1	1	33
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked	1	1	1	1	2	1		1	2				9
Property - Special Handling - Missing Items - Carry-On						1	1	1			1	1	5
Property - Special Handling - Missing Items	1	2	5		1		3	2	2	2			18
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	3	1	1	1	4	3	1	1	3	1	5	1	25
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process	2	1	1	1	3	1		1	3	1	3	1	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1										1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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				2	3	1	1	1	2	3	1	3	17
2016								1	1	1		1	4
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								1		1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2017					3	1	1		1	2	1	2	11
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					3	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							2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Property - Special Handling								1		1		1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1					1	2
Screening									1				1
Screening - Lengthy Lines									1				1
2018				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	54	54	65	59	48	64	48	68	66	44	71	47	688
2016				19	9	14	9	17	14	9	15	11	117
Civil Rights					1			1			1		3
Civil Rights - Racial Profiling or Discrimination					1			1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				2		1	1	3	4	2	2	1	16
Customer Service - Others									2	1			3
Customer Service - TSO				2		1	1	3	2	1	2	1	13
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic							1						1
Locks				3	2	2		1	1				9
Locks - Missing or Damaged Lock				3	2	2		1	1				9
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				12	5	8	6	8	8	5	10	10	72
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				10	4	8	4	5	7	4	9	10	61
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1		1	2	1	1			7
Patdown				1			1	1		1			4
Patdown - Flyer				1			1	1		1			4
Persons w/ Disabilities (PWD)					1	2		1			2		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Request for Assistance											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening						1		2	1				4
Screening - Inconsistency						1		1					2
Screening - Procedures/Process								1					1
Screening - Security Breach									1				1
2017	17	21	22	19	12	23	14	15	13	11	15	14	196
Animals						1							1
Animals - Carry-On						1							1
Civil Rights			2	1		2	1						6
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				1		1	1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	5	3	2	1	2	4	2	3	4	4	8	8	46
Customer Service - Others		1				2	1				1	1	6
Customer Service - TSO	5	2	2	1	2	2	1	3	4	4	7	7	40
Locks	1			1	1	2	1	1	1		1	2	11
Locks - Missing or Damaged Lock	1			1	1	2	1	1	1		1	2	11
Lost and Found			3						1				4
Lost and Found - Airport/TSA			3						1				4
Mishandling of Passenger Property	8	12	14	15	4	8	4	5	2	1	1		74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	7	12	11	14	3	7	3	5	2	1	1		66
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	2		1	1	1	1	1						6
Patdown	2		1			3		1					7
Patdown - Flyer	2		1			3		1					7
Persons w/ Disabilities (PWD)		1	3		2	3	1		1	1	1	2	15
Persons w/ Disabilities (PWD) - Diabetes			1		1	1						1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		1	1					1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1										1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling							6	2	3	2	2		15
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked Baggage									2	1	1		4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked Baggage							5	2			1		8
Screening	1		1	2	1	1		2	2	3	2	2	17
Screening - Inconsistency					1			1	1	1			4
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process	1		1	2					1	2	1	2	10
Screening - Retrieving Abandoned/Confiscated Items								1					1
2018	15	18	21	10	14	11	18	15	16	10	15	12	175
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights			2			1		2					5
Civil Rights - Racial Profiling or Discrimination			1					1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Civil Rights - Transgender Screening								1					1
Customer Service	1	7	10	4	2	1	4	2	5	3	6	6	51
Customer Service - Others	1	4	3						1		1	1	11
Customer Service - TSO		3	7	4	2	1	4	2	4	3	5	5	40
Locks				2	1		1		1		1		6
Locks - Missing or Damaged Lock				2	1		1		1		1		6
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		4	3	6	5	7	4	3	5	4	2	46
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items - Checked	3		4	2	3	4	5	4	3	4	3	1	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	1	1			1		1	8
Patdown	2							1	2				6
Patdown - Flyer	2							1	2			1	6
Persons w/ Disabilities (PWD)	1	1			1	1	1	1	2		1		9
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - Medical Devices	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1		2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	3	6	3	1	1	2	3	2	3		1	2	27
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked	2				1			1	1		1	1	7
Property - Special Handling - Missing Items - Carry-On		1	1	1		1			1				5
Property - Special Handling - Missing Items - Checked	1	5	2			1	2	1	1				14
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	5	2	4		3	1	2	3		1	1		22
Screening - Inconsistency	2	1					1	1					5
Screening - Lengthy Lines	1		1							1			3
Screening - Procedures/Process	2	1	2		2	1	1	2			1		12
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach					1								1
2019	22	15	22	11	13	16	7	21	23	14	26	10	200
Civil Rights	1	2	3					2	1	2	1	1	13
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination	1	2	2					1			1		7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						1				2
Civil Rights - Transgender Screening										1			1
Customer Service	4	1	3	2	6	2	5	2	1	3	6		35
Customer Service - Others	1		1								1		3
Customer Service - TSO	3	1	2	2	6	2	5	2	1	3	5		32
Locks						2			1		2		5
Locks - Missing or Damaged Lock						2			1		2		5
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property	9	2	7	6	1	4		8	5	6	8	4	60
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On	1					1				2	1		5
Mishandling of Passenger Property - Damaged/Missing Items - Checked	4	2	6	5	1			7	4	4	5	4	42
Mishandling of Passenger Property - Disarrayed Items - Carry-On or Checked	1							1					2
Mishandling of Passenger Property - Disarrayed Items - Checked	3		1	1		3			1		2		11
Patdown		1	2			1	1	2			2	1	10
Patdown - Flyer		1	2			1	1	2			2	1	10
Persons w/ Disabilities (PWD)	2	1	1				1	2	4	1	1	1	14
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1									1	1	3
Persons w/ Disabilities (PWD) - Metal Implants	1								1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Assistance	1												1
Property - Special Handling	3	4	6		3	2		2	6	2	3	2	33
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked			3		1				1		2	1	8
Property - Special Handling - Missing Items - Carry-On	1		1		1			1	2			1	7
Property - Special Handling - Missing Items - Checked	2	4	2		1	2		1	2	2	1		17
Screening	3	4		3	3	5		3	5		1	1	28
Screening - Inconsistency					1								1
Screening - Procedures/Process	3	3		3	2	5		3	5			1	25
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	372	326	362	446	369	469	499	632	476	507	555	447	5,460
2016				137	109	135	186	279	127	128	157	122	1,380
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				4	6	3	6	8	1	2	8	3	41
Civil Rights - Constitutional Rights						1							1
Civil Rights - General Complaint and Discrimination						3							3
Civil Rights - Headwear					1								1
Civil Rights - National Origin							1				1		2
Civil Rights - Perceived Religion						1		1					2
Civil Rights - Racial Profiling or Discrimination				2	2	1	2	6	1	1	7	3	25
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							2	1					3
Civil Rights - Sexual Orientation - Not Transgender							1			1			2
Civil Rights - Transgender Screening				2									2
Customer Service				33	20	27	33	59	41	25	35	28	301
Customer Service - CSM									1				1
Customer Service - Others				2	3	4	1	7	7	4	6	2	36
Customer Service - TSO				31	17	23	32	52	33	21	29	26	264
Identification (ID) Requirements						1	2	1					4
Identification (ID) Requirements - Domestic							1	1	1				3
Identification (ID) Requirements - International Travel													1
Intranet/Internet Inquiries									1				1
Intranet/Internet Inquiries - General									1				1
Locks				4	6	7	5	2	7	3	5	6	45
Locks - General											1		1
Locks - Missing or Damaged Lock				4	6	7	5	2	7	3	4	6	44
Lost and Found				2	1	3	3	1	2	6	6	2	26
Lost and Found - Airport/TSA				2	1	3	3	1	2	6	6	2	26
Mishandling of Passenger Property				52	39	54	53	57	46	70	72	57	500
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				8	7	11	6	11	6	11	14	10	84
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				42	27	40	42	40	39	53	54	38	375
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	2	1	3	1	2			10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	4	1	4	3		4	4	9	31
Patdown					1	5		6	5	5	7	12	41
Patdown - Flyer					1	3		5	4	4	5	12	34
Patdown - Flyer as Observer						1		1	1				3
Patdown - General											2		2
Patdown - Non-Flyer						1				1			2
Persons w/ Disabilities (PWD)				2	3	4	3	5	2	3	6	4	32
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1		1			1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2		1		2		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1		2	1			3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1	1		2
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1	1		3
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Firearm/Ammunition													1
Screening				39	32	30	81	139	23	14	18	9	385
Screening - Crew Member or Airline Employee					1					1			2
Screening - Inconsistency				2		1	5	4	3		1		16
Screening - International Screening							1						1
Screening - Lengthy Lines				30	27	21	63	129	6	1	1	1	279
Screening - Procedures/Process				7	3	8	12	5	12	10	13	6	76
Screening - Retrieving Abandoned/Confiscated Items									2	1	1	1	5
Screening - Security Breach					1			1		1	2	1	6
TSA Contact Information				1		1							2
TSA Contact Information - General				1		1							2
2017	129	121	126	117	91	135	96	120	128	116	140	129	1,448
Civil Rights	3	4	7		4	6	3	2	6	1	5	6	47
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear					1							1	2
Civil Rights - National Origin			1		1						1		3
Civil Rights - Racial Profiling or Discrimination	3	2	4		2	4	3	1	1	1	3	4	28
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2	2				1			2		1		8
Civil Rights - Sexual Orientation - Not Transgender								1				1	2
Civil Rights - Transgender Screening						1			2				3
Customer Service	35	25	31	23	31	32	32	36	39	29	24	40	377
Customer Service - CSM	1			1									2
Customer Service - Others	1	3				2		3	5		1	1	16
Customer Service - TSO	33	22	31	22	31	30	32	33	34	29	23	39	359
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Identification (ID) Requirements								1			1	1	3
Identification (ID) Requirements - Domestic											1	1	2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues								1					1
Locks	5	5	3	8	5	8	3	3	6	4	9	9	68
Locks - General		1	1						2				4
Locks - Missing or Damaged Lock	5	4	2	8	5	8	3	3	4	4	9	9	64

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	1	5	6	11		2	2	3	5	1	3	1	40
Lost and Found - Airport/TSA	1	5	6	11			2	3	5	1	3	1	40
Mishandling of Passenger Property	57	51	56	54	44	64	25	36	37	39	46	28	537
Mishandling of Passenger Property - Damaged	15	7	12	6	6	13	2	1	4	2	5	2	75
Mishandling of Passenger Property - Damaged/Missing	41	42	42	46	36	43	21	26	30	34	33	23	417
Mishandling of Passenger Property - Damaged/Missing/Destroyed		1			1	3					2		7
Mishandling of Passenger Property - Disassembled	1	1	2	2	1	5	2	9	3	3	6	3	38
Patdown	4	10	12	7	1	4	2	3	3	4	6	5	61
Patdown - Children				1									1
Patdown - Flyer	4	10	10	5	1	4	2	3	3	4	6	5	57
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)	7	2	1	2		5	4	2	2	3	4	3	35
Persons w/ Disabilities (PWD) - Cancer (general)	1						1					1	3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General	2		1					1					4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1										1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									2	1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Non-Flyer)		1								1	1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals						1						1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2	1						3
Persons w/ Disabilities (PWD) - Wheelchairs	2			1				1		1	3		8
Persons w/ Disabilities (PWD) - Wounded	2												2
Prohibited & Permitted Items									1	1	3		5
Prohibited & Permitted Items - Chemical/Household Products											1		1
Prohibited & Permitted Items - Food/Beverages										1	1		2
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling							15	22	23	20	25	18	123
Property - Special Handling - Damaged Items - Carry-On								3	2	1	2	1	9
Property - Special Handling - Damaged Items - Checked							1	4	5	6	6	7	29
Property - Special Handling - Missing Items - Carry-On							2	4	4	2	8	1	21
Property - Special Handling - Missing Items - Checked							12	11	12	11	9	9	64
Request for Assistance	1	1											2
Request for Assistance - Other	1	1											2
Screening	16	18	10	12	5	14	10	12	6	14	14	18	149
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency	3	2		2		3	3			3		3	19
Screening - International Screening							1						1
Screening - Lengthy Lines	2	3	1	1			2		2	2	1	2	16
Screening - Procedures/Process	9	12	9	8	5	10	4	12	4	8	10	13	104
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach	2	1				1					1		5
Screening - Traveling with Cash										1			1
2018	114	108	120	114	100	107	116	115	118	127	132	89	1,360
Advanced Imaging Technology (AIT)	1								1	1		1	4
Advanced Imaging Technology (AIT) - Flyer	1								1	1		1	4
Civil Rights	5	6	4	5	3	1	6	2	6	9	4	5	56
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns									1		2		3
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1		2			1			1		1	6
Civil Rights - Racial Profiling or Discrimination	4	4	3	1	1	1	5	1	5	5	2	2	34
Civil Rights - Sex/Gender/Gender Identity	1	1		2	1			1		1		2	9
Civil Rights - Transgender Screening			1										1
Customer Service	35	18	30	20	27	30	30	39	31	35	41	20	356
Customer Service - CSM						1							1
Customer Service - Others	2	2	1		1	1	1	2	1		2	1	14
Customer Service - TSO	33	16	29	20	26	28	29	37	30	35	39	19	341
Locks	7	4	6	8	3	10	8	7	2	5	3	8	71
Locks - General				1	1	2	2						6
Locks - Missing or Damaged Lock	7	4	6	7	2	8	6	7	2	5	3	8	65
Lost and Found	5	2	7	3	1	3	2	3	1	2	1	2	32
Lost and Found - Airport/TSA	5	2	7	3	1	3	2	3	1	2	1	2	32
Mishandling of Passenger Property	30	24	30	34	19	19	26	33	25	22	27	23	312
Mishandling of Passenger Property - Damaged	2	1	2	1	4	1		3			1	3	18
Mishandling of Passenger Property - Damaged/Missing	25	18	24	28	14	16	23	26	22	16	24	14	250
Mishandling of Passenger Property - Damaged/Missing/Destroyed	2	1	1					1					5
Mishandling of Passenger Property - Disassembled	1	4	3	5	1	2	3	3	3	6	2	6	39
Patdown	4	6	5	3	2	2	6	5	10	2	7	3	55
Patdown - Flyer	4	6	5	3	2	1	6	5	8	1	6	3	50
Patdown - Non-Flyer						1			2	1	1		5
Persons w/ Disabilities (PWD)	3	6	5	8	7	5	9	3	8	4	5	5	68
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1			1			3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1			1						1		3
Persons w/ Disabilities (PWD) - Diabetes	1					1		1		1		2	6
Persons w/ Disabilities (PWD) - General			1				1				1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices		1	1						1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	1			1	2	3		1	2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1	1	2			2					6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1	1							2
Persons w/ Disabilities (PWD) - Service Animals				1			1						2
Persons w/ Disabilities (PWD) - Touch Aversion	1	1		1	2				1	1			7
Persons w/ Disabilities (PWD) - Visual Impairment									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair	1	2		3	1	1			1	1		1	11
Property - Special Handling	20	24	22	23	23	20	12	13	23	31	22	8	241
Property - Special Handling - Damaged Items	1			1	4		2		3	3	1		15
Property - Special Handling - Damaged Items - Missing	5	3	4	2	2	3	2	5	4	7	10	4	51
Property - Special Handling - Missing Items	4	4	4	7	6	7	2	2	1	8	4	2	51
Property - Special Handling - Missing Items - Damaged	10	17	14	13	11	10	6	6	15	13	7	2	124
Request for Assistance													1
Request for Assistance - Other													1
Screening	4	18	11	10	15	17	17	10	11	16	22	13	164
Screening - Inconsistency	2	4	2	1	1	2	2		1		2		17
Screening - Lengthy Lines	1	4	4	1	1			2	4	2		3	22
Screening - Procedures/Process	1	9	5	8	12	13	15	7	6	14	18	8	116
Screening - Retrieving Abandoned/Confiscated Items		1			1	1		1			1		5
Screening - Security Breach						1					1	2	4
2019	129	97	116	78	69	92	101	118	103	136	126	107	1,272
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									1		1		2
Civil Rights	15	9	3	7	6	2	9	6	10	9	10	8	94
Civil Rights - Age		1								1			2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns	1					1				1	2	2	7
Civil Rights - Headwear	1												1
Civil Rights - National Origin	2	1								1	1		6
Civil Rights - Perceived Religion	1		1				1	2	1		1		7
Civil Rights - Racial Profiling or Discrimination	6	5	1	2	4	1	4	2	3	5	5	2	40
Civil Rights - Sex/Gender/Gender Identity	3	2	1	3	1		3			1	1	3	18
Civil Rights - Sexual Orientation - Not Transgender				2	1			2	5			1	11
Civil Rights - Transgender Screening	1												1
Customer Service	25	22	40	18	18	23	24	33	27	31	27	25	313
Customer Service - Others	1	1	1	1		1	2	1	2	3			13
Customer Service - TSO	24	21	39	17	18	22	22	32	25	28	27	25	300
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Locks	4	5	5	1	3	6	9	7	5	9	5	9	68
Locks - General	1												1
Locks - Missing or Damaged Lock	3	5	5	1	3	6	9	7	5	9	5	9	67
Lost and Found	3		4	4	1		1	2	1	3	2	1	22
Lost and Found - Airport/TSA	3		4	4	1		1	2	1	3	2	1	22
Mishandling of Passenger Property	23	20	16	19	9	18	15	25	16	23	27	26	237
Mishandling of Passenger Property - Damaged	2	1		3	1	1	1	1		2	1	4	17
Mishandling of Passenger Property - Damaged - Missing	17	16	13	13	8	13	11	19	12	17	22	19	180
Mishandling of Passenger Property - Damaged - Missing - Other	1			1		1	1						5
Mishandling of Passenger Property - Disappearance	3	3	3	2		3	2	5	4	4	4	2	35
Patdown	6	1	6	2	3	3	8	2	5	8	2	6	52
Patdown - Flyer	5	1	5	2	2	3	8	2	5	7	2	5	47
Patdown - Flyer as Observer	1				1								3
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)	7	6	6	6	3	3	4	3	3	2	8	4	55
Persons w/ Disabilities (PWD) - Autism Spectrum	1										1		2
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental			1		1					1	2		5
Persons w/ Disabilities (PWD) - Diabetes	1	1	2								1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1					1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2			1	1			1	1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2								1	3
Persons w/ Disabilities (PWD) - Mobility Disability	2	2				1							5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis	1			1			1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2				1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair	1	1	1	1				1			2	1	8
Property - Special Handling	23	18	18	13	13	25	22	19	21	32	26	19	249
Property - Special Handling - Damaged Items	2	1		1	2		1	2	1	6		1	17
Property - Special Handling - Damaged Items - Missing	4	1	1	1		5	6	5	2	8	8	3	44
Property - Special Handling - Missing Items	4	10	5	5	4	4	5	1	6	6	6	4	60
Property - Special Handling - Missing Items - Damaged	13	6	12	6	7	16	10	11	12	12	12	11	128
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening	23	15	17	7	13	12	9	21	14	19	18	9	177
Screening - Children							1				1		2
Screening - Gate Pass								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2		1		1	2		1			1		8
Screening - Lengthy Lines	1	2	2	1	3		3	2	3	1	2		20
Screening - Procedures/Process	17	12	14	6	9	10	5	14	10	17	13	8	135
Screening - Retrieving Abandoned/Confis	1									1		1	3
Screening - Security Breach	2	1						3	1		1		8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	36	36	34	51	31	55	44	59	67	47	59	52	571
2016				12	10	14	13	14	16	14	19	13	125
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights						1	1	1		2			5
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination								1		2			3
Customer Service				1	1	1	3	2	3	2	2	2	17
Customer Service - Others											1	1	2
Customer Service - TSO				1	1	1	3	2	3	2	1	1	15
Locks						1						2	3
Locks - General												1	1
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property				8	8	9	8	10	11	8	14	6	82
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	1	1	1	3			1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	7	7	7	9	7	7	12	4	65
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2		1			1	1	1	1	7
Patdown				1					1		1		3
Patdown - Flyer									1		1		2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Screening				1		2	1	1	1	1	2	2	11
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process						1	1	1	1		1	1	6
Screening - Retrieving Abandoned/Confiscated Items				1									1
2017	12	14	13	14	9	14	9	16	16	5	17	13	152
Civil Rights		1					1	2			2		6
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination			1				1	1			1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3		1	1		2	1	2	1		4	1	16
Customer Service - Others			1										1
Customer Service - TSO	3			1		2	1	2	1		4	1	15
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks			1	1	1	2	1	1	1	1	1	1	11
Locks - Missing or Damaged Lock			1	1	1	2	1	1	1	1	1	1	11
Lost and Found			1	1					1		1		4
Lost and Found - Airport/TSA			1	1					1		1		4
Mishandling of Passenger Property	8	8	8	8	3	8	3	4	8	1	5	3	67
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	7	8	7	8	2	5	2	4	6	1	5	2	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	1					1	2		1				5
Patdown					1	3			1	1	1		7
Patdown - Flyer					1	3			1		1		6
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		3	1	1	1			1	1		1		9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2											2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling							3	2	4	1	1	5	16
Property - Special Handling - Damaged Items - Checked							1				1	1	3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							2	2	3	1		4	12
Request for Assistance												1	1
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening	1	1	1	2	2			2	1	1	1	2	14
Screening - Gate Pass									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1	2	2			2			1		10
Screening - Retrieving Abandoned/Confiscated Items	1												2
2018	15	14	7	17	8	13	16	16	17	14	12	10	159
Civil Rights				2			1		1		1	1	6
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1			1		1		1		4
Customer Service	2	5	1	5		2	1	3	3	6			28
Customer Service - Others		1								1			2
Customer Service - TSO	2	4	1	5		2	1	3	3	5			26
Locks				1			4	1					6
Locks - Missing or Damaged Lock				1			4	1					6
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property	5	1	3	4	3	4	3	2	5	3	4	2	39

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1			1					1	1	2		6
Mishandling of Passenger Property - Dam	3	1	3	1	2	4	3	1	3	1	2	1	25
Mishandling of Passenger Property - Disa	1			2	1			1	1	1			8
Patdown	1	1		1	2	1		4	2	1	2	2	17
Patdown - Flyer	1	1		1	2			4	2	1	2	1	15
Patdown - Non-Flyer						1							2
Persons w/ Disabilities (PWD)	2	2		1	2					2	3	1	13
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesi	1	2			1								4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelcha	1				1					1	1		4
Property - Special Handling	3	4	2	2	1	5	4	3	2		1	4	31
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged It	1	2				1		2	2		1		9
Property - Special Handling - Missing Items - Carry-On						1	2						4
Property - Special Handling - Missing Item	2	2	2	2	1	3	2	1					17
Screening	2	1	1	1		1	2	2	4	2	1		17
Screening - Inconsistency						1				1	1		3
Screening - Procedures/Process	2	1	1	1			2	2	3	1	1		14
2019	9	8	14	8	4	14	6	13	18	14	11	16	135
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1			1		1	1		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination				1			1			1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		1		1		3		1	4		1	4	15
Customer Service - Others								1	1				2
Customer Service - TSO		1		1		3			3		1	4	13
Locks	1		2				1	1	2				7
Locks - Missing or Damaged Lock	1		2					1	1	2			7
Mishandling of Passenger Property	3		6		2	3		1	3	3	3	4	28
Mishandling of Passenger Property - Dam	2		3		2	2		1	2	3	3	2	20
Mishandling of Passenger Property - Damaged/Missing Items--U				1									1
Mishandling of Passenger Property - Disa	1		2			1			1			2	7
Patdown		1		2				1	1	2	2	1	10
Patdown - Flyer		1		2				1	1	2	2	1	10
Persons w/ Disabilities (PWD)		2				1			2	2	1	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	4	2	5	2	1	6	3	6	2	4	1	2	38
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged It	1	1	1			1		1	2	2			9
Property - Special Handling - Missing Item	1		1			1	1			1		2	7
Property - Special Handling - Missing Item	2	1	3	2	1	3	2	4		1	1		20
Screening	1	2	1	1	1	1	1	3	3	1	3	2	20
Screening - Inconsistency			1							1			2
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process	1	1		1	1	1		3	2	1	3	2	16
TSA Contact Information				1									1
TSA Contact Information - General				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	3	3	4	5	5	5	5	1	2	3	3	5	44
2016				2		4	4				1	1	12
Locks						2	1						3
Locks - Missing or Damaged Lock						2	1						3
Mishandling of Passenger Property				2		2	2				1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1	2					1	6
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
2017		2	1	2	1						1	2	9
Mishandling of Passenger Property		2	1	2	1						1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	1	1	1						1		6
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													1
2018	1				2	1			1	1		1	7
Locks					1					1			2
Locks - Missing or Damaged Lock					1					1			2
Mishandling of Passenger Property	1				1	1			1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				1	1			1			1	5
2019	2	1	3	1	2		1	1	1	2	1	1	16
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property	1		2		1				1	2	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1						1	2	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1		1								3
Property - Special Handling	1		1	1	1			1					5
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1		1		1			1					4
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTH	1	1	1	1	2	2	1	1	2	4	2	2	18
2016													
Customer Service											1	1	2
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
2017													
Mishandling of Passenger Property			1		1	1		1		1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1				1	1	1	5
Property - Special Handling								1			1		2
Property - Special Handling - Missing Items - Checked								1			1		2
Screening			1										1
Screening - Procedures/Process			1										1
2018													
Locks				1		1	1						3
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2019													
Mishandling of Passenger Property	1	1			1					1	1		5
Mishandling of Passenger Property - Dam	1				1					1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checke					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ	3			1	1	1	3	2	1	2		4	18
2016						1	1			2		2	6
Customer Service												1	1
Customer Service - TSO												1	1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1	1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1					1	3
Screening										1			1
Screening - Inconsistency										1			1
2017	1			1			1					1	4
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1								1	2
Screening	1						1						2
Screening - Procedures/Process							1						1
Screening - Security Breach	1												1
2018	1					1	1	2					5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening								2					2
Screening - Procedures/Process								2					2
2019	1								1			1	3
Civil Rights									1				1
Civil Rights - Age									1				1
Screening	1											1	2
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OWB	1	1	1	2				2	1			1	9
2017			1	1				1				1	4
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
2018	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2019		1		1				1	1				4
Mishandling of Passenger Property		1		1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Item			1						1				2
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH	1		1	1					1	1	4		9
2016				1					1				2
Miscellaneous				1					1				2
Miscellaneous - Damaged/Missing Items--Checked Baggage				1					1				2
2017										1	2		3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Miscellaneous											1		1
Miscellaneous - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2018			1								1		2
Customer Service			1								1		1
Customer Service - TSO											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2019	1										1		2
Miscellaneous	1										1		1
Miscellaneous - Damaged/Missing Items--Checked Baggage	1												1
Screening											1		1
Screening - Procedures/Process											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	1			5	2	2	3	1	3	1	1	3	22
2016				1			1		2	1		2	7
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property							1		1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1			1	3
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2017				2		1	2	1			1	1	8
Mishandling of Passenger Property				1			1				1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1				1	1	4
Patdown							1		1				2
Patdown - Flyer							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2018				1	1	1							3
Customer Service					1								1
Customer Service - TSO					1								1
Patdown				1			1						2
Patdown - Flyer				1									1
Patdown - Non-Flyer							1						1
2019	1			1	1				1				4
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling				1					1				3
Property - Special Handling - Missing Items				1									1
Property - Special Handling - Missing Items - Checked				1					1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	44	80	81	107	88	125	97	83	95	78	78	45	1,001
2016				37	26	38	34	21	22	17	24	22	241
Civil Rights					2			1		1		1	5
Civil Rights - Racial Profiling or Discrimination					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
Customer Service				5	1	5	7	2	2	1	3	2	28
Customer Service - Others				3		1	2	1			1		8
Customer Service - TSO				2	1	4	5	1	2	1	2	2	20
Locks				1	1	3	2	2		2	1	1	13
Locks - General					1								1
Locks - Missing or Damaged Lock				1		3	2	2		2	1	1	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				25	19	25	20	10	16	12	16	16	159
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	3	2	3	4	3	2	1		21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	15	22	16	5	13	10	15	15	131
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	1	1	1	1					6
Patdown				2	1				3		2		8
Patdown - Flyer				2	1				3		1		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1	1		1	1					4
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Screening				3	1	5	3	5	1	1	2	2	23
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency						1	1		1	1		1	5
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process				1	1	3	2	3			2	1	13
Screening - Security Breach				1				1					2
2017	16	32	31	27	20	30	21	18	26	10	16	8	255
Animals												1	1
Animals - Carry-On												1	1
Civil Rights	1	1	1			1	1	1		1	1		8
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	1	1	1					1		1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Customer Service	2	3	4	3	2	1	2	3	4	1	3	3	31
Customer Service - CSM			1										1
Customer Service - Others												1	1
Customer Service - TSO	2	3	3	3	2	1	2	3	4	1	3	2	29
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks	4		1	2	4		1	1					13
Locks - General				1									1
Locks - Missing or Damaged Lock	4		1	1	4		1	1					12
Mishandling of Passenger Property	7	21	16	18	11	23	6	3	14	3	5		127
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	2	5	1	3	6				1	1		20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	19	11	15	8	17	5	3	10	1	4		98
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	1			2			1		4	1			9
Patdown	1	4	1		1	3	2	1	2	2			17
Patdown - Flyer		4	1		1	3	2		2	2			15
Patdown - Flyer as Observer	1												1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1	1				2		1	1			6
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)			1				1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling							5	7	3	1	5	1	22
Property - Special Handling - Damaged Items - Carry-On							1		1		1		3
Property - Special Handling - Damaged Items - Checked							2	3	1		2		8
Property - Special Handling - Missing Items - Carry-On							2	1			1		4
Property - Special Handling - Missing Items - Checked								3	1	1	1	1	7
Screening	1	2	7	4	2	2	2	1	2	1	2	3	29
Screening - Inconsistency			1	1					1				3
Screening - Procedures/Process	1	1	5	4	2	1	2	1	1		2	3	23
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach			1			1							2
2018	10	29	23	27	21	31	20	21	30	25	23	8	268
Civil Rights						1	1	1			1		4
Civil Rights - Age								1					1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination						1	1						2
Customer Service	4	7	6	5	5	5	4	2	4	3	1	1	47
Customer Service - Others		1			1	1				1			4
Customer Service - TSO	4	6	6	5	4	4	4	2	4	2	1	1	43
Locks	2	1	1	4	2		1	1	2				14
Locks - Missing or Damaged Lock	2	1	1	4	2		1	1	2				14
Lost and Found					1	1	2						4
Lost and Found - Airport/TSA					1	1	2						4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	3	6	7	4	7	15	2	6	11	6	12	3	82
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2	1			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	3	5	6	4	5	10	1	6	7	5	11	3	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Item		1	1			3			4		1		10
Patdown		3	1		1	1				2	2		10
Patdown - Flyer		3			1	1				2	1		8
Patdown - General			1										1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	1	4	1				2	1			10
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) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	1	6	3	4	3	6	7	7	9	10	6	3	65
Property - Special Handling - Damaged Items - Carry-on		1				2		1					4
Property - Special Handling - Damaged Items - Checked			1			3	1	2	5	3	4	3	22
Property - Special Handling - Missing Items - Carry-on		2		2		1	4	2	1	4	1		17
Property - Special Handling - Missing Items - Checked	1	3	2	2	3		2	2	3	3	1		22
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening		5	3	6	1	2	3	4	2	2	1	1	30
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines			1						1			1	3
Screening - Procedures/Process		4	1	4	1	2	3	4	1	2	1		23
Screening - Security Breach			1										1
2019	18	19	27	16	21	26	22	23	17	26	15	7	237
Civil Rights		1	1	1		2	1	2	1	2	1		12
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns		1						1					2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	3	4	8	2	4	7	5	1	1	3	2	1	41
Customer Service - TSO	3	4	8	2	4	7	5	1	1	3	2	1	41
Locks						4	1	1	1	1			8
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	6	5	4	5	8	3	4	4	9	5	1	1	55
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1						2		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	5	4	3	4	7	3	4	4	7	2	1		44
Mishandling of Passenger Property - Disarrayed Item		1	1		1				2	1			6
Patdown			1	1			1			2			5
Patdown - Flyer			1	1			1			1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2		2	1		2	3	1		2	1	1	15
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	2												2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1	1	1					5
Property - Special Handling	6	6	5	6	4	6	6	8	3	6	6	4	66
Property - Special Handling - Damaged Items - Carry-on		1				1	1			1	2		6
Property - Special Handling - Damaged Items - Checked	2	2	2	2		1			2	2		2	15
Property - Special Handling - Missing Items - Carry-on	1	1	1	2				2	1	1		1	10
Property - Special Handling - Missing Items - Checked	4	2	2	3	2	4	5	6		2	4	1	35
Screening	1	3	6		5	2	1	6	2	4	4		34
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1		1			1					1		4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		3	4		4		1	6	1	4	3		26
Screening - Security Breach			1		1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	125	103	147	146	130	141	146	193	182	193	168	164	1,838
2016				36	36	33	37	49	42	53	51	59	396
Advanced Imaging Technology (AIT)					1				1				2
Advanced Imaging Technology (AIT) - Flyer					1				1				2
Civil Rights				1	1	1	1		1	3			8
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination				1		1	1		1	1			5
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Transgender Screening					1								1
Customer Service				8	2	4	4	8	12	7	9	7	61
Customer Service - CSM											1		1
Customer Service - Others					1				2				3
Customer Service - TSO				8	1	4	4	8	10	7	8	7	57
Locks				1	3	3	3	2	2	3	3	2	22
Locks - General					1					1			2
Locks - Missing or Damaged Lock				1	2	3	3	2	2	2	3	2	20
Lost and Found										2		1	3
Lost and Found - Airport/TSA										2		1	3
Mishandling of Passenger Property				20	22	19	21	25	16	29	25	39	216
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	3		4			2	5	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	16	18	17	24	14	23	18	31	177
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1						1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3	2	1		1	2	3	2	5	19
Patdown				1	4	2	2	3	4	2	4	6	28
Patdown - Flyer				1	3	2	2	3	4	2	4	4	25
Patdown - Flyer as Observer												2	2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1	1	1			2	4	2	1	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Request for Assistance								1		1			2
Request for Assistance - Other								1		1			2
Screening				4	2	3	6	10	4	2	8	2	41
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency									1				1
Screening - Lengthy Lines						2	1	6			1		10
Screening - Procedures/Process				3	2	1	4	4	3	2	7	2	28
Screening - Security Breach							1						1
2017	43	31	63	40	36	37	49	62	52	51	37	39	540
Civil Rights			1		1	1	1		1	1		1	7
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination						1	1			1			3
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	4	5	5	4	4	7	6	8	4	10	5	5	67
Customer Service - Others			2				1		1		1		5
Customer Service - TSO	4	5	3	4	4	7	5	8	3	10	4	5	62
Locks	3	2	2	2	4	1	3	6	4	1	1	1	30
Locks - Missing or Damaged Lock	3	2	2	2	4	1	3	6	4	1	1	1	30
Lost and Found				1			1						3
Lost and Found - Airport/TSA				1			1						3
Mishandling of Passenger Property	30	18	45	25	17	18	17	23	20	23	16	15	267
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	6	1	3	1	2	2				3	1	3	22
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	19	17	37	23	13	16	15	17	14	18	12	9	210
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	5		5	1	2		2	6	6	2	3	3	35
Patdown	2	3	1	6	3	3	2	2	4	2	4	3	35
Patdown - Children						1							1
Patdown - Flyer	1	3	1	4	3	2	2	2	4	2	3	3	30
Patdown - Flyer as Observer				1									1
Patdown - General	1			1									2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	2	2	4	4	4	3	2	1	2		25
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes		1				1	1						3
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - 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) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1		1	1	1						4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1	1			1		5
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Marijuana			1	1									2
Property - Special Handling							10	16	11	9	6	11	63
Property - Special Handling - Damaged Items - Carry-On							1	2	1	1			5
Property - Special Handling - Damaged Items - Checked							2	3	4	4	2	2	17
Property - Special Handling - Missing Items - Carry-On							2	4	3			1	10
Property - Special Handling - Missing Items - Checked							5	7	3	4	4	8	31
Screening		4	1	6		3	5	4	6	4	3	2	41
Screening - Inconsistency				2		1		1	2		1		7
Screening - Lengthy Lines		1				1		1				1	4
Screening - Procedures/Process		3	1	2		1	3	4	2	4	4	2	27
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
Screening - Security Breach				1									1
2018	44	31	55	39	36	34	32	45	41	45	45	27	474
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights			1		1	2	1	5	1	6	2	2	21
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin			1							1			2
Civil Rights - Racial Profiling or Discrimination					1	1	1	3	1	5	1		13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1					1	2	4
Civil Rights - Transgender Screening								1					1
Customer Service	7	7	10	2	10	8	7	9	6	8	15	6	95
Customer Service - Others			2			1		1	1	1		1	7
Customer Service - TSO	7	7	8	2	10	7	7	8	5	7	15	5	88
Locks	3	1	1	2	2	3	3		2			1	18
Locks - General								1					1
Locks - Missing or Damaged Lock	3	1	1	2	2	3	2		2			1	17
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	15	8	21	12	9	5	17	12	18	8	14	6	145
Mishandling of Passenger Property - Damaged	1		2	2				2	1			1	9
Mishandling of Passenger Property - Damaged	14	8	16	10	8	4	13	8	13	7	14	3	118
Mishandling of Passenger Property - Disarrayed Items--Carry-on			3	1	1	4	2	4	1			2	18
Patdown	1	2	1	3	1	3	1	2	2	4	1	1	18
Patdown - Flyer	1		1	3	1		2	2	4	1	1	1	16
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3	1	4	3	2	2		3	4	3	2	4	31
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1						1		2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	1	1		1					2	2		2	9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1								1	3
Persons w/ Disabilities (PWD) - Respiratory			2										2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1			1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1		2		1			6
Property - Special Handling	10	8	7	11	3	5	2	7	5	15	9	5	87
Property - Special Handling - Damaged Items	1	1		1		1		1	1	1	1	1	8
Property - Special Handling - Damaged Items - Checked	4			3		2		1	2	6	1		19
Property - Special Handling - Missing Items	1	4	2	1	1			1		1	3	2	16
Property - Special Handling - Missing Items - Checked	4	3	5	6	2	2	2	5	2	7	4	2	44
Request for Assistance						1	1						2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	5	5	8	8	6	7	1	6	3	1	2	2	54
Screening - Inconsistency	1	2	2		1			1			1		8
Screening - Lengthy Lines		2	1		2								5
Screening - Procedures/Process	4		5	8	3	7	1	5	3	1		2	39
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
2019	38	41	29	31	22	37	28	37	47	44	35	39	428
Civil Rights	3	1	2	3	1	1		1	1	1	1	1	16
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1					1	1		6
Civil Rights - Sex/Gender/Gender Identity	3		1	1					1				6
Civil Rights - Transgender Screening				1		1						1	3
Customer Service	3	9	2	6	2	4	8	11	4	10	8	8	75
Customer Service - Others		1								2	1		4
Customer Service - TSO	3	8	2	6	2	4	8	11	4	8	7	8	71
Locks	2		3	2			1		1		1	1	11
Locks - General	1												1
Locks - Missing or Damaged Lock	1		3	2			1		1		1	1	10
Lost and Found	1											1	2
Lost and Found - Airport/TSA	1											1	2
Mishandling of Passenger Property	14	10	12	6	6	4	3	8	15	12	11	13	114
Mishandling of Passenger Property - Damaged	2				1				1			4	8
Mishandling of Passenger Property - Damaged	9	7	9	5	5	4	2	8	10	11	9	6	85
Mishandling of Passenger Property - Disarrayed	3	3	3	1			1		4	1	2	3	21
Patdown	1	1			2		1	3	4	1	1		14
Patdown - Flyer	1				2		1	3	4	1	1		13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Persons w/ Disabilities (PWD)		3		3	6	3	1	3	6	4	5	2	36
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes		1									1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1			1			2	2		3		9
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1			1				3
Property - Special Handling	8	16	9	10	3	15	9	8	10	6	5	10	109
Property - Special Handling - Damaged It	2	3		1	2	2			2	2	1		15
Property - Special Handling - Damaged It	1	2	5	1		3	1	1	1		1	1	17
Property - Special Handling - Missing Item	1	3		3		2	4	4	3				21
Property - Special Handling - Missing Item	4	8	4	5	1	8	4	3	4	4	3	8	56
Screening	6	1	1	1	2	10	5	3	6	10	3	3	51
Screening - Inconsistency				1		2			1		1	1	6
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process	4	1	1		2	5	5	3	4	8	2	1	36
Screening - Retrieving Abandoned/Confis	1					1				1			3
Screening - Security Breach	1					2						1	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGA		2				1		1		3			7
2016										2			2
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2017										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2019			2			1		1					4
Civil Rights			1										1
Civil Rights - Age			1										1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke			1										1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	10	10	10	19	23	24	18	12	6	10	10	6	158
2016				8	6	7	5	4	1	3	1	2	37
Customer Service				2	1		2	3		2			10
Customer Service - TSO				2	1		2	3		2			10
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1	4	3	3					2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3	2	3					2	11
Patdown					1						1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening				3		1		1	1	1			7
Screening - Inconsistency				1									1
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process								1	1	1			3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2017		1	1	8	4		2	5	1	2	3		27
Civil Rights							1	2					3
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service			1	1				1	1	2			6
Customer Service - TSO			1	1				1	1	2			6
Mishandling of Passenger Property				3	1						1		5
Mishandling of Passenger Property - Damaged/Missing Items Private Screening				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2							1		3
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	1					4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening				2	2								4
Screening - Inconsistency					1								1
Screening - Procedures/Process				1	1								2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	4	5	7	1	8	7	6	1	3		2	4	48
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights						1						1	2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1		1	1	1	4	1	1				1	11
Customer Service - TSO	1		1	1	1	4	1	1				1	11
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1	1		3				1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1			1				1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1								2
Patdown		1			1	1	2		1			1	7
Patdown - Flyer		1			1	1	2					1	6
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) - Metal Implants (joint)			1		1	1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling		1	1								1		3
Property - Special Handling - Missing Items - Carry-On		1	1										2
Property - Special Handling - Missing Items - Checked											1		1
Screening	1	2	2		2		2				1		10
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1	2		2		2						8
2019	6	4	2	2	5	10	5	2	1	5	4		46
Civil Rights	1				1					1			3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1			2
Customer Service	2		1			2	1		1		1		8
Customer Service - TSO	2		1			2	1		1		1		8
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property		1				1	1	1					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missi		1			1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)		2		1	1	2					3		9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes		1		1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility		1					1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling						1	3	1					5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2						2
Screening		3		1	1	1	1	1			4		12
Screening - Procedures/Process		3		1		1	1	1			4		11
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	3	4	6	8	3	4	6	10	4	3	3	6	60
2016				2	3	2	2	4	2	2		2	19
Customer Service					1								1
Customer Service - TSO					1								1
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					2
Mishandling of Passenger Property				2	2	2	1	2	2	2		2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	2	1	1	2	2		2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2017	1	4	3	5			2	2	1		1		19
Civil Rights							1						3
Civil Rights - Racial Profiling or Discrimination		2					1						3
Customer Service				1	1				1		1		4
Customer Service - CSM				1									1
Customer Service - TSO					1			1			1		3
Mishandling of Passenger Property	1	2	2	2			1	1					9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1	2	1			1	1					6
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1	1								2
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening					1								1
Screening - Procedures/Process					1								1
2018	2		3			1	1	4	1	1	1	3	17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property	1		3			1	1	2	1		1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		2			1	1		1		1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1					1				2
Property - Special Handling	1							1		1		1	4
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked								1		1		1	3
Screening												2	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019				1		1	1				1	1	5
Customer Service											1		1
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling				1		1	1						3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked				1			1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	4	11	5	1	8	8	10	4	4	7	6	5	73
2016					2	2	4	2	1	1	3	2	17
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						1				1		2	4
Customer Service - TSO						1				1		2	4
Mishandling of Passenger Property					1		3	2	1		3		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		2	2			2		7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
2017	2	1	3	1	3		2	2	1	3	1	2	21
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service			2							1			3
Customer Service - Others			1										1
Customer Service - TSO			1							1			2
Mishandling of Passenger Property	1			1	2						1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown			1							1			2
Patdown - Flyer			1							1			2
Property - Special Handling							2	2					5
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked							2	1					3
Screening	1					1			1	1			4
Screening - Inconsistency									1				1
Screening - Procedures/Process	1				1					1			3
2018	1	7	2		2	5	3		2	3	1		26
Customer Service		5	1			4			1		1		12
Customer Service - TSO		5	1			4			1		1		12
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		1		2					1			5
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								2
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			2
Screening		1				1	2		1				5
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process						1	1		1				3
2019	1	3			1	1	1				1	1	9
Customer Service		1			1	1							3
Customer Service - TSO		1			1	1							3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1										1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1										1	3
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checked		1					1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	237	235	219	280	209	252	252	310	316	359	346	304	3,319
2016				89	68	94	87	102	67	79	100	94	780
Civil Rights					1	2	4	3		2	5	6	23
Civil Rights - Constitutional Rights											1	1	2
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimination						1	3	3		2	2	4	15
Civil Rights - Sexual Orientation - Not Transgender											2	1	3
Civil Rights - Transgender Screening							1						1
Customer Service				14	14	21	16	20	16	16	24	14	155
Customer Service - Others				3	5	3	3	5	1	2	1		23
Customer Service - TSO				11	9	18	13	15	15	14	23	14	132
Locks				3	2	2	7	3	3	6	4	4	34
Locks - General						1	1			2			5
Locks - Missing or Damaged Lock				3	2	1	6	3	3	4	4	3	29
Lost and Found				1	1				1		1	1	5
Lost and Found - Airport/TSA				1	1			1			1	1	5
Mishandling of Passenger Property				59	37	53	43	54	35	43	57	54	435
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				9	6	7	2	4	2	11	8	2	51
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				47	29	42	38	45	31	29	47	48	356
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1			1		1	2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3	1	4	3	4	2	2		4	23
Patdown				4	3		3	5	3	3	3	4	28
Patdown - Flyer				4	3		3	5	3	3	3	4	28
Persons w/ Disabilities (PWD)				4	3	3	3	2	3	1	1	3	23
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1					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) - Mobility Disability (Not Wheelchair or Scooter)					1	1					1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1			4
Request for Assistance							2	1	1				4
Request for Assistance - Other							1	1					2
Request for Assistance - Wounded Warrior (MSIJSOC)							1		1				2
Screening				4	6	13	9	13	6	8	5	8	72
Screening - Inconsistency				1		1	1	2	1		1		7
Screening - Lengthy Lines				3	1	8	1	3	1				17
Screening - Procedures/Process					4	3	7	7	3	7	3	8	42
Screening - Retrieving Abandoned/Confiscated Items					1			1		1			3
Screening - Security Breach						1			1		1		3
TSA Contact Information					1								1
TSA Contact Information - General					1								1
2017	86	77	79	71	48	67	61	67	82	83	73	67	861
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights	2	5		5	1	3			1	2	2	3	24
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion			1								1		2
Civil Rights - Racial Profiling or Discrimination	2	1		4	1	1			1		1		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		1								1		1	3
Customer Service	18	11	22	11	7	9	7	12	13	17	14	12	153
Customer Service - CSM		1		1									2
Customer Service - Others	1	1	1			1	1			2			7
Customer Service - TSO	17	9	21	10	7	8	6	12	13	15	14	12	144
Identification (ID) Requirements							1		1				2
Identification (ID) Requirements - Domestic							1		1				2
Locks	3	2	3	3	4	3	4	5	3	6	3	1	40
Locks - General													1
Locks - Missing or Damaged Lock	3	2	3	3	4	3	4	5	3	6	3		39
Lost and Found	1	1	1	1			1				1	2	8
Lost and Found - Airport/TSA	1	1	1	1			1				1	2	8
Mishandling of Passenger Property	53	37	44	41	24	33	22	23	35	29	27	17	385
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	8	8	7	7	3	2		3	2			1	41
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	42	24	35	32	18	28	16	17	31	24	23	14	304
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			1					1	1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	5	2	1	3	3	6	3	1	4	4	1	35
Patdown		8	2	1	4	7	9	10	2	6	2	6	57
Patdown - Children			1										1
Patdown - Flyer		8	1	1	4	7	9	6	2	5	2	6	51
Patdown - Flyer as Observer								3					3
Patdown - General										1			1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	1	2	2	1	2	1	5	4	4	1	2	28
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Diabetes						1			1	1	1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/Garments/D		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 Medical Supplies								1	1	1			3
Persons w/ Disabilities (PWD) - Metal Implants		1					1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1	1				1					3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Prostheses		1							1				2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchairs		1		1	1	1	1						5
Prohibited & Permitted Items										1	1	1	3
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1		1	2
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling							13	8	12	12	17	7	69
Property - Special Handling - Damaged Items - Carry-On							1				3	1	5
Property - Special Handling - Damaged Items - Checked							2	2	5	3	4	2	18
Property - Special Handling - Missing Items - Carry-On							2	2	2	4	3		13
Property - Special Handling - Missing Items - Checked							8	4	5	5	7	4	33
Request for Assistance				1	1							1	3
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)						1						1	2
Screening	6	12	5	6	6	10	3	4	10	6	5	15	88
Screening - Crew Member or Airline Employee				1		1							2
Screening - Inconsistency	1	1		2	2	2	1	2	2	1		1	15
Screening - Lengthy Lines		1	1								1	3	6
Screening - Procedures/Process	5	9	2	2	3	7	2	1	8	4	3	11	57
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach		1	2	1	1			1		1			7
2018	70	93	69	63	48	48	58	72	99	98	80	83	881
Civil Rights	1	4	2	2	2	1	3	4	2	3	2	3	29
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns		1		1									2
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion				1								1	2
Civil Rights - Racial Profiling or Discrimination		3	2		1		1	2	2	2	2	1	16
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						2	1					4
Customer Service	16	15	16	8	9	5	13	15	13	26	16	13	165
Customer Service - CSM					1								1
Customer Service - Others		1								1	1	1	4
Customer Service - TSO	16	14	16	8	8	5	13	15	13	25	15	12	160
Locks	6	2	3		2	2	4	3	4	5	1	5	37
Locks - Missing or Damaged Lock	6	2	3		2	2	4	3	4	5	1	5	37
Lost and Found		2	1	1		1		2	7	2	1	2	19
Lost and Found - Airport/TSA		2	1	1		1		2	7	2	1	2	19
Mishandling of Passenger Property	16	28	14	24	16	17	8	24	30	23	22	17	239
Mishandling of Passenger Property - Damaged	2			1	1	1			3	2	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	12	26	13	19	12	11	7	21	26	18	18	13	196
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1	1	1	3
Mishandling of Passenger Property - Discrepancy	2	2	1	4	3	5	1	3	1	2	1	1	26
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	4	4	6	3	1	2	4		5	4	2	2	37
Patdown - Flyer	4	4	6	3	1	2	3		5	4	1	2	35
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	4	7	6	4	2	3	2	2	5	2	3	4	44
Persons w/ Disabilities (PWD) - Autism Spectrum		1									2		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			2				1	1	1				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes									2			1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General			1	1	1								3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1	1				1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1		1							3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability	1	1					1	1	1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2			1					1		2	6
Persons w/ Disabilities (PWD) - Wheelchairs	1	2	2			1				1	1		8
Property - Special Handling	16	12	14	13	6	9	12	12	21	25	22	26	188
Property - Special Handling - Damaged Items	3	2		2	1	1	2	3	5	2	4	6	31
Property - Special Handling - Damaged Items - Checked	6	2	8	4	2	2		3	8	5		5	45
Property - Special Handling - Missing Items	3	5	1	2		1	5	4	5	6	5	2	39
Property - Special Handling - Missing Items - Checked	4	3	5	5	3	5	5	2	3	12	13	13	73
Request for Assistance		1			2		1		1				5
Request for Assistance - Other		1			2		1		1				5
Screening	7	17	7	8	8	8	11	10	10	8	11	11	116
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		2	2	2	1								7
Screening - Lengthy Lines	1	5	2	1	1	1	2		1	3	2	1	20
Screening - Procedures/Process	6	10	3	4	6	7	7	10	7	5	9	7	81
Screening - Security Breach							2		2			3	7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TSA Contact Information									1				1
TSA Contact Information - General									1				1
2019	81	65	71	57	45	43	46	69	68	99	93	60	797
Civil Rights	6	1	4	6	4		4	4	1	2	1	4	37
Civil Rights - Age								1				1	2
Civil Rights - Constitutional Rights	2												2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	2		1	1	2		2	1		1	1	1	12
Civil Rights - Sex/Gender/Gender Identity	2	1	2	5	1		1		1			1	14
Civil Rights - Sexual Orientation - Not Transgender							1			1			2
Civil Rights - Transgender Screening			1					1				1	3
CSM/Stakeholder Follow-up								1					1
CSM/Stakeholder Follow-up - General								1					1
Customer Service	17	9	20	9	7	10	7	9	22	22	21	17	170
Customer Service - Others		1					1	1	1	1	1	1	7
Customer Service - TSO	17	8	20	9	7	10	6	8	21	21	20	16	163
Locks	4	5	1	2	2	2	4	1	2	4	4	3	34
Locks - General			1										1
Locks - Missing or Damaged Lock	4	5		2	2	2	4	1	2	4	4	3	33
Lost and Found	1		1	1	2	3	1				2		11
Lost and Found - Airport/TSA	1		1	1	2	3	1				2		11
Mishandling of Passenger Property	18	11	12	19	8	9	9	15	10	22	25	8	166
Mishandling of Passenger Property - Damaged	2	1	1	5		1		3	1	2	2	1	19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	15	8	11	12	6	7	7	9	8	17	22	7	129
Mishandling of Passenger Property - Disassembly	1	2		1	2	1	2	2	1	3	1		16
Notice of Violation/Civil Penalties										1		1	2
Notice of Violation/Civil Penalties - General										1		1	2
Patdown	5	3	2	3	4		2	7	2	5	3	5	41
Patdown - Flyer	5	3	2	3	4		1	5	2	5	2	5	37
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)	5	3	4	3	3	5	4	5	8	8	2	1	51
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1							1			1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes			1		1				1				3
Persons w/ Disabilities (PWD) - General		2								1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	1					1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1					1				2
Persons w/ Disabilities (PWD) - Mobility [2		1	1		2			3	1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesi	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1	1	3		1	1		9
Property - Special Handling	17	23	19	13	13	11	8	17	11	28	21	14	195
Property - Special Handling - Damaged It	4	7	4	2	1	2	1	2	3	1	1		28
Property - Special Handling - Damaged It	3	5	3	1	4	1	1	6	3	7	6	2	42
Property - Special Handling - Missing Item	5	4	4	5	5	2	1	2	2	7	7	3	47
Property - Special Handling - Missing Item	5	7	8	5	3	6	5	7	3	13	7	9	78
Request for Assistance	1	1										1	3
Request for Assistance - Other		1										1	2
Request for Assistance - Wounded Warri	1												1
Screening	7	9	8	1	2	3	7	10	12	7	14	6	86
Screening - Crew Member or Airline Employee											1		1
Screening - International Screening												1	1
Screening - Lengthy Lines			1					3			4	1	9
Screening - Procedures/Process	7	8	7	1	1	2	7	7	11	5	9	4	69
Screening - Retrieving Abandoned/Confiscated Items					1					2			3
Screening - Security Breach		1				1			1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	333	346	359	494	466	583	528	476	378	377	400	329	5,069
2016				157	172	200	186	142	73	83	131	81	1,225
Civil Rights				1	1	3	4	3	2	5	4		23
Civil Rights - Constitutional Rights							1		1				2
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination					1	3	2	3	1	4	2		16
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Current Topic								5			1		6
Current Topic - Current Topic								5			1		6
Customer Service				54	52	49	41	39	16	19	29	14	313
Customer Service - CSM					1		1			1			3
Customer Service - Others				27	25	11	14	14	3	7	6	1	108
Customer Service - TSO				27	26	38	26	25	13	11	23	13	202
Identification (ID) Requirements								1			2		3
Identification (ID) Requirements - Domestic								1			2		3
Locks				5	4	8	4	6	1	3	4	3	38
Locks - Missing or Damaged Lock				5	4	8	4	6	1	3	4	3	38
Lost and Found				8	9	7	2	2			2	2	32
Lost and Found - Airport/TSA				8	9	7	2	2			2	2	32
Mishandling of Passenger Property				54	56	94	94	52	40	33	63	46	532
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	10	16	11	10	8	1	17	6	82
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				48	41	70	75	41	29	28	40	36	408
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1	1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3	4	7	7	1	3	4	6	4	39
Patdown				1	2	3	2	2	4	6	3	8	31
Patdown - Flyer				1	2	3	2	1	4	6	3	7	29
Patdown - Flyer as Observer												1	1
Patdown - General								1					1
Persons w/ Disabilities (PWD)				1	2	2	4	5	1	3	5	2	25
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) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	2			1			4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	2	3
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Screening				33	46	34	35	27	9	14	17	6	221
Screening - Inconsistency				1	3	5	2	2	2	2	3	3	23
Screening - Lengthy Lines				18	34	22	24	11	1	1			111
Screening - Military											1		1
Screening - Procedures/Process				13	8	6	9	14	6	9	13	3	81
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach				1						2			3
Screening - Shoe Screening					1								1
2017	98	119	136	147	113	129	94	97	110	100	114	97	1,354
Advanced Imaging Technology (AIT)				1				1					2
Advanced Imaging Technology (AIT) - Flyer				1									1
Advanced Imaging Technology (AIT) - Flyer as Observer								1					1
Civil Rights	4	1	4	3	5	1	2	3	2	1	5	6	37
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear												1	1
Civil Rights - National Origin				1				1		1	2		5
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	4	1	3	2	1	1	1	1	1			3	18
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					3		1	1			1		6
Civil Rights - Transgender Screening											1	2	3
Customer Service	16	27	31	25	34	34	17	17	20	29	31	25	306
Customer Service - CSM			1	2									3
Customer Service - Others	1	1	4	2	5	1	2		1	4	1		22
Customer Service - TSO	15	26	26	21	29	33	15	17	19	25	30	25	281
Identification (ID) Requirements				1	1								2
Identification (ID) Requirements - Domestic					1								1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks	8	4	4	3	3	3	3	2	4	4	6	7	51
Locks - General			1	1						1	2	1	6
Locks - Missing or Damaged Lock	8	4	3	2	3	3	3	2	4	3	4	6	45
Lost and Found	1	3	4	4	2	1	1	2	8	3	9	3	41
Lost and Found - Airport/TSA	1	3	4	4	2	1	1	2	8	3	9	3	41
Mishandling of Passenger Property	53	56	55	77	48	57	40	31	25	23	22	21	508
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	11	10	18	12	8	5	2	4	2	7		80
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	47	41	37	53	32	43	28	25	13	19	9	20	367
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1							1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	4	3	8	6	4	6	7	4	7	2	6	1	58
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	6	5	6	4	3	10	2	6	6	6	7	3	64
Patdown - Children						1							1
Patdown - Flyer	6	4	2	3	3	9	2	5	6	6	6	3	55
Patdown - Flyer as Observer		1	3					1					5
Patdown - General			1	1									2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	5	1	7	9	3	2	5	4	4	9	7	4	60
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1			1			1			4
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1		1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1			1	1			3
Persons w/ Disabilities (PWD) - Diabetes		2	1									1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General	2	1						1			3		7
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1			1	1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1	1	1		1	5
Persons w/ Disabilities (PWD) - Mobility	1						2			2	1	1	7
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2	2			4
Persons w/ Disabilities (PWD) - Service Animals										1	1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelcha	1		2	4	1			1			1		10
Prohibited & Permitted Items			1						1	1			3
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling							12	17	30	12	19	17	107
Property - Special Handling - Damaged Items - Carry-On								2	4	3	3	1	13
Property - Special Handling - Damaged Items - Checked							5	3	7	2	1	5	23
Property - Special Handling - Missing Items - Carry-On							1	2	4	1	4	5	17
Property - Special Handling - Missing Items - Checked							6	10	15	6	11	6	54
Request for Assistance						1		1					2
Request for Assistance - Other						1		1					2
Screening	5	22	23	21	14	19	12	13	10	12	8	11	170
Screening - Inconsistency		2	6	1	1	1	1	3		2	1	1	19
Screening - Lengthy Lines		2	2	1	3	2		2	4	2	1	1	20
Screening - Procedures/Process	5	17	15	19	9	14	10	8	6	6	5	9	123
Screening - Retrieving Abandoned/Confiscated Items		1				1	1			2	1		6
Screening - Security Breach						1							1
Screening - Traveling with Cash					1								1
2018	134	116	128	107	101	132	125	116	91	102	71	56	1,279
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer								1					1
Civil Rights	4	3	1	5	1	4	1	5	3	3	3	2	35
Civil Rights - Age	2								1				3
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin		1		1	1	1			1				5
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimin	2		1	3				4	1	3	3		17
Civil Rights - Screening of Religious or Cultural Garm		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1		1	1					2	6
Civil Rights - Transgender Screening								1					1
Customer Service	29	26	28	19	21	30	24	25	18	26	9	7	262
Customer Service - Others		3	2	3		4				1			13
Customer Service - TSO	29	23	26	16	21	26	24	25	18	25	9	7	249
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	4	3	2	1	4	3	4	6	1	3	5	2	38
Locks - Missing or Damaged Lock	4	3	2	1	4	3	4	6	1	3	5	2	38
Lost and Found	11	11	9	13	2	8	9	6	3	2	1	2	77
Lost and Found - Airport/TSA	11	11	9	13	2	8	9	6	3	2	1	2	77
Mishandling of Passenger Property	27	27	37	31	27	30	37	21	21	20	15	11	304
Mishandling of Passenger Property - Dam	1	3	2	2	2	4	3	1	1	2	2	1	24
Mishandling of Passenger Property - Dam	19	15	29	23	22	21	28	16	20	16	9	8	226
Mishandling of Passenger Property - Damaged/Missing Items--U			1							1			2
Mishandling of Passenger Property - Disa	7	9	5	6	3	5	6	4		1	4	2	52
Patdown	3	4	7	1	4	8	7	5	3	5	4	3	54
Patdown - Children						1							1
Patdown - Flyer	3	3	6	1	3	7	7	4	3	3	4	3	47
Patdown - Flyer as Observer		1	1		1			1					4
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	5	1	3	5	2	9	7	11	8	3	6	3	63
Persons w/ Disabilities (PWD) - Autism Spectrum						1	1		2	2			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1				1			2
Persons w/ Disabilities (PWD) - Diabetes	1				1	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically		2		2				3	1	1			11
Persons w/ Disabilities (PWD) - Metal Implants (joint)						3	1	2	2		1		9
Persons w/ Disabilities (PWD) - Mobility	1	1			1	1		2	1		1		8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1		1	2						4
Persons w/ Disabilities (PWD) - Service Animals	1						1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1	1		1		1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1	1		1	1	5
Prohibited & Permitted Items		1						1					2
Prohibited & Permitted Items - Food/Beverages		1						1					2
Property - Special Handling	34	20	21	21	25	26	23	20	19	25	16	15	265
Property - Special Handling - Damaged Items	4		1	3	3	6	2		2	4	1	2	28
Property - Special Handling - Damaged Items - Missing	10	4	7	1	7	8	8	3	8	7	4	3	70
Property - Special Handling - Missing Items	8	7	3	5	2	7	5	8	4	5	3	5	62
Property - Special Handling - Missing Items - Damaged	12	9	10	12	13	5	8	9	5	9	8	5	105
Request for Assistance					1		1						2
Request for Assistance - Other					1		1						2
Screening	16	20	20	11	14	14	12	15	15	15	12	11	175
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency	4		3	1	2	1	3	1		3		2	20
Screening - Lengthy Lines	2	5	2	1				1	2	1	2		16
Screening - Procedures/Process	9	13	13	8	11	13	9	13	12	11	9	7	128
Screening - Retrieving Abandoned/Confiscated Items		2	1								1	2	6
Screening - Security Breach	1				1				1				3
2019	101	111	95	83	80	122	123	121	104	92	84	95	1,211
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights	2	8	5	5	1	5	6	2	4	4	5	3	50
Civil Rights - Age			1	1			1				1		4
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin							2						2
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination	1	6	2	2	1	1	3	1	2	1	2	3	25
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity	1	1	2	1		1	2	1	2	3	1		15
Civil Rights - Transgender Screening						1							1
Customer Service	20	22	19	14	13	23	24	23	25	15	15	23	236
Customer Service - Others	1	1				1		1			1	1	6
Customer Service - TSO	19	21	19	14	13	22	24	22	25	15	14	22	230
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	2	5	2	1	5	5	7	7	3	3	5	2	47
Locks - General					1								1
Locks - Missing or Damaged Lock	2	5	2	1	4	5	7	7	3	3	5	2	46
Lost and Found	3	1			4	7	4	3	2	3	3	3	33
Lost and Found - Airport/TSA	3	1			4	7	4	3	2	3	3	3	33
Mishandling of Passenger Property	25	26	25	21	19	29	26	22	26	20	17	19	275
Mishandling of Passenger Property - Damaged	3	1		1	2		1	1	1	1		1	12
Mishandling of Passenger Property - Damaged - Missing	19	22	19	20	11	24	19	19	23	15	14	13	218
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disassembled	3	3	6		6	5	6	2	2	4	2	5	44
Patdown	3	2	3		1	7	6	2	1	1	5	4	35
Patdown - Flyer	3	2	3		1	6	6	2	1		4	3	31
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	5	4	8	10	4	7	6	5	11	4	5	78
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes	2			1	1		1		2	1			8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General		1		1				1		1			4
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2				2		1	2	2	2	2	1	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility/Disability (Not Wheelchair)			3		2	1	2	1		1		1	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2									2
Persons w/ Disabilities (PWD) - Prosthesis	1	1				1	1			1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals		2											2
Persons w/ Disabilities (PWD) - Touch Aversion	1				1		1						3
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair	3		1	1	1	1		1	1	3		2	14
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	25	30	26	18	14	24	27	32	23	18	14	20	271
Property - Special Handling - Damaged Items	2	6	4	3	1	1	4	2		2	1	5	31
Property - Special Handling - Damaged Items - Missing	6	8	5	2	5	4	2	2	5	1	6	4	50
Property - Special Handling - Missing Items	7	8	3	4	4	11	7	8	7	4	1	6	70
Property - Special Handling - Missing Items - Damaged	10	8	14	9	4	8	14	20	11	11	6	5	120
Request for Assistance		1				1		2	1	1			6
Request for Assistance - Other		1						2	1	1			5
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	11	11	10	16	13	17	16	22	14	16	16	16	178
Screening - Crew Member or Airline Employee				1							1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2	1	2	2	1	2	1		1	2	2		16
Screening - Lengthy Lines	1	1	2	1				1		2			8
Screening - Procedures/Process	6	9	5	9	11	14	14	18	10	12	13	15	136
Screening - Retrieving Abandoned/Confiscated Items			1	2	1			2	1				7
Screening - Security Breach	2			1		1	1	1	2			1	9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	8	16	6	10	10	9	9	10	8	6	7	7	106
2016					4		2	4	8	2	3	1	16
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service							1	2			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						2				2	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				2	2		6
Patdown								1					1
Patdown - Flyer								1					1
Screening					1							1	2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process												1	1
2017	3	5	1	3	4	2	3	4	3	2	2	4	36
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1	1		1			1			2	6
Customer Service - Others			1						1			1	3
Customer Service - TSO				1		1						1	3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		2	3	3	2	1	1	2	1		2		17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	3	2	2		1	2	1		2		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1			1						2
Patdown		1				1				1		1	4
Patdown - Flyer		1				1				1		1	4
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Carry-On										1		1	2
Screening			1			1							2
Screening - Inconsistency						1							1
Screening - Security Breach			1										1
2018	1	6	5	5	1	4	2	1	4	1	1	1	32
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Customer Service		1		2				1	1	1		1	7
Customer Service - Others		1		1						1			3
Customer Service - TSO				1				1	1			1	4
Mishandling of Passenger Property			3	2	1	1	1	1	2				11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			3	2	1	1	1		1				9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage									1				1
Patdown		1	2		1								4
Patdown - Flyer			2		1								3
Patdown - Flyer as Observer		1											1
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2			3	1		1				7
Screening - Procedures/Process			2			3	1		1				7
2019	4	5		2	1	3	2	1	1	1	1	1	22
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property		2	2			1	2		1		1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage		2	1			1	1		1			1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1				1		2
Patdown			1					1					2
Patdown - Flyer as Observer			1					1					2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Property - Special Handling			1		1		1		1				4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked			1		1		1						3
Screening		1		1									2
Screening - Inconsistency		1											1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB	3	3			2		1	4	1	7		4	25
2016										2		2	4
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening										1			1
Screening - Procedures/Process										1			1
2017	1	2			1			1		2			7
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Mishandling of Passenger Property	1	2						1					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1						1					3
Mishandling of Passenger Property - Disarrayed Item		1											1
Screening										1			1
Screening - Procedures/Process										1			1
2018	2	1					1	1		1			6
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1						1						2
Screening - Procedures/Process	1						1						2
2019					1			2	1	2		2	8
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1				1
Patdown - Children									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1				1			2
Screening - Procedures/Process						1				1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	22	25	27	24	30	36	31	26	31	26	24	14	316
2016				2	5	7	7	5	3	5	5	2	41
Customer Service					1	2	2	1	1	1	2	1	11
Customer Service - Others											1		1
Customer Service - TSO					1	2	2	1	1	1	1	1	10
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property				2	1	5	3	2	1	1	1	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1	1	1				1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	4	3	1	1		1		12
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					2			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					2			3
Screening					1		2	1	1	1			6
Screening - Gate Pass									1				1
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1	1					2
2017	5	4	9	5	9	7	7	8	10	8	4	4	80
Customer Service	1	1	1	3	3	2	2	2	1	1	1	1	18
Customer Service - TSO	1	1	1	3	3	2	2	2	1	1		1	18
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property	3	1	5	2	3	4		1	3	2	1		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		2	2	1								6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	1	3		2	4		1	3	2	1		19
Patdown							1	1	3	1	1	2	9
Patdown - Flyer							1	1	3	1	1	2	9
Persons w/ Disabilities (PWD)	1	1					1	1	1	1	1		6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Touch Assistance	1												1
Property - Special Handling								2	2	2	1		7
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing Items - Checked								1	2	1			4
Screening		1	2		2	1	3	1		2			12
Screening - Inconsistency			1				1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1		2	1	1	1		2			8
Screening - Retrieving Abandoned/Confiscated Items		1											1
2018	11	13	8	12	5	12	12	6	10	10	11	4	114
Civil Rights		1					1	1				2	5
Civil Rights - Racial Profiling or Discrimination		1					1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												2	2
Civil Rights - Transgender Screening								1					1
Customer Service	6	1	3	2		4	4	1	2	2	2	1	28
Customer Service - Others									1		1		2
Customer Service - TSO	6	1	3	2		4	4	1	1	2	1	1	26
Locks		1				2				1	1		5
Locks - Missing or Damaged Lock		1				2				1	1		5
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	2	2		4	1	3	2		1	2	2		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	2		1									4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			3	1	3	1		1	1	2		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown		1		1	3	1	1		2	1			10
Patdown - Flyer		1		1	3	1	1		2	1			10
Persons w/ Disabilities (PWD)		1	1					1		1	1		5
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General			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/ Segway								1					1
Property - Special Handling			3	4			2	2	3	3	2	1	20
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged Items - Checked				1				2				1	4
Property - Special Handling - Missing Items - Carry-On			1	2			1		2	2	2		10
Property - Special Handling - Missing Items - Checked			2	1			1						4
Screening	3	6	1	1	1	2	2	1	2		2		21
Screening - Inconsistency		1					1		1				3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2	2	1	1	1	2		1	1		2		13
Screening - Retrieving Abandoned/Confiscated Items		2					1						3
Screening - Traveling with Cash		1											1
2019	6	8	10	5	11	10	5	7	8	3	4	4	81
Civil Rights	1	1			1	1	1	1		1			7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination		1			1	1		1		1			5
Civil Rights - Sex/Gender/Gender Identity	1						1						2
Customer Service	1		4		3	5	1	2			1	1	18
Customer Service - Others			1			1							2
Customer Service - TSO	1		3		3	4	1	2			1	1	16
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property		2	2	1	2	1			2	1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missi		2	2	1	2	1			1	1	1	1	12
Patdown		2	1		1				1				5
Patdown - Flyer		2	1		1				1				5
Persons w/ Disabilities (PWD)	1	1				2						1	5
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1				2							3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	1	1	2		1		4	2	1	2		15
Property - Special Handling - Damaged Items - Carry		1				1			1				3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1		1	1		3
Property - Special Handling - Missing Item	1		1	2				2	1		1		8
Screening	2	1	2	2	2	2	3		3				17
Screening - Children									1				1
Screening - Procedures/Process	2	1	2	2	2	2	3		2				16

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH					1	1	1				1		4
2017					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
2019						1	1				1		3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR	1	1								1		2	5
2017	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2018			1										2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inha			1										1
2019											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	78	64	83	86	60	80	66	91	91	111	104	92	1,006
2016				25	18	14	15	27	24	27	26	32	208
Civil Rights				2				1	1	3	2	1	10
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination				1				1		1	1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Transgender Screening				1						1			2
Customer Service				1	2	2	1	5	3	4	5	4	27
Customer Service - CSM										1			1
Customer Service - Others													1
Customer Service - TSO				1	2	2	1	5	2	3	5	4	25
Locks					1	1			1	2		3	10
Locks - Missing or Damaged Lock					1	1			1	2		3	10
Mishandling of Passenger Property				18	13	7	11	12	11	18	14	23	127
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	1	1	1	1		1	2	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				12	12	5	10	10	9	16	11	17	102
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2		1		1	2		1	4	11
Patdown				3			3	4	2	1	1		14
Patdown - Flyer				3			2	4	2	1	1		13
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)								2	1			1	4
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2				1	3
Screening				1	2	4		2	4	1	1	1	16
Screening - Inconsistency					1	1							3
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process					1	3		1	3	1	1		10
Screening - Retrieving Abandoned/Confiscated Items										1			1
2017	25	23	21	18	14	22	13	17	19	33	22	27	254
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights			2	1		1			2				6
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			2	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	3	6	1	1	1	4	4	3	4	5	3	7	42
Customer Service - CSM									1				1
Customer Service - Others												1	1
Customer Service - TSO	3	6	1	1	1	4	4	3	3	5	3	6	40
Locks	1	2	1	1	1	2	1		1	2	2		14
Locks - Missing or Damaged Lock	1	2	1	1	1	2	1		1	2	2		14
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	16	11	12	13	10	11	4	7	6	11	8	12	121
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			2	2	1					2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	15	9	8	12	9	11	4	7	4	8	6	10	103
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1	1					2	1	2	2	10
Patdown		1	3		2	2	1	2	2	3	2	2	20
Patdown - Flyer		1	3		2	2		2	1	3	2	1	17
Patdown - Flyer as Observer							1		1				3
Persons w/ Disabilities (PWD)	3			1						1	1		6
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling							2	3	4	7	4	5	25
Property - Special Handling - Damaged Items - Carry-On											1	2	3
Property - Special Handling - Damaged Items - Checked								1	1	3	1	2	8
Property - Special Handling - Missing Items - Carry-On									2		1		3
Property - Special Handling - Missing Items - Checked							2	2	1	4	1	1	11
Screening	1	2	2	1		2	1	2		3	2	1	17
Screening - Inconsistency		1	1	1		1					1		5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1	1	1			1	1	1		3	1		10
Screening - Security Breach								1					1
2018	33	26	33	26	15	23	18	27	26	14	24	18	283
Civil Rights	4	1	2			1	1		1		1	1	12
Civil Rights - Age	1												1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination	2	1	1								1		5
Civil Rights - Sex/Gender/Gender Identity	1		1		1								3
Civil Rights - Transgender Screening									1				1
Customer Service	7	4	4	2	1	3	2	4	9	8	4	1	49
Customer Service - Others						1			1		1		3
Customer Service - TSO	7	4	4	2	1	2	2	4	8	8	3	1	46
Locks		2		1	2	2	2	1		1		2	13
Locks - Missing or Damaged Lock		2		1	2	2	2	1		1		2	13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	11	11	10	8	6	5	5	11	6	2	10	5	90
Mishandling of Passenger Property - Dam	1	1	2			1	1				1		7
Mishandling of Passenger Property - Dam	9	6	8	7	4	4	3	9	4	1	8	4	67
Mishandling of Passenger Property - Disa	1	4		1	2		1	2	2	1	1	1	16
Patdown			3	3	1	1		1	3				12
Patdown - Flyer			3	3	1	1		1	2				11
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)			1	1		2		2	1		1	1	9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	5	4	4	3	4	4	4	6	3	2	6	6	51
Property - Special Handling - Damaged Items - Carry-On								1	1			1	3
Property - Special Handling - Damaged Items - Check			2	2		1	1	1	1		2	4	14
Property - Special Handling - Missing Items - Carry-C			1	1		1	1	1	1	1	1		8
Property - Special Handling - Missing Items	5	1	3	1	4	2	2	3		1	3	1	26
Screening	6	4	8	8		6	4	2	3	1	2	2	46
Screening - International Screening			1										1
Screening - Lengthy Lines	2	3	4	5		5	2		2				23
Screening - Procedures/Process	4		4	3		1	2	2		1	2	2	21
Screening - Retrieving Abandoned/Confiscated Items									1				1
2019	20	15	29	17	13	21	20	20	22	37	32	15	261
Civil Rights	1	2	3			1	2	1		1	2	1	14
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimina	1	2	1			1	1				1	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1					1			1		3
Customer Service	1	3	8	2	3		3	3	4	7	7	3	44
Customer Service - TSO	1	3	8	2	3		3	3	4	7	7	3	44
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks		1	3	2			2			1		1	10
Locks - Missing or Damaged Lock		1	3	2			2			1		1	10
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	9	1	5	9	3	4	5	6	9	12	10	4	77
Mishandling of Passenger Property - Dam	2					1		1					4
Mishandling of Passenger Property - Dam	6	1	4	9	1	3	4	4	7	9	9	4	61
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disa	1		1		2		1	1	1	3	1		11
Patdown	1	1	2			1		1	1	3	3		13
Patdown - Flyer	1	1	2			1			1	2	2		10
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)		2	1	1	2	2	2			2	2	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1			1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	4	3	5	3	4	7	3	6	5	8	6	3	57
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items	2	1	1		1		2		3	5	3		18
Property - Special Handling - Missing Items	1	1	1	2	1	2	1	2		1	1	1	13
Property - Special Handling - Missing Items	1	1	3	3	1	4		4	1	2	2	2	24
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	2		1	6	2	3	3	2	1	2	28
Screening - Inconsistency		1						1		1			3
Screening - Lengthy Lines	1						1						2
Screening - Procedures/Process	3	1	1		1	6	1	2	2	1	1	1	20
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach			1									1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB											1	1	2
2016												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
2018											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	8	4	4	4	2	3	3	7	6	11	13	11	76
2016				1	1	1			1	3	2	3	12
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property				1	1	1			1	3	1	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	2	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1				1		3	6
2017	5	2		1	1		1	1	1	1	3	2	18
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	3	2		1	1		1	1	1		2	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	2		1	1		1	1			2		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1								1			1	3
Screening	1												1
Screening - Procedures/Process	1												1
2018	2	1	3	2			2	3	3	5	3	4	28
Customer Service			1				1	1	1				4
Customer Service - TSO			1				1	1	1				4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1						1	1	1	2	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1	2	6
Patdown	1									2			3
Patdown - Flyer	1									1			2
Patdown - Non-Flyer										1			1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening		1	2	2				1			1	1	8
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process			1	1				1		1	1	1	5
2019	1	1	1			2		3	1	2	5	2	18
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Mishandling of Passenger Property		1	1			1		1		2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1							1	2		4
Mishandling of Passenger Property - Disarrayed Item		1				1		1		1		1	5
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1			1		1		3
Screening - Procedures/Process						1			1		1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	10	20	12	28	19	24	30	35	38	21	29	25	291
2016				7	7	4	9	13	10	3	9	6	68
Civil Rights								1					1
Civil Rights - Constitutional Rights								1					1
Customer Service				2			2	3	3	1	2		13
Customer Service - Others								1					1
Customer Service - TSO				2			2	2	3	1	2		12
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	4	3	2	1	5	4	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	5	3	4	1	2	1	5	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown				1				1	2	1			5
Patdown - Flyer				1				1	2	1			5
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	4	2		2	2	11
Screening - Crew Member or Airline Employee								1	1				2
Screening - Lengthy Lines								2					2
Screening - Procedures/Process							1	1	1		2	2	7
2017	3	6	3	5	7	6	11	9	10	7	9	6	82
Civil Rights		2			1				1				4
Civil Rights - Constitutional Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		1	1		1	1		1	1		2	2	10
Customer Service - Others													1
Customer Service - TSO		1	1		1	1		1	1		2	1	9
Locks		1				1			1	2			5
Locks - Missing or Damaged Lock		1				1			1	2			5
Mishandling of Passenger Property	2	2	2	1	5	2	6	2	3	4	2	1	32
Mishandling of Passenger Property - Damaged/Missing Items		1		1	1				1				4
Mishandling of Passenger Property - Damaged/Missing Items - Damaged	2		2		4	2	4	2	2	3	1	1	23
Mishandling of Passenger Property - Disarrayed Item		1					2			1	1		5
Patdown				1			2	3		1			7
Patdown - Flyer				1			2	3		1			7
Persons w/ Disabilities (PWD)						2					1	2	5
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling							2	3	3		3		11
Property - Special Handling - Damaged Items - Checked									2		1		3
Property - Special Handling - Missing Items - Carry-On							2	1					3
Property - Special Handling - Missing Items - Checked								2	1		2		5
Screening	1			3			1		1	1			8
Screening - Inconsistency	1			1			1			1			4
Screening - Procedures/Process				2					1			1	4
2018		5	4	12	4	5	7	6	9	9	6	6	73
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service				1		1		2	1	1			6
Customer Service - TSO				1		1		2	1	1			6
Locks		2	1		1				1	1	1		7
Locks - General					1								1
Locks - Missing or Damaged Lock		2	1						1	1	1		6
Mishandling of Passenger Property		1	1	4	2	3		2	2	1		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	3	1	2		1	2	1			11
Mishandling of Passenger Property - Disarrayed Item		1			1								2
Patdown		1		1			1		1	2			6
Patdown - Flyer		1		1			1			2			5
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1						1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling			2	3	1	1	3	2	2	2	3		19
Property - Special Handling - Damaged Items - Carry-On					1		2		1				4
Property - Special Handling - Damaged Items - Checked								2			1		3
Property - Special Handling - Missing Items - Carry-On			1	1		1	1			1	1		6
Property - Special Handling - Missing Items - Checked			1	2					1	1	1		6
Screening		1		2			3		2	1	2	3	14
Screening - Inconsistency				1					1	1			3
Screening - Lengthy Lines		1					2		1		1		5
Screening - Procedures/Process				1							1	3	5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	7	9	5	4	1	9	3	7	9	2	5	7	68
Civil Rights		1									1		2
Civil Rights - Racial Profiling or Discrimination		1									1		2
Customer Service	2	1	1		1	2			1			1	9
Customer Service - TSO	2	1	1		1	2			1				9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	1		1	1	2	4	1			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	2	2	1		1	1	1	2				11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1					1			1		1	4	8
Patdown - Flyer	1					1			1		1	4	8
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	2	3	1	2		2	1	3	1		1		16
Property - Special Handling - Damaged Items - Checked	1					1			1				3
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-C		1		2		1							4
Property - Special Handling - Missing Items - Checked	1	2	1					3					7
Screening	1			1		3		2	1	1	2	2	13
Screening - Lengthy Lines	1					2							3
Screening - Procedures/Process				1		1		2	1	1	1	2	9
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PPG		1	1		2	2	1			1			8
2016					2					1			2
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
2017		1			1		1						3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
2018						2							2
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI			2				1					1	4
2018			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2019			1				1					1	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC		1		3				1	1		1	1	8
2016				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
2017				1				1					2
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
2018												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
2019		1		1					1				3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	11	10	7	12	10	5	7	4	16	7	13	10	112
2016				2	5	1	3	1	7	3	4	6	32
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1	2	1	1				1	1	7
Customer Service - Others				1	2						1	1	5
Customer Service - TSO						1	1						2
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				1	2		1		3	1	2	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2							2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1		2	1	2	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General								1					1
Screening					1				3		1	1	6
Screening - Procedures/Process					1				3		1	1	6
2017	3	5	3	3	3	2	1		1	2	3	2	28
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks						1						1	2
Locks - General												1	1
Locks - Missing or Damaged Lock						1	1						1
Mishandling of Passenger Property	2	3	1			1	1			1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	3	1			1	1			1			9
Patdown				1	1						1		3
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Property - Special Handling									1		1	1	3
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	2	2		1					1			7
Screening - Procedures/Process	1	2	2		1					1			7
2018	4	3	2	4	2		2	1	3	2	4		27
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1	1	1					1				4
Customer Service - Others				1									1
Customer Service - TSO		1	1						1				3
Mishandling of Passenger Property	2	2			1			1	1		4		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2						1	1		2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2					1					2		5
Patdown			1										1
Patdown - Non-Flyer			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) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	2			1	1					2			6
Screening - Procedures/Process	2			1	1					2			6
2019	4	2	2	3		2	1	2	5		2	2	25
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service	1		2									1	4
Customer Service - TSO	1		2									1	4
Locks				1				1	1			1	4
Locks - Missing or Damaged Lock				1				1	1			1	4
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Patdown	2								1				3
Patdown - Flyer	2								1				3
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling		1				1			3				5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1				1			1				3
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	5	3	3	1	5	5	8	6	5	8	4	5	58
2016				1	1	3	1	2	3	3	1		15
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									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	1		1	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1		1	1	1			6
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Screening									1		1		2
Screening - International Screening											1		1
Screening - Procedures/Process									1				1
2017	5	3	1		2	2	3	1			1		18
Customer Service	1												1
Customer Service - TSO	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	3	1		2	2	1						12
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Dam	3	2	1		2	2	1						11
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Checked							1				1		2
Screening							1						1
Screening - Inconsistency							1						1
2018			2		2		3	2	1	3	2	4	19
Customer Service					1						1	1	3
Customer Service - Others											1		1
Customer Service - TSO					1							1	2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property								1				3	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				2	3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai				1									1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Prohibited & Permitted Items							1				1		2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							2	1		1			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2			1			3
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2019							1	1	1	2		1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening												1	1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSG	1							2	2	2	3	5	15
2016										1	2		3
Customer Service											1		1
Customer Service - TSO												1	1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
2017									1	1		3	5
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Screening													3
Screening - Procedures/Process													3
2018	1							1				1	3
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown									1				1
Patdown - Flyer as Observer									1				1
2019								1	1		1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling										1		1	2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked												1	1
Screening									1				1
Screening - Inconsistency									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM			1	2	1	1		3		2	1	1	12
2016				2									2
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2017						1		1		2			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 - Damaged Items - Carry-On										1			1
Screening								1					1
Screening - Inconsistency								1					1
2018								2			1	1	4
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2019			1		1								2
Customer Service					1								1
Customer Service - Others						1							1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	24	28	22	38	52	58	41	40	15	10	18	14	360
2016				14	16	19	12	11	3	2	5	3	85
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Customer Service				2	4	1	3	1			1		12
Customer Service - Others					2								2
Customer Service - TSO				2	2	1	3	1			1		10
Locks				1	2	2		1			1		7
Locks - General						1							1
Locks - Missing or Damaged Lock				1	2	1		1			1		6
Lost and Found				1				1					2
Lost and Found - Airport/TSA				1				1					2
Mishandling of Passenger Property				8	9	16	8	5	3	1	3	3	56
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1			1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	7	13	6	2	3	1	3	2	44
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	3	2	2				1	9
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening						1	1	2					4
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process						1							1
2017	11	12	9	5	19	14	14	14	5	2	4	2	111
Customer Service	1		1		1	1	1	1	3	1			10
Customer Service - Others					1				1	1			3
Customer Service - TSO	1		1			1	1	1	2				7
Locks		2				1	1	2					7
Locks - General		1				1							2
Locks - Missing or Damaged Lock		1				1	1	2					5
Lost and Found			1		1								2
Lost and Found - Airport/TSA			1		1								2
Mishandling of Passenger Property	7	6	7	5	16	9	6	5	1	1	2		65
Mishandling of Passenger Property - Dam	1				1			1					3
Mishandling of Passenger Property - Dam	4	5	5	4	13	8	6	3	1		1		50
Mishandling of Passenger Property - Disa	2	1	2	1	2	1	1	1		1	1		12
Patdown	1	3				1		2					7
Patdown - Flyer		3				1		2					6
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1					2	1					1	5
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Prosthesi	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							3	4	1		1		9
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							2	1	1				4
Property - Special Handling - Missing Items - Checked							1	2			1		4
Screening	1	1					2				1	1	6
Screening - Inconsistency												1	1
Screening - Procedures/Process		1					2				1		4
Screening - Retrieving Abandoned/Confis	1												1
2018	8	9	7	11	6	16	12	5	2	2	4	4	86
Civil Rights			1										1
Civil Rights - Transgender Screening			1										2
Customer Service		3		2		2	1	1		1	2		12
Customer Service - Others											1		1
Customer Service - TSO		3		2		2	1	1		1	1		11
Locks	1	2		1		1	2	1	1				9
Locks - General						1							1
Locks - Missing or Damaged Lock	1	2		1			2	1	1				8
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	6	1	3	5	3	6	5	1			2		32
Mishandling of Passenger Property - Dam	1										1		2
Mishandling of Passenger Property - Dam	5	1	3	4	2	4	4	1			1		25
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	2							4
Patdown		2	1	1	1	1	1						7
Patdown - Children					1								1
Patdown - Flyer			2	1		1	1						5
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling			1	2	1	4	2	1		1		3	15
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1	1		1					3	6
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked			1	1		3	1			1			7
Screening	1	1			1	2	1	1					7
Screening - Procedures/Process	1	1			1	2	1	1					7
2019	5	7	6	8	11	9	3	10	5	4	5	5	78
Customer Service		2	1		3	2		1	1			1	11
Customer Service - Others								1					1
Customer Service - TSO		2	1		3	2			1			1	10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				2	1	1						1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found					1			1					2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property			1	1	2	2	2	4	2	1	1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disarrayed Item			1			1	1		1	1			5
Patdown		1	2	1		1			2				8
Patdown - Flyer		1	2	1		1			2				8
Persons w/ Disabilities (PWD)			1	1						1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		4	1	2	4	3	4		2		3	3	26
Property - Special Handling - Damaged Items - Carry-On						2						1	3
Property - Special Handling - Damaged Items - Checked Bag		2	1		1	1	2			1	1		9
Property - Special Handling - Missing Items - Carry-On		1			1				1				3
Property - Special Handling - Missing Items - Checked Bag		1		2	2		2		1		2	1	11
Screening			1	1			1			1		1	5
Screening - Procedures/Process			1	1			1			1		1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB				1	3		1		3	4	2	2	16
2016							1		1			2	4
Locks									1			2	3
Locks - Missing or Damaged Lock									1			2	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2017				1	1					1			3
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Screening				1									1
Screening - Inconsistency				1									1
2018						2			2	3	1		8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property					1				1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW		2	2	1	6	3	2	7	4	3	1	3	34
2016				1		1	1		1		1	1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Mishandling of Passenger Property				1		1			1		1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1			1		1	1	5
2017		1			3			3	3	2			12
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					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	2			7
Mishandling of Passenger Property - Damaged/Missing		1			1			1	2	2			7
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
2018		1	1		2		1	3		1		1	10
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1		1	3				1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			2				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked		1											1
2019			1		1	2		1				1	6
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property			1		1	2							4
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	2							4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		2				1	1	1		2	1	1	9
2016						1		1				1	3
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening						1							1
Screening - Lengthy Lines						1							1
2017		1					1				1		3
Mishandling of Passenger Property		1					1				1		3
Mishandling of Passenger Property - Damaged/Missii		1					1				1		3
2018		1								1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	41	39	51	65	38	43	39	46	54	52	63	55	586
2016				18	8	17	7	15	10	8	18	12	113
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service				2		1	1	2	1			2	9
Customer Service - TSO				2		1	1	2	1			2	9
Locks						1	1		1	1	3	1	8
Locks - Missing or Damaged Lock						1	1		1	1	3	1	8
Mishandling of Passenger Property				16	8	13	5	10	7	7	15	6	87
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1	2			1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				16	5	10	5	8	7	6	14	6	77
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	2				1			5
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Screening						1			2			3	6
Screening - Lengthy Lines						1			2				3
Screening - Procedures/Process												3	3
2017	14	15	19	23	12	10	17	14	18	12	14	22	190
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Customer Service			1	2		1	1		1		1	2	9
Customer Service - CSM											1		1
Customer Service - TSO			1	2		1	1		1			2	8
Locks	2	2	2		2		1	2		1	1	2	15
Locks - Missing or Damaged Lock	2	2	2		2		1	2		1	1	2	15
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	10	11	13	18	7	7	11	6	12	7	4	10	116
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1		1				1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	9	10	11	15	6	6	5	6	10	4	1	6	89
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2	2		1	5		2	3	2	3	22
Patdown				1	1	1		3					7
Patdown - Flyer				1	1	1		2					6
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1							1				2	4
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Property - Special Handling							1	2	3	3	5	6	20
Property - Special Handling - Damaged Items - Carry-On									1			1	2
Property - Special Handling - Damaged Items - Checked								1		1	1	1	4
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1	1	2	2	4	3	13
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	1	1	1	4	1	2	1		1	1	2		15
Screening - Inconsistency			1							1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1		3	1	2	1		1		1		11
Screening - Security Breach				1									1
2018	10	14	21	14	11	6	6	10	13	19	20	14	158
Civil Rights				1							1		3
Civil Rights - Age			1		1						1		3
Customer Service				1	1			1		1	1	2	8
Customer Service - TSO				1	1			1		1	1	2	8
Locks			1	2	1	1	1	3	1	2		1	14
Locks - Missing or Damaged Lock			1	2	1	1	1	3	1	2		1	14
Mishandling of Passenger Property	4	7	9	6	4	3	2	2	7	5	9	7	65
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	7	7	6	3	1	2	2	6	3	8	6	55
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1					1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			2			2			1	2		1	8
Patdown	1				1				1	1	1		6
Patdown - Flyer	1				1				1	1	1		6
Persons w/ Disabilities (PWD)			2	4			1		1	2	2		12
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1				1		2
Persons w/ Disabilities (PWD) - Service Animals				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	2									3
Property - Special Handling	4	4	4	1	3	1	1	4	3	5	6	4	40
Property - Special Handling - Damaged Items - Carry-On						1				1	1		3
Property - Special Handling - Damaged Items - Checked	2	1			2	1		2	2	3	1	2	16
Property - Special Handling - Missing Items - Carry-On	1							1			1		3
Property - Special Handling - Missing Items - Checked	1	3	4	1			1	1	1	1	3	2	18
Screening	1	1	2		1	1	1			3			10
Screening - Inconsistency		1			1					1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1		2			1	1			1			6
2019	17	10	11	10	7	10	9	7	13	13	11	7	125

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1		1		1					3
Civil Rights - Age								1					1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	4				1	1	1	1					8
Customer Service - TSO	4				1	1	1	1					8
Locks	3	3		2	1	2	1		2				16
Locks - Missing or Damaged Lock	3	3		2	1	2	1		2			2	16
Mishandling of Passenger Property	6	2	6	3	3	3	4		6	5	4	6	48
Mishandling of Passenger Property - Dam	4		6	2	2	2	4		1	2	3	5	31
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
Mishandling of Passenger Property - Disa	2	2			1	1			4	3	1	1	15
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1						1	1	1		6
Persons w/ Disabilities (PWD) - Cognitive /Developm			1	1									2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	2	2	4	4	2	2	2	3	3	4	2	1	31
Property - Special Handling - Damaged It	2	1		1	1		1	1	1	2		1	11
Property - Special Handling - Missing Items - Carry-On			1									1	2
Property - Special Handling - Missing Items - Checke		1	3	3	1	2	1	2	2	2	1		18
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening		2				1	1	1	1	3	2		11
Screening - Procedures/Process		2					1	1	1	2	2		9
Screening - Security Breach						1				1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	2	1	2	1		2	1	1	2	1	1		14
2016				1		1	1	1	1	1			6
Mishandling of Passenger Property				1			1	1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1		1				3
Patdown											1		1
Patdown - Flyer										1			1
SIDA (Security Identification Display Area)							1						1
SIDA (Security Identification Display Area) - General							1						1
2017	2	1	1			1					1		6
Mishandling of Passenger Property	2	1	1			1							5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1			1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1											2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2018				1					1				2
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	20	16	16	16	8	19	15	17	20	31	28	23	229
2016				9	2	1	6	5	7	6	5	5	46
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service									2				2
Customer Service - TSO									2				2
Locks				1				1	1	1	1		5
Locks - Missing or Damaged Lock				1				1	1	1	1		5
Mishandling of Passenger Property				7	1	1	4	2	4	3	4	4	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				7		1	3	2	4	1	4	3	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					2			3
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening					1		2	1		1			5
Screening - Lengthy Lines					1					1			2
Screening - Procedures/Process							2	1					3
2017	8	4	5	4	1	8	4	3	3	4	9	5	58
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	2		1			2			2	1			8
Customer Service - TSO	2		1			2			2	1			8
Locks	1			1	1					1	2	1	7
Locks - General				1								1	2
Locks - Missing or Damaged Lock	1				1					1	2		5
Mishandling of Passenger Property	5	3	2	1		5	3	2	1	2	5	2	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	5	3	1	1		5	2	1	1	2	5	1	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1				1	1				1	4
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices												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	2
Screening			2	1		1					1		5
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			2	1							1		4
2018	5	7	4	2	3	8	1	4	6	12	10	5	67
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service	1	2	1				1	1	1		1		8
Customer Service - TSO	1	2	1				1	1	1		1		8
Locks						2				3	1		6
Locks - Missing or Damaged Lock						2				3	1		6
Mishandling of Passenger Property	2	2		1	1	4		2	1	3	5	3	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1		1	1	2		2	1	2	5	3	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1				2				1			5
Patdown			1						1	1	1	1	4
Patdown - Flyer										1	1	1	3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling				1	2	1			2	4	1		11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1				1	2	1		5
Property - Special Handling - Missing Items - Checked				1	1	1				2			5
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	1	3	2			1		1	1				9
Screening - Inconsistency			1					1					2
Screening - Procedures/Process	1	3	1			1			1				7
2019	7	5	7	1	2	2	4	5	4	9	4	8	58
Civil Rights				1			1		1	1			4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1			2
Customer Service			2					2		1	1		6
Customer Service - TSO			2					2		1	1		6
Locks	1		1			1						1	4
Locks - Missing or Damaged Lock	1		1			1						1	4
Mishandling of Passenger Property	3	1				1	1	1	1	1	3	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1				1				1	2	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown										3			3
Patdown - Flyer										3			3
Persons w/ Disabilities (PWD)		1					1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling		1	2	2	1	2		1	2	1		1	13
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items		1	2	1	1	1		1	1	1		1	10
Screening		2	1	1			2	1		2		2	11
Screening - Inconsistency							1						1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		2		1			1	1		2		1	8
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	12	2	8	5	5	5	7	8	11	12	6	15	96
2016				1		2	2	1	2	3	3	2	16
Customer Service						1				2	1		4
Customer Service - Others										2			2
Customer Service - TSO						1					1		2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1		1	1	1	1	1	2		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	1		1	1	2		7
Screening							1					2	3
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process							1						1
2017	4	1	3		2	1	2	2	4	3		5	27
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service						1	1		1	1			4
Customer Service - TSO						1	1		1	1			4
Locks	1								1	1			5
Locks - Missing or Damaged Lock	1								1	1			5
Mishandling of Passenger Property	2		2		1		1	1				1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1							1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2		1							1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1						1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling									1			1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked Baggage									1				1
Screening		1	1				1			2		1	6
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency							1						1
Screening - Procedures/Process										2		1	3
Screening - Retrieving Abandoned/Confiscated Items			1										1
2018	4		3	3	2		2	3	1	4	2	4	28
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			2				1						3
Customer Service - Others			1										1
Customer Service - TSO			1				1						2
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property	1			1				2		1		2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1				1				1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage								1		1			2
Patdown					1						1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked Baggage												1	1
Screening	2		1	2				1	1	2	1	1	11
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines	1							1					2
Screening - Procedures/Process	1		1	1					1	2		1	7
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	4	1	2	1	1	2	1	2	4	2	1	4	25
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1											1	2
Civil Rights - Racial Profiling or Discrimination	1											1	2
Customer Service	1	1								1		1	4
Customer Service - TSO	1	1								1		1	4
Locks							1						3
Locks - Missing or Damaged Lock							1						3
Mishandling of Passenger Property			1		1				2	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2	1			4
Patdown	1								1				2
Patdown - Flyer	1								1				2
Property - Special Handling	1			1		2			1		1		6
Property - Special Handling - Damaged Items - Checked Baggage	1					1					1		3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked Baggage						1			1				2
Screening			1					1					2
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	1	1	2	4		1			3	3	3	4	22
2016				1		1			2		2	2	8
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				1		1					2	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1					1	2	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2017	1	1	2	2					1	3	1	1	12
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2	1					1	1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		2						1	1		1	6
Mishandling of Passenger Property - Disarrayed Item		1		1									2
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2018													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
2019				1									1
Customer Service				1									1
Customer Service - TSO				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	5	4	6	3	8	6	6	3	6	8	10	5	70
2016				1	6		1	1		3	1	1	14
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	1		1	1		2	1	1	8
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	2
Screening						4							4
Screening - Procedures/Process						4							4
2017			2		1	3			3	1	3		13
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service											1		1
Customer Service - TSO											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1				2		2	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1				2		2	1	1		7
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening									1				1
Screening - Inconsistency									1				1
2018	2	2	3	1		1	1	1	2	1	4	2	20
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1					1		2	1	5
Customer Service - TSO				1					1		2	1	5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1								1		2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling			1						1	1			3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked			1							1			2
Screening			1			1	1				1		4
Screening - Procedures/Process			1			1	1				1		4
2019	3	2	1	1	1	2	4	1	1	3	2	2	23
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1							2			3
Customer Service - TSO			1							2			3
Mishandling of Passenger Property	1			1		1	1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1			1		1	1			1	1		6
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - General	1												1
Patdown						1	2						3
Patdown - Flyer							2						2
Patdown - Flyer as Observer						1							1
Property - Special Handling	1	1										1	3
Property - Special Handling - Damaged Items - Checked	1	1											1
Property - Special Handling - Missing Items - Checked	1											1	2
Screening		1				1	1	1			1	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1				1	1	1					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	96	101	106	118	82	113	104	110	97	121	130	97	1,275
2016				38	17	26	23	25	24	26	32	35	246
Civil Rights				4		2		4	2	1	1		14
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - National Origin								1					1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				2		2		3		1	1		9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening				1									1
Customer Service				3	4	1	3	3	2	3	1	5	25
Customer Service - Others				1	1			1					3
Customer Service - TSO				2	3	1	3	2	2	3	1	5	22
Identification (ID) Requirements											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues											1		1
Locks				2	1	3	2	2	1	3	2	1	17
Locks - Missing or Damaged Lock				2	1	3	2	2	1	3	2	1	17
Mishandling of Passenger Property				24	11	12	10	10	16	12	20	18	133
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	3	1	3	1	2	2		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	10	9	9	6	13	10	16	14	107
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				4				1	1		2	4	12
Patdown				3		2	4	3		2	4	3	21
Patdown - Flyer				1		2	3	3		2	4	3	18
Patdown - General							1						1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)				1					1	1		2	5
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1						1			2
Screening				1	1	6	4	3	2	4	3	6	30
Screening - Inconsistency				1		2		1					4
Screening - Lengthy Lines							1			1		1	3
Screening - Procedures/Process						1	4	3	2	2	3	3	23
2017	29	35	38	30	19	27	27	25	23	33	39	19	344
Civil Rights		1	3		2			1		3	1		11
Civil Rights - Hair Patdowns					1					1			2
Civil Rights - Racial Profiling or Discrimination			1	2	1					2	1		7
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	5	2	4	3	3	5	5	1	3	8	3	2	44
Customer Service - CSM			1			1							2
Customer Service - TSO	5	2	3	3	3	4	5	1	3	8	3	2	42
Locks	4	1	1	4	1	1	3	1	1		1		18
Locks - Missing or Damaged Lock	4	1	1	4	1	1	3	1	1		1		18
Mishandling of Passenger Property	13	21	18	22	11	15	8	6	13	12	17	6	162
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3	2	3	1	2	2	2	2	2	2	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	10	16	14	20	8	12	3	5	12	10	15	4	129
Mishandling of Passenger Property - Disarrayed Item	3	1	1	1	1	1	3	1	1	2	2	1	15
Patdown	2	3	7		1	1	6	5	4	2	2	3	36
Patdown - Children						1	1						2
Patdown - Flyer	2	3	7		1		4	4	4	2	2	2	31
Patdown - Flyer as Observer												1	1
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	2	1			2		1		1	1		9
Persons w/ Disabilities (PWD) - General			1							1			2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Property - Special Handling							4	7	2	5	8	2	28
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked							3	2	1	4	3	1	14
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items - Checked								4	1		4	1	10
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	4	5	4	1	1	3	1	3		2	4	6	34
Screening - Inconsistency						2	1						3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	4	5	3	1	1	1		2		2	3	4	26
Screening - Retrieving Abandoned/Confiscated Items											1	1	2
Screening - Security Breach								1					1
Screening - Shoe Screening			1										1
2018	34	38	29	28	23	33	28	23	30	31	29	18	344
Civil Rights	2	1		2	1	1	1	1	2	1	3	1	16
Civil Rights - Constitutional Rights								1	1				2
Civil Rights - Hair Patdowns				2			1						3
Civil Rights - National Origin		1			1								2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination									1		2		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity		1				1							2
Civil Rights - Transgender Screening											1	1	2
Customer Service	7	3	6	4	1	7	3	6	2	2	4	5	50
Customer Service - Others										1	2		3
Customer Service - TSO	7	3	6	4	1	7	3	6	2	1	2	5	47
Locks	1	2	1	1	4	1	3	1	3	2	2		21
Locks - General					1				1				2
Locks - Missing or Damaged Lock	1	2	1	1	3	1	3	1	2	2	2		19
Mishandling of Passenger Property	7	9	12	8	7	11	12	4	8	8	6	6	98
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1	1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	7	10	7	6	10	10	2	4	5	5	4	76
Mishandling of Passenger Property - Disarrayed Items--Carry-on						1							1
Mishandling of Passenger Property - Disarrayed Items--Checked Baggage	1	2	1	1			2	1	3	2	1	1	15
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General													1
Patdown	3	4		1	2	1			4	3	1	1	20
Patdown - Flyer	3	3		1	2	1			4	2	1	1	18
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	6	3	1	2	3	4	4	3	3			30
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1											1
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1					2		1				4
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1	1	2	1					1		1		7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2	1							3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		3	1				1	1	1				7
Property - Special Handling	6	7	2	9	3	2	2	3	5	5	9	3	56
Property - Special Handling - Damaged Items - Carry-On		2		1			1		2			2	8
Property - Special Handling - Damaged Items - Checked Baggage	1	2		3					1	1	3	1	12
Property - Special Handling - Missing Items - Carry-On	2	1			1	1							5
Property - Special Handling - Missing Items - Checked Baggage	3	2	2	5	2	1	1	3	2	4	6		31
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	7	6	5	2	3	7	3	4	3	6	4	1	51
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines	3			1	1	2		1					8
Screening - Procedures/Process	3	5	5	1	2	4	3	3	2	6	3	1	38
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach		1				1							2
2019	33	28	39	22	23	27	26	37	20	31	30	25	341
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Flyer								1				1	2
Civil Rights	1	1	2	1	2			1		3	1	1	13
Civil Rights - Age			1							1			2
Civil Rights - Racial Profiling or Discrimination	1	1								2	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	1							1	4
Civil Rights - Transgender Screening					1			1					2
Customer Service	8	7	8	4	4	7	5	6		5		1	55
Customer Service - Others	1												1
Customer Service - TSO	7	7	8	4	4	7	5	6		5			54
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	2	3	2	2	2	2		4	1	3	4		25
Locks - Missing or Damaged Lock	2	3	2	2	2	2		4	1	3	4		25
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	11	5	9	3	4	2	7	6	8	5	9	5	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1								2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	10	5	7	2	3	2	4	5	5	3	8	5	59
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2	1	1		3	1	1	2			11
Patdown	2	3	5	2	2	2	3	1	2	2	3		25
Patdown - Children											1		1
Patdown - Flyer	2	3	4	2	2		3	1	1	1	2		21
Patdown - Flyer as Observer			1						1	1			3
Persons w/ Disabilities (PWD)	2	1	2	3	5	3	2		1	1	4	3	26
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1	1						1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary	1										1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2				1						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1	1		1	1					1	1		6
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2					1		5
Property - Special Handling	2	4	8	4	2	7	4	9	5	7	4	6	62
Property - Special Handling - Damaged Items - Carry-On			1		1	1	2		1				6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	1	1	2	1		3		1		2		3	14
Property - Special Handling - Missing Items - Carry-On			1	3		1	1	1	2		2		11
Property - Special Handling - Missing Items	1	2	2	3		3	1	7	2	5	2	3	31
Request for Assistance							1						1
Request for Assistance - Other							1						2
Screening	4	4	3	2	2	6	4	9	4	5	5	6	54
Screening - Children									1				1
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines	1	1		1		1		1		2			7
Screening - Procedures/Process	3	3	3			5	4	7	3	3	3	6	40
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD				1	2			1	2	2	3	3	14
2016									1	1	1	2	5
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property									1		1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	2
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2018					1			1	1			1	4
Human Capital										1			1
Human Capital - Prospective Employment with TSA									1				1
Screening					1			1				1	3
Screening - Procedures/Process					1			1					2
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019				1	1					1	1		4
Customer Service					1								1
Customer Service - Others					1								1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		3	2		2			1	1	1	3	14
2016						1							1
Patdown						1							1
Patdown - Flyer						1							1
2017										1		1	2
Screening										1		1	2
Screening - Procedures/Process										1		1	2
2018	1		3	2		1					1		8
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Mishandling of Passenger Property	1		1			1							3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1
2019									1			2	3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	40	47	62	42	44	64	50	74	60	84	70	44	681
2016				6	8	10	13	20	12	16	15	9	109
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1	2	2	3	2	4	5	1	2	22
Customer Service - CSM									2				2
Customer Service - Others						1		1			1		3
Customer Service - TSO				1	2	1	3	1	2	5		2	17
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property				4	4	4	6	8	1	6	10	6	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1			4		1	3		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3	3	6	2	1	4	6	5	33
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2		1	1	1	6
Patdown							2	2	4	1			9
Patdown - Flyer							2	2	3				7
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)								2	1	1	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Screening				1	2	4	2	5	2	2	2	1	21
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1	1			1					3
Screening - Lengthy Lines						2			1		1		4
Screening - Procedures/Process						1	2	2	4		2	1	13
2017	8	12	24	15	7	17	10	18	19	23	14	15	182
Civil Rights		1		2	1		1	2	1			1	9
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination			1			1		1	1	1		1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	2	5	7	4	3	5	1	2	3	4	3	2	41
Customer Service - Others								1					1
Customer Service - TSO	2	5	7	4	3	5	1	1	3	4	3	2	40
Locks		1	1			2			1	2		1	8
Locks - Missing or Damaged Lock		1	1			2			1	2		1	8
Mishandling of Passenger Property	1	3	8	6	2	6	3	1	6	6	4	2	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1			1	1		1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		3	5	6	2	5	2	1	4	6	2	1	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		2						1		2		6
Patdown		2	4			3	2		1	4	2		18
Patdown - Flyer		2	4			3	2		1	4	2		18
Persons w/ Disabilities (PWD)	1		1					1	3	3	1	2	12
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
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1									1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Prohibited & Permitted Items								1	1				2
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							2	4		2	3	5	16
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	2		2	2	4	11
Screening	4		3	3	1	1	1	7	3	2	1	2	28
Screening - Inconsistency				1				1	1	1		1	5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	3		2	2	1	1	1	5	2	1	1	1	20
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach	1												1
2018	16	13	20	15	18	15	11	15	11	20	21	7	182
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights			2				2			1	4		9
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear											1		1
Civil Rights - Racial Profiling or Discrimination			1				2				2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	4	1	4	3	3	6	4	2	1	4	4	1	37
Customer Service - Others			2			1	1	1		1			6
Customer Service - TSO	4	1	2	3	3	5	3	1	1	3	4	1	31
Locks	3		2	1								1	7
Locks - Missing or Damaged Lock	3		2	1								1	7
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	5	3	2	4	3	2	3	4	6	7	4	1	44

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1			2		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	3	2	3	2	1	1	3	4	3	4		30
Mishandling of Passenger Property - Disarrayed Item	1			1		1	1	1	2	2			9
Patdown		2	3	1	4	1		2	1	2	5		21
Patdown - Flyer		2	3	1	4	1		1	1	2	4		19
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	2	1	2	1	1	1		1				1	10
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1			1							1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1				2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		4	3		3			2	1	4	1	3	21
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked Baggage		1	1		2						1	1	6
Property - Special Handling - Missing Items - Carry-On		1			1			1		1			5
Property - Special Handling - Missing Items - Checked Baggage		2	2					1	1	2		1	9
Screening	1	2	2	5	4	5	2	3	2	2	3		31
Screening - Inconsistency	1			1				1	1				4
Screening - Lengthy Lines			1	1	2	1	1			1			7
Screening - Procedures/Process		2	1	3	2	4	1	2	1	1	3		20
2019	16	22	18	6	11	22	16	21	18	25	20	13	208
Civil Rights	2	1	2		2	1	2	2	1	2	1	2	18
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination		1	2		2	1	1				1	2	10
Civil Rights - Sex/Gender/Gender Identity	1						1		1	2			5
Civil Rights - Sexual Orientation - Not Trans	1												1
Customer Service	6	5	2	2	3	11	5	6	6	7	3	3	59
Customer Service - TSO	6	5	2	2	3	11	5	6	6	7	3	3	59
Locks	1	2	1				1	1	3	1			11
Locks - Missing or Damaged Lock	1		2	1			1	1	3	1			11
Mishandling of Passenger Property	1	5	3	1	2	3	1	1	1	6	2	2	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	4	2	1	1	3		1	1	6	1	2	23
Mishandling of Passenger Property - Disarrayed Item		1			1						1		3
Patdown	1	1	2			1	1	4			2	2	14
Patdown - Flyer	1	1	2			1	1	4			2	2	14
Persons w/ Disabilities (PWD)		3		2		1		1	1	1	4	1	14
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						1			2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	1	3	2		1	1	3	4	4	3	2		24
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Property - Special Handling - Damaged Items - Checked Baggage	1					1		2	2	1	1		8
Property - Special Handling - Missing Items - Carry-On					1		1		1				3
Property - Special Handling - Missing Items - Checked Baggage		3	1				2	2		2	1		11
Screening	4	4	5		3	4	3	2	2	5	6	2	40
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines		2				1			1	1			5
Screening - Procedures/Process	4	2	5		3	3	1	1	1	4	5	2	31
Screening - Security Breach							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW							1		1	1	1		4
2017									1				1
Patdown									1				1
Patdown - Flyer									1				1
2018							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	2	4	3	3	5	1	3	3	3	4	1	2	34
2016					3				1				4
Customer Service					1								1
Customer Service - TSO					1								1
Identification (ID) Requirements					2								2
Identification (ID) Requirements - Domestic					2								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2017			1	2		1	1	2	2	1		1	11
Customer Service			1	1									2
Customer Service - Others				1									1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1		1	1	1	2	1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--C				1		1	1	1					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	1		1	4
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2018		2	1	2	1		1	1	1	1	3	1	14
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property		2	1	1	1				1	2	1	1	10
Mishandling of Passenger Property - Damaged/Missii		1	1		1				1				5
Mishandling of Passenger Property - Disarrayed Item		1		1							2	1	5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked									1				1
Screening					1								1
Screening - Procedures/Process					1								1
2019	2	1		1							1		5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1		1									3
Mishandling of Passenger Property - Dam	1	1		1									3
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	37	35	42	39	42	66	50	55	56	44	61	59	586
2016				9	11	27	16	18	18	6	12	11	128
Civil Rights				1	1	2	2	1	2				9
Civil Rights - Racial Profiling or Discrimination				1	1	1	2		1				6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Civil Rights - Transgender Screening						1							1
Customer Service					3	10	4	3			1	2	23
Customer Service - CSM					1								1
Customer Service - Others						4							4
Customer Service - TSO						2	6	4	3		1	2	18
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					4
Lost and Found				1	1	1							3
Lost and Found - Airport/TSA				1	1	1							3
Mishandling of Passenger Property				5	2	6	5	5	10	6	5	5	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		5		1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	2	5	3	4	5	6	4	2	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					4
Patdown				1	2		1	1	2		2	2	11
Patdown - Flyer				1	2		1	1			2	2	9
Patdown - Non-Flyer									2				2
Persons w/ Disabilities (PWD)					1	2		4	1		1		9
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening				1	1	6	3	3	3		3		20
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines						3			1				4
Screening - Procedures/Process					1	3	3	2	2		2		13
Screening - Retrieving Abandoned/Confiscated Items								1					1
2017	14	8	12	12	10	16	11	8	7	12	10	16	136
Civil Rights	3					1		1					5
Civil Rights - Racial Profiling or Discrimination	3							1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service		2	2	2	1	2	1		2	2	1	2	17
Customer Service - TSO		2	2	2	1	2	1		2	2	1	2	17
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Locks	1	1		1	2	1		1			1		8
Locks - General											1		1
Locks - Missing or Damaged Lock	1	1		1	2	1		1					7
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	8	4	5	7	2	8	1	4	2	6	6	4	57
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	2	1	1	1				1				8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	6	2	4	5	1	6		3	1	4	6	4	42
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		2	1	1		2			7
Patdown			3	2	2	1	1		1		1	2	13
Patdown - Flyer			3	1	2	1	1		1		1	2	12
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1		1		1	3	1	1		2	1	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) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							5	1	2	1		3	12
Property - Special Handling - Damaged Items - Checked							4						4
Property - Special Handling - Missing Items - Carry-On							1						2
Property - Special Handling - Missing Items - Checked								1	1	1		3	6
Screening	1	1	1		2		2			1		1	9
Screening - Inconsistency		1					1					1	3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		1		1		1			1			5
2018	14	16	13	9	10	13	9	9	14	11	16	13	147
Advanced Imaging Technology (AIT)	1							1					2
Advanced Imaging Technology (AIT) - Flyer	1							1					2
Civil Rights	2	2	1	1			1				1		8
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns		1											1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening		1		1									2
Customer Service	1	1		1		1			1		3	2	10
Customer Service - Others						1							1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	6	8	7	6	4	6	10	9	10	8	7	3	84
2016						1	4	1	1	2	2	1	12
Civil Rights										1			1
Civil Rights - Perceived Religion										1			1
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Request for Assistance							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening							1						1
Screening - Procedures/Process							1						1
2017	1	4	3	2	3	2	1	3	3	3	2	1	28
Civil Rights													1
Civil Rights - Hair Patdowns													1
Customer Service		1	1		1	1		1		1			6
Customer Service - Others										1			1
Customer Service - TSO		1	1		1	1		1					5
Mishandling of Passenger Property	1	1	1	1			1		2				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Dam	1	1	1	1			1		1				6
Patdown			1		1						1		3
Patdown - Flyer			1		1								2
Patdown - Flyer as Observer											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		2		1	1	1		2		2	1		10
Screening - Inconsistency										1			1
Screening - Procedures/Process		2		1	1			2		1	1		8
Screening - Security Breach						1							1
2018	2	3	1	2		3	1	1	3	1	1		18
Customer Service				1		1		1					3
Customer Service - Others						1							1
Customer Service - TSO				1				1					2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2	3	1			1							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1	3	1										5
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling				1		1				1	1		4
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked										1			1
Screening							1		2				3
Screening - Procedures/Process							1		2				3
2019	3	1	3	2	1		4	4	3	2	2	1	26
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - General								1					1
Civil Rights							1						1
Civil Rights - Constitutional Rights							1						1
Customer Service	2		1				1	1		1	1		7
Customer Service - TSO	2		1				1	1		1	1		7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1		1			1	1				4
Mishandling of Passenger Property - Damaged/Missii			1		1			1	1				4
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling						1		2			1		4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							2						2
Screening	1		1					1		1		1	5
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process								1		1		1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	8	13	10	15	15	17	13	18	14	23	21	16	183
2016				1	2	6	1	5	4	6	3	2	30
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				1		2	1	1	1	1	1	1	9
Customer Service - Others				1		1		1					3
Customer Service - TSO						1	1		1	1	1	1	6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					2	1		2	2	3	2	1	13
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1			1	2		1	8
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) - Ostomy/Ostomates						1							1
Screening						1							1
Screening - Procedures/Process						1							1
2017	4	3	2	4	6	2	7	4	7	5	3	7	54
Civil Rights				1			1					2	4
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1		1		1		2	1	3	2	1	2	14
Customer Service - Others			1				2						3
Customer Service - TSO	1				1			1	3	2	1	2	11
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property			1	1	3	1	1		1		1	1	10
Mishandling of Passenger Property - Damaged/Missi			1		2								3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1		1		1	1	6
Patdown	1	1		2	1	1	1	2	1	1	1		12
Patdown - Flyer	1	1		2	1	1	1	2	1	1	1		12
Persons w/ Disabilities (PWD)				1				1	1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	2	1			1		2					1	7
Screening - Procedures/Process	2	1			1		2					1	7
2018	2	4	2	6	6	6	4	4	1	6	13	1	55
Civil Rights				1	1						3		5
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Customer Service	1	1		3		1	2			2	2		12
Customer Service - Others	1			1									2
Customer Service - TSO		1		2		1	2			2	2		10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1			1		1				2	4		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1		1				2	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Patdown						1	1	1					3
Patdown - Flyer						1	1	1					3
Persons w/ Disabilities (PWD)			1		3					1	2		7
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 (N		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1	1			2		1			6
Property - Special Handling - Missing Items - Carry-On								2		1			3
Property - Special Handling - Missing Items - Checke		1		1	1								3
Screening		1	2		1	3		1	1		2	1	12
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process		1	2			1			1				5
Screening - Security Breach								1			1	1	3
2019	2	6	6	4	1	3	1	5	2	6	2	6	44
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer as Observer													1
Civil Rights		1										1	2
Civil Rights - Hair Patdowns		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service			2	2			1		1	2		1	9
Customer Service - Others			1	1									2
Customer Service - TSO			1	1			1		1	2		1	7
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	1	1	1	1		1		2	1	1		2	11
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam		1	1			1		1		1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1					1				2
Patdown		1						1			1		3
Patdown - Flyer		1						1			1		3
Persons w/ Disabilities (PWD)			1	1	1	1	2			1	1	1	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1			1						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1					1			2
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				1				1		2			4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On								1		2			3
Screening				1	1			1					3
Screening - Inconsistency				1									1
Screening - Procedures/Process					1			1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	1		5		1	3			1	2	5	7	25
2016									1	1		3	5
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1				1
Screening													2
Screening - Lengthy Lines													1
Screening - Procedures/Process													1
2017			2		1					1		1	5
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property			2		1								3
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1								3
Screening												1	1
Screening - Procedures/Process												1	1
2018			3			2					4	2	11
Civil Rights						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling			1			1					1		3
Property - Special Handling - Missing Items - Checked			1			1					1		3
Screening			1								1	2	4
Screening - Procedures/Process			1								1	2	4
2019	1					1					1	1	4
Locks	1										1	1	3
Locks - Missing or Damaged Lock	1										1	1	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	8		2	4	7	6	1	4	10	9	6	9	66
2016					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--Checked Baggage					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
2017	1			1	2	1		1	1	4	3	1	15
Customer Service					2				1				3
Customer Service - TSO					2				1				3
Locks	1										1		2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property				1					1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1					1		1		3
Patdown							1					1	2
Patdown - Flyer							1					1	2
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Checked											1	1	2
Screening											1		1
Screening - Procedures/Process											1		1
2018	4		2	1	3	2	1	2	4	2	3	3	27
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service						1			1	1			3
Customer Service - TSO						1			1	1			3
Mishandling of Passenger Property	1					2						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)				1	1			1				1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1							1	2
Property - Special Handling	2		1				1			1			6
Property - Special Handling - Damaged Items	1		1										3
Property - Special Handling - Missing Items	1						1			1			3
Screening	1						1		1	3		2	9
Screening - Lengthy Lines										2		1	3
Screening - Procedures/Process	1						1		1	1		1	6
2019	3			2	1	2	3	1	4	2		4	19
Civil Rights							1			1			2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1												1
Customer Service - TSO	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)	1								2			2	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1							1		1		1	4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1										1		3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	78	91	148	170	147	209	195	156	100	91	83	64	1,532
2016				49	40	72	66	57	32	22	22	24	384
Civil Rights				1				1	3		1		6
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination				1					1		1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2				2
Customer Service				16	8	14	14	11	6	5	7	1	82
Customer Service - Others				7	4	3	7	2	4	1	4	1	33
Customer Service - TSO				9	4	11	7	9	2	4	3		49
Locks				1	2	4	2	2	2	1		3	17
Locks - Missing or Damaged Lock				1	2	4	2	2	2	1		3	17
Lost and Found						2	1						3
Lost and Found - Airport/TSA						2	1						3
Mishandling of Passenger Property				20	25	39	28	35	15	10	12	12	196
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2	3	1	2			1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	21	29	22	29	12	9	9	11	158
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3	3	7	3	5	1	1	3		26
Patdown				3	1			2	1	2	1		10
Patdown - Flyer				3	1			2	1	1			8
Patdown - Non-Flyer										1	1		2
Persons w/ Disabilities (PWD)				2	2	3	1			1	1	1	11
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - General							1						1
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening				6	2	10	18	6	5	3		7	57
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency							1						1
Screening - Lengthy Lines				6		9	12	1					28
Screening - Procedures/Process					2	1	4	4	4	3		7	25
Screening - Security Breach							1	1					2
2017	26	32	58	45	31	40	52	41	24	26	20	11	406
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights					1			1					2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Transgender Screening								1					1
Customer Service	10	4	6	8	2	5	8	3	5	6	2	2	61
Customer Service - Others	4	2	4	3			1	1	1	3		1	20
Customer Service - TSO	6	2	2	5	2	5	7	2	4	3	2	1	41
Locks	3	2		1	2	2	2	1	1	2	1		17
Locks - General						1							1
Locks - Missing or Damaged Lock	3	2		1	2	1	2	1	1	2	1		16
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	8	20	36	28	20	26	18	21	16	11	9	1	214
Mishandling of Passenger Property - Damaged/Missing Items--C			2	2	2	3							9
Mishandling of Passenger Property - Dam	8	15	31	21	18	19	17	16	15	11	7	1	179
Mishandling of Passenger Property - Disarrayed Item			5	3	5	4	1	5	1		2		26
Patdown	2	3	4	2	2	3	1	1	1		1	2	21
Patdown - Flyer	2	3	4	2	2	2	1	1	1		1	2	20
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)			2	1	2	3	1	3			1	1	14
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1				1	2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			2					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1		2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		1											1
Property - Special Handling							16	9	1	3	4	2	35
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							5	1		2	2		10
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items - Checked							11	6	1		2	2	22
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3	2	9	3	4	2	4	2		4	2	3	38
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency		2					1	1		1	1		6
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1		8	1	2	2	3			1	1	3	22

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items			1					1		1			3
Screening - Security Breach		2			1					1			4
2018	30	33	47	43	42	52	35	30	29	21	19	15	396
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights			2	1						1			4
Civil Rights - Age			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service	7	8	9	8	7	7	5	8	10	2	1	3	75
Customer Service - Others		1	2				2	3	3	1		1	13
Customer Service - TSO	7	7	7	8	7	7	3	5	7	1	1	2	62
Locks	1		1	2	1	3		1					9
Locks - General	1												1
Locks - Missing or Damaged Lock			1	2	1	3		1					8
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property	12	11	14	16	12	22	10	10	6	4	7	7	131
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	11	9	13	10	11	17	9	9	6	3	2	6	106
Mishandling of Passenger Property - Disa	1	2	1	3	1	5	1		1	5	1	21	1
Patdown		1		2	2		2		4	4	1	2	18
Patdown - Children										1			1
Patdown - Flyer		1		2			2		4	3	1	2	15
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	1		1		4	2	2	2	1	2	1	1	17
Persons w/ Disabilities (PWD) - Autism Spectrum					1	1							2
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1				1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2			1					3
Persons w/ Disabilities (PWD) - Respirato	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Property - Special Handling	5	5	13	4	11	6	9	4	6	5	5	1	74
Property - Special Handling - Damaged It	1		1	1	1								4
Property - Special Handling - Damaged Items - Check		1	3	1	3	3		1	2	3	2	1	20
Property - Special Handling - Missing Items - Carry-C		2	1		1		3	1	1	1	1		11
Property - Special Handling - Missing Item	4	2	8	2	6	3	6	2	3	1	2		39
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	4	8	7	9	5	10	7	4	2	2	4	1	63
Screening - Children										1			1
Screening - Inconsistency		1								1			2
Screening - Lengthy Lines	1	5	1	3	2	5	2				1		20
Screening - Procedures/Process	3	2	6	4	3	5	5	4	2		3	1	38
Screening - Retrieving Abandoned/Confiscated Items				2									2
2019	22	26	43	33	34	45	42	28	15	22	22	14	346
Civil Rights	1	1	2				1				2		7
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity	1		1			1					1		4
Customer Service		4	9	10	1	10	8	6	5	1	5		59
Customer Service - Others		1	1	1		1			1		1		6
Customer Service - TSO		3	8	9	1	9	8	6	4	1	4		53
Locks		2	1	1	2		3	1		1	2		13
Locks - Missing or Damaged Lock		2	1	1	2		3	1		1	2		13
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property	10	10	15	5	10	15	10	5	3	8	5	4	100
Mishandling of Passenger Property - Dam	1	2				1		1					5
Mishandling of Passenger Property - Dam	7	7	15	4	9	13	10	4	3	8	4	2	86
Mishandling of Passenger Property - Disa	2	1		1	1	1					1	2	9
Patdown	2	2	1		3	1		1	1	1	2		14
Patdown - Flyer	2	2	1		3	1		1	1		2		13
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1			2	4	6	2	2		3	2	2	24
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	2					1			4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1				1			4
Property - Special Handling	6	4	10	8	6	6	8	7	3	5	2	5	70
Property - Special Handling - Damaged It	2	1					1	1			1		6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	2	1	3	3	1	2	4		1	2	1	1	21
Property - Special Handling - Missing Items - Carry-On				1	1				1			1	4
Property - Special Handling - Missing Items	2	2	7	4	4	4	3	6	1	3		3	39
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	3	5	6	7	6	10	6	3	3	2	3	56
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency			1		2					1			4
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process	2	3	3	4	3	4	5	6	3	2	2	2	39
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT		1					1	1			1		4
2017								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
2018		1					1						2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAF	24	9	6	8	7	11	14	16	15	20	18	10	158
2016				1	3	3	5	4	3	2	2	5	28
Customer Service							1	1	1	2		1	6
Customer Service - TSO							1	1	1	2		1	6
Mishandling of Passenger Property				1	1	3	3	3	2			3	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	3	3	2			3	16
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	1	4
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1						1	1	3
2017	8	4	3	3	3	4	3	6	3	7	11	3	58
Customer Service		2			1			1		2			6
Customer Service - Others					1					1			2
Customer Service - TSO		2						1		1			4
Locks					1	2	1	2	1	1			8
Locks - Missing or Damaged Lock					1	2	1	2	1	1			8
Mishandling of Passenger Property	7	1	2	3		2			2	4	6	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	6		2	3		2			1	3	5	1	23
Mishandling of Passenger Property - Disabling Injury	1	1							1	1	1	1	6
Patdown	1				1		1				1		4
Patdown - Flyer	1				1		1				1		4
Property - Special Handling								2			2		4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked											2		2
Screening		1	1				1	1			2	1	7
Screening - Inconsistency		1											1
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process			1									1	4
2018	12	5	2	4	1	2	5	3	7	5	4	2	52
Civil Rights	1										1		2
Civil Rights - Headwear											1		1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	2	1								1			4
Customer Service - TSO	2	1								1			4
Locks								1	4	1		1	7
Locks - Missing or Damaged Lock								1	4	1		1	7
Mishandling of Passenger Property	5	2	1	2			3	2	1	1		1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			2			2	2	1	1		1	10
Mishandling of Passenger Property - Disabling Injury	4	2	1										7
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Property - Special Handling	1		1				1			1	1		5
Property - Special Handling - Missing Items - Checked	1		1				1			1	1		5
Screening	2	2		2	1	1	1		2	1	2		14
Screening - Inconsistency							1						1
Screening - Procedures/Process	2	2		2	1	1			2	1	2		13
2019	4		1			2	1	3	2	6	1		20
Customer Service										1			1
Customer Service - TSO										1			1
Locks			1							1			2
Locks - Missing or Damaged Lock			1							1			2
Mishandling of Passenger Property	2						1		1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1						1			1			3
Mishandling of Passenger Property - Disabling Injury	1								1				2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling								2		3			5
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked								1		2			3
Screening	2					2		1	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process	2					2			1				5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	212	157	192	226	193	273	265	255	271	281	273	223	2,821
2016				55	51	78	73	76	53	52	62	61	561
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Flyer							1	1					2
Civil Rights				1	2	2	1	2	2	2	2		14
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				1	2	1	1	2	1				8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening										1	1		2
Customer Service				12	10	19	12	18	13	11	15	14	124
Customer Service - Others				2	3	8	4	5	4	4	3	2	35
Customer Service - TSO				10	7	11	8	13	9	7	12	12	89
Identification (ID) Requirements				1			1	1					4
Identification (ID) Requirements - Domestic				1				1					3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues							1						1
Locks				4		3	4	2	2	2	1	8	26
Locks - Missing or Damaged Lock				4		3	4	2	2	2	1	8	26
Lost and Found					1		1	1					3
Lost and Found - Airport/TSA					1		1	1					3
Mishandling of Passenger Property				31	31	45	39	28	28	31	33	26	292
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2	6	4	3	1	5	5	2	28
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				27	26	34	32	24	25	23	23	21	235
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1		1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				4	3	5	2	1	1	3	5	3	27
Patdown				2	1	2	2	1	2	1	3	5	19
Patdown - Children						1							1
Patdown - Flyer				2	1	1	2	1	2	1	3	5	18
Persons w/ Disabilities (PWD)				1	1	1	3	4	2	1	1	1	15
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
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							2						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2					2
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Request for Assistance							2						2
Request for Assistance - Other							2						2
Screening				3	5	6	7	18	4	4	7	6	60
Screening - Inconsistency					1	1	1	1		2	2	2	10
Screening - Lengthy Lines							3	8			2		13
Screening - Procedures/Process				3	3	5	3	7	4	2	3	4	34
Screening - Retrieving Abandoned/Confiscated Items					1			2					3
2017	50	52	61	57	42	60	39	54	71	69	59	53	667
Civil Rights			1	4	1	5	2	1	5	1	1	1	23
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1		1					2
Civil Rights - Headwear						1							1
Civil Rights - National Origin				2					1				3
Civil Rights - Racial Profiling or Discrimination			1	1	1	3	2		3	1		1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1					1		3
Customer Service	11	12	9	7	10	13	13	17	12	19	11	15	149
Customer Service - Others	1	2	1	1	1	2	2	5	1	2		2	20
Customer Service - TSO	10	10	8	6	9	11	11	12	11	17	11	13	129
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	2	2	2	6	1	6		5	3	3	5	4	39
Locks - General				1							1	1	3
Locks - Missing or Damaged Lock	2	2	2	5	1	6		5	3	3	4	3	36
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	22	26	37	31	24	17	10	16	25	21	20	13	262
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	2	7	1	1	2		2			1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	17	22	30	25	22	12	9	11	21	16	17	10	212
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1									1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	1	1		5	1	3	1	3	4	5	1	2	27
Patdown	2	3	2	1	5	2	3	2	3	1	1	1	26
Patdown - Children									1				1
Patdown - Flyer	2	2	2	1	4	2	2	2	1	1	1	1	21
Patdown - Flyer as Observer		1					1		1				3
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3	4	2	2		6		1	3	4	1	4	30
Persons w/ Disabilities (PWD) - Cognitive	1					1							2
Persons w/ Disabilities (PWD) - Diabetes			1	1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General		1								1		2	4
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body		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) - Mobility Disability (Not Wheelchair or Scooter/Segway)		1				2				1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1										2	
Persons w/ Disabilities (PWD) - Service Animals	1					1							2	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		1	2	
Persons w/ Disabilities (PWD) - Visual Impairment						1							1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1			1			1	4	
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1	
Prohibited & Permitted Items				1						1		1	3	
Prohibited & Permitted Items - Firearm/Ammunition				1									1	
Prohibited & Permitted Items - Food/Beverages										1			1	
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1	
Property - Special Handling							4	6	14	15	11	7	57	
Property - Special Handling - Damaged Items - Carry-On								1			1		2	
Property - Special Handling - Damaged Items - Checked							2	2	5	7	5	1	22	
Property - Special Handling - Missing Items - Carry-On								1		1	2	1	5	
Property - Special Handling - Missing Items - Checked							2	2	9	7	3	5	28	
Screening	10	4	8	5	1	11	6	6	6	4	9	6	76	
Screening - Inconsistency	2					1	1		1	1	1		7	
Screening - Lengthy Lines	2			1		1	2	1	2		1	1	11	
Screening - Military			1										1	
Screening - Procedures/Process	6	4	7	3	1	8	3	4	3	3	7	5	54	
Screening - Retrieving Abandoned/Confiscated Items				1		1							2	
Screening - Security Breach								1					1	
2018	82	61	75	61	51	75	91	75	81	80	77	56	865	
Advanced Imaging Technology (AIT)												1	1	
Advanced Imaging Technology (AIT) - Flyer												1	1	
Civil Rights	2	1	1	1			1	2	5	3	7	1	26	
Civil Rights - Age											1		1	
Civil Rights - National Origin	1									1			2	
Civil Rights - Perceived Religion										1			1	
Civil Rights - Racial Profiling or Discrimination	1	1		1		1		4	1	3			12	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							2		2	5	
Civil Rights - Sexual Orientation - Not Transgender								1			1		2	
Civil Rights - Transgender Screening							2			1			3	
Customer Service	24	17	21	17	14	19	33	19	21	24	20	16	245	
Customer Service - Others	5	1	6	1	4	5	5			3	2	1	33	
Customer Service - TSO	19	16	15	16	10	14	28	19	21	21	18	15	212	
Identification (ID) Requirements	1												1	
Identification (ID) Requirements - Domestic	1												1	
Locks	5	2	2	4	2	3	1	5	2	4	2	2	34	
Locks - General						1			1		1		3	
Locks - Missing or Damaged Lock	5	2	2	4	2	2	1	5	1	4	1	2	31	
Lost and Found								1	1		1		3	
Lost and Found - Airport/TSA								1	1		1		3	
Mishandling of Passenger Property	18	15	18	12	12	20	17	12	15	15	16	11	181	
Mishandling of Passenger Property - Damaged	1	1	4	1	1		2	1	3		1	2	17	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	15	12	12	10	9	16	12	9	10	14	10	8	137	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1		1			1		3	
Mishandling of Passenger Property - Disposition	2	2	2	1	2	3	3	1	2	1	4	1	24	
Patdown	2	3	4	1	2	4	4	5	3	7	3	4	42	
Patdown - Children													1	1
Patdown - Flyer	2	3	4	1	2	4	4	5	3	6	2	3	39	
Patdown - Flyer as Observer											1		1	
Patdown - Non-Flyer										1			1	
Persons w/ Disabilities (PWD)	2	6	3	2	4	5	7	6	6	3	6	3	53	
Persons w/ Disabilities (PWD) - Breast Cancer					1								1	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1				1	2	
Persons w/ Disabilities (PWD) - Diabetes		1			2		3		1			1	8	
Persons w/ Disabilities (PWD) - General						1	1	1				1	4	
Persons w/ Disabilities (PWD) - Hearing Impairment								2	1				3	
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	1				1		4	
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1	
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1							2	2	3		8	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2										2	
Persons w/ Disabilities (PWD) - Respiratory	1				1						2		4	
Persons w/ Disabilities (PWD) - Service Animals		1				1							2	
Persons w/ Disabilities (PWD) - Touch Aversion	1	1						1	1				4	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1	1				1	1	1			7	
Property - Special Handling	12	6	15	13	6	11	14	10	15	10	21	11	144	
Property - Special Handling - Damaged Items	1		4				3	2	2	2	3	1	18	
Property - Special Handling - Damaged Items - Checked	1	1	1	2		4	3	4	5	1	4	5	31	
Property - Special Handling - Missing Items	2		2	1	4		2		2	4	3	1	21	
Property - Special Handling - Missing Items - Checked	8	5	12	6	2	7	6	4	6	3	11	4	74	
Screening	16	11	11	11	11	12	13	12	15	10	7	6	135	
Screening - Crew Member or Airline Employee			2										2	
Screening - Inconsistency	1	1	1	1	2	1		1	1	1	2		12	
Screening - Lengthy Lines	4	4	2	1	2	1	2	1	2		1		20	
Screening - Procedures/Process	11	6	6	9	7	10	11	9	12	9	3	5	98	
Screening - Retrieving Abandoned/Confiscated Items											1	1	2	
Screening - Security Breach								1					1	
2019	80	44	56	53	49	60	62	50	66	80	75	53	728	
Advanced Imaging Technology (AIT)		1											1	
Advanced Imaging Technology (AIT) - Flyer		1											1	

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	5	6	4	1	1	4	3	2	3	3	3	2	37
Civil Rights - Age	1	2										1	4
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination	3	2	2		1	1	2	1		1	2		15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	2			3	1	1		1			9
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service	23	10	8	10	17	16	14	7	11	18	10	9	153
Customer Service - Others	1	3			2	1	1	1		2			11
Customer Service - TSO	22	7	8	10	15	15	13	6	11	16	10	9	142
Locks	2		4	1	3	1	2	3	4	4	4	5	33
Locks - Missing or Damaged Lock	2		4	1	3	1	2	3	4	4	4	5	33
Mishandling of Passenger Property	16	7	12	14	11	14	14	13	11	13	21	13	159
Mishandling of Passenger Property - Damaged	2	1			1	1		1	1		1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--U	12	5	8	12	8	12	10	9	8	9	13	11	117
Mishandling of Passenger Property - Disassembled	2	1	3	1	1	1	2	3	2	3	7		26
Patdown	5	3	2	5	2	4	3	1	3	3	5	3	39
Patdown - Flyer	4	3	2	5	1	4	3	1	2	3	4	3	35
Patdown - Flyer as Observer	1										1		2
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)	4	2	5	3	2	3	4	4	1	9	5	2	44
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General	1					1				1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment			1								1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medically	1		1								2	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility [1	1		3		1		1		3			10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1							1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	1	2					6
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	16	7	16	13	10	14	18	14	14	23	14	14	173
Property - Special Handling - Damaged Items - Carry		2	3	4	3	4	3	2	2	3	2	4	32
Property - Special Handling - Damaged Items	5	2	5	2	4	5	5	3	3	7	4	4	49
Property - Special Handling - Missing Items	4	1	3	1	2	1	4	2		2	3	3	26
Property - Special Handling - Missing Items	7	2	5	6	1	4	6	7	9	11	5	3	66
Request for Assistance												2	2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	9	8	5	6	3	4	4	6	19	7	11	5	87
Screening - Inconsistency		2			1				1	2	1		7
Screening - Lengthy Lines		1	1						1			1	4
Screening - Procedures/Process	8	5	4	5	2	3	4	6	15	4	9	4	69
Screening - Retrieving Abandoned/Confiscated Items				1					1	1			3
Screening - Security Breach	1					1			1		1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	60	82	79	101	70	90	91	103	97	102	95	83	1,053
2016				25	21	21	25	27	19	32	28	22	220
Civil Rights							1					1	2
Civil Rights - Racial Profiling or Discrimination							1						2
Customer Service				5	2	4	1	11	7	4	5	5	44
Customer Service - Others						1		1	1			1	4
Customer Service - TSO				5	2	3	1	10	6	4	5	4	40
Identification (ID) Requirements								1				1	2
Identification (ID) Requirements - Domestic								1				1	2
Locks				1	3	1	2	1	1	3	3	1	16
Locks - General											1		1
Locks - Missing or Damaged Lock				1	3	1	2	1	1	3	2	1	15
Lost and Found					1					1			2
Lost and Found - Airport/TSA					1					1			2
Mishandling of Passenger Property				12	10	12	15	13	6	21	16	12	117
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	1	1	1	1	3	3	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	8	11	12	10	5	18	12	10	95
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2			1		4
Patdown				2	1	1	2		1	1	1	1	10
Patdown - Children										1			1
Patdown - Flyer				1	1	1	2		1		1	1	8
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1	2		1		1		1	1	7
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1						1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1		1						2
Screening				3	2	3	3	1	3	2	2		19
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1	2						1		4
Screening - Procedures/Process				2		3	1	1	2	1	1		11
Screening - Security Breach							2		1				3
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2017	21	26	31	29	11	31	17	17	28	18	22	15	266
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Non-Flyer			1										1
Civil Rights			1			3	1	1					7
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination			1	1		1	1	1					5
Customer Service	4	3	5	4	2	1	3	4	6	3	2	1	38
Customer Service - CSM									1				1
Customer Service - Others	1		2										3
Customer Service - TSO	3	3	3	4	2	1	3	4	5	3	2	1	34
Identification (ID) Requirements			1										1
Identification (ID) Requirements - International Travel			1										1
Locks	2	2	2			1			1		3		12
Locks - General									1				1
Locks - Missing or Damaged Lock	2	2	2			1			1		3		11
Lost and Found				2									2
Lost and Found - Airport/TSA				2									2
Mishandling of Passenger Property	12	16	18	18	5	16	7	5	15	7	13	8	140
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	3	2	3			1		2		1		14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	9	11	14	15	4	15	6	5	13	5	10	7	114
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2		1	1				2	2	1	11
Patdown			1		3	8	1	1			1	1	16
Patdown - Flyer			1		3	8	1	1			1	1	16
Persons w/ Disabilities (PWD)			1			1		1					3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling							1	4	4	6	2	4	21
Property - Special Handling - Damaged Items - Checked							1		1	3		2	7
Property - Special Handling - Missing Items - Checked								4	3	3	2	2	14
Screening	3		6	3		2	4		2	2	1	1	24
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1			1		1	2						5
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2		3	2		1	1		2	2	1	1	15
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
2018	19	25	14	21	21	22	24	29	27	28	19	18	267
Civil Rights	2	1	2				1			2	1		9
Civil Rights - Hair Patdowns							1				1		2
Civil Rights - Racial Profiling or Discrimination		1	2							2			5
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	4	2	3	5	2	3	8	7	6	3	2	48
Customer Service - Others		1			1			2	2	1			7
Customer Service - TSO	3	3	2	3	4	2	3	6	5	5	3	2	41

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	4	1	1	4		2	1	2	1	1	1	1	19
Locks - General	1												1
Locks - Missing or Damaged Lock	3	1	1	4		2	1	2	1	1	1	1	18
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	3	9	1	10	4	7	7	6	8	7	5	7	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1			1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1	7	1	9	3	6	6	5	7	5	3	6	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1	2		1			1	1		1	1	1	9
Patdown	1	1	1	1	2	2	1	1	3		2	1	16
Patdown - Flyer	1	1	1	1	2	2	1	1	1		2	1	14
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1	1	1	4	1				8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					2
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	4	2	7	3	6	4	8	6	5	11	4	3	63
Property - Special Handling - Damaged Items	1		1		1	1		1	1	3	1	1	11
Property - Special Handling - Damaged Items - Carry-on Luggage	1			3	3	1	4	1	2	5	2		22
Property - Special Handling - Missing Items - Carry-on Luggage		1				1	1		1				4
Property - Special Handling - Missing Items - Checked Luggage	2	1	6		2	1	3	4	1	3	1	2	26
Request for Assistance					1							1	2
Request for Assistance - Other												1	1
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening	2	6			2	3	3	2	2	1	3	3	27
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		5			2	2	2	1	2		2	3	19
2019	20	31	34	26	17	16	25	30	23	24	26	28	300
Civil Rights		4	5	2	2						2		15
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin			2										2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination		3	1								1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	2									4
Civil Rights - Transgender Screening					1						1		2
Customer Service	3	7	8	3	1	6	6	3	5	6	4	7	59
Customer Service - Others		4			1								5
Customer Service - TSO	3	3	8	3		6	6	3	5	6	4	7	54
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	2	12
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	8	2	11	7	5	2	7	7	4	4	7	10	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	5	2	8	6	4		4	7	4	4	4	5	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	2		3	1	1	2	3				2	3	17
Patdown	1	1						3	2				7
Patdown - Flyer	1	1						3	2				7
Persons w/ Disabilities (PWD)	2	1		2	1	1	1		1	1	3		13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - At		1			1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						2
Property - Special Handling	3	11	6	9	5	5	6	10	6	9	5	6	81
Property - Special Handling - Damaged Items	1	1		1		2		2	1	1	1	3	13
Property - Special Handling - Damaged Items - Carry-on Luggage	1	3	2	4	1	1	1	4	2	1	1		21
Property - Special Handling - Missing Items - Carry-on Luggage	2	2	2	2	2			2	2	2	1		13
Property - Special Handling - Missing Items - Checked Luggage	1	5	2	2	2	2	5	4	1	5	2	3	34
Screening	3	5	4	1	1	2	4	4	4	4	4	2	38
Screening - Children						1							1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1	1				2		1	1		1	7
Screening - Procedures/Process	3	4	3	1	1	1	2	4	3	2	3	1	28
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	24	33	31	30	32	37	34	53	40	43	40	38	435
2016				10	8	12	10	13	8	5	10	14	90
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				1	1	1				1		1	5
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination					1						1	1	3
Civil Rights - Transgender Screening						1							1
Customer Service				2	2	6	1	6	3	2	4	4	30
Customer Service - Others				2		4	1	4	1	1	4	1	18
Customer Service - TSO					2	2		2	2	1		3	12
Locks							1				1	1	3
Locks - Missing or Damaged Lock							1				1	1	3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				6	3	3	7	5	3	3	3	4	37
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	3	3	5	5	3	3	3	3	34
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown							1						1
Patdown - Flyer							1						1
Screening				1	1	1		2	2		1	4	12
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency												1	1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1				2	2			3	8
Screening - Security Breach						1							1
2017	10	13	14	6	7	10	4	13	15	7	12	7	118
Customer Service	2	2	4	2					1		2	2	15
Customer Service - TSO	2	2	4	2					1		2	2	15
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks		1		1	1			1	3			2	9
Locks - Missing or Damaged Lock		1		1	1			1	3			2	9
Mishandling of Passenger Property	5	7	9	2	5	7	1	3	4	2	4	1	50
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2			1	1			1				7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3	5	7	2	4	6	1	3	3	1	4		39
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2							1		1	4
Patdown	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					3
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling							1	2	3	2	3	1	12
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked							1		2	2			5
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked								2	1		2		5
Screening	1	2	1			2	2	5	3	2	2		20
Screening - Inconsistency		1	1			1			1				4
Screening - Lengthy Lines								2					2
Screening - Procedures/Process	1	1				1	2	3	1	2	2		13
Screening - Security Breach									1				1
2018	4	8	6	8	9	9	5	6	11	16	7	11	100
Civil Rights								1					1
Civil Rights - Screening of Religious or Cultural Garments								1					1
Customer Service	1				1	1	1	1	2	1	1	1	10
Customer Service - TSO	1				1	1	1	1	2	1	1	1	10
Locks		1		1							1		3
Locks - Missing or Damaged Lock		1		1							1		3
Mishandling of Passenger Property	1	4	1	3	2	5	2	1	5	7	3	4	38
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1				1			1		2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		3	1	3	2	4	1	1	4	3	1	4	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			4			5
Patdown			1		3	1				1		1	7
Patdown - Flyer			1		2	1				1		1	6
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1	1		1						1	1	5
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling	1	1	1	2	1	2		2	3	5		4	22
Property - Special Handling - Damaged Items - Carry		1	1			1				2		2	7
Property - Special Handling - Damaged Items - Checked	1								2	1		1	5
Property - Special Handling - Missing Items - Carry-On					1	1		1	1				4
Property - Special Handling - Missing Items - Checked				2		1		1		2		1	6
Screening	1	1	2	2	1		2	1	1	1	2		14
Screening - Lengthy Lines			1				2			1			4
Screening - Procedures/Process	1	1	1	2				1	1		1		8
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
2019	10	12	11	6	8	6	15	21	6	15	11	6	127

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2					1				1	7
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1						1				1	3
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1		1	3	3	1	2	3	1	17
Customer Service - Others		1						1			1		3
Customer Service - TSO			1	1		1	3	2	1	2	2	1	14
Locks		1	1	1	1	2	1		3		1		11
Locks - Missing or Damaged Lock		1	1	1	1	2	1		3		1		11
Mishandling of Passenger Property		3	3	1	2	2	4	4	1	4	4	2	30
Mishandling of Passenger Property - Dam		1					1		1		1		4
Mishandling of Passenger Property - Dam		1	3	1	1	2	3	3		4	3	1	22
Mishandling of Passenger Property - Disa		1			1			1				1	4
Patdown			1	2			1	3		1			8
Patdown - Flyer			1	2			1	3		1			8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Property - Special Handling		2	2	3	1	4	1	5	3	4	3	2	33
Property - Special Handling - Damaged Items - Carry-On				1		1	1	2		1	1	1	8
Property - Special Handling - Damaged It		2						1	1	2	2		8
Property - Special Handling - Missing Items - Carry-On				1	1			1		1	2	1	7
Property - Special Handling - Missing Items - Checke		2	2		2			1	2			1	10
Screening		4	1	2	2		2	3		2			16
Screening - Inconsistency		2											2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1	1	2	2		2	3		2			13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBA	14	5	6	3	12	13	8	7	9	19	15	8	119
2016				1	4	4	1			2	4	3	19
Customer Service					1	1					1		3
Customer Service - Others					1								1
Customer Service - TSO						1					1		2
Mishandling of Passenger Property				1	1		1			1	2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1			1	2	2	8
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) - Wheelchair/ Scooter/ Segway												1	1
Screening						1	3			1			5
Screening - Lengthy Lines							1						2
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confiscated Items							1						1
2017	4	1	6		2	3	2	3	2	5	2	1	31
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	1		1							1		1	4
Civil Rights - Civil Rights Violation (TSA E	1												1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1						2						3
Customer Service - TSO	1						2						3
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Mishandling of Passenger Property	1	1	2		1			1	1	2			9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1	1	2					1		2			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	2						1	1	2	1			7
Patdown - Flyer			2				1	1	2	1			7
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening			1								1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1										1
2018	7	2		1	4	3	2	3	4	5	4	1	36
Customer Service				1					1	1	1	1	5
Customer Service - Others												1	1
Customer Service - TSO				1					1	1	1		4
Locks					1				1	1	1		3
Locks - Missing or Damaged Lock					1				1	1	1		3
Mishandling of Passenger Property	2	1			1		1	2			1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	2	1			1			1		1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	2				1	2			1	2	1		9
Patdown - Flyer	2				1	2			1	2	1		9
Persons w/ Disabilities (PWD)	2					1				1			4
Persons w/ Disabilities (PWD) - Internal M	2												2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1	1			1		1	1		1			6
Screening - Crew Member or Airline Employee		1											1
Screening - Procedures/Process	1				1		1	1		1			5
2019	3	2		1	2	3	3	1	3	7	5	3	33
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service						1	1	1			1		4
Customer Service - Others						1							1
Customer Service - TSO							1	1			1		3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1	1		1	1	1	1		2	2	2		12
Patdown - Flyer		1		1	1	1	1		2	2	2		11
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)										2	1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling	1	1				1			1	2	1	1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged It	1	1								1		1	4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1		1		2
Request for Assistance										1			1
Request for Assistance - Other										1			1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBN	13	9	5	5	7	10	7	8	5	7	10	9	95
2016						2	3	2		1	1	1	10
Customer Service								1				1	2
Customer Service - Others								1				1	2
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property						2	2	1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2				1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening							1						1
Screening - Inconsistency							1						1
2017	3	1		2	2	1	1	3	2	1	1	3	20
Civil Rights								1					1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Locks	1								1				2
Locks - General									1				1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2			1	1	1	1	1		1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2			1	1	1		1		1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Patdown		1			1			1					3
Patdown - Flyer		1			1			1					3
Screening				1						1		2	4
Screening - Procedures/Process										1		2	3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	3	1	4	1	3	5	2		3	2	7	2	33
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1			1			1	1			4
Customer Service - TSO			1			1			1	1			4
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1	1	1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		1						1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown	1	1				1			1		1	1	6
Patdown - Flyer	1	1				1			1		1	1	6
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Property - Special Handling	1		1		1						2	1	6
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items	1		1		1						1	1	5
Screening	1		1			1	2			1	2		8
Screening - Inconsistency	1												1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1			1	1			1	2		6
2019	7	7	1	2	2	2	1	3		3	1	3	32
Civil Rights	1	1								1			3
Civil Rights - Racial Profiling or Discrimination	1	1								1			3
Customer Service	2	1		1		2					1		7
Customer Service - TSO	2	1		1		2					1		7
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property	1				1			2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1							1					2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2	3	1	1	1							3	11
Property - Special Handling - Damaged Items - Carry-on Luggage		3											3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items	1			1									2
Property - Special Handling - Missing Items	1		1			1						2	5
Screening		1					1	1					3
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	3	4	6	2	6	8	8	14	10	6	14	7	88
2016							1	5	3	1	3		13
Customer Service								3	1	1	1		6
Customer Service - TSO								3	1	1	1		6
Mishandling of Passenger Property							1	1	2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening									1		1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process									1				1
2017			2	1	3	4	3	3	4	2	4	1	27
Customer Service				1	2	2	1		2	1	1	1	11
Customer Service - Others											1	1	2
Customer Service - TSO				1	2	2	1		2	1			9
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		1		3
Patdown - Flyer						1			1		1		3
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening			2				1	2	2	1	1		9
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency			1										1
Screening - Lengthy Lines								2	1				3
Screening - Procedures/Process			1				1			1	1		4
2018	1	1	2		1	2		3	1	3	5	3	22
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						1	1	1		5
Mishandling of Passenger Property - Damaged/Missii		1	1						1	1	1		5
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening			1			2			1		3	2	9
Screening - Procedures/Process			1			2			1		3	2	9
2019	2	3	2	1	2	2	4	3	2		2	3	26
Customer Service		2	1		1	1	2		1			1	9
Customer Service - Others		2	1			1	1						5
Customer Service - TSO					1		1		1			1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property						1	2	2			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
Patdown	1			1									3
Patdown - Flyer	1			1									3
Persons w/ Disabilities (PWD)			1			1			1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1		1										2
Screening - Procedures/Process	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY		1		4		4	1	4		1			15
2016				3		1	1	1					6
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 Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Patdown				1									1
Patdown - Flyer				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2017				1		1		1					3
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2018						2				1			3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged Items - Checked						1				1			2
2019			1					2					3
Customer Service			1										1
Customer Service - TSO			1										1
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCC	1				2		1		1		2	4	11
2016					2		1					1	4
Mishandling of Passenger Property					2		1					1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1							1	2
2017									1		1		2
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
2018	1											2	3
Mishandling of Passenger Property	1											1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1											1
Screening													1
Screening - Procedures/Process													1
2019											1	1	2
Customer Service											1	1	2
Customer Service - Others												1	1
Customer Service - TSO											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	3	2	2	4	5	4	3	5	2	3	4	39
2016					3	2	1	2		1	1	1	11
Civil Rights					1								1
Civil Rights - General Complaint and Discrimination					1								1
Mishandling of Passenger Property					2	2	1	2		1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	2	1	1		1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
2017	2	2	1	1		3	2	1	4				16
Civil Rights						1							1
Civil Rights - Perceived Religion						1							1
Customer Service							1						1
Customer Service - Others							1						1
Mishandling of Passenger Property	2	2	1	1		2			2				10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	1	1		1			2				8
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling							1		1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1					1
Screening - Inconsistency								1					1
2018		1	1			1	1			1		3	8
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service												3	3
Customer Service - TSO												3	3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening			1	1				1					3
Screening - Procedures/Process			1	1				1					3
2019				1					1		2		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1							1		2
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	31	26	36	39	28	58	40	50	54	47	46	34	489
2016				10	6	17	16	9	14	7	15	16	110
Civil Rights						1	1			1	2		5
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination							1				2		3
Civil Rights - Transgender Screening							1						1
Customer Service				1		2	1		1			1	6
Customer Service - Others												1	1
Customer Service - TSO				1		2	1		1				5
Locks				1	2					2		4	9
Locks - Missing or Damaged Lock				1	2					2		4	9
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				6	3	12	12	7	7	6	12	8	73
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	3	10	10	7	7	4	11	7	63
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	2			2	1		7
Patdown					1	1	1	1	1			1	6
Patdown - Flyer					1	1	1		1			1	5
Patdown - General								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				1		1	1		2			2	7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process						1	1		1			2	5
TSA Contact Information									1				1
TSA Contact Information - General									1				1
2017	11	5	13	16	9	15	6	9	13	9	11	5	122
Civil Rights			1	1	3	2							7
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination			1	3									4
Civil Rights - Transgender Screening						2							2
Customer Service	1	1	2		2		1		1	2		1	11
Customer Service - Others			1										1
Customer Service - TSO	1	1	1		2		1		1	2		1	10
Locks	1	1		1	1						2		6
Locks - General		1											1
Locks - Missing or Damaged Lock	1			1	1						2		5
Lost and Found	1		1	2	1	1							6
Lost and Found - Airport/TSA	1		1	2	1	1							6
Mishandling of Passenger Property	5	2	5	9	5	11	2	3	8	3	7	3	63
Mishandling of Passenger Property - Damaged/Missin		1		1				1					3
Mishandling of Passenger Property - Dam	5	1	5	7	5	7	2	1	7	3	6	3	52
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		4		1	1		1		8
Patdown	1				1	1	1	2	1				6
Patdown - Flyer			1			1	1	2	1				6
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling							1	3	1	3	1	1	10
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked									1	2		1	4
Property - Special Handling - Missing Items - Carry-On								2		1	1		4
Property - Special Handling - Missing Items - Checked								1					1
Screening	2		2	1			1	1	2	1	1		11
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines	1								1				2
Screening - Procedures/Process	1		2				1		1	1	1		7
2018	15	11	14	4	7	13	11	13	16	14	10	6	134
Civil Rights			1			1				2	1		5
Civil Rights - Hair Patdowns						1				1			2
Civil Rights - Racial Profiling or Discrimination			1							1	1		3
Customer Service	2	1			1	4		1	1			1	11
Customer Service - Others						1							1
Customer Service - TSO	2	1			1	3		1	1			1	10
Locks			2	1							2	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								2
Mishandling of Passenger Property	10	4	4	2	2	3	3	8	4	4	4	3	51
Mishandling of Passenger Property - Dam	9	3	3	2	2	3	2	6	4	4	2	3	43
Mishandling of Passenger Property - Disa	1	1	1			1	2				2		8
Patdown		1	1		1	1	1	1	1	1		1	9
Patdown - Flyer		1	1		1	1	1	1	1	1		1	9
Persons w/ Disabilities (PWD)		1				1					1		3
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Property - Special Handling	2	3	4	1		2	4	2	8	3	2		31
Property - Special Handling - Damaged It	2	2	2			1	1	1	3				12
Property - Special Handling - Missing Items - Carry-On						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Checked		1	2	1			3	1	5	3	2		18
Screening	1		3		2	1	3	1	2	2	1		16
Screening - Lengthy Lines					1	1	1						3
Screening - Procedures/Process	1		3				2	1	1	2	1		11
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
2019	5	10	9	9	6	13	7	19	11	17	10	7	123
Civil Rights		1				1		1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	1	1	2	1	1	1	1		2	1		12
Customer Service - TSO	1	1	1	2	1	1	1	1		2	1		12
Locks	1		1	1		2		4	1	2		1	13
Locks - Missing or Damaged Lock	1		1	1		2		4	1	2		1	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property		4	2	2	2	2	3	5	3	4	1	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing		4	2	2	2	2	2	3	2	2	1	4	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2		2			5
Patdown		1			1				1			1	4
Patdown - Flyer		1			1				1			1	4
Persons w/ Disabilities (PWD)	1	1	1					1	2	2			8
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Service Animals										2			2
Property - Special Handling	2	1	3	3	2	3	2	3	3	5	4	1	32
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items	1		1	1				1	1	2	3		10
Property - Special Handling - Missing Items - Carry-On			1			1						1	3
Property - Special Handling - Missing Items	1	1	1	2	2	1	2	2	2	3	1		18
Screening		1	1	1		4	1	4		1	3		16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1	1	1		4	1	4		1	1		14
Screening - Security Breach											1		1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	278	317	328	347	325	510	331	452	433	415	457	385	4,578
2016				93	101	242	113	146	102	112	146	116	1,171
Civil Rights				1	2	6	1	6	5	7	1	2	31
Civil Rights - Constitutional Rights										2			2
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Headwear						1						1	2
Civil Rights - National Origin								1	1				2
Civil Rights - Racial Profiling or Discrimination					1	4	1	3	2	2	1	1	15
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2	1			3
Civil Rights - Sexual Orientation - Not Transgender										2			2
Civil Rights - Transgender Screening						1		2					3
Customer Service				11	17	36	26	26	18	13	24	17	188
Customer Service - CSM								1		1			2
Customer Service - Others					1	5	3	5	2	3	1	1	21
Customer Service - TSO				11	16	31	23	20	16	9	23	16	165
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks				6	2	5	4	4	7	7	9	6	50
Locks - General				1				2					3
Locks - Missing or Damaged Lock				5	2	5	4	2	7	7	9	6	47
Lost and Found						3	1		1	1	1	1	8
Lost and Found - Airport/TSA						3	1		1	1	1	1	8
Mishandling of Passenger Property				52	36	59	49	62	46	56	81	64	505
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				9	5	13	8	7	9	8	8	9	76
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				43	30	43	35	45	34	40	69	51	390
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1		2				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	6	8	3	7	4	3	34
Patdown				3	7	4	4	4	3	5	6	4	40
Patdown - Flyer				3	6	3	4	4	3	5	3	3	34
Patdown - Flyer as Observer											2		2
Patdown - General						1							1
Patdown - Non-Flyer					1						1	1	3
Persons w/ Disabilities (PWD)				4	3	8	2	3	5	11	6	4	46
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1				1		1	3
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General				1		2				2			5
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 Scoot				1	2	2	2	3		3	3	2	18
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 Aversion (pain/trauma)										1		1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			2	3			6
Screening				15	34	120	26	41	17	12	18	17	300
Screening - Crew Member or Airline Employee						2							2
Screening - Inconsistency				2	2	3		2		1	2	2	14
Screening - Lengthy Lines				4	23	99	15	24	7	5	3	5	185
Screening - Procedures/Process				7	9	13	10	14	9	6	12	6	86
Screening - Retrieving Abandoned/Confiscated Items				1		3	1		1			2	8
Screening - Security Breach				1				1			1	2	5
TSA Contact Information													1
TSA Contact Information - General													1
2017	97	104	129	115	68	88	55	87	88	90	105	93	1,119
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	2	6	6	3	4	5		1	2	2	1	2	34
Civil Rights - Hair Patdowns						1							1
Civil Rights - Headwear			1										1
Civil Rights - National Origin		1			1							1	3
Civil Rights - Perceived Religion	1		1							1			3
Civil Rights - Racial Profiling or Discrimination	1	3	4	2		3		1	1		1		16
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	3				1	1		1	7
Civil Rights - Transgender Screening		2											2
Customer Service	16	19	22	19	12	20	10	18	16	26	20	13	211
Customer Service - CSM			2	2		1							5
Customer Service - Others	2		3	1		1		1		1			9
Customer Service - TSO	14	19	17	16	12	18	10	17	16	25	20	13	197
Identification (ID) Requirements	1												2
Identification (ID) Requirements - Domestic	1												1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues											1		1
Locks	5	4	3	4	3	2	2	9	5	5	8	3	53
Locks - General		1		1	1				2	2			7
Locks - Missing or Damaged Lock	5	3	3	3	2	2	2	9	3	3	8	3	46
Lost and Found		3	4	2		1			1	1	1	2	15
Lost and Found - Airport/TSA		3	4	2		1			1	1	1	2	15
Mishandling of Passenger Property	54	44	61	63	38	37	19	25	31	29	36	29	466
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor	12	13	12	9	5	5	2	1	2	1	5	7	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	39	29	44	45	31	30	17	22	26	24	25	19	351
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1									1		3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1	5	9	2	2		2	3	4	5	3	38

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	4	8	10	3	4	11	4	8	3	5	10	3	73
Patdown - Flyer	4	6	9	3	4	9	3	4	3	5	8	3	61
Patdown - Flyer as Observer		2	1			2		1					6
Patdown - Non-Flyer							1	3			2		6
Persons w/ Disabilities (PWD)	2	4	3		2	1	4	2	2	2	6	9	37
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1		1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1	1				1	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General		1					1				2		4
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												4	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1							1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1		1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1					1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aids	1									1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1					1		1		2		5
Prohibited & Permitted Items									4				4
Prohibited & Permitted Items - Firearm/Ammunition									1				1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							11	15	13	15	15	20	89
Property - Special Handling - Damaged Items - Carry-On								2	3	2	1	1	9
Property - Special Handling - Damaged Items - Checked							4	3	1	6	5	6	25
Property - Special Handling - Missing Items - Carry-On								2	4	2	2	2	12
Property - Special Handling - Missing Items - Checked							7	8	5	5	7	11	43
Request for Assistance	1				1		1	1			1	1	6
Request for Assistance - Other	1				1		1	1				1	5
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	12	16	20	20	4	11	4	8	11	5	6	11	128
Screening - Crew Member or Airline Employee											1	1	2
Screening - Inconsistency		2	2	2	1	2		1	2	3			15
Screening - International Screening						1							1
Screening - Lengthy Lines	2	5	5	6		1		2	2	2	1	1	27
Screening - Procedures/Process	7	7	11	11	2	7	4	3	6		3	9	70
Screening - Retrieving Abandoned/Confiscated	1	1	1	1				2					6
Screening - Security Breach	2	1	1		1				1		1		7
2018	88	104	95	87	88	100	90	124	151	118	114	86	1,245
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - General	1												1
Civil Rights	1	4		5	4	2	4	5	7	6	5		43
Civil Rights - Age	1										1		2
Civil Rights - National Origin							1		3	1	1		6
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination		1		1	2		3	3	2	4	3		19
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2		3	2				1				8
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening		1		1		1		1	1				5
Customer Service	19	19	18	11	13	14	24	24	22	20	25	11	220
Customer Service - CSM												1	1
Customer Service - Others						3	1	1	3	4	2		14
Customer Service - TSO	19	19	18	11	13	11	23	23	19	16	23	10	205
Locks	8	7	2	3	10	5	4	4	5	4	7	5	64
Locks - General				1									1
Locks - Missing or Damaged Lock	8	7	2	2	10	5	4	4	5	4	7	5	63
Lost and Found	1			1	2			1	3	3	3		14
Lost and Found - Airport/TSA	1			1	2			1	3	3	3		14
Mishandling of Passenger Property	15	22	19	29	18	20	21	16	25	26	31	24	266
Mishandling of Passenger Property - Damaged	3	6		2	2	4	3	1	2	4	2	1	30
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	10	14	15	22	12	13	15	15	17	18	23	20	194
Mishandling of Passenger Property - Disassembled	2	2	4	5	4	3	3		6	3	4	3	39
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	5	3	4	10	4	2		3	1	5	7	1	45
Patdown - Flyer	5	3	3	10	4			3	1	4	4	1	38
Patdown - Flyer as Observer			1			1				1	3		6
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	4	2	5	2	6	7	3	4	3	6	3	8	53
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General		1							1				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		2	1		4	1	1				1	11
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1		1		1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1			1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Respiratory and Inhaler Equipment					2							2	4
Persons w/ Disabilities (PWD) - Service Animals		2								2			4
Persons w/ Disabilities (PWD) - Touch Aversion (pair)			1				1						2
Persons w/ Disabilities (PWD) - Visual Impairment										1		1	2
Persons w/ Disabilities (PWD) - Wheelchairs		1		2		1		1	2	1			10
Property - Special Handling	21	22	19	20	22	24	11	18	20	19	14	22	232
Property - Special Handling - Damaged Items	1	2	3	5	2	4	3	2	2	3	1	2	30
Property - Special Handling - Damaged Items - Unusable	10	4	8	5	8	3	2	3	5	6	5	5	64
Property - Special Handling - Missing Items	7	4	4	3	4	3	2	1	7	3	5	7	50
Property - Special Handling - Missing Items - Unusable	3	12	4	7	8	14	4	12	6	7	3	8	88
Request for Assistance		1	2		1	2				1			7
Request for Assistance - Other			1		1	1							3
Request for Assistance - Wounded Warrior (MSIJSO)		1	1			1				1			4
Screening	13	24	26	6	8	24	23	49	65	28	19	14	299
Screening - Children											1		1
Screening - Crew Member or Airline Employee		1						1					2
Screening - Gate Pass									1				1
Screening - Inconsistency	1	2	1	1		2				1	2		11
Screening - Lengthy Lines	2	8	7	1	4	12	12	27	50	6	10	5	144
Screening - Procedures/Process	9	12	16	3	4	9	10	19	12	21	5	6	126
Screening - Retrieving Abandoned/Confiscated Items		1	2	1			1	1	1		1	1	9
Screening - Security Breach	1					1		1					5
2019	93	109	104	52	68	80	73	95	92	95	92	90	1,043
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Civil Rights	4	3	5	2		5	2	5	4	3	1	5	39
Civil Rights - Age	1			1						1		1	4
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - Hair Patdowns			1			1							2
Civil Rights - Headwear	1												1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimination		2	3			1		2	1			2	13
Civil Rights - Sex/Gender/Gender Identity	2	1	1			1	1	1		1	1	1	10
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service	15	21	28	8	13	8	20	15	23	13	21	25	210
Customer Service - Others		1	1		1	1	1		1		2	1	9
Customer Service - TSO	15	20	27	8	12	7	19	15	22	13	19	24	201
Locks	5	8	4	3	6	7	2	1	4	3	4	5	52
Locks - General			1										1
Locks - Missing or Damaged Lock	5	8	3	3	6	7	2	1	4	3	4	5	51
Lost and Found	1	1	1	2			1	2	2	1	2		13
Lost and Found - Airport/TSA	1	1	1	2			1	2	2	1	2		13
Mishandling of Passenger Property	17	23	27	11	10	12	11	17	18	20	23	21	210
Mishandling of Passenger Property - Damaged/Missing Items		1	1			1			2	2	2	3	12
Mishandling of Passenger Property - Damaged/Missing Items--Unusable	12	18	21	8	9	9	8	12	15	16	17	16	161
Mishandling of Passenger Property - Damaged/Missing Items--Unusable			1								1		2
Mishandling of Passenger Property - Disposition	5	4	3	1	2	3	5	1	2	3	2	2	35
Patdown	2	5	2	2	5	4	4	9	3	9	4	2	51
Patdown - Children		1								1			2
Patdown - Flyer	2	3	1	1	5	2	3	9	3	6	4	2	41
Patdown - Flyer as Observer		1				2				2			5
Patdown - Non-Flyer			1	1			1						3
Persons w/ Disabilities (PWD)	5	8	8	1	2	9	9	4	7	6	3	5	67
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			2						1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							3
Persons w/ Disabilities (PWD) - Diabetes		1					1	1			1		4
Persons w/ Disabilities (PWD) - General	1					1	1			1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices	1				1		1		1			1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1									1	2
Persons w/ Disabilities (PWD) - Medically Necessary		3	1					1		2			7
Persons w/ Disabilities (PWD) - Metal Implants	1								1				2
Persons w/ Disabilities (PWD) - Mobility Devices	1	2	1			3		2		2	2		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1						1	2
Persons w/ Disabilities (PWD) - Service Animals		1		1									2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1				1						3
Persons w/ Disabilities (PWD) - Wheelchairs	1		2			2	2	1	3			1	12
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	19	19	12	11	13	14	18	14	13	28	16	22	199
Property - Special Handling - Damaged Items	1	1	1	1	3	1	1	1	1	1	2	1	15
Property - Special Handling - Damaged Items - Unusable	1	5	3	3	2	3	5	3	3	5	3	6	42
Property - Special Handling - Missing Items	6	3	1	2	4	2	2	5	1	7	5	7	45
Property - Special Handling - Missing Items - Unusable	11	10	7	5	4	8	10	5	8	15	6	8	97
Request for Assistance	1	1				1				2	1		6
Request for Assistance - Other	1	1				1				2	1		6
Screening	24	20	16	12	19	20	6	28	17	10	17	5	194
Screening - Children					1								1
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency	2	2	1		1	1	1			1	1		10
Screening - Lengthy Lines	7	7	4	1	4	7	1	8	5		2		46
Screening - Procedures/Process	11	11	10	9	13	11	3	20	11	8	12	5	124
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
Screening - Security Breach	3		1	1		1			1	1	1		9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFB	37	37	26	21	35	36	48	39	46	31	39	29	424
2016				7	9	7	8	12	3	4	6	5	61
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service				1	1	1	4	4	1		2	2	19
Customer Service - Others						1		1		1			4
Customer Service - TSO				1	1		4	3	1	2	2	1	15
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks					2					1			3
Locks - Missing or Damaged Lock					2					1			3
Mishandling of Passenger Property				3	1	3	2	3			1	1	14
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							2	1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3			1	2	1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown					2								2
Patdown - Children					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)				1	1	1			2			1	6
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening				1	2	2	1	4			2	1	13
Screening - Inconsistency					2	1							3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1		1		3			2	1	8
Screening - Security Breach							1						1
2017	6	10	8	4	6	5	7	8	7	7	9	13	90
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service			1	1		3	1	2	1	1	5	4	20
Customer Service - Others			1									1	2
Customer Service - TSO				1		3	1	2	1	1	5	3	18
Locks			1						2				3
Locks - Missing or Damaged Lock			1						2				3
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	1	5	2		1	2		1	1	4	1	1	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	4						1				1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1		1				1	3	1		7
Mishandling of Passenger Property - Disarrayed Item		1				2				1			4
Patdown	2		1		1		3		4				11
Patdown - Flyer	2		1		1		3		3				10
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1	1		1	1			2		1	1	2	10
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1				1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling							2			1	1		4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							1			1			3
Screening		2	4	3		2		2	1		1	5	20
Screening - Inconsistency			1	1	1								3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1	3	1		2		1	1		1	4	14
Screening - Rail								1					1
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	18	13	6	5	8	9	14	11	20	10	10	5	129
Civil Rights						1			1	1			3
Civil Rights - Racial Profiling or Discrimination						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	7	5	1	2	2	2	5	5	3	5	4	2	43
Customer Service - Others		1					1		2	1	2		7
Customer Service - TSO	7	4	1	2	2	1	5	5	1	4	2	2	36
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	2	1	1	1	1	2	4		1		2	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1					1					1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	1				3		1				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1					1	3
Patdown		2		1	1				2		1		7
Patdown - Flyer		2		1	1				2		1		7
Persons w/ Disabilities (PWD)		2			1		3	5	4	1	1	2	19
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes							2	1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	2					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1		1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1						2				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1	1		2
Persons w/ Disabilities (PWD) - Wounded Warrior												1	1
Property - Special Handling	2	1	1	1	1				6	2	1		15
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked										2			2
Property - Special Handling - Missing Items	1			1	1				2	1	1		7
Property - Special Handling - Missing Items - Checked		1	1						2	1			5
Screening	7	2	3		1	5	2	1	3	1			25
Screening - Children			1										1
Screening - Lengthy Lines	3	1				1		1					6
Screening - Procedures/Process	4	1	2		1	4	2		3	1			18
2019	13	14	12	5	12	15	19	8	16	10	14	6	144
Civil Rights	1					1			1				3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	5	5	6	2	6	4	9	1	7	5	3	1	54
Customer Service - Others		1	1		2	1	2		4	1			12
Customer Service - TSO	5	4	5	2	4	3	7	1	3	4	3	1	42
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property	3	1	1	1	1	2			2		2	1	14
Mishandling of Passenger Property - Damaged	2		1	1	1	1						1	7
Mishandling of Passenger Property - Damaged	1	1				1			1		1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		1		2
Patdown	1	1		1	1	1				1	3	1	10
Patdown - Flyer	1	1		1	1	1				1	3	1	10
Persons w/ Disabilities (PWD)	1	1	3	1	1	1	2	1	1	1	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes		1			1								2
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1				1						2
Persons w/ Disabilities (PWD) - Mobility []	1		1			1		1					4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling		2				3	5	2	1	1	2		16
Property - Special Handling - Damaged Items - Carry-On							2						2
Property - Special Handling - Missing Items - Carry-C		1				2	1		1		2		7
Property - Special Handling - Missing Items - Checked		1				1	2	2		1			7
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2	4	2		2	2	3	4	3	2	3	2	29
Screening - Lengthy Lines	1							1		2	1		5
Screening - Procedures/Process	1	3	1		2	2	3	2	3		2	2	21
Screening - Retrieving Abandoned/Confiscated Items		1						1					2
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFO	177	186	209	205	204	208	219	268	264	273	293	199	2,705
2016				69	45	49	51	52	56	71	78	57	528
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Flyer								1				1	2
Civil Rights				1	2	2	5	3	2	2	9	4	30
Civil Rights - Constitutional Rights										1		1	2
Civil Rights - General Complaint and Discrimination				1	1								2
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion												2	2
Civil Rights - Racial Profiling or Discrimination							2	2	1	1	7		13
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	1		1		1	1	6
Customer Service				18	13	14	16	13	15	22	19	16	146
Customer Service - CSM				1									1
Customer Service - Others				2	1			3	1	1			8
Customer Service - TSO				15	12	14	16	10	14	21	19	16	137
Identification (ID) Requirements				1					1		1		3
Identification (ID) Requirements - Domestic				1					1		1		3
Locks				3	1	1	2	1	6	2	4	2	22
Locks - Missing or Damaged Lock				3	1	1	2	1	6	2	4	2	22
Lost and Found				1					1	1			3
Lost and Found - Airport/TSA				1					1	1			3
Mishandling of Passenger Property				26	20	16	14	15	16	21	29	18	175
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				21	16	10	11	11	11	18	17	10	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2	1				3	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	2	1	1	4	3	8	5	30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	2	1	3	1		1	1	11
Patdown				4	2	2	4	5	1	7	4	5	34
Patdown - Flyer				4	1	2	4	2	1	7	3	4	28
Patdown - Flyer as Observer					1			2			1		4
Patdown - General								1					1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)				5	1	3	3	1	2	3		1	19
Persons w/ Disabilities (PWD) - Autism Spectrum							2			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						2		1					3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - 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 Medic				1					1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Request for Assistance							1			1	1		3
Request for Assistance - Other							1			1	1		3
Screening				8	6	11	6	13	12	12	10	10	88
Screening - Children					1					1			2
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1	2			1	2	1	2	2	11
Screening - Lengthy Lines				1	1	5	2	3	3	2	3	2	22
Screening - Procedures/Process				6	2	6	4	8	6	7	5	6	50
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach									1				1
TSA Contact Information				2									2
TSA Contact Information - General				2									2
2017	46	52	66	38	54	38	47	59	59	63	69	51	642
Advanced Imaging Technology (AIT)	1										2		3
Advanced Imaging Technology (AIT) - Flyer	1										1		2
Advanced Imaging Technology (AIT) - Non-Flyer											1		1
Civil Rights	1	1	5		4	2	4	3	4	2	2	6	34
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin						2		1	1			2	6
Civil Rights - Racial Profiling or Discrimination	1	1	3		1	2	3	1	2	1	2	3	20
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			1	3
Customer Service	17	10	14	12	21	7	15	26	22	25	21	16	206
Customer Service - Others	1	1	3	1	1		1	1	1	3			13
Customer Service - TSO	16	9	11	11	20	7	14	25	21	22	21	16	193
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	3	3	2	1	5		4	2	1	2	2	5	30
Locks - General							1						1
Locks - Missing or Damaged Lock	3	3	2	1	5		3	2	1	2	2	5	29
Lost and Found	1	1	3				1				2		8
Lost and Found - Airport/TSA	1	1	3				1				2		8
Mishandling of Passenger Property	12	20	25	17	13	17	9	11	12	10	16	10	172
Mishandling of Passenger Property - Damaged/Missing Items Private Scree	6	10	10	10	9	13	8	6	4	3	7	1	87
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2	3	1	1	1		1	3	4	1		18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	7	10	6	1	3	1	1	4	3	8	9	57

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	1	1	2		1				3	1			9
Patdown	5	6	5	3	3	4	4	2	3	3	4	4	46
Patdown - Flyer	5	6	5	3	3	2	4	2	3	2	3	3	41
Patdown - Flyer as Observer						2				1	1	1	5
Persons w/ Disabilities (PWD)		4	2	1	3	1	1	1	4	1	5	3	26
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1	1									2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1			1				2		1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1										1	2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1			1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1						1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											2
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knitting/Crochet Hooks/Needles									1				1
Property - Special Handling						3		6	6	7	5		27
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Carry-On								2	4	2			8
Property - Special Handling - Missing Items - Checked						3	3	2	5	3			16
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	6	7	9	4	4	6	6	8	7	13	10	7	87
Screening - Children						1							1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1	1	1		1	1	1			4			10
Screening - International Screening			1								1		2
Screening - Lengthy Lines		1	1			1		1	1				5
Screening - Procedures/Process	4	4	6	4	3	3	5	7	6	9	7	6	64
Screening - Retrieving Abandoned/Confis	1										2		3
Screening - Security Breach												1	1
2018	68	69	75	47	53	63	60	98	84	79	70	40	806
Civil Rights	1	10	6	1	2	3	5	12	3	2	4	1	50
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Headwear		1								1	1		3
Civil Rights - National Origin		3				1	1	3					9
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimin	1	3	4	1	1	2	4	5	2	1	1	1	26
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1					1	1				3
Civil Rights - Sexual Orientation - Not Transgender			1					1					2
Civil Rights - Transgender Screening					1			2					3
Customer Service	20	17	28	11	16	24	22	28	28	19	22	6	241
Customer Service - Others	1		1		1				1		1		5
Customer Service - TSO	19	17	27	11	15	24	22	28	27	19	21	6	236
Locks	2	5	1		6	1	1	5	2	5	5	2	35
Locks - General		1											1
Locks - Missing or Damaged Lock	2	4	1		6	1	1	5	2	5	5	2	34
Lost and Found	1			2			1			1	1	2	8
Lost and Found - Airport/TSA	1			2			1			1	1	2	8
Mishandling of Passenger Property	15	14	11	15	11	9	10	10	13	17	12	12	149
Mishandling of Passenger Property - Dam	5	5	2	8	4	3	4	3	6	8	6	5	59
Mishandling of Passenger Property - Dam	1	2	2		1	2	2	2		1	1		14
Mishandling of Passenger Property - Dam	8	4	6	7	5	4	3	4	7	5	4	6	63
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Disarrayed Item		3	1		1		1	1		2	1	1	11
Patdown	4	5	2	2	2	3	2		6	4	6	3	39
Patdown - Children										1			1
Patdown - Flyer	4	4	2	2	2	3	2		6	3	5	3	36
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	4	5	6	3	2	4		2	6	4	2	3	41
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - General			2			1			1				4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1							2	1	1		5
Persons w/ Disabilities (PWD) - Metal Im	3												3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1			2			3	1	1	1	10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Touch Av	1			1		1		1				1	5
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	3	1									7
Property - Special Handling	6	2	5	7	6	4	7	8	4	11	3	6	69
Property - Special Handling - Damaged Items - Carry-On			1			1	1		1	2		1	7
Property - Special Handling - Damaged It	2		2		1	1	2	1		1	1	1	12
Property - Special Handling - Missing Item	1	1	2	1	3	2	3	2	2	3	2	1	21
Property - Special Handling - Missing Item	3	1		6	2	2	2	4	1	5		3	29
Request for Assistance							1			1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other							1			1			2
Screening	15	11	16	6	8	15	11	33	22	15	15	5	172
Screening - Children				1									1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	1	2		1				1			2		7
Screening - Lengthy Lines	1	3	7		2	2		14	13	1	6		49
Screening - Procedures/Process	12	6	9	3	6	12	11	18	8	13	6	5	109
Screening - Security Breach	1			1		1			1		1		5
2019	63	65	68	51	52	58	61	59	65	60	76	51	729
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	2	3	6	9	4	1	2	1	2	7	7	2	46
Civil Rights - Age			1	1									3
Civil Rights - Constitutional Rights			1										1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				1					1		1		3
Civil Rights - Racial Profiling or Discrimination		1	2	1	2	1		1	1	3	2	2	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	2		3	3	2		1			2	3		16
Civil Rights - Transgender Screening				2						1			3
Customer Service	22	16	19	13	13	17	27	14	25	14	25	11	216
Customer Service - Others			2			1	1		2		1	1	8
Customer Service - TSO	22	16	17	13	13	16	26	14	23	14	24	10	208
Locks	2	5	3	1	1	5		4	4	5	6	3	39
Locks - General			1			1							2
Locks - Missing or Damaged Lock	2	5	2	1	1	4		4	4	5	6	3	37
Lost and Found						1	1				3		5
Lost and Found - Airport/TSA						1	1				3		5
Mishandling of Passenger Property	5	9	12	7	6	7	6	5	6	12	5	12	92
Mishandling of Passenger Property - Damaged	2	5	10	5	2	6	3	1	2	5	2	5	48
Mishandling of Passenger Property - Damaged/Missing			1	1			1	1					4
Mishandling of Passenger Property - Damaged/Missing Item	3	2	1		1	1	2	2	2	5	2	7	28
Mishandling of Passenger Property - Disarrayed Item			1	1	3			1	2	2	1		12
Patdown	3	1		3	5	2	4	4	3	3	5	5	38
Patdown - Flyer	3	1		3	5	2	4	4	3	3	5	5	38
Persons w/ Disabilities (PWD)	5	8	8	3	3	4	1	3	4	6	2	2	49
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (Genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General		1			1		1	1					4
Persons w/ Disabilities (PWD) - Hearing Impairment	1									2			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1	2								1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1			1							3
Persons w/ Disabilities (PWD) - Mobility (wheelchair)	1	2			2				1	2			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Service Animals			2							1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pair of glasses)		1	1						1			1	4
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2		2		1			2		1		8
Property - Special Handling	5	3	6	8	3	7	8	10	5	3	8	4	70
Property - Special Handling - Damaged Items - Carry			1	1		1	1	1			2	1	8
Property - Special Handling - Damaged Items - Checked			2		1	2	3	3	1	1	2		15
Property - Special Handling - Missing Item	3		4	2	1	1	1	2	2		2	3	21
Property - Special Handling - Missing Item	2	2		5	1	3	3	4	2	2	2		26
Request for Assistance	2	2	2		1						1		8
Request for Assistance - Other	2	1			1								4
Request for Assistance - Wounded Warrior (MSIJSO)		1	2								1		4
Screening	17	18	12	7	15	14	13	17	16	10	14	12	165
Screening - Inconsistency	1	1	1			1	2			1		1	8
Screening - Lengthy Lines	8	5	2		2	3		2	2	3	3	1	31
Screening - Procedures/Process	6	11	9	7	11	9	11	14	13	5	10	6	112
Screening - Retrieving Abandoned/Confiscated	1	1				1					1	1	5
Screening - Security Breach	1				2			1	1	1		3	9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	8	13	11	5	2	8	7	11	15	11	13	13	117
2016				1	1	1	1			1	4	3	12
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property						1	1	1		1	3	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1			1		2	8
Screening											1		1
Screening - Inconsistency											1		1
2017	1	2	4			3	2	1	6	3	2	6	30
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	1	1	3			1	2	1	1		1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	3			1	1	1	1		1	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown			1							1			2
Patdown - Flyer			1							1			2
Property - Special Handling									2			1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1			2	1		2	6
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process						1						1	2
2018	4	4	4	3	1	3	3	8	2	4	3	3	42
Civil Rights										1		1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service			1	1		1				1			4
Customer Service - TSO			1	1		1				1			4
Locks		2					1					1	4
Locks - Missing or Damaged Lock		2					1					1	4
Mishandling of Passenger Property			2	1	1	1	1	5	1	1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	1		1		4	1		1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1		1			3
Patdown								2			1		3
Patdown - Flyer								2			1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	4	1					1						6
Property - Special Handling - Damaged Items - Checked	2												2
Property - Special Handling - Missing Items - Carry-On	2	1					1						4
Screening		1	1	1		1	1		1	1	1	1	9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1	1	1	1			1		1	1	7
Screening - Security Breach										1			1
2019	3	7	3	1		1	1	2	7	3	4	1	33
Civil Rights		1								1	1	1	4
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination			1							1		1	3
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Locks	1						1				1		3
Locks - Missing or Damaged Lock	1						1				1		3
Mishandling of Passenger Property	2	2	1						1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	2	1						1	1	1		8
Patdown			1						3	1			5
Patdown - Flyer			1						2	1			4
Patdown - Flyer as Observer									1				1
Property - Special Handling		2		1			1	2					6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked				1			1	2					4
Property - Special Handling - Missing Items - Checked			1										1
Screening		2							2		1		5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1							2		1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGJ	4		1				1	5	4		1	2	18
2016							1	3	3		1	2	10
Customer Service												1	1
Customer Service - CSM												1	1
Mishandling of Passenger Property							1	3	3		1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	3	3		1	1	9
2017	2		1					2	1				6
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property	1							2	1				4
Mishandling of Passenger Property - Dam	1							2	1				4
Patdown	1												1
Patdown - Flyer	1												1
2018	1												1
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimin	1												1
2019	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	4	2	5	2	5	4	4	7	1	2	3		39
2016					3		1	1			2		7
Mishandling of Passenger Property					2			1			2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2			1			2		5
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
2017			1		2	1	2	2					8
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1		1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1	1					3
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2018	3		1					2	1	2	1		10
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Mishandling of Passenger Property	1								1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1								1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling	1							1					2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1												1
Screening	1										1		2
Screening - Procedures/Process	1										1		2
2019	1	2	3	2		3	1	2					14
Customer Service			1	1		1							3
Customer Service - Others						1							1
Customer Service - TSO			1	1									2
Mishandling of Passenger Property	1					1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Property - Special Handling		1	2			1		1					5
Property - Special Handling - Damaged Items - Checked			1			1		1					3
Property - Special Handling - Missing Items - Checked		1	1										2
Screening		1		1			1						3
Screening - Procedures/Process		1		1			1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHD		1	1				1		1	1	1		6
2018							1				1		2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2019		1	1						1	1			4
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Damaged/Missi		1							1	1			3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	1	2		1		1	2	1	1		3	1	13
2017	1	1					1		1			1	4
Civil Rights									1				1
Civil Rights - National Origin									1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening	1	1											2
Screening - Procedures/Process	1	1											2
2018			1				1	1					3
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening									1				1
Screening - Procedures/Process									1				1
2019				1		1					3	1	6
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property				1		1					2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Patdown													1
Patdown - Flyer													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10	Total
SHV	11	9	7	6	7	6	12	9	11	14	9	10	11	111
2016					3	1	3	1	2	1	2	6	19	19
Customer Service					1	1								2
Customer Service - TSO					1	1								2
Mishandling of Passenger Property					1		3	1	1		1	3		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		3	1	1		1	1		8
Patdown										1	1			2
Patdown - Flyer										1	1			2
Screening					1				1				3	5
Screening - Inconsistency					1								2	3
Screening - Procedures/Process									1				1	2
2017	3	3	3	2	2	3	3		1	1	1	1	23	23
Customer Service	1		1								1			3
Customer Service - TSO	1		1								1			3
Mishandling of Passenger Property	1	1	1	2	1	3	1		1					11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1	1	1	2	1		1					9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1										1
Patdown			1											1
Patdown - Flyer			1											1
Property - Special Handling										1			1	2
Property - Special Handling - Missing Items - Checked										1			1	2
Screening	1	2			1		2							6
Screening - Inconsistency		1												1
Screening - Procedures/Process	1	1			1		2							5
2018	4	1		4	1	2	5	4	5	8	3	2	39	39
Advanced Imaging Technology (AIT)									1					1
Advanced Imaging Technology (AIT) - Flyer									1					1
Civil Rights							1			1				2
Civil Rights - Racial Profiling or Discrimination							1							1
Civil Rights - Transgender Screening										1				1
Customer Service				1		1			1	1				4
Customer Service - TSO				1		1			1	1				4
Locks								1	1	1	1			4
Locks - Missing or Damaged Lock								1	1	1	1			4
Mishandling of Passenger Property	2	1		1			1	3	1	1	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2						1	2	1					6
Mishandling of Passenger Property - Disarrayed Item		1		1				1						3
Patdown				1			1			2			1	5
Patdown - Flyer				1			1			1			1	4
Patdown - Flyer as Observer										1				1
Property - Special Handling	1						1			1				3
Property - Special Handling - Damaged Items - Checked										1				1
Property - Special Handling - Missing Items - Checked	1						1							2
Screening	1			1	1	1	1		1	1	2	1		10
Screening - Inconsistency						1					1			2
Screening - Lengthy Lines							1							1
Screening - Procedures/Process	1			1	1				1	1	1	1	1	7
2019	4	5	4		1		1	4	3	4	3	1	30	30
Civil Rights		2												2
Civil Rights - Racial Profiling or Discrimination		1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1												1
Customer Service		1	2		1		1	1	2	1	1			10
Customer Service - Others			1					1	2		1			5
Customer Service - TSO		1	1		1		1			1				5
Locks									1					1
Locks - Missing or Damaged Lock									1					1
Mishandling of Passenger Property		1	1					1		2				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1					1		2				4
Mishandling of Passenger Property - Disarrayed Item		1												1
Patdown	1							1						2
Patdown - Flyer	1							1						2
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1			1
Property - Special Handling	1		1					1		1		1		5
Property - Special Handling - Damaged Items - Carry-On											1			1
Property - Special Handling - Damaged Items - Checked Baggage	1												1	2
Property - Special Handling - Missing Items - Checked			1					1						2
Screening	2	1								1				4
Screening - Lengthy Lines	1													1
Screening - Procedures/Process	1	1								1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT		1	2	1	1	2	3		5	7	3	4	29
2016						1			1			2	4
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						1							1
Patdown - Flyer						1							1
Screening												1	1
Screening - Procedures/Process												1	1
2017				1			3		1			2	7
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Mishandling of Passenger Property				1			1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1								1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown												1	1
Patdown - Flyer as Observer												1	1
Screening							1						1
Screening - Inconsistency							1						1
2018			1			1			2	4	2		10
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening			1			1				3	1		6
Screening - Inconsistency										1	1		2
Screening - Procedures/Process			1			1				2			4
2019		1	1		1				1	3	1		8
Civil Rights		1									1		2
Civil Rights - National Origin		1											1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property			1						1	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1						1				2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	91	81	87	118	100	114	237	206	130	129	141	119	1,553
2016				27	21	38	156	107	36	26	38	36	485
Civil Rights				3		1		1			2		7
Civil Rights - General Complaint and Discrimination				2									2
Civil Rights - Racial Profiling or Discrimination				1		1		1			1		4
Civil Rights - Screening of Religious or Cultural Garments											1		1
Customer Service					3	6	16	18	5	10	6	5	69
Customer Service - Others					2	1	7	8	2	2	1	2	25
Customer Service - TSO					1	5	9	10	3	8	5	3	44
Locks				2			2		4	1			9
Locks - General							1						1
Locks - Missing or Damaged Lock				2			1		4	1			8
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property				13	14	11	12	14	11	9	13	13	110
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		3	2	2				9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	12	11	8	12	9	8	13	11	95
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1		1			1			5
Patdown				1	1		2	1		1	1	1	8
Patdown - Flyer				1	1		2	1		1	1	1	8
Persons w/ Disabilities (PWD)				3		1				1			5
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Screening				3	3	18	124	73	16	4	16	17	274
Screening - Inconsistency								1			1	1	3
Screening - International Screening							1						1
Screening - Lengthy Lines				3		14	118	69	12	1	9	14	240
Screening - Procedures/Process					2	4	5	3	4	3	5	2	28
Screening - Retrieving Abandoned/Confiscated Items					1						1		2
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2017	26	29	34	31	22	23	16	25	28	29	36	26	325
Civil Rights		1	2		1			1	2				7
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination		1	2						2				5
Customer Service	7	7	4	3	3	8	3	6	7	6	6	3	63
Customer Service - Others	1	2	1	1	1	2	1		3	1		1	14
Customer Service - TSO	6	5	3	2	2	6	2	6	4	5	6	2	49
Identification (ID) Requirements				1						1			2
Identification (ID) Requirements - Domestic				1						1			2
Locks		1	3	2	3	3	2	3	3	1	1	2	24
Locks - General						1						1	2
Locks - Missing or Damaged Lock		1	3	2	3	2	2	3	3	1	1	1	22
Lost and Found		1		1		1					2		5
Lost and Found - Airport/TSA		1		1		1					2		5
Mishandling of Passenger Property	12	15	17	13	10	8	4	4	8	9	11	10	121
Mishandling of Passenger Property - Dam	3	1	3		3	1			2	1	1		15
Mishandling of Passenger Property - Dam	9	14	12	12	5	7	3	4	5	8	8	7	94
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1	2		1		1		2	3	11
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	1	1	2		1	1	2		2	1		12
Patdown - Children										1			1
Patdown - Flyer	1	1	1	1		1	1	2		1	1		10
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1	1	1	1	2			2		8
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1					3
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling							3	6	5	5	8	8	35
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							1	1	3	1	1	5	12
Property - Special Handling - Missing Items - Carry-On								2		1	2	1	6
Property - Special Handling - Missing Items - Checked							2	2	2	3	5	2	16
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	6	3	7	7	4	1	1	1	3	4	5	3	45
Screening - Inconsistency				1						2		1	4
Screening - Lengthy Lines	1	1									1		3
Screening - Procedures/Process	5	2	6	6	3	1	1	1	3	2	4	2	36
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach					1								1
2018	31	33	27	33	33	30	34	41	34	31	36	18	381
Civil Rights		1		1	2		1	2		1	2		10
Civil Rights - Age								1			1		2
Civil Rights - Perceived Religion					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination				1	1			1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Transgender Screening			1				1						2
Customer Service	6	4	8	4	7	5	7	7	1	6	2	3	60
Customer Service - Others			2	1	3	2		1		2			11
Customer Service - TSO	6	4	6	3	4	3	7	6	1	4	2	3	49
Locks	1	4		2	2	2			2	3	1		17
Locks - General				1						1			2
Locks - Missing or Damaged Lock	1	4		1	2	2			2	2	1		15
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	8	9	9	10	9	4	10	8	12	5	10	4	98
Mishandling of Passenger Property - Dam	3	1		1			1				2		8
Mishandling of Passenger Property - Dam	5	4	7	7	6	3	5	5	10	4	6	4	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		4	2	1	3	1	4	3	2	1	2		23
Patdown	1	2	1	3	1	2	3	1	3	3	1	1	22
Patdown - Flyer	1	1	1	1	1	2	3	1	3	3	1	1	19
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)	1	1	1			3	1	2	3		2	2	16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1									1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1					1	1	1	1		1	1	7
Property - Special Handling	8	5	3	8	2	5	6	5	9	6	9	6	72
Property - Special Handling - Damaged Items - Carry-On			1				2	2					5
Property - Special Handling - Damaged Items - Check		2		4	1	1	1		2	1	3	2	17
Property - Special Handling - Missing Item	1	2						2	3	1	1		10
Property - Special Handling - Missing Item	7	1	2	4	1	4	3	1	4	4	5	4	40
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	5	7	5	5	10	9	6	15	4	7	8	1	82
Screening - Inconsistency						1			1	1			3
Screening - Lengthy Lines		1	2		2	2	2	8		2			19
Screening - Military					1								1
Screening - Procedures/Process	5	6	3	5	7	6	4	7	3	3	6	1	56
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach										1	1		2
2019	34	19	26	27	24	23	31	33	32	43	31	39	362
Civil Rights	1	1					3	3	1	1	2	1	13
Civil Rights - Age											1		1
Civil Rights - Headwear	1												1
Civil Rights - Racial Profiling or Discrimination							1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1		1	1		4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening		1					1						2
Customer Service	4	1	3	4	6	3	7	7	5	10	8	8	66
Customer Service - Others			1			1	2						4
Customer Service - TSO	4	1	2	4	6	2	5	7	5	10	8	8	62
Locks	3	2	1		3	3	1	1	1	2	1	1	19
Locks - Missing or Damaged Lock	3	2	1		3	3	1	1	1	2	1	1	19
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	10	6	6	12	3	8	8	4	6	9	6	7	85
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1	1	3
Mishandling of Passenger Property - Dam	8	5	4	12	2	7	7	1	6	8	5	6	71
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	2	1	1		1	1	1	2		1			10
Patdown		1	1	1	1			2	2	2		2	12
Patdown - Flyer		1	1	1	1			1	2	1		1	9
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)	2	3	1	2		2	2	2	1	2	5	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1			3
Persons w/ Disabilities (PWD) - Diabetes		1									2	1	4
Persons w/ Disabilities (PWD) - Medically	1						1			1	1		4
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2		1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling	9	3	7	7	8	5	4	10	8	11	4	10	86
Property - Special Handling - Damaged It	2				1	1		1		2		2	9
Property - Special Handling - Damaged It	3	1	1	2	3		1	1		1			15
Property - Special Handling - Missing Items - Carry-On		2			1		5	3	1	2	2		16
Property - Special Handling - Missing Item	4	2	4	5	4	3	3	3	5	7	2	4	46
Request for Assistance	1				1								2
Request for Assistance - Other	1				1								2
Screening	3	2	7	1	2	2	5	3	8	6	5	6	50
Screening - Children									1				1
Screening - Inconsistency		1			1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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							2
Screening - Procedures/Process	3	1	5		1	1	4	3	7	6	3	6	40
Screening - Retrieving Abandoned/Confiscated Items			1	1			1				2		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT	4	2	3	4	2	1	1	4			3	3	27
2016					1			2			1	1	5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown												1	1
Patdown - Flyer												1	1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2017	1		2		1			1				1	6
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening				2		1		1					4
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process				1		1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2018	2	1		1				1			2		7
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 - Non-Flyer											1		1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				1				1			1		3
Screening - Procedures/Process				1				1			1		3
2019	1	1	1	3		1	1					1	9
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1			1					3
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1			1					3
Patdown							1						1
Patdown - Flyer							1						1
Screening	1	1											2
Screening - Procedures/Process	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	50	75	76	148	95	130	98	102	113	138	107	88	1,220
2016				67	42	55	34	36	25	27	32	32	350
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				3		1	1	2				1	8
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				2			1	2				1	6
Customer Service				17	7	10	9	7	4	3	5	6	68
Customer Service - CSM											1	1	2
Customer Service - Others				4		5	4	2	1		1	3	20
Customer Service - TCC										1			1
Customer Service - TSO				13	7	5	5	5	3	2	3	2	45
Locks				1	5	1	2	1	1	2	2	4	19
Locks - General													1
Locks - Missing or Damaged Lock				1	5	1	2	1	1	2	2	3	18
Lost and Found							1						2
Lost and Found - Airport/TSA							1						2
Mishandling of Passenger Property				23	19	23	18	16	15	20	15	17	166
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	5		2	2		2	4	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	16	18	16	13	13	18	13	11	138
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1		2		2	7
Patdown								2	2		4		8
Patdown - Children									1				1
Patdown - Flyer								2	1		4		7
Persons w/ Disabilities (PWD)				2		2	1	2			3		10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1							1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2			1		3
Screening				20	11	18	2	6	3	2	3	3	68
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines				18	7	17	1	3	1		1		48
Screening - Procedures/Process				2	3		1	2	2	2	2	2	16
Screening - Retrieving Abandoned/Confiscated Items						1							1
2017	16	23	38	35	18	32	19	25	34	36	30	14	320
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer as Observer										1			1
Civil Rights	1	1			1	1		1			1		6
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1							1			1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service	1	8	8	4	1	7	4	4	11	3	4	2	57
Customer Service - Others		4	4	4		1	1	1	1		1		13
Customer Service - TSO	1	4	4	4	1	6	3	3	10	3	3	2	44
Locks	3	2	2	3		3	2	1	3		1		20
Locks - Missing or Damaged Lock	3	2	2	3		3	2	1	3		1		20
Lost and Found									1	1		1	3
Lost and Found - Airport/TSA									1	1		1	3
Mishandling of Passenger Property	10	8	21	21	11	16	6	9	8	18	16	6	150
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	2	2	4	4				1	2	1		17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	5	18	16	7	16	5	8	7	16	13	6	125
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	1	1			1	1			2		8
Patdown				1	1		1	1				1	5
Patdown - Flyer				1	1		1					1	4
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		1		1	2	2		1	2	1	2		12
Persons w/ Disabilities (PWD) - Autism Spectrum										1	1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical Devices - At		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							2
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items										1	1		2
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling							3	5	5	11	4	2	30
Property - Special Handling - Damaged Items - Carry-On								1		1		1	3
Property - Special Handling - Damaged Items - Checked								2		3			7
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							3	2	2	7	4	1	19
Screening	1	3	6	5	3	2	3	4	4		1	2	34
Screening - Crew Member or Airline Employee				2					1				3
Screening - Inconsistency			1		1		1						3
Screening - Lengthy Lines		1	1	1		1		2	2				8
Screening - Procedures/Process	1	2	4	2	2	1	2	2	1		1	2	20

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2018	19	23	19	20	15	19	24	20	31	39	32	19	280
Civil Rights					1					2	3	1	7
Civil Rights - Constitutional Rights					1							1	2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3	2	2	6	2	2	4	4	6	8	4	1	44
Customer Service - Others	1	1	1	1				1	2	3	2		12
Customer Service - TSO	2	1	1	5	2	2	4	3	4	5	2	1	32
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	1		2					1	2	3	2	1	12
Locks - Missing or Damaged Lock	1		2					1	2	3	2	1	12
Lost and Found	2	3	1		1								7
Lost and Found - Airport/TSA	2	3	1		1								7
Mishandling of Passenger Property	3	10	5	2	4	11	7	6	8	11	9	8	84
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	3	10	5	2	2	11	5	6	7	9	8	7	75
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2		2		1	2			7
Patdown		1		1				1		1			4
Patdown - Flyer				1				1					2
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)			1	2			1	1	1	5	1	1	13
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										3		1	4
Property - Special Handling	8	3	5	6	4	1	7	4	13	7	7	6	71
Property - Special Handling - Damaged Items - Carry-On							1		1				2
Property - Special Handling - Damaged Items - Checked				1	2		1		2	1		2	9
Property - Special Handling - Missing Items	3			1		1	1	2	4	2			14
Property - Special Handling - Missing Items - Checked	5	3	5	4	2		4	2	6	4	7	4	46
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	1	4	3	3	3	5	5	3		2	6	1	36
Screening - Inconsistency											1		1
Screening - Lengthy Lines		1	1		1	3		1		1			8
Screening - Procedures/Process	1	3	2	3	2	2	4	2		1	4	1	25
Screening - Security Breach							1				1		2
2019	15	29	19	26	20	24	21	21	23	36	13	23	270
Civil Rights		1	1		2				2				6
Civil Rights - Age					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination		1	1							1			3
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service		3	3	5	4	4	3	3	4	9	7		45
Customer Service - Others		1		1	1			1		2	2		7
Customer Service - TSO		2	3	5	3	4	3	2	4	7	5		38
Locks	2	1	2	1		2				3		1	12
Locks - Missing or Damaged Lock	2	1	2	1		2				3		1	12
Lost and Found			1		1		2						4
Lost and Found - Airport/TSA			1		1		2						4
Mishandling of Passenger Property	9	9	5	10	8	9	3	7	7	8	2	8	85
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1					1		1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	8	7	3	10	7	8	2	4	5	6	2	7	69
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1					1		1					3
Mishandling of Passenger Property - Disarrayed Item		2	1		1		1	1	2	1			9
Patdown		1			1		1	2	1	1		1	8
Patdown - Flyer		1			1		1	1		1		1	6
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1		1	1			1		1	1		1	7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1										2
Property - Special Handling	3	11	4	7	3	5	7	6	6	13	4	10	79
Property - Special Handling - Damaged Items - Carry-On			1					1	1	1			4
Property - Special Handling - Damaged Items - Checked		5		1		3		2		3	2	2	18
Property - Special Handling - Missing Items	1		3				3	1	2	3		3	16
Property - Special Handling - Missing Items - Checked	2	5	1	6	3	2	4	2	3	6	2	5	41
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		3	2	2	1	4	4	2	2	1		2	23
Screening - Cruise Ships						1							1
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines			1										1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	116	100	132	158	164	172	146	135	144	197	151	149	1,764
2016				39	49	44	39	30	39	45	41	51	377
Civil Rights						1	1		1	1	2	1	7
Civil Rights - Racial Profiling or Discrimination						1	1		1		2	1	6
Civil Rights - Transgender Screening										1			1
Customer Service				7	6	6	6	4	8	4	4	5	50
Customer Service - Others				1		1		2	2	1	1	1	9
Customer Service - TSO				6	6	5	6	2	6	3	3	4	41
Locks				5	2	2	2	2	2	2	3	1	21
Locks - General				1									1
Locks - Missing or Damaged Lock				4	2	2	2	2	2	2	3	1	20
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property				23	30	19	19	19	21	24	19	37	211
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	9	3	2	4	4	7	4	4	39
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	19	16	16	14	15	16	15	29	160
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2		1	1	2	1		4	12
Patdown				1	4	5	2	1	3	6	5	2	29
Patdown - Children										1			1
Patdown - Flyer				1	4	5	2	1	3	3	5	2	26
Patdown - Flyer as Observer										2			2
Persons w/ Disabilities (PWD)					3	1	3	1		1	3	2	14
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		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1					2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1							1	2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/Matches												1	1
Screening				3	4	9	6	3	4	7	4	2	42
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines					2	2	1	1	1	1			8
Screening - Procedures/Process				2	2	7	4	2	1	5	3	1	27
Screening - Retrieving Abandoned/Confiscated Items													1
Screening - Security Breach									2				2
2017	37	33	64	43	42	44	28	31	39	54	36	40	491
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	3			4	1	2					3	2	15
Civil Rights - Headwear				1									1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination	1			1		1					3	1	7
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity	2											1	4
Civil Rights - Transgender Screening				1									1
Customer Service	6	5	14	5	6	8	3	6	6	5	5	5	74
Customer Service - Others		1	5			2				1	1		10
Customer Service - TSO	6	4	9	5	6	6	3	6	6	4	4	5	64
Locks	1	1	1	4	2	3	1	1	2	1		2	19
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1		4	2	3	1	1	2	1		2	18
Lost and Found		1		2		1							4
Lost and Found - Airport/TSA		1		2		1							4
Mishandling of Passenger Property	21	18	33	23	27	23	13	11	18	24	13	15	239
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	7	6	3	1	6	4	3	1	1	6		2	40
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	12	11	29	22	18	16	8	7	14	14	10	10	171
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1	1		3	3	2	3	3	3	3	3	27
Patdown	2	4	5	2	2	3	2	3	2	6	3	2	36
Patdown - Flyer	2	4	5	2	2	3	2	3	2	6	3	2	36
Persons w/ Disabilities (PWD)	2		3		2	2	1	5	1	2	1	1	20
Persons w/ Disabilities (PWD) - Autism Spectrum							1	1					2
Persons w/ Disabilities (PWD) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1					1			1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1		1		1					1	1		5
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) - Wheelchair/ Scooter/ Segway			1						1	1		1	4
Prohibited & Permitted Items									2				2
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling							4	4	6	12	6	8	40
Property - Special Handling - Damaged Items - Carry-On										1	1	1	3
Property - Special Handling - Damaged Items - Checked							2		1	1	3	2	9
Property - Special Handling - Missing Items - Carry-On							1	2	1	2	1	1	8
Property - Special Handling - Missing Items - Checked							1	2	4	8	1	4	20
Request for Assistance							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening	2	4	7	3	2	2	3	1	2	4	4	5	39
Screening - Inconsistency		1							2			2	5
Screening - Lengthy Lines				1						1	1		3
Screening - Procedures/Process	1	3	7	2	2	2	3	1		3	3	3	30
Screening - Security Breach	1												1
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2018	45	35	37	37	40	44	41	38	36	50	38	25	466
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - General									1				1
Civil Rights			1		2	1		2	2	3	2	2	15
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination			1					1	1	2	1		6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1			1	2	5
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening						1							1
Customer Service	7	4	6	7	2	6	8	7	5	7	4	3	66
Customer Service - Others	2	1	2	2	1		2	1		1		1	13
Customer Service - TSO	5	3	4	5	1	6	6	6	5	6	4	2	53
Locks	4	2	1	1	3	3	1	2	4	2	1	1	25
Locks - Missing or Damaged Lock	4	2	1	1	3	3	1	2	4	2	1	1	25
Lost and Found		1			1	2		1					5
Lost and Found - Airport/TSA		1			1	2		1					5
Mishandling of Passenger Property	15	13	10	13	14	9	12	12	10	11	11	7	137
Mishandling of Passenger Property - Dam	3		1	1	2	2	1	1		1	1		13
Mishandling of Passenger Property - Dam	10	11	8	11	11	6	9	7	6	9	8	5	101
Mishandling of Passenger Property - Disa	2	2	1	1	1	1	2	4	4	1	2	2	23
Patdown	3	2	3	3	4	5	1	4	3	5	2	3	38
Patdown - Flyer	3	2	3	3	4	4	1	2	3	4	2	3	34
Patdown - Flyer as Observer						1		2					3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)		1	2			2	5	2	2	5	1	2	22
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment								1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medicator			1				2			1		1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			2		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1			1				3
Property - Special Handling	5	10	8	8	7	13	10	4	6	10	8	3	92
Property - Special Handling - Damaged It	2	1	2	3		3	1	1		2	1	1	17
Property - Special Handling - Damaged It	1	1	1		1	2	4	2	2	4	2		20
Property - Special Handling - Missing Item	1	4	2	1	1	3	4	1	1		2		20
Property - Special Handling - Missing Item	1	4	3	4	5	5	1		3	4	3	2	35
Screening	11	2	6	5	7	3	4	4	3	7	9	4	65
Screening - Inconsistency	1				1				1	1			4
Screening - Lengthy Lines	4			2	1			1		1			9
Screening - Procedures/Process	6	2	4	3	5	3	4	3	2	5	8	4	49
Screening - Retrieving Abandoned/Confiscated Items			2								1		3
2019	34	32	31	39	33	40	38	36	30	48	36	33	430
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights			1	4	1	5		4		2	1	1	19
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Civil Rights - Transgender Screening			1										1
Customer Service	4	3	4	5	6	7	8	4	2	7	8	2	60
Customer Service - Others						1		1	1	2			5
Customer Service - TSO	4	3	4	5	6	6	8	3	1	5	8	2	55
Locks	5	1		1	2	2	4	1	3	4	5	2	30
Locks - Missing or Damaged Lock	5	1		1	2	2	4	1	3	4	5	2	30
Lost and Found			1	1			1		1	1			5
Lost and Found - Airport/TSA			1	1			1		1	1			5
Mishandling of Passenger Property	14	15	12	9	7	8	4	8	10	9	10	10	116
Mishandling of Passenger Property - Damaged/Missii		2		4						1	2	1	10
Mishandling of Passenger Property - Dam	12	9	11	5	7	7	3	5	8	6	6	7	86
Mishandling of Passenger Property - Disa	2	4	1			1	1	3	2	2	2	2	20
Patdown	1	1		2	1	2	3	1	2	3	2	3	21
Patdown - Flyer	1	1		2	1	2	3	1	2	3	2	3	21
Persons w/ Disabilities (PWD)	1	2	3	4	4	1	4		2	1	2		24
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			1								1		2
Persons w/ Disabilities (PWD) - General		1	1		1								3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2			1			1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1							1		3
Property - Special Handling	5	9	8	9	9	10	10	13	6	15	5	8	107

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	1	1	3	1		2	2			3	1	1	15
Property - Special Handling - Damaged It	1	7	3	3	4	2	4	3	1	3	2		33
Property - Special Handling - Missing Items - Carry-On				3	1	1		5	1	2		1	14
Property - Special Handling - Missing Item	3	1	2	2	4	5	4	5	4	7	2	6	45
Screening	4	1	2	4	3	5	3	5	4	6	3	7	47
Screening - Children							1						1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1					1	2			4
Screening - International Screening					1								1
Screening - Lengthy Lines	1		1		1		1						4
Screening - Procedures/Process	3	1	1	1	1	5	1	5	3	3	3	7	34
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK		1								1			2
2017		1											1
Civil Rights		1											1
Civil Rights - Screening of Religious or Cu		1											1
2018										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLN			1		1			1	1	1	1	1	7
2017			1		1			1	1	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--C			1										1
Patdown					1								1
Patdown - Flyer					1								1
2018									1	1			2
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
2019											1	1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	92	112	130	114	115	128	114	149	137	132	154	114	1,491
2016				38	27	32	33	43	30	36	48	27	314
Civil Rights				1			1	2		1		1	6
Civil Rights - Racial Profiling or Discrimination				1				2				1	4
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				3	6	3	5	9	3	9	10	3	51
Customer Service - Others					1		1	4	1				7
Customer Service - TSO				3	5	3	4	5	2	9	10	3	44
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks					3	2	2	1		1	2	2	13
Locks - Missing or Damaged Lock					3	2	2	1		1	2	2	13
Lost and Found				1			1	1	1	1	2	1	8
Lost and Found - Airport/TSA				1			1	1	1	1	2	1	8
Mishandling of Passenger Property				23	15	19	18	23	22	16	26	18	180
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		2	4	1	2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				21	15	16	18	20	17	14	24	14	159
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1						1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2		1		1	1	1		1	7
Patdown				1	1	1	1	2	1	2	4	1	14
Patdown - Flyer				1	1		1	2	1	2	2	1	11
Patdown - General											2		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				1		2		1	1	1			6
Persons w/ Disabilities (PWD) - General				1		1			1				3
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) - Touch Aversion (pain/trauma)								1					1
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening				8	1	5	5	4	2	5	3	1	34
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency				3	1			1			1		6
Screening - Lengthy Lines				1			1	2	1	1			6
Screening - Procedures/Process				4		4	2		1	4	2	1	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach							1						1
2017	25	37	54	30	40	35	19	34	30	32	34	28	398
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	1		1				1			1			4
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination	1						1						2
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Customer Service	3	6	1	1	6	2	1	3	3	4	3	3	36
Customer Service - CSM		1											1
Customer Service - Others		1									1		2
Customer Service - TSO	3	4	1	1	6	2	1	3	3	4	2	3	33
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks			1	2	3	3		3		3	1		16
Locks - General								1					1
Locks - Missing or Damaged Lock		1		2	3	3		2		3	1		15
Lost and Found	2	1		5	1								9
Lost and Found - Airport/TSA	2	1		5	1								9
Mishandling of Passenger Property	16	27	44	18	21	24	10	12	17	17	12	15	233
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	1	3	1	1	1				1			12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	10	23	37	16	17	21	9	10	15	13	11	11	193
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1		1							1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1	2	4	1	2	2	1	2	2	3		4	24
Patdown	1		2		3	2	1	2		1	1		13
Patdown - Flyer			2		2	2	1	2		1	1		11
Patdown - Flyer as Observer					1								1
Patdown - General	1												1
Persons w/ Disabilities (PWD)					1			1	1		1	2	6
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling							4	13	5	4	10	6	42
Property - Special Handling - Damaged Items - Checked								4	1	1	3	1	10
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							3	9	4	3	7	5	31
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2	2	6	4	3	3	2		4	1	6	2	35
Screening - Inconsistency	1			1	1						1		4
Screening - Lengthy Lines						1	1				1		3
Screening - Procedures/Process	1	2	2	3	2	1	1		4	1	2	2	21

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items			4								2		6
Screening - Security Breach						1							1
2018	29	35	38	27	27	31	32	39	38	29	35	31	391
Civil Rights			1		1					1			5
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening			1				1						2
Customer Service	3	7	6	2	2	2	4	2	5	8	6	6	53
Customer Service - Others			1						1	1			3
Customer Service - TSO	3	7	5	2	2	2	4	2	4	7	6	6	50
Locks	1	1	2	2	1	5		2	2	2	2	5	25
Locks - General		1											1
Locks - Missing or Damaged Lock	1		2	2	1	5		2	2	2		5	24
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	6	11	15	14	9	9	9	15	6	10	12	9	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1		2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	3	9	13	8	8	5	7	10	3	8	11	6	91
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			1						2
Mishandling of Passenger Property - Disa	3	2	2	4	1	3	1	3	3	1	1	3	27
Patdown	1	1			2	1		1	5		3	2	16
Patdown - Flyer	1		1		2	1		1	4		2	2	14
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	4		1	3	4		2	1	2	2	20
Persons w/ Disabilities (PWD) - Diabetes						1						2	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1		1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1				1						3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	1				1		4
Property - Special Handling	10	5	6	3	8	7	10	11	10	8	7	5	90
Property - Special Handling - Damaged Items - Carry-On			1	1		1	2	1	2	1	1	2	12
Property - Special Handling - Damaged It	5	2	3	2	4	2	1	1	4	3	2	1	30
Property - Special Handling - Missing Items - Carry-C		1				1		1			1	1	5
Property - Special Handling - Missing Item	5	2	2		4	3	7	8	4	4	3	1	43
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	8	10	3	5	3	4	3	8	8		1	2	55
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	3	3	1			1		2	2				12
Screening - Procedures/Process	3	6	2	4	2	2	3	4	5		1	2	34
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
Screening - Security Breach	1			1				2					4
Screening - Shoe Screening					1								1
2019	38	40	38	19	21	30	30	33	39	35	37	28	388
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1	4	4		1		1	1	2	1	1	1	17
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination			1	2			1	1		1	1		7
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity	1	2	2										5
Civil Rights - Sexual Orientation - Not Transgender						1							1
Customer Service	10	4	10	2	3	5	3	4	6	12	6	2	67
Customer Service - Others	3				1	1	1		1	4	1		12
Customer Service - TSO	7	4	10	2	2	4	2	4	5	8	5	2	55
Locks		2	1	2	3	1	3	1	3	2	1		19
Locks - Missing or Damaged Lock		2	1	2	3	1	3	1	3	2	1		19
Lost and Found		1							1				2
Lost and Found - Airport/TSA		1							1				2
Mishandling of Passenger Property	8	13	8	5	10	5	5	6	9	6	13	12	100
Mishandling of Passenger Property - Damaged/Missii		2									2		4
Mishandling of Passenger Property - Dam	6	9	6	4	7	5	3	5	8	6	9	11	79
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disa	2	2	2	1	3		2	1	1		1	1	16
Patdown	3	3	1				3	1	2	2	3	2	21
Patdown - Flyer	3	3					2	1	2	2	3	2	19
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1	1	3		2	1	3	2	1	1		15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1	1				2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1									1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1	1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Marijuana												1	1
Property - Special Handling	7	6	7	6	3	11	9	10	4	2	5	5	75
Property - Special Handling - Damaged Items - Carry		1	1	1		1	2	1		1			8
Property - Special Handling - Damaged Items - Checked	1	2			1	3	2	3			2	1	15
Property - Special Handling - Missing Items	1	1			1	3	1		1		1	1	10
Property - Special Handling - Missing Items - Checked	5	2	6	5	1	4	4	6	3	1	2	3	42
Request for Assistance													1
Request for Assistance - Other													1
Screening	9	6	6	1	1	3	7	5	10	8	8	5	69
Screening - Children										1			1
Screening - Inconsistency	1						1		2	1	2	2	9
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process	8	5	3	1	1	2	4	4	7	4	6	3	48
Screening - Retrieving Abandoned/Confiscated Items		1	2					2		1			6
Screening - Security Breach			1			1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX		1			1	1		1	2	1	1	1	9
2016					1	1			2	1		1	6
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property									2	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2	1			3
Patdown												1	1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
2017		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2018								1			1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	67	62	60	68	57	76	66	81	71	82	72	58	820
2016				17	17	26	21	20	18	18	20	14	171
Civil Rights						1			3			1	5
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				3		3	3	3	5	4	5	2	28
Customer Service - Others						1				1			2
Customer Service - TSO				3		2	3	3	5	3	5	2	26
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				11	12	19	13	12	8	11	10	6	102
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2	3	2			3		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	10	14	11	9	7	10	7	5	82
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2		2	1	1	1	1		1	9
Patdown					1	2	2	2	1	3	3	2	16
Patdown - Children						1				1			2
Patdown - Flyer					1	1	2	2	1	2	3	2	14
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - General							1						1
Screening				1	3	1	1	1	1		1	3	12
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency					1								1
Screening - Procedures/Process				1	1	1	1	1	1				10
2017	20	28	32	27	12	14	16	24	17	24	24	18	256
Civil Rights	1	2	2	2		1	1			3	1		13
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin		1											1
Civil Rights - Racial Profiling or Discrimination	1	1	2			1				1			6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening							1		1				2
Customer Service	4	1	5	1	1	1	1	4	4	5	3	3	33
Customer Service - TSO	4	1	5	1	1	1	1	4	4	5	3	3	33
Flying Armed		1											1
Flying Armed - General		1											1
Locks	2	3		1		2	3	2	1		2	1	17
Locks - Missing or Damaged Lock	2	3		1		2	3	2	1		2	1	17
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	12	11	16	19	8	7	7	7	7	6	8	11	119
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1		1		1			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	10	11	15	17	5	6	5	5	5	5	7	9	100
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1	2	1	1	2	2		1	2	13
Patdown		3	5		1			3		3	3		18
Patdown - Flyer		3	5		1			3		3	3		18
Persons w/ Disabilities (PWD)		2	1	2		1		3	1	1	1	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						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			2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1										1	2
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling							3	4	3	5	3	1	19
Property - Special Handling - Damaged Items - Checked									1	3	2	1	7
Property - Special Handling - Missing Items - Carry-On							1	1		1			3
Property - Special Handling - Missing Items - Checked							2	3	2	1	1		9
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	1	5	3	2	2	2	1	1			2	1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	5	3	2	1	1	1	1			2	1	18
2018	31	17	16	16	13	18	18	22	22	17	12	14	216
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	2						1		1			2	6
Civil Rights - Racial Profiling or Discrimination	1											1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening									1				1
Customer Service	2	3	1	2	4	3	3	5	2	3	2	2	32
Customer Service - TSO	2	3	1	2	4	3	3	5	2	3	2	2	32
Locks	2	1		3	1			1	2		1	1	12
Locks - General	1	1							1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	1			3	1			1	1		1	1	9
Mishandling of Passenger Property	10	6	7	3	5	6	9	7	7	4	4	3	71
Mishandling of Passenger Property - Damaged/Missed		1	2					2	2				7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	8	3	5	3	5	6	7	4	4	3	3	1	52
Mishandling of Passenger Property - Disassembly	2	2					2	1	1	1		2	11
Patdown	4	1	2	2		2	2	1	2	2	2		20
Patdown - Flyer	3	1	2	2		2	2	1	2	1	2		18
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	1	1			1	2		2	1			1	9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		1				1	3
Persons w/ Disabilities (PWD) - Touch Aversion	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	7	3	5	4	2	1	2	2	6	6	2	5	45
Property - Special Handling - Damaged Items - Carry-On			1	2							1		4
Property - Special Handling - Damaged Items - Checked		1	1		1					3	1		7
Property - Special Handling - Missing Items - Carry-On		1	2	1					1	2		3	10
Property - Special Handling - Missing Items - Checked	7	1	1	1	1	1	2	2	5	1		2	24
Screening	3	2	1	2		3	2	3	1	2	1		20
Screening - Inconsistency										1			1
Screening - Procedures/Process	3	1	1	2		3	2	3	1	1	1		18
Screening - Retrieving Abandoned/Confiscated Items		1											1
2019	16	17	12	8	15	18	11	15	14	23	16	12	177
Civil Rights	4	1	1			2	1		2		2		13
Civil Rights - Age	2												2
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination						1					2		3
Civil Rights - Sex/Gender/Gender Identity	2	1	1						1				5
Civil Rights - Transgender Screening						1			1				2
Customer Service	1	3	2		5	5	2	3	1	4	1	2	29
Customer Service - TSO	1	3	2		5	5	2	3	1	4	1	2	29
Locks		1		1	1				3	2	1	1	10
Locks - Missing or Damaged Lock		1		1	1				3	2	1	1	10
Mishandling of Passenger Property	5	7	3	2	3	2	1	2	1	3	4	4	37
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	3	6	1	1	3	1	1	1	1	3	2	4	27
Mishandling of Passenger Property - Disassembly	2	1	1	1		1					2		8
Patdown	1		2			1		3	1	4			12
Patdown - Flyer	1		2			1		3	1	4			12
Persons w/ Disabilities (PWD)	1				1	2	1			5	1		11
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	2	5	1	4	3	5	2	6	5	3	5	4	45
Property - Special Handling - Damaged Items - Carry-On								1	1		1		3
Property - Special Handling - Damaged Items - Checked	2	1		2	1	3		1	1	2	1	2	16
Property - Special Handling - Missing Items - Carry-On		1			1				1	1	1		5
Property - Special Handling - Missing Items - Checked		3	1	2	1	2	2	4	2		2	2	21
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	1		3	1	2	1	4	1	1	2	2	1	19
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		3	1		1	4		1	2	1	1	15
Screening - Security Breach								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI		2	3	1	3	3	3	2	1	1	2	1	22
2016					1	3	3	2	1	1	2	1	4
Mishandling of Passenger Property					1			1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1					2
Screening										1		1	2
Screening - Procedures/Process												1	1
Screening - Security Breach										1			1
2017			1			1	1	1	1		1		6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	2
Patdown							1						1
Patdown - Flyer							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2018		2	2	1	2	1					1		9
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Mishandling of Passenger Property						1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening			2	1	1	1							5
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			2		1								3
2019						1	2						3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown							1						1
Patdown - Flyer							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		3	1	1	1	3	2	1	2	5	3	2	24
2016					1	3	1	1	1	3			6
Mishandling of Passenger Property					1		1		1	2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1		1	2			5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
2017		2		1		2		1	1		1	1	9
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service						1		1	1		1	1	5
Customer Service - TSO						1		1	1		1	1	5
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missi			1	1									2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
2018		1	1							1	2		5
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1										1
Screening - Procedures/Process			1										1
2019						1	1			1		1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening													1
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SRQ	8	10	7	6	7	21	12	5	9	4	12	6	107
2016						3	5	1	2		1	1	13
Customer Service						1					1		2
Customer Service - Others						1							1
Customer Service - TSO											1		1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property						1	3	1	1		1		7
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2		1		1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown								1					2
Patdown - Flyer								1					2
Screening						1							1
Screening - Procedures/Process						1							1
2017	2	2	1	2	2	4	1	2	3	1	4	2	26
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service		1		1		1	2		1		2		8
Customer Service - Others				1							1		2
Customer Service - TSO			1			1	2		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					1	1	6
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown						1	1		1	1	1		5
Patdown - Flyer						1	1		1				3
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1								1			1	3
Screening - Procedures/Process	1								1			1	3
2018	1	1	2	3	1	7	8		3	1	1	3	31
Civil Rights						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender						1							1
Customer Service			1	2			1					1	5
Customer Service - Others				1									1
Customer Service - TSO			1	1			1					1	4
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1							1	1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1							1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1	1			3	2		1	1			9
Patdown - Flyer			1			3			1	1			6
Patdown - Flyer as Observer							1						1
Patdown - General		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 - Checked									1				1
Screening				1		2	3					2	8
Screening - Procedures/Process						2	3					1	6
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
2019	5	7	4	1	1	5	2	1	3	1	6	1	37
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights						1	1	1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimination							1	1		1	1		4
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Mishandling of Passenger Property		2	1						1				4
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2							1				3
Patdown		1				1	1				3	1	7
Patdown - Flyer		1				1	1				3	1	7
Persons w/ Disabilities (PWD)	1	1				1			1				4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility Devices	1								1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling						2					1		3
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Checked						1							1
Screening	2	3	3						1		1		10
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	3	2						1		1		9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC				1	1	1						1	4
2017							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
2018				1	1								2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	110	87	97	123	90	127	121	139	114	133	116	126	1,383
2016				38	24	28	37	45	27	42	30	36	307
Civil Rights				1	1	1	1				1	1	6
Civil Rights - General Complaint and Discrimination					1								1
Civil Rights - Racial Profiling or Discrimination				1		1	1				1	1	5
Customer Service				16	8	6	7	16	8	11	8	6	86
Customer Service - CSM							1						1
Customer Service - Others				9	4	3	2	5	3	3		1	30
Customer Service - TSO				7	4	3	4	11	5	8	8	5	55
Identification (ID) Requirements				1						1			2
Identification (ID) Requirements - Domestic										1			1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks							3	3	1	5	2	1	15
Locks - General											1		1
Locks - Missing or Damaged Lock							3	3	1	5	1	1	14
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				13	12	10	14	20	9	22	12	24	136
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			2	2	2	1		1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	11	10	10	15	7	20	9	23	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1		2	3		1	2		10
Patdown				1		1	4		1	2	2	1	12
Patdown - Flyer				1			4		1	2	2		10
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)				3	1	1		3	1	1			10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening				2	2	6	8	5	3	5	5	3	39
Screening - Inconsistency								1	1	3		1	6
Screening - Lengthy Lines						3	1	4		1	3	1	13
Screening - Procedures/Process				2	2	2	7		2	1	2	1	19
Screening - Security Breach						1							1
2017	43	28	31	30	18	31	29	32	24	27	20	31	344
Civil Rights	2	1		1		4	2	2		1	1		14
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination	1			1		2	1	1		1	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening	1					1							2
Customer Service	13	7	6	5	2	5	5	1	10	8	5	4	71
Customer Service - Others	2		1			1		1	2	2			9
Customer Service - TSO	11	7	5	5	2	4	5		8	6	5	4	62
Locks	2	2	2	1	1	1	2				1		12
Locks - General				1									1
Locks - Missing or Damaged Lock	2	2	2		1	1	2				1		11
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	20	12	14	13	12	14	5	9	10	7	4	10	130
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	2	1			1					7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	19	8	12	11	11	12	5	7	9	6	3	10	113
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	1	3				2		1	1	1			10
Patdown	1	2	2		1	2	2	5		3		4	22
Patdown - Flyer	1	2	2		1	2	2	5		3		4	22
Persons w/ Disabilities (PWD)	2	1	3	2		1	2	3		2	5	5	26
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Fragile	1											1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	2				1	1					5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												2	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) - Touch Aversion (pain/trauma)										2		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Persons w/ Disabilities (PWD) - Wounded Warrior				1									1
Property - Special Handling							7	10	4	5		6	32
Property - Special Handling - Damaged Items - Carry-On							1	1	1				3
Property - Special Handling - Damaged Items - Checked									1	1		2	4
Property - Special Handling - Missing Items - Carry-On								2				1	3
Property - Special Handling - Missing Items - Checked							6	7	2	4		3	22
Screening	2	2	4	8	2	4	4	2		1	4	2	35
Screening - Crew Member or Airline Employee	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency			1	2		1							4
Screening - Lengthy Lines				1	2		1			1	1		6
Screening - Procedures/Process		1	2	2	5		3	3	1		2	2	21
Screening - Retrieving Abandoned/Confiscated Items									1		1		2
2018	30	36	31	29	30	34	26	33	28	41	36	33	387
Civil Rights	2			1		1	3		1	1	1	2	12
Civil Rights - Hair Patdowns	1						1						2
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination				1			2		1	1	1	1	7
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	8	8	5	6	5	9	7	6	5	6	6	6	77
Customer Service - Others		1						3					5
Customer Service - TSO	8	7	5	6	5	9	7	3	5	6	6	5	72
Locks	1	2	1	2			1	1	1	3		2	14
Locks - Missing or Damaged Lock	1	2	1	2			1	1	1	3		2	14
Lost and Found	1					1		1			1		4
Lost and Found - Airport/TSA	1					1		1			1		4
Mishandling of Passenger Property	11	7	12	8	8	5	4	11	7	7	8	5	93
Mishandling of Passenger Property - Damaged	2	1	1									1	5
Mishandling of Passenger Property - Damaged/Missing	6	5	11	6	7	5	2	7	3	4	6	3	65
Mishandling of Passenger Property - Damaged/Missing		1											1
Mishandling of Passenger Property - Disassembled	3			2	1		2	4	4	3	2	1	22
Patdown	2	3	2	1	2	6	1	3	2	5	5		32
Patdown - Flyer	2	3	1	1	2	6	1	3	2	4	5		30
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3	1	1	3	1	1			2	5	2	3	22
Persons w/ Disabilities (PWD) - Autism Spectrum		1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes			1	1									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1	2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1	1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis	1									1			2
Persons w/ Disabilities (PWD) - Touch Aversion	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair	1											1	2
Property - Special Handling	1	5	5	6	9	6	4	6	5	8	6	8	69
Property - Special Handling - Damaged Items - Carry-On						1		1	2			1	5
Property - Special Handling - Damaged Items - Checked	1	2	5	1	5	2	1	2	2	3	3		27
Property - Special Handling - Missing Items - Carry-On		2		2	3	2				2	1	2	14
Property - Special Handling - Missing Items - Checked		1		3	1	1	3	3	1	3	2	5	23
Screening	1	10	5	2	5	5	6	5	5	6	7	7	64
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency			1							1	1		3
Screening - Lengthy Lines			3	2	1	1		1		1	1		10
Screening - Procedures/Process	1	6	3	2	4	4	6	4	5	3	4	6	48
Screening - Security Breach											1	1	2
2019	37	23	35	26	18	34	29	29	35	23	30	26	345
Civil Rights	2	1	1	2	1	1	3	1	3			1	16
Civil Rights - Constitutional Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination	1	1		1	1	1	2	1	2			1	11
Civil Rights - Sex/Gender/Gender Identity	1						1						2
Civil Rights - Transgender Screening			1										1
Customer Service	6	4	5	3	2	10	3	3	5	5	3	2	51
Customer Service - Others							1						1
Customer Service - TSO	6	4	5	3	2	10	2	3	5	5	3	2	50
Locks							1	1	3	2	1	2	10
Locks - General									1	1			2
Locks - Missing or Damaged Lock							1	1	2	1	1	2	8
Lost and Found								2		1			3
Lost and Found - Airport/TSA								2		1			3
Mishandling of Passenger Property	13	2	8	6	5	6	6	9	8	6	7	9	85
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged/Missing	8	1	7	6	3	3	5	8	4	6	6	7	64
Mishandling of Passenger Property - Disassembled	4	1	1		2	3	1	1	4		1	2	20
Patdown		1	2	2		2	3	1	4		3		18
Patdown - Flyer		1	2	2		2	3	1	4		2		17
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1	3	3	1	1	4	1	1	1	1	1	4	22
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1				1			1					3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies			1			2	1					1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1							1			3
Property - Special Handling	3	7	8	6	7	4	8	5	7	9	11	5	80
Property - Special Handling - Damaged Items - Carry-On					2						2	1	5
Property - Special Handling - Damaged Items - Checked	1	2	3	2	1	2	4		4	1	4	2	26
Property - Special Handling - Missing Items - Carry-On		1	1	1	1	1	1	1		2	1		10
Property - Special Handling - Missing Items - Checked	2	4	4	3	3	1	3	4	3	6	4	2	39
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	12	5	8	6	2	6	2	6	4	2	4	2	59
Screening - Inconsistency	3	1	1				1				1		7
Screening - Lengthy Lines			2			3		1					6
Screening - Procedures/Process	9	3	4	4	2	3	1	5	4	2	1	1	39
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
Screening - Security Breach		1	1	1							2		5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	4	3	1	2		3	1	4	2	6	3	6	35
2016						1	1	3	1	1	3	6	7
Customer Service								2					2
Customer Service - TSO								2					2
Mishandling of Passenger Property							1		1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening						1		1					2
Screening - Inconsistency						1							1
Screening - Lengthy Lines								1					1
2017	1	1				1		1	1	3	2	2	12
Customer Service						1			1	2	2		6
Customer Service - TSO						1			1	2	2		6
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Screening										1		2	3
Screening - Lengthy Lines												2	2
Screening - Procedures/Process										1			1
2018	2	1	1	2						1		3	10
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												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown													1
Patdown - Flyer													1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1												1
Screening - Procedures/Process	1												1
2019	1	1				1				1	1	1	6
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	6	12	6	25	13	17	17	26	24	21	25	7	199
2016				12	7	9	7	14	15	9	7	1	81
Civil Rights						1			1				2
Civil Rights - Racial Profiling or Discrimination						1			1				2
Customer Service				2	3	2	1	2	1				11
Customer Service - Others				1	1	1		1					4
Customer Service - TSO				1	2	1	1	1	1				7
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				10	3	4	4	11	12	7	5	1	57
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				10	3	4	4	10	12	7	5	1	56
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening					1	2	2			1	1		7
Screening - Procedures/Process					1		2				1	1	5
Screening - Retrieving Abandoned/Confiscated Items													1
Screening - Security Breach													1
2017	5	4	3	9	3	3	2	5	5	4	5	1	49
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	5	3	2	8	2	2	1	2	2	1	3		31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked				1		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	2	2	6	1	2	1	2	1	1	3		26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		1								1			2
Patdown - Flyer		1								1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling								2	2	2	1		7
Property - Special Handling - Damaged Items - Checked								1	1	1	1		4
Property - Special Handling - Missing Items - Checked								1	1	1			3
Screening			1				1	1				1	4
Screening - Inconsistency							1						1
Screening - Procedures/Process			1					1				1	3
2018		5	1	3	1	1	4	3	1	3	11	2	35
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service		1					1		1	1	3	1	8
Customer Service - CSM		1											1
Customer Service - TSO							1		1	1	3	1	7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	1		2			1	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1		2			1	3		9
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling			1	1							2		4
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked			1	1									2
Screening		4					1	2			2	1	10
Screening - Lengthy Lines		2											2
Screening - Procedures/Process		2					1	2			2		7
Screening - Security Breach												1	1
2019	1	3	2	1	2	4	4	4	3	5	2	3	34
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1	1			1	1	2		1		1	1	9
Customer Service - Others	1	1											2
Customer Service - TSO					1	1	2		1		1	1	7
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property		1	1		1		1	2	1	1			8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	1		1			2	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling		1		1		2	1	1	1	2	1	1	11
Property - Special Handling - Damaged Items - Checked				1					1	1	1		4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1			1	1	1		1		1	6
Screening								1		2		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1		1	2
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	4	3	2	8	8	4	1	5	4	6	9	2	56
2016				2	3	3	1	2	1	3	5	1	21
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	2	2	1	2	1	1	4		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	2	1	1	1	1	3		12
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							2
2017	3	1	1	4	2	1		1		1	3		17
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
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		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
Patdown			1										1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1							1					2
Screening - Procedures/Process	1							1					2
2018		1		1	2			1	1	2	1		9
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property			1		2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		2					1			4
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling								1		1	1		3
Property - Special Handling - Missing Items - Checked								1		1	1		3
2019	1	1	1	1	1			1	2			1	9
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling	1							1	1				3
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN			1		2	3	2	1	3	7	9	3	31
2016										2	1		3
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Screening											1		1
Screening - Lengthy Lines											1		1
2017					1		2		2		2	2	9
Mishandling of Passenger Property							1		1		1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Food/Beverages									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1		1						3
Screening - Procedures/Process					1		1						3
2018					1	1		1	1	4	6		14
Mishandling of Passenger Property						1			1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening					1			1		3	5		10
Screening - Lengthy Lines								1		2	3		6
Screening - Procedures/Process					1					1	2		4
2019			1			2				1		1	5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1							2
Screening - Procedures/Process						1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	1	2	4	3		4	1	2	2	5	7	4	35
2016						1				1	2		4
Mishandling of Passenger Property										1	2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	2		3
Screening						1							1
Screening - Procedures/Process						1							1
2017	1	1		1		1			1	1		1	7
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1								1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1								1			3
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
2018			3			1		1		1	3	2	11
Mishandling of Passenger Property			2								1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2								1	1	4
Property - Special Handling			1			1		1		1	2	1	7
Property - Special Handling - Damaged Items - Checked			1								1	1	3
Property - Special Handling - Missing Items - Checked						1		1		1	1		4
2019		1	1	2		1	1	1	1	2	2	1	13
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1	2		1	1	1		2	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1		1		1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1			1	1		5
Property - Special Handling									1				2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	5	10	4	7	6	4	11	10	5	10	13	7	92
2016				1	2	4	1	1		1	2	3	11
Mishandling of Passenger Property				1	1		1	1			2	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		1	1			2	1	7
Patdown													1
Patdown - Flyer													1
Screening											1		1
Screening - Procedures/Process											1		1
2017		1	1	2	1		2	2	2	3	3		17
Civil Rights										1			1
Civil Rights - Transgender Screening										1			1
Customer Service			1				1	1		1			4
Customer Service - Others										1			1
Customer Service - TSO			1				1	1					3
Mishandling of Passenger Property				1	2					1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	2					1	1		5
Patdown													1
Patdown - Flyer													1
Property - Special Handling								1	1		1		3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked												1	1
Screening										2	1		3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1	1		2
2018	1	6	2	1	2	3	3	1	2	2	6	3	32
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service						2	1		1	1			5
Customer Service - TSO						2	1		1	1			5
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			3	1			1	1			1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	1								1	5
Mishandling of Passenger Property - Disarrayed Item			1								1		2
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
Property - Special Handling			2	1			1			1	1	1	7
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1				1			1	1	1	5
Screening	1		1				1				1		4
Screening - Procedures/Process	1		1				1				1		4
2019	4	3	1	3	1	1	5	6	1	4	2	1	32
Civil Rights								2	1	1			4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination								2					2
Customer Service							2	3			1	1	7
Customer Service - TSO							2	3			1	1	7
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	3			3			1	1			1		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2			2			1				1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1				1					3
Patdown			1			1		1		1			6
Patdown - Flyer			1			1		2	1	1			6
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N)			1										1
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening				1							1		2
Screening - Procedures/Process				1							1		2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	28	30	20	23	20	30	27	29	18	32	29	26	312
2016				4	4	11	7	11	8	5	8	8	66
Civil Rights						1			1			1	3
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Racial Profiling or Discrimination									1			1	2
Customer Service						2	1	2	1	1		2	9
Customer Service - Others						2			1	1		1	5
Customer Service - TSO							1	2				1	4
Locks								1		1		1	3
Locks - Missing or Damaged Lock								1		1		1	3
Mishandling of Passenger Property				3	1	6	2	5	4	3	4	1	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2				1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	6	2	4	2	3	4	1	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1	1	1		1	1		2	2	9
Patdown - Flyer					1	1		1	1		2	2	8
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Screening					2		4	2	1		1	1	11
Screening - Inconsistency					1		1		1		1		4
Screening - Lengthy Lines							1	1				1	3
Screening - Procedures/Process					1		2	1					4
2017	10	9	8	11	8	8	2	7	2	9	8	5	87
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2	1	1	1	4	1			1	2		16
Customer Service - Others	1	1				3							5
Customer Service - TSO	2	1	1	1	1	1	1			1	2		11
Locks	1	1		2					1		1		6
Locks - General				1					1				2
Locks - Missing or Damaged Lock	1	1		1							1		4
Mishandling of Passenger Property	4	3	5	7	2	3		3		6	3	2	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	3	5	5	1	2		3		4	3	2	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1				1			3
Patdown	1	2	1		3	1		1	1		1		11
Patdown - Flyer	1	2	1		3	1		1	1		1		11
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Property - Special Handling								2		2	1	1	6
Property - Special Handling - Damaged Items - Checked								2		1		1	4
Property - Special Handling - Missing Items - Checked										1	1		2
Screening	1	1	1		2		1					1	7
Screening - Inconsistency		1					1						2
Screening - Procedures/Process	1		1		2							1	5
2018	11	7	5	5	4	3	8	6	6	8	3	8	74
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	1	1			1	1	1					6
Customer Service - Others	1						1						2
Customer Service - TSO		1	1			1		1					4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	5	2	2	1	1	2	2	1		5	1	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug			1			1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	2	1	1	1	1	2			5	1	4	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1							1					2
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	2			2					7
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					2
Property - Special Handling		2	1	2			2	1	4	3		2	17
Property - Special Handling - Damaged Items - Carry-On				1				1		1			3
Property - Special Handling - Damaged Items - Checked		1							4			1	6
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked		1		1			2			2		1	7
Screening	4		1				1	1	1		1		9
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2		1				1	1			1		6
Screening - Security Breach									1				1
2019	7	14	7	3	4	8	10	5	2	10	10	5	85
Civil Rights				1							1	1	3
Civil Rights - National Origin				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	3		1	1	1	1	1	2		1			11
Customer Service - Others										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3		1	1	1	1	1	2					10
Locks	1						1	1	1				4
Locks - Missing or Damaged Lock	1						1	1	1				4
Mishandling of Passenger Property	2	3	2			3	2	5		3	3	1	24
Mishandling of Passenger Property - Damaged/Missin			1										1
Mishandling of Passenger Property - Dam	2	2	2			3	2	4		3	1	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1			2		3
Patdown		2								2	1		5
Patdown - Flyer		1								2	1		4
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)			1				1			1		1	4
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling	1	6	1			3	2	2	1	1	4	1	22
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged It	1	2						1			1		5
Property - Special Handling - Missing Items - Carry-C		1									2		3
Property - Special Handling - Missing Items - Checke	2	1				3	2	1	1	1	1	1	13
Screening		3	2	1		1			1	2	1	1	12
Screening - Inconsistency		1											1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			2	2	1	1			1	1	1		9
Screening - Security Breach										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TBN		2				1			1				4
2016						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2017		2											2
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
2018									1				1
Customer Service									1				1
Customer Service - TSO									1				1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TLH	14	17	21	13	15	7	13	21	14	16	17	10	178
2016				4	1		1	2	2	5	5	1	21
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Identification (ID) Requirements										1	2		3
Identification (ID) Requirements - Domestic										1	2		3
Mishandling of Passenger Property				4	1		1		1	2	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1		1		1	2	2	1	12
Patdown								1					1
Patdown - Flyer								1					1
Screening										1	1		2
Screening - Lengthy Lines										1	1		2
2017	4	4	4	4	4	1	3	7		2	3	2	38
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights			1	1				1					3
Civil Rights - Racial Profiling or Discrimination			1					1					2
Civil Rights - Transgender Screening				1									1
Customer Service	1	1		1	1						1		5
Customer Service - Others		1		1									2
Customer Service - TSO	1				1						1		3
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property			2	3	2	1		3		2	1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1	3	2	1		3		2	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Bag			1										1
Patdown	1										1		3
Patdown - Flyer	1										1		3
Persons w/ Disabilities (PWD)			1	1				1					3
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling								2					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1			1		1					1	4
Screening - Inconsistency					1								1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1										1	2
2018	6	3	5	1	7	4	4	6	7	5	3	3	54
Civil Rights							2						2
Civil Rights - Hair Patdowns							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1			1		1	2		1			7
Customer Service - TSO	1	1			1		1	2		1			7
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	2	2	2	1	2	1		2	3	2	1	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2	1	1	2	1		2	3	2	1	2	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown	1				2				2		2	1	8
Patdown - Flyer	1				2				2		1	1	7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling	1		2		1			2	1	1			8
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked			1		1			1		1			4
Property - Special Handling - Missing Items - Checked	1		1					1					3
Screening	1					2	1		1	1			6
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process	1					2	1						4
2019	4	10	12	4	3	2	5	6	5	4	6	4	65
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) - Flyer	1		1										2
Civil Rights		3			1								4
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2			1								3
Customer Service	1		2				1				1		5
Customer Service - CSM			1										1
Customer Service - Others	1												1
Customer Service - TSO			1				1				1		3
Mishandling of Passenger Property		1		1	1		1			1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1		1	1		1			1	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag											1		1
Patdown		3	1		1	2			1		1		9
Patdown - Flyer		1	1		1	2			1		1		7
Patdown - Flyer as Observer		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1		1				2	1			1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1	1	1				1	1	3	3		2	13
Property - Special Handling - Damaged Items - Checked										3			4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items	1	1	1				1	1	2				8
Screening	1	1	7	2			2	3			1	1	18
Screening - Lengthy Lines			5				1						6
Screening - Procedures/Process	1	1	2	2			1	3			1	1	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL	3	3	3	2	2	4	5	4	3	4	5	3	41
2016						1	2				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--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening													1
Screening - Inconsistency							1						1
2017	1		2		1			1			1	1	7
Customer Service			1					1			1		3
Customer Service - TSO			1					1			1		3
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--C				1								1	2
Screening	1					1							2
Screening - Procedures/Process	1					1							2
2018	2	2	1			1	2	1	2	2			13
Civil Rights	1	1											2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Patdown						1	1		1	1			4
Patdown - Children										1			1
Patdown - Flyer							1			1			2
Patdown - Flyer as Observer						1							1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Check			1										1
Screening					1								1
Screening - Procedures/Process				1									1
2019		1		2	1	2	1	2	1	2	2	2	16
Customer Service								2				2	4
Customer Service - Others								1					1
Customer Service - TSO								1				2	3
Mishandling of Passenger Property			1	1		1			1		1		5
Mishandling of Passenger Property - Damaged/Missii			1	1		1			1		1		5
Patdown				1	1					1			3
Patdown - Flyer				1	1					1			3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1				1		2
Screening - Procedures/Process							1				1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	138	181	202	249	214	300	286	237	226	244	201	188	2,666
2016				73	66	86	75	51	56	62	52	57	578
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights								2	2	3		3	10
Civil Rights - National Origin								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1	2		3	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				11	6	11	12	5	11	10	6	9	81
Customer Service - Others				1		1	2		1			1	6
Customer Service - TSO				10	6	10	10	5	10	10	6	8	75
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks				1	4	5	1	2	2	5	5	4	29
Locks - Missing or Damaged Lock				1	4	5	1	2	2	5	5	4	29
Mishandling of Passenger Property				52	45	58	49	32	31	31	33	28	359
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				7	4	2	7	3	3	7	7	5	45
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				38	37	48	37	27	23	24	24	19	277
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	2							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				7	3	6	5	2	5		2	3	33
Patdown				3	3	2	5		3	5	1	2	24
Patdown - Children										2			2
Patdown - Flyer				2	2	1	5		2	3	1	1	17
Patdown - Flyer as Observer					1	1			1				4
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1	2	2	1	4	2	5	18
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1		1	1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
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		1	1			4
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
Persons w/ Disabilities (PWD) - Wounded Warrior											1	2	3
Screening				5	8	8	6	7	5	4	5	6	54
Screening - Crew Member or Airline Employee						1		1					2
Screening - Inconsistency				1		1			2	1		2	7
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process				3	8	5	5	5	2	3	4	4	39
Screening - Retrieving Abandoned/Confiscated Items				1					1		1		3
Screening - Security Breach							1						1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2017	48	66	66	66	47	53	80	47	68	59	41	40	681
Civil Rights	2	1		2		3	1	2		1			12
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1		3				1			6
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sexual Orientation - Not Transgender		1		1				1					3
Customer Service	9	7	7	6	9	1	9	11	8	8	3	7	85
Customer Service - Others							1						1
Customer Service - TSO	9	7	7	6	9	1	8	11	8	8	3	7	84
Identification (ID) Requirements				1			2						3
Identification (ID) Requirements - Domestic				1			2						3
Locks	4	1	3	3	3	3	3		7	4	1	1	33
Locks - General									1				1
Locks - Missing or Damaged Lock	4	1	3	3	3	3	3		6	4	1	1	32
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	22	48	47	43	27	33	38	17	28	26	22	15	366
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Bag	3	5	4	4	1	9	1	2	2	1		1	33
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	18	38	38	36	23	23	30	15	24	19	19	13	296
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag	1	5	5	3	3	1	7		2	4	3	1	35
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown		1	4	3	2	6	4		3	3	2	1	29
Patdown - Flyer			2	2	2	6	4		3	3	2	1	25
Patdown - Flyer as Observer			2	1									3
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2	3	1		2	1	4			4	21
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1					2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - Diabetes				1								1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								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) - Medically Necessary Medication and Medical Supplies									1			2	3
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1							1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1						2				3
Property - Special Handling							15	10	12	11	7	7	62
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked							4	1		3	1	2	11
Property - Special Handling - Missing Items - Carry-On							1	5	7				15
Property - Special Handling - Missing Items - Checked							10	4	4	8	6	3	35
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	10	5	3	4	5	7	6	6	5	5	6	4	66
Screening - Crew Member or Airline Employee	1				1						1		3
Screening - Gate Pass										1			1
Screening - Inconsistency		2		2		1	1		1			1	8
Screening - Lengthy Lines	1			1							2		4
Screening - Procedures/Process	7	3	2	1	3	6	3	6	3	4	3	3	44
Screening - Retrieving Abandoned/Confiscated	1								1				2
Screening - Security Breach			1		1		2						4
TSA Contact Information									1				1
TSA Contact Information - General									1				1
2018	49	56	64	57	50	85	58	69	51	42	53	41	675
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights	1	3	2	3	2	2			4	4	2		23
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin									1		1		2
Civil Rights - Racial Profiling or Discrimination	1	1	2	2	2	1			1	4			14
Civil Rights - Screening of Religious Cultural and Ceremonial			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	9	8	6	5	15	8	13	5	6	6	7	94
Customer Service - Others							1					1	2
Customer Service - TSO	6	9	8	6	5	15	7	13	5	6	6	6	92
Locks	2	3	1		4	4	7	4	2		3		30
Locks - General		1											1
Locks - Missing or Damaged Lock	2	2	1		4	4	7	4	2		3		29
Lost and Found	1		1	1								1	4
Lost and Found - Airport/TSA	1		1	1								1	4
Mishandling of Passenger Property	17	15	24	18	17	21	17	21	12	10	12	9	193
Mishandling of Passenger Property - Damaged/Missing	1	3	1			2		3	2		1		13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	14	14	19	16	11	16	16	12	9	10	10	6	153
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					2			1				1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	2	1	4	3	1	5	1		1	1	2	23
Patdown	2		1	2	6	4	6	5	4	6	6	1	37
Patdown - Flyer	2		1	2	6	4	5	5	3	5	1		34
Patdown - Flyer as Observer									1	1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1	3	4	4	2	4	3	7	5	6	4	4	47
Persons w/ Disabilities (PWD) - Autism Spectrum			1						1				2
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes					1		1	1					3
Persons w/ Disabilities (PWD) - General								1			2	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1		1					2
Persons w/ Disabilities (PWD) - Medically Necessary	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)								2		2	2	2	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1							1				2
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1							2				9
Property - Special Handling	14	15	20	18	7	19	12	11	13	8	11	12	160
Property - Special Handling - Damaged Items - Carry-On	2		3	4	1	7	2	1	2		2	2	26
Property - Special Handling - Damaged Items - Checked	5	4	5	5		5	5		2	5	6		42
Property - Special Handling - Missing Items - Carry-On	3	2	1	3	1	2	3	3		1		1	17
Property - Special Handling - Missing Items - Checked	7	8	10	8	3	6	3	7	9	2	3	9	75
Request for Assistance				2									2
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening	5	8	4	4	11	13	7	7	5	4	9	7	84
Screening - Inconsistency		2	1		1	1	3		2			1	11
Screening - Lengthy Lines	2	1		1		2		1			2		9
Screening - Procedures/Process	2	4	2	3	10	10	4	4	3	4	7	4	57
Screening - Retrieving Abandoned/Confiscated	1	1	1						1			2	6
Screening - Security Breach								1					1
2019	41	59	72	53	51	76	73	70	51	81	55	50	732
Civil Rights	2	2	3	3	2	5	1	4	1	4	1	3	31
Civil Rights - Age			1			1		1	1				4
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			1	1	2	3	1	3		2		2	15

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	2	2	1	1		1							7
Civil Rights - Transgender Screening											1		1
Customer Service	4	16	10	8	7	15	12	5	11	15	13	4	120
Customer Service - CSM			1										1
Customer Service - Others		2					1		1		1		5
Customer Service - TSO	4	14	9	8	7	15	11	5	10	15	12	4	114
Locks	5	4	3	1	3	2	3	1	4	4	4	1	35
Locks - General									1				1
Locks - Missing or Damaged Lock	5	4	3	1	3	2	3	1	3	4	4	1	34
Lost and Found	2	1				1	1	1		1			7
Lost and Found - Airport/TSA	2	1				1	1	1		1			7
Mishandling of Passenger Property	12	8	18	12	17	16	26	21	14	19	9	11	183
Mishandling of Passenger Property - Dam	3	2	1		4	1	1	2		2	1		17
Mishandling of Passenger Property - Dam	7	5	17	11	9	14	22	13	12	14	7	9	140
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	2	1		1	3	1	3	6	2	3	1	2	25
Patdown	3	3	4		4		1	4	3	5	4	6	37
Patdown - Children			1										1
Patdown - Flyer	3	2	3		4		1	3	3	5	2	6	32
Patdown - Flyer as Observer		1						1			1		3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		6	5	1	3	7	2	2	4	7	6	4	47
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes		1	1					1		2			5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1							1			2
Persons w/ Disabilities (PWD) - General						2	1				1	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment			1							1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1								1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1				1			1		2	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1		1				1	1	1		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1	1			3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					1	1				1	4
Property - Special Handling	10	14	18	19	11	20	20	23	10	18	11	16	190
Property - Special Handling - Damaged Items - Carry		2	1	2	2	1	3	4		3	2	2	22
Property - Special Handling - Damaged It	3	3	6	4	4	4	4	6	4	7	5	4	54
Property - Special Handling - Missing Item	1	3	2	5		3	4	1	1	2	1	1	24
Property - Special Handling - Missing Item	6	6	9	8	5	12	9	12	5	6	3	9	90
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	3	5	11	9	4	9	7	9	4	7	7	5	80
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1	1		2					4
Screening - Procedures/Process	3	4	8	7	2	8	6	7	3	7	6	5	66
Screening - Retrieving Abandoned/Confiscated Items			2	1									3
Screening - Security Breach			1		1				1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TRI	8	14	9	11	12	17	10	11	7	6	17	10	132
2016				3	4	4	3	3		1	6	5	29
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property				3	3	3	1	3			4	5	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3	3	1	3			2	5	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening						1		1			1		3
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines						1							1
2017	4	3	6	3	3	3	1	5	3	1	3	2	37
Civil Rights			1	1						1			3
Civil Rights - Racial Profiling or Discrimination			1	1						1			3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	4	2	4	2	3	1	1	4	3		3		27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	2	4	2	3	1	1	3	1		3		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1								1	2			4
Patdown								1					2
Patdown - Flyer								1					2
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2018	3	5	1	3	1	2	3	2	2	3	4	1	30
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property	2	3		1				2		2	2	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2		1				2		2		1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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		2	1		1	1	1	1	1	1	10
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	1	1									1		3
Property - Special Handling - Missing Items - Checked				1	1		1	1	1	1			6
Screening			1	1					1		1		4
Screening - Lengthy Lines			1						1		1		3
Screening - Procedures/Process				1									1
2019	1	6	2	2	4	8	3	1	2	1	4	2	36
Customer Service				1	1		2	1					5
Customer Service - Others								1					1
Customer Service - TSO				1	1		2						4
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property	1	2		1	3			1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2		1	2			1	1		1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			2	1			2	1			2		8
Property - Special Handling - Damaged Items - Checked			1	1			1						3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1			2		4
Screening			2			1	3	1			1	1	9
Screening - Lengthy Lines			2			1	1	1					5
Screening - Procedures/Process							2				1		3
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TTN	10	6	5	7	7	9	12	11	13	7	14	19	120
2016				3		4	1	4	2		4	3	21
Customer Service									1		1		2
Customer Service - TSO									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				3		3	1	2	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 Baggage				1		2	1	1	1		2	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening												1	1
Screening - Procedures/Process												1	1
2017	3	3	3	2	2	2	3	3	3	2	3	8	37
Civil Rights				1							1		2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1				1				1			1	4
Customer Service - TSO	1				1				1			1	4
Identification (ID) Requirements	1												1
Identification (ID) Requirements - ID Match	1												1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1	2	1	1	1	2	2	2				4	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1	1	1	1	2	1				3	12
Mishandling of Passenger Property - Disarrayed Item		1						1				1	3
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	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			2					1			1	1	5
Screening - Gate Pass			1										1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1					1			1		3
2018	4	3	1	2	1		6	1	3	3	4	3	31
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1						1	1	1	2		1	7
Customer Service - TSO	1						1	1	1	2		1	7
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1	1	1				2		1	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1										1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1				2			1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1								1	2
Patdown - Children				1									1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling	1				1		1		1		1		5
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On	1						1		1				3
Property - Special Handling - Missing Items - Checked													1
Screening		2		1							1	1	5
Screening - Inconsistency											1		1
Screening - Procedures/Process		2		1								1	4
2019	3		1		4	3	2	3	5	2	3	5	31
Civil Rights	1									1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Transgender Screening	1												1
Customer Service	1				1		2		2		1	3	10
Customer Service - TSO	1				1		2		2		1	3	10
Lost and Found	1					1			1	1			4
Lost and Found - Airport/TSA	1					1			1	1			4
Mishandling of Passenger Property					1			2	2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1							1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling						1					1		2
Property - Special Handling - Missing Items - Carry-On						1					1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening			1			1		1			1	1	5
Screening - Procedures/Process			1			1		1			1	1	5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL	20	32	25	29	14	21	32	25	33	24	27	21	303
2016				11	4	3	8	4	8	3	7	10	58
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service				1			1	2				2	6
Customer Service - Others							1	1					2
Customer Service - TSO				1				1				2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				2					1				3
Locks - Missing or Damaged Lock				2					1				3
Mishandling of Passenger Property				5	3	2	6		7	2	4	5	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				5	2	2	5		7	2	4	2	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown					1		1	2				1	5
Patdown - Flyer					1		1	1				1	4
Patdown - Flyer as Observer								1					1
Screening				1						1	3	2	7
Screening - Inconsistency										1			1
Screening - Procedures/Process											2	2	4
Screening - Security Breach				1							1		2
2017	5	9	10	11	2	6	4	6	8	6	11	3	81
Civil Rights			1	2	2								5
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination			2	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		1	1	1	1	1	1		3	2	2	1	14
Customer Service - TSO		1	1	1	1	1	1		3	2	2	1	14
Locks		1		1							3		5
Locks - General											1		1
Locks - Missing or Damaged Lock				1							2		4
Mishandling of Passenger Property	3	4	5	5	1	2	1	5	3	4	2	1	36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	4	4	4	1	2		4	3	4	2	1	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1	1					3
Patdown			1	1		2					1		5
Patdown - Flyer			1	1		2					1		5
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Medically Fragile	1	1											2
Property - Special Handling							1		1		1	1	4
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening	1		2	1		1	1	1	1		2		10
Screening - Procedures/Process	1		2	1			1	1	1		2		9
Screening - Retrieving Abandoned/Confiscated Items						1							1
2018	8	16	8	5	6	6	10	8	11	10	3		91
Civil Rights						1	1	1					3
Civil Rights - Racial Profiling or Discrimination						1	1	1					3
Customer Service		3	2	1	2	1	3	2	1	1			16
Customer Service - Others		2						1					3
Customer Service - TSO		1	2	1	2	1	3	1	1	1			13
Locks	1						1			1	1		4
Locks - Missing or Damaged Lock	1						1			1	1		4
Mishandling of Passenger Property	2	2	3		1	3	4		7	1	2		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	2		1	3	3		6	1	2		21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1				1		1				4
Patdown	1		1	2							1		5
Patdown - Flyer	1		1	2							1		5
Persons w/ Disabilities (PWD)	2	2		1				2	1				8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Mobility (wheelchair)	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1					1				2
Property - Special Handling	1	1	1		1	1	2	1	1	3			12
Property - Special Handling - Damaged Items - Checked		1	1		1			1					4
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked	1						1		1	3			6
Screening	1	8	1	1	1			2	1	3			18
Screening - Crew Member or Airline Employee		2											2
Screening - Inconsistency		1		1						1			3
Screening - Lengthy Lines		1								1			2
Screening - Procedures/Process	1	4	1		1			2	1	1			11
2019	7	7	7	2	2	6	10	7	6	5	6	8	73
Civil Rights		1					1						2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2	2				2		2				9
Customer Service - TSO	1	2	2				2		2				9
Locks						1	1	1	1				4
Locks - Missing or Damaged Lock						1	1	1	1				4
Mishandling of Passenger Property	2	1	2			2	4	2		2	2	2	19

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--C			1									1	2
Mishandling of Passenger Property - Dam	2					2	2	2		1	2	1	12
Mishandling of Passenger Property - Disarrayed Item			1	1			2			1			5
Patdown							1	1					3
Patdown - Flyer							1	1					3
Persons w/ Disabilities (PWD)		1								1	1	1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility [1										1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	2	2	1	1	2	3	1	1	1	2	3	2	21
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked				1	1				1		1	1	5
Property - Special Handling - Missing Item	1		1								1		3
Property - Special Handling - Missing Item	1	2				3	1		1	1	1	1	11
Screening	1	1	2	1				2	2				11
Screening - Inconsistency			1										1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1	1	1				1	2			2	9

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	42	49	40	48	73	81	66	55	38	40	40	36	608
2016				17	26	22	18	21	8	9	10	9	140
Civil Rights				1	1	2							4
Civil Rights - General Complaint and Discrimination				1									1
Civil Rights - Racial Profiling or Discrimination						1	2						3
Customer Service				6	10	10	4	5	1	2	1	3	42
Customer Service - Others				3	6	5	1	3		2	1	1	22
Customer Service - TSO				3	4	5	3	2	1			2	20
Locks						1		1					2
Locks - Missing or Damaged Lock						1		1					2
Lost and Found					1					1			2
Lost and Found - Airport/TSA					1					1			2
Mishandling of Passenger Property				9	13	4	10	9	1	5	8	4	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2			1		2			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	9	4	9	6		3	7	4	49
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2		1	2	1		1		8
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1		1		2					4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2					2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Screening					1	4	4	3	6		1	2	21
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1	3	2	2	3				11
Screening - Procedures/Process							2	1	1		1	1	6
Screening - Security Breach						1			1			1	3
2017	15	12	21	10	18	30	20	11	14	19	10	12	192
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	6	5	4	3	4	9	4	2	5	7	5	5	59
Customer Service - CSM											1		1
Customer Service - Others	5	3	1	1	1	5	2	2	1	6	2	4	33
Customer Service - TSO	1	2	3	2	3	4	2		4	1	2	1	25
Locks	2			1		3				1		1	8
Locks - General						1							1
Locks - Missing or Damaged Lock	2			1		2				1		1	7
Lost and Found			1		1			2			1		5
Lost and Found - Airport/TSA			1		1			2			1		5
Mishandling of Passenger Property	4	3	11	5	8	15	7	3	5	4	3	2	70
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1								3
Mishandling of Passenger Property - Dam	3	2	8	4	6	13	5	3	4	4	2	1	55
Mishandling of Passenger Property - Disa	1	1	2		1	2	2		1		1	1	12
Patdown	2	3				1	1	1		1		2	11
Patdown - Flyer	2	3				1	1	1		1		2	11
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling							4	1	3	4	1		13
Property - Special Handling - Damaged Items - Checked										2			2
Property - Special Handling - Missing Items - Carry-On							1				1		2
Property - Special Handling - Missing Items - Checked							3	1	3	2			9
Screening	1	1	4		5	2	4	2	1	2		2	24
Screening - Inconsistency			1		1								2
Screening - Lengthy Lines					1		3			1		2	7
Screening - Procedures/Process	1	1	2		3	2	1	2	1	1			14
Screening - Security Breach			1										1
2018	11	22	11	14	15	15	16	12	11	5	10	6	148
Civil Rights		1					1	1	1		1		5
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1									1		2
Customer Service	3	5	2	3	1	1	8		1	1	2	1	28
Customer Service - Others	2	2	1	2			5						12
Customer Service - TSO	1	3	1	1	1	1	3		1	1	2	1	16
Locks		2		1	1	1	2	2	2		1		12
Locks - Missing or Damaged Lock		2		1	1	1	2	2	2		1		12
Lost and Found		2				1							3
Lost and Found - Airport/TSA		2				1							3
Mishandling of Passenger Property	1	5	1	5	5	7	1	5	5	3	4	3	45
Mishandling of Passenger Property - Damaged/Missin		1		1				1					3
Mishandling of Passenger Property - Dam		1	3	3	4	7	1	4	1	2	4	2	32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Item		1	1	1					4	1		1	9
Patdown		1	1	1	1		1	1			1		7
Patdown - Flyer		1		1	1		1	1			1		6
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1		1				1					5
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	4	1	2	3	5	4	1		1			1	22
Property - Special Handling - Damaged Items - Carry-On						1						1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Checked		1		1	1	3	1						7
Property - Special Handling - Missing Items		1	1										2
Property - Special Handling - Missing Items - Checked		3	1	2	4				1				11
Screening		1	4	5		1	2	2	1	1	1	1	21
Screening - Inconsistency			2	1									3
Screening - Lengthy Lines			2	1			1						4
Screening - Procedures/Process		1		3		2	1	2	1	1	1	1	14
2019	16	15	8	7	14	14	12	11	5	7	10	9	128
Civil Rights	2	1			1	1	2						7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination	2				1	1	1						5
Customer Service	2	1	1	1	2			1			2		10
Customer Service - Others	1	1			1								3
Customer Service - TSO	1		1	1	1			1			2		7
Locks	1	2		1		1		2		3			10
Locks - Missing or Damaged Lock	1	2		1		1		2		3			10
Mishandling of Passenger Property	7	3	4	2	3	4	2	3	3	1	4	3	39
Mishandling of Passenger Property - Damaged	1										1		2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	2	3	2	1	3	2	1	2		3	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1	1		2	1		2		1			9
Patdown		1	1				2					2	6
Patdown - Flyer		1	1				2					2	6
Persons w/ Disabilities (PWD)	1	3						1			1	1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Devices	1	1						1					3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Property - Special Handling	1	2	1	2	7	6	2	4	1	3	2	2	33
Property - Special Handling - Damaged Items - Checked	1							1					2
Property - Special Handling - Damaged Items - Checked		1			2	2		1		2	1		9
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked		1	1	2	5	4	1	2	1	1	1	2	21
Screening	2	2	1	1	1	2	4		1		1	1	16
Screening - Inconsistency	1												1
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	1	2	1	1	1		3		1		1	1	12
Screening - Security Breach							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	5	2		2	4	1	3	11	9	17	14	14	82
2016					3			6	2	5	2	5	23
Customer Service					1			1	1	1	1	1	6
Customer Service - TSO					1			1	1	1	1	1	6
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Mishandling of Passenger Property								2	1	3	1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2		2	1	3	8
Screening					1			2		1		1	5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			1		1		1	4
2017	4						2		2	4	6	1	19
Customer Service										2		1	3
Customer Service - Others										1			1
Customer Service - TSO										1		1	2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found							1			1			2
Lost and Found - Airport/TSA							1			1			2
Mishandling of Passenger Property	4								2		6		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		3							2		5		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
2018		2		2		1		2	4	3	3	2	19
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property						1		1		1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1	1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown			1						1				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Property - Special Handling									2	1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									2				2
Screening				2						1	1		4
Screening - Inconsistency										1			1
Screening - Procedures/Process				2							1		3
2019	1				1		1	3	1	5	3	6	21
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service											2		2
Customer Service - TSO											2		2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property	1							1	1	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1							1		1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					1			1				2	4
Screening - Procedures/Process					1			1				1	3
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF		1	3	4	3	3	1	5	2	3	4	1	30
2016					1			2		1	1		5
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
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
2017			3	4	1	3	1	1		1	1		15
Customer Service						2							2
Customer Service - TSO						2							2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property					1	1		1		1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1		1			4
Persons w/ Disabilities (PWD)				2									2
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		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1						1
Screening			2	2									4
Screening - Inconsistency			2										2
Screening - Procedures/Process				2									2
2018					1			1			1	1	4
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
2019			1					1	2	1	1		6
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	2	2	6	1	1	5	1	2	4		1	1	26
2016					1	1		1	1				4
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1	1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
2017	1	1	4	1		1						1	9
Customer Service								1					1
Customer Service - TSO							1						1
Mishandling of Passenger Property	1		4	1									6
Mishandling of Passenger Property - Dam	1		4	1									6
Screening			1										1
Screening - Procedures/Process			1										1
2018						1		1	1				3
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2019	1	1	2			2	1		2		1		10
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1												1
Customer Service - TSO	1												1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1	1			1			1				4
Mishandling of Passenger Property - Damaged/Missii		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1							2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening				1									1
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	5	4	9	5	2	4	4	3	5	8	2	3	54
2016				3	1	2		1	1	1		3	9
Locks				1					1	1			3
Locks - Missing or Damaged Lock				1									3
Mishandling of Passenger Property				2	1	2			1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	2							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2017	3	2	1	2	1	1	2		1	3		1	17
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	3	2	1	1	1		1			1			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	1				1			1			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1								2
Property - Special Handling							1			2		1	4
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items - Checked										2			2
2018	1	2	5			1		2		2	2	1	16
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property		1	3			1		2			2		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	2			1		2			2		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage			1										1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked										1			1
Screening	1	1								1			3
Screening - Inconsistency										1			1
Screening - Procedures/Process	1	1											2
2019	1		3				2		3	2		1	12
Customer Service			1										1
Customer Service - TSO			1										1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							2		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1		1				2
Property - Special Handling			2						2				4
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening	1									2			3
Screening - Procedures/Process	1									2			3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	14	18	19	17	6	19	11	37	17	17	18	27	220
2016				4	1	2	2	7	5	3	5	7	36
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1			2	2		1	1	1	8
Customer Service - Others							1						1
Customer Service - TSO				1			1	2		1	1	1	7
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				2	1	2		3	2	1	3	5	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2				3	2	1	3	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							2
Patdown								1	1		1		3
Patdown - Flyer								1	1		1		3
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening								1	1	1			3
Screening - Inconsistency										1			1
Screening - Lengthy Lines								1	1				2
2017	4	3	4	4	2	7	2	7	3	4	4	11	55
Civil Rights	1		1	1		1	1						5
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination			1	1			1						3
Customer Service		1			1	2		2	1			1	8
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	2	2	3	2	1	3		3	1	4		4	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	3	1	1	3		2		3		4	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - Disarrayed Item		1						1	1	1			4
Patdown									1			4	5
Patdown - Flyer									1			3	4
Patdown - Flyer as Observer												1	1
Property - Special Handling							1				3		4
Property - Special Handling - Damaged Items - Checked							1				2		3
Property - Special Handling - Missing Items - Checked											1		1
Screening	1			1				1			1	2	6
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process											1	1	2
2018	6	7	10	6	2	5	4	12	4	5	4	2	67
Civil Rights	1			1			1	2	1				6
Civil Rights - Hair Patdowns								1	1				2
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity	1							1					2
Customer Service		1	2	2		3		2	1	3			14
Customer Service - Others		1		1		2							4
Customer Service - TSO			2	1		1		2	1	3			10
Locks			1				1						2
Locks - Missing or Damaged Lock			1				1						2
Mishandling of Passenger Property	3	1			1	1		2	1	1	1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	3	1			1			1		1	1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
Patdown	2		1					1			2		6
Patdown - Flyer	2		1					1			2		6
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Property - Special Handling				3			1	3					7
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked				1				2					3
Screening		2	7		1	1	1	2	1	1	1	1	18
Screening - Inconsistency			2										2
Screening - Lengthy Lines			3		1								4
Screening - Procedures/Process		2	2			1	1	2	1	1	1	1	12
2019	4	8	5	3	1	5	3	11	5	5	5	7	62
Civil Rights			1				1						2
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1			3		1	1		1	1	8
Customer Service - Others						3							3
Customer Service - TSO			1					1	1		1	1	5
Locks	1	1		1				1					5
Locks - Missing or Damaged Lock	1	1		1				1					5
Mishandling of Passenger Property	1	1		1			1	1		1	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1		1			1	1		1	3		9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	1		1					1			1	5
Patdown - Flyer	1	1		1					1			1	5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	3					1	3		1		1	10
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checke			3					2		1			6
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening		1	3		1	2		5	3	2	1	2	20
Screening - Inconsistency								1			1	1	3
Screening - Procedures/Process			1	3	1	2		4	3	2		1	17
SIDA (Security Identification Display Area)													1
SIDA (Security Identification Display Area) - General													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UIN		1					1						2
2018		1											1
Miscellaneous		1											1
Miscellaneous - Disa		1											1
2019								1					1
Miscellaneous								1					1
Miscellaneous - Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	1	4	2	3	1	2	3	5	4		4	5	34
2016								1	1		1	1	4
Civil Rights								1	1		1	1	4
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service									1		1		2
Customer Service - Others											1		1
Customer Service - TSO									1				1
Screening												1	1
Screening - Procedures/Process												1	1
2017							2		1			2	5
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening												1	1
Screening - Crew Member or Airline Employee												1	1
2018	1	1	1	2		1	1	2	1		2		12
Customer Service						1	1	1					2
Customer Service - TSO						1	1	1					2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown				2							1		3
Patdown - Flyer				2									2
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
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				3
Screening - Procedures/Process							1	1	1				3
2019		3	1	1	1	1		2	1		1	2	13
Civil Rights				1		1		2	1		1		2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service						1		1					2
Customer Service - Others						1							1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling			1	1									2
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2			1		1	1				5
Screening - Inconsistency			1					1					2
Screening - Procedures/Process			1				1		1				3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT			1			1						1	3
2018			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2019						1						1	2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	1
Screening - Security Breach												1	1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	4	8	5	6	6	1	4	6	9	7	10	7	73
2016				1	6	1	4	6	9	7	10	7	5
Mishandling of Passenger Property				1				1			2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1			2		4
Screening											1		1
Screening - Inconsistency											1		1
2017	1	3		3	1	1	1	1	3	4	2	4	24
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service						1							1
Customer Service - TSO						1							1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	3		3		1	1		2		2	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	3		1		1			1			1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1		1		2	1	6
Patdown										2		1	3
Patdown - Flyer										2		1	3
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked										1			1
2018		4		2	2		3	4	5	1		1	22
Customer Service							1					1	2
Customer Service - Others							1						1
Customer Service - TSO												1	1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property		1		2	2			2	2				9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missii		1		2	1			2					6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Property - Special Handling		1					1	1	2				5
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Checke		1					1	1	1				3
Screening		2					1	1		1			5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process			2				1			1			4
2019	3	1	5		3				1	2	5	2	22
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1						4	1	11
Mishandling of Passenger Property - Dam	1	1	2		1						3		8
Mishandling of Passenger Property - Disa	1										1	1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling			3		1				1		1		6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			2		1						1		4
Screening	1									1			2
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confiscated Items										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	10	12	7	21	11	16	25	21	17	29	27	19	215
2016				4	2	3	1	5	4	5	10	6	40
Civil Rights				1				1					2
Civil Rights - Racial Profiling or Discrimination				1				1					2
Customer Service				1					1	1	2	1	6
Customer Service - TSO				1					1	1	2	1	6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	2	1	1	2	2	2	7	4	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1	2	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1	1	1	2	1	5	2	16
Patdown							1			1			2
Patdown - Flyer							1			1			2
Persons w/ Disabilities (PWD)				1				1		1	1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1	1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening						1			1			1	3
Screening - Inconsistency									1			1	2
Screening - Procedures/Process							1						1
2017	4	1	1	7	3	3	13	3	1	5	5	1	47
Civil Rights	2						1			2			5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination	2						1			1			4
Customer Service				1		1	1	1		1	2		7
Customer Service - TSO				1		1	1	1		1	2		7
Locks				1			1				1		3
Locks - Missing or Damaged Lock				1			1				1		3
Mishandling of Passenger Property	1	1	1	4	1		5		1	1	1		16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1	1	2	1	5				1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1				2
Patdown						1	1	1					3
Patdown - Flyer						1	1						2
Patdown - Non-Flyer								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	2	2	1				1	9
Screening - Children								1					1
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency							1						1
Screening - Procedures/Process	1			1		1	2					1	6
2018	1	3	3	6	5	4	9	10	5	9	8	7	70
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service		1		2	1	1	1	3	1	1	1		12
Customer Service - Others				1									1
Customer Service - TSO		1		1	1	1	1	3	1	1	1		11
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property						2	4	2			1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2				1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2						3
Patdown	1						1	2	1		1	1	7
Patdown - Flyer							1	2	1		1	1	6
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)					1			1		2	1	1	6
Persons w/ Disabilities (PWD) - Diabetes										1	1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling			1	2	1	1	1		1	1	1	1	10
Property - Special Handling - Damaged Items - Carry-On					1						1		2
Property - Special Handling - Damaged Items - Checked			1			1				1		1	4
Property - Special Handling - Missing Items - Checked				2			1		1				4
Screening			1	2	2		2	2	2	4	1	3	19
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1	1	2		1	5
Screening - Procedures/Process			1	1	2		1	1	1	2	1	1	11
Screening - Security Breach				1									1
2019	5	8	3	4	1	6	2	3	7	10	4	5	58
Civil Rights		1				1	1	1		1	1		6
Civil Rights - Racial Profiling or Discrimination		1					1	1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service		3	1				1		1	3	2	1	12
Customer Service - TSO		3	1				1		1	3	2	1	12
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property	1			1		2			1	3		2	10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		2			1	2		2	8
Mishandling of Passenger Property - Disassembly	1												1
Patdown			1	1					1			1	4
Patdown - Flyer				1					1			1	3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1			1		1					3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items	1	1											2
Property - Special Handling - Missing Items	1												1
Screening	2	2	1	2	1	2		1	4	1	1	1	18
Screening - Inconsistency		1											1
Screening - Lengthy Lines						1	1		3		1		6
Screening - Procedures/Process	2		1	2		1		1	1	1		1	10
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG									1	2	1	1	5
2016											1	1	1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2017										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
2018									1	1			2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening										1			1
Screening - Procedures/Process										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WYS										2		3	5
2017										2			2
Customer Service										2			2
Customer Service - TSO										2			2
2018												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2019												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Patdown												1	1
Patdown - Flyer												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	11	17	9	9	7	8	10	11	18	8	13	13	134
2016				3	2	3	4	3	3	4	4	3	29
Customer Service				1	2	1		1	1		1	1	8
Customer Service - Others				1	1			1				1	4
Customer Service - TSO					1	1			1		1		4
Mishandling of Passenger Property				1		1	4	1	1	2	3	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	4	1	1	1	3	2	14
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			4
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process							1		1	1			3
2017	3	4	3	3	4	2	3	2	3		2	1	30
Civil Rights							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		2
Locks - General											1		1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2	2	3	1	3				2				13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	2	2	1	3				1				11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage									1				1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening			1	2	1						1		5
Screening - Procedures/Process			1	2							1		4
Screening - Retrieving Abandoned/Confiscated Items					1								1
2018	3	4	3		1	2	1	5	7	1	1	3	31
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service										1			1
Customer Service - TSO										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1		2			1		3	1			1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		2			1		3	1			1	9
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1							1	2				4
Patdown - Flyer	1							1	1				3
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Property - Special Handling		2					1	1	2		1	1	8
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On									1			1	2
Property - Special Handling - Missing Items - Checked		2					1	1			1		5
Screening	1	1			1				1				4
Screening - Procedures/Process	1	1			1				1				4
2019	5	9	3	3		1	2	1	5	3	6	6	44
Customer Service		2	1	1					2	1	1	2	10
Customer Service - Others									1				1
Customer Service - TSO			2	1	1				1	1	1	2	9
Locks						1			1		1	1	4
Locks - Missing or Damaged Lock						1			1		1	1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1	2	1				1		1	1	2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1				1		1	1	2	1	8
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		2									2		4
Patdown - Flyer		2									1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	2	1		1								1	5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	1		1	1				1	1			1	6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked			1	1				1				1	5
Screening	1	2					1						4
Screening - Procedures/Process	1	2					1						4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	6	7	5	7	5	8	4	3	4	5	9	4	67
2016				2			1		2	1	1	2	9
Mishandling of Passenger Property				2			1		2	1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1					2	1	1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2
Screening													1
Screening - Procedures/Process													1
2017	4	2	2	3	2	1	1			1	4	2	22
Mishandling of Passenger Property	4	2	1	2	1	1	1					2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	1	1	1	1	1	1						10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											2		2
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening				1	1	1							4
Screening - Inconsistency												1	1
Screening - Procedures/Process				1	1	1							3
2018		4	2	1	2	2			1	1	1	2	16
Customer Service		1											1
Customer Service - TSO		1											1
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property			1	2		1	1		1	1			8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1	2		1	1		1			1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1								1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked			1									1	2
Screening						1	1						2
Screening - Inconsistency							1						1
Screening - Security Breach						1							1
2019	2	1	1	1	1	5	2	2	1	2	2		20
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
Mishandling of Passenger Property	1		1					2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		1					2		1			5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening	1	1				1	2	1				1	7
Screening - Procedures/Process	1	1				1	2				1		6
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
YAK	2	2	1				2				1	1	4	13
2017											1			1
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1			1
2018	1	1	1									1	1	5
Customer Service												1		1
Customer Service - TSO												1		1
Mishandling of Passenger Property		1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1												1
Property - Special Handling				1										1
Property - Special Handling - Damaged Items - Checked				1										1
Screening			1											1
Screening - Procedures/Process			1											1
2019	1	1					2						3	7
Civil Rights													1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1	1
Mishandling of Passenger Property							1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1							1
Patdown							1							1
Patdown - Flyer							1							1
Screening		1	1											2
Screening - Procedures/Process		1	1											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM	5	4	5	2	8	7	1	3	1	7	4	3	50
2016				1	4	2	1	1		1	1	2	13
Customer Service						1							1
Customer Service - Others						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	3		1	1		1	1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3			1		1		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
2017	2	2	2		2	2		1		3	1		15
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2	1	2		2	2				1	1		11
Mishandling of Passenger Property - Dam	2	1	2		2	2				1			10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2018	1	1	2			2			1	2	2	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 - Dam	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	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				1			5
Property - Special Handling - Damaged Items - Check		1								1			2
Property - Special Handling - Missing Items - Checked			1			2							3
2019	2	1	1	1	2	1		1		1			10
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2		1			1							4
Mishandling of Passenger Property - Dam	2		1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling		1				1		1					3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Checked						1		1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YNG				2		2	3	3	1	3	4	1	19
2016				2		2	3	1	1	2	4	1	15
Mishandling of Passenger Property				2		1	2	1	1	2	4		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1	2	1	1	2	4		13
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Screening							1						1
Screening - Inconsistency							1						1
2017								2		1		1	4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1			1	2
Patdown - Flyer									1			1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	15,134	14,502	13,125	17,724	18,236	20,256	20,427	21,210	20,236	20,270	22,271	18,671	222,062
2016				4,501	5,162	5,774	5,978	6,392	5,120	4,713	5,038	4,577	47,255
Additional Information Required/Insufficient Information				15	20	21	9	21	12	9	15	7	129
Additional Information Required/Insufficient Information - EMAIL ONLY				15	20	21	9	21	12	9	15	7	129
Advanced Imaging Technology (AIT)				3	2		3	1			1		10
Advanced Imaging Technology (AIT) - Flyer				1			2	1			1		5
Advanced Imaging Technology (AIT) - General				1	2		1						4
Advanced Imaging Technology (AIT) - Non-Flyer				1									1
Airline				160	134	179	158	153	168	187	243	146	1,528
Airline - Baggage Requirements				2	1	3		7	4	5	2	3	27
Airline - Lost Baggage				52	39	43	49	41	54	66	97	66	507
Airline - Oxygen Regulations							1		1	1	1		4
Airline - Policy/Regulations/Service				105	93	130	104	103	106	115	142	72	970
Airline - Positive Bag Match Program				1		1	2	1	1		1	3	10
Airline - Wheelchair Assistance					1	2	2	1	2			2	10
Business, Suggestions, and Ideas				1		1		3		1			6
Business, Suggestions, and Ideas - General				1		1		3		1			6
Cargo				1	2	3	3	3	1	1	3	6	23
Cargo - Indirect Air Carrier (IAC)					2		2	2		1	1	3	11
Cargo - Known Shipper				1		3	1	1	1		2	3	12
Civil Rights				12	13	4	8	4	8	5	5	4	63
Civil Rights - Civil Rights Violation (TSA Employee)				2	2		3	1	5	3			16
Civil Rights - General Complaint and Discrimination				2	3								5
Civil Rights - Hostile Work Environment (TSA Employee)												1	1
Civil Rights - Perceived Religion						1	1						2
Civil Rights - Racial Profiling or Discrimination				4	5	2	2	3	3	1	5	3	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items				2									2
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Identity- Not Transgender							1			1			2
Civil Rights - Transgender Screening				2	2	1	1						6
Claims				68	73	56	60	34	37	35	56	43	462
Claims - General				5	4	5	14	7	5	4	5	6	55
Claims - Status				63	69	51	46	27	32	31	51	37	407
Current Topic									1	3		1	5
Current Topic - Current Topic									1	3		1	5
Customer Service				45	30	33	57	109	63	37	31	28	433
Customer Service - CSM							1	1			1	2	5
Customer Service - Others				11	9	15	31	75	40	17	9	10	217
Customer Service - TCC				1	2	1	3	10	6	1	4	5	33
Customer Service - TSO				33	19	17	22	23	17	19	17	11	178
DHS TRIP				35	39	32	36	30	35	24	38	23	292
DHS TRIP - General				3	3	1	3	12	6	6	13	8	55
DHS TRIP - Status				32	36	31	33	18	29	18	25	15	237
Expedited Passenger Screening Program				3,291	4,137	4,651	4,793	5,221	4,115	3,693	3,894	3,629	37,424
Expedited Passenger Screening Program - Active Duty Military				3	9	5	5	5	4	4	3	5	43
Expedited Passenger Screening Program - DoD				21	26	33	41	45	41	27	39	27	300
Expedited Passenger Screening Program - Known Crew Member				1	3	2	1	2	1	2	1	2	15
Expedited Passenger Screening Program - Over 75				1				2	2				5
Expedited Passenger Screening Program - TSA Application Program				229	299	445	491	609	585	751	958	768	5,135
Expedited Passenger Screening Program - TSA PreCheck				3,033	3,797	4,164	4,254	4,556	3,478	2,905	2,890	2,821	31,898
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				3	3	2	1	2	4	4	3	6	28
Federal Air Marshall Service (FAMS)								2			2	1	5
Federal Air Marshall Service (FAMS) - Crewmember Self Defense Training (CMSDT)												1	1
Federal Air Marshall Service (FAMS) - General								2			2		4
Flying Armed				1									1
Flying Armed - General				1									1
Freedom of Information Act (FOIA)					1	1					1		3
Freedom of Information Act (FOIA) - General					1	1					1		3
General Aviation				3	1	2	3	2	1	1		3	16
General Aviation - Alien Flight School Program (AFSP)				3	1	1	2	2		1		3	13
General Aviation - General						1	1		1				3
Hazardous Materials Safety				193	98	83	93	73	59	86	96	96	877
Hazardous Materials Safety - General				193	98	83	93	73	59	86	96	96	877
HAZMAT Endorsement				45	55	76	137	52	47	39	33	15	499
HAZMAT Endorsement - General				10	7	8	15	4	7	5	5		61
HAZMAT Endorsement - Status				35	48	68	122	48	40	34	28	15	438
Human Capital				8	6	11	8	11	12	2	4	6	68
Human Capital - Current Employee					1			1				1	3
Human Capital - Employment Verification							1	1					2
Human Capital - Former Employee				1	1	3				1			6
Human Capital - Prospective Employment with TSA				7	4	8	7	9	12	1	4	5	57
Identification (ID) Requirements				8	11	8	11	6	2	5	4	1	56
Identification (ID) Requirements - Domestic				5	9	4	8	6	1	4	4	1	42
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				2	1	2	1						6
Identification (ID) Requirements - International Travel						2							2
Identification (ID) Requirements - Minors Domestic				1	1		2		1	1			6
Intranet/Internet Inquiries				5	7	5	7	45	18	9	17	6	119
Intranet/Internet Inquiries - General				5	7	5	7	45	18	9	17	6	119
Locks				71	69	59	81	80	53	72	81	67	633
Locks - General				8	4	3	11	6	7	13	9	7	68
Locks - Missing or Damaged Lock				63	65	56	70	74	46	59	72	60	565
Lost and Found				4	3	5	3	2	3	4	3	4	31
Lost and Found - Airport/TSA				4	3	5	3	2	3	4	3	4	31
Mishandling of Passenger Property				266	195	194	200	223	211	243	234	233	1,999
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							2			1	1		4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				9	8	9	10	7	15	11	9	10	88
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				234	166	154	165	181	162	216	187	193	1,658
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				10	7	8	8	7	11	10	16	10	87
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				13	14	21	17	28	23	5	21	20	162
No Jurisdiction				67	79	124	113	93	115	109	129	110	939
No Jurisdiction - No Referral				22	20	44	33	29	45	39	43	37	312
No Jurisdiction - Refer to CBP				34	48	70	67	54	62	59	70	61	525
No Jurisdiction - Refer to Department of State				1	2	1	1	4	1	1	1	1	13
No Jurisdiction - Refer to FAA				3	5	4	6	4	7	5	7	6	47
No Jurisdiction - Refer to Other				7	4	5	6	2		5	8	5	42
No Subject					1	1	3	5	3	5			19
No Subject - General					1	1	3	5	3	5			19
Notice of Violation/Civil Penalties				4	4	9	7	4	6	6	5	7	52
Notice of Violation/Civil Penalties - General				4	4	9	7	4	6	6	5	7	52
Ombudsman				3	5	2	2	2	3	3	6	1	27
Ombudsman - General				3	5	2	2	2	3	3	6	1	27
Patdown				6	6	4	6	3	4	4	3	1	37
Patdown - Children					1	1			1				3
Patdown - Flyer				5	5	3	4	2	2	3	2	1	27
Patdown - Flyer as Observer										1	1		2
Patdown - General				1				1	1				3
Patdown - Non-Flyer							2						2
Persons w/ Disabilities (PWD)				7	8	16	8	7	8	9	6	5	74
Persons w/ Disabilities (PWD) - Breast Cancer								1		1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	2							3
Persons w/ Disabilities (PWD) - Diabetes				1	1	1	1			2	1		7
Persons w/ Disabilities (PWD) - General				1	2		1	2			1	2	9
Persons w/ Disabilities (PWD) - Hearing Impairment					1	1		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1	3	1		1		2		9
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2	2	1	1	2	1	2	11
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		2		1	1	2			7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				2		2			1		1		6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2			1	1	1		1	7
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items				12	11	10	8	11	10	10	7	9	88
Prohibited & Permitted Items - Alcohol and Tobacco				2			1	1		1		1	6
Prohibited & Permitted Items - Beauty & Grooming Items				2	1	1					1		5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1	2				3
Prohibited & Permitted Items - Chemical/Household Products				1	1				1		1		4
Prohibited & Permitted Items - Electronic Devices					2	2	2			2			8
Prohibited & Permitted Items - Firearm/Ammunition					1	2	2		1	1		1	8
Prohibited & Permitted Items - Food/Beverages				2			1	1	3	2	1		10
Prohibited & Permitted Items - General				1	1	1	1	1	1	4			12
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								2			2	1	5
Prohibited & Permitted Items - Lighters/Matches					2	1		1	1			1	6
Prohibited & Permitted Items - Liquids/Gels/Aerosols				2	1	2	1	1	1				8
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1	1	1			1	1	5
Prohibited & Permitted Items - Remains				1	1			1				1	4
Prohibited & Permitted Items - Sporting Goods				1	1			1			1		4
Screening				125	97	122	108	139	77	70	79	83	900
Screening - Children							1			1			2
Screening - Crew Member or Airline Employee				2			1			4		1	8
Screening - Cruise Ships				1		1				1			3
Screening - Gate Pass				3			3	1	1	1		2	11
Screening - Inconsistency				2	1	3	3	2	2	1	1	6	21
Screening - International Screening				32	18	34	33	24	31	26	22	27	247
Screening - Lengthy Lines				14	18	17	17	54	7	2	3	5	137
Screening - Procedures/Process				59	50	59	43	49	31	30	49	40	410
Screening - Rail					1	1	1	1					4
Screening - Retrieving Abandoned/Confiscated Items				12	6	7	4	6	4	4	4	1	48
Screening - Security Breach					2		1	2	1			1	7
Screening - Shoe Screening							1						1
Screening - Traveling with Cash					1								1
SIDA (Security Identification Display Area)				1	5		2		3	2		1	14
SIDA (Security Identification Display Area) - General				1	5		2		3	2		1	14
TSA Contact Information				3	3	2	5	4	4	2	1	2	26
TSA Contact Information - General				3	3	2	5	4	4	2	1	2	26
TWIC				38	47	60	46	49	41	37	41	38	397
TWIC - General				4	5	8	8	2	7	4	5	5	48
TWIC - Required Documents						2	2		1	2	1		8
TWIC - Status				34	42	50	36	47	33	31	35	33	341
2017	4,095	4,200	3,952	4,140	3,814	4,061	3,452	3,993	4,710	4,651	4,974	4,218	50,260
Additional Information Required/Insufficient Information	15	12	19	28	8	16	14	14	8	16	34	28	212
Additional Information Required/Insufficient Information - General	15	12	19	28	8	16	14	14	8	16	34	28	212
Advanced Imaging Technology (AIT)		1	2	2	1		1	2	2		1		12
Advanced Imaging Technology (AIT) - Flyer		1	2	1	1		1	2	2		1		11
Advanced Imaging Technology (AIT) - General				1									1
Airline	106	136	233	210	139	143	172	127	177	174	175	133	1,925

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Baggage Requirements	2	2	2	3	1	3	2	1	3	10	3	1	33
Airline - Lost Baggage	27	27	120	80	44	35	27	37	61	55	71	32	616
Airline - Policy/Regulations/Service	76	104	106	127	91	103	142	87	109	103	97	98	1,243
Airline - Positive Bag Match Program		1	1		1	2	1	1	1	3	1		12
Airline - Wheelchair Assistance	1	2	4		2			1	3	3	3	2	21
Business, Suggestions, and Ideas			1			4				1	1		7
Business, Suggestions, and Ideas - General			1			4				1	1		7
Cargo	2	1	3		5	1	3	3	6	1	2	1	28
Cargo - Indirect Air Carrier (IAC)	2		2		4	1	1	2	5		2		19
Cargo - Known Shipper		1	1		1		2	1	1	1		1	9
Civil Rights	5	3	7	7	8	2	2	8	4	9	13	9	77
Civil Rights - Civil Rights Violation (TSA E	2	1	3	3	2	2		4		2	3	4	26
Civil Rights - Constitutional Rights				1	1						1		3
Civil Rights - Hair Patdowns											1		1
Civil Rights - Headwear									1				1
Civil Rights - Hostile Work Environment (T	1	1	1	1				1					5
Civil Rights - National Origin						1					1		2
Civil Rights - Perceived Religion				1	2			1		1	2		7
Civil Rights - Racial Profiling or Discrimina	1	1	2	1	2		1	2	3	3	5	2	23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1		1	3
Civil Rights - Sexual Orientation - Not Transgender							1			1		1	3
Civil Rights - Transgender Screening	1									1		1	3
Claims	45	34	60	64	69	78	54	84	89	51	66	66	760
Claims - General	8	4	9	9	4	4	3	9	6	8	4	6	74
Claims - Request to be Transferred			1		1			2	1				5
Claims - Status	37	30	50	55	64	74	51	73	82	43	62	60	681
Current Topic			2	1						1			4
Current Topic - Current Topic			2	1						1			4
Customer Service	28	19	21	29	18	30	17	32	47	32	26	22	321
Customer Service - CSM			2	1							1		4
Customer Service - Others	13	6	11	15	11	10	9	19	12	10	11	9	136
Customer Service - TCC	2		2	5		1	1	2	3			2	18
Customer Service - TSO	13	13	6	8	7	19	7	11	32	22	14	11	163
DHS TRIP	24	40	31	25	20	30	16	17	31	24	23	22	303
DHS TRIP - General	6	3	5	4	6	8	4	7	12	10	5	4	74
DHS TRIP - Status	18	37	26	21	14	22	12	10	19	14	18	18	229
Expedited Passenger Screening Program	3,256	3,311	2,819	3,008	2,936	3,073	2,529	2,971	3,541	3,467	3,779	3,279	37,969
Expedited Passenger Screening Program	6	5	8	4	8	4	5	1	11	12	3	4	71
Expedited Passenger Screening Program - Children Under 12						1					1		2
Expedited Passenger Screening Program	18	17	29	24	20	19	21	19	28	31	30	24	280
Expedited Passenger Screening Program	2	1	1		2			1	1	1	1	2	12
Expedited Passenger Screening Program - Over 75			1			1	1			1	2	1	7
Expedited Passenger Screening Program	388	303	174	219	181	122	81	78	104	99	121	94	1,964
Expedited Passenger Screening Program	2,833	2,976	2,590	2,752	2,717	2,914	2,414	2,862	3,385	3,272	3,606	3,138	35,459
Expedited Passenger Screening Program	9	9	16	9	8	12	7	10	12	51	15	16	174
Federal Air Marshall Service (FAMS)		1										1	2
Federal Air Marshall Service (FAMS) - General		1										1	2
Federal Flight Deck Officer (FFDO) Program										1			1
Federal Flight Deck Officer (FFDO) Program - General										1			1
Flying Armed				2				1					3
Flying Armed - General				2				1					3
Freedom of Information Act (FOIA)						1			2				3
Freedom of Information Act (FOIA) - General						1			2				3
General Aviation		12	3	5	3	2	1	1	2	1	4		34
General Aviation - Alien Flight School Program (AFS)		12	3	5	3	2		1	2	1	4		33
General Aviation - General							1						1
Hazardous Materials Safety	96	115	113	134	125	110	99	111	83	79	106	107	1,278
Hazardous Materials Safety - General	96	115	113	134	125	110	99	111	83	79	106	107	1,278
HAZMAT Endorsement	20	31	47	44	16	14	11	9	11	7	13	13	236
HAZMAT Endorsement - General	3	3	6	4	3	3	1	4	3	3	5	2	40
HAZMAT Endorsement - Status	17	28	41	40	13	11	10	5	8	4	8	11	196
Human Capital	4	6	5	1	2	3	4	2	5	4	5	1	42
Human Capital - Current Employee		2					2		2				6
Human Capital - Former Employee	1					1	1					1	6
Human Capital - Prospective Employment	3	4	4	1	2	2	1	2	3	4	3		29
Human Capital - TSA Background Check			1										1
Identification (ID) Requirements	2	6	11	4	3	9	2	5	7	6	3	6	64
Identification (ID) Requirements - Domestic	2	4	7	2	3	9	2	4	5	4	1	4	47
Identification (ID) Requirements - ID Matching Ticket		2	2	1					2	1	2	2	12
Identification (ID) Requirements - International Travel								1					1
Identification (ID) Requirements - Minors Domestic			2	1						1			4
Intranet/Internet Inquiries	3	3	2	6	7	3	2	3	4	2	1	4	40
Intranet/Internet Inquiries - General	3	3	2	6	7	3	2	3	4	2	1	4	40
Locks	78	81	75	78	62	61	59	92	101	95	83	56	921
Locks - General	9	3	7	13	4	5	9	15	18	14	12	2	111
Locks - Missing or Damaged Lock	69	78	68	65	58	56	50	77	83	81	71	54	810
Lost and Found		1	2	3		2	2	2	5	2	2	3	24
Lost and Found - Airport/TSA		1	2	3		2	2	2	5	2	2	3	24
Mishandling of Passenger Property	205	164	215	232	174	214	169	226	250	320	307	217	2,693
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1	1				2
Mishandling of Passenger Property - Dam	3	3	4	8	11	4	2	5	9	8	12	5	74
Mishandling of Passenger Property - Dam	171	133	169	188	128	178	134	179	201	273	249	172	2,175
Mishandling of Passenger Property - Dam	6	11	14	7	9	5	4	3	10	6	14	3	92
Mishandling of Passenger Property - Disa	25	17	28	29	26	27	29	38	29	33	32	37	350
No Jurisdiction	86	100	112	119	93	111	80	71	122	134	115	95	1,238

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	17	28	41	35	35	40	28	25	46	44	31	34	404
No Jurisdiction - Refer to CBP	57	63	63	74	50	65	44	38	58	61	68	51	692
No Jurisdiction - Refer to Department of S	2	3	2	2			2		3	3	2	1	20
No Jurisdiction - Refer to FAA	7	5	3	6	4	5	1	4	2	10	3	2	52
No Jurisdiction - Refer to Other	3	1	3	2	4	1	5	4	13	16	11	7	70
No Subject	1	7	15	1		1		1	3	1			30
No Subject - General	1	7	15	1		1		1	3	1			30
Notice of Violation/Civil Penalties	3	3	2	3	8	8	5	2	3	1	6	3	47
Notice of Violation/Civil Penalties - Gener	3	3	2	3	8	8	5	2	3	1	6	3	47
Ombudsman		2	1	2	1	1	1	2	1		5	2	18
Ombudsman - General		2	1	2	1	1	1	2	1		5	2	18
Patdown	8	3	14	4	6	9	20	18	5	8	5	9	109
Patdown - Children			1				1					1	3
Patdown - Flyer	5	2	9	4	5	9	17	16	5	4	4	6	86
Patdown - Flyer as Observer	1	1	1				1			2			5
Patdown - General	1	1	1					1		1	1	1	7
Patdown - Non-Flyer	1		2		1		1	1		1		1	8
Persons w/ Disabilities (PWD)	4	6	9	8	6	10	1	5	10	8	6	4	77
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Breast Cancer			1	1						1			3
Persons w/ Disabilities (PWD) - Cancer (c	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2		1	1	1	1				6
Persons w/ Disabilities (PWD) - Diabetes		1		1				1	1	3	1		8
Persons w/ Disabilities (PWD) - General		2		2	1			2			1		8
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices			3			1						1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1			1	1	1		4
Persons w/ Disabilities (PWD) - Medically	1	1		1	2			1	2	1			9
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2	1	1	1			1	1	1	2	9
Persons w/ Disabilities (PWD) - Mobility [1			1	1	1			1	1	1		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respirato	1				1				1			1	4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1				1			1				3
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1				2			5
Prohibited & Permitted Items	3	11	4	3	2	2	5	11	10	14	13	12	90
Prohibited & Permitted Items - Alcohol and Tobacco			1					1		2	1		5
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump				1						1			2
Prohibited & Permitted Items - Chemical/Household F	1						1			2			4
Prohibited & Permitted Items - Electronic Devices	1									1	2		4
Prohibited & Permitted Items - Firearm/Ammunition	1	1							3	1	1	2	9
Prohibited & Permitted Items - Food/Beverages	2	1				1		2			1		7
Prohibited & Permitted Items - General	1	1		1	2		1	4	3	2	6	5	26
Prohibited & Permitted Items - Knives/Tools/Razors/€	2							2	1	2		2	9
Prohibited & Permitted Items - Lighters/Matches				1					1				2
Prohibited & Permitted Items - Liquids/Ge	2	1					1	1	2	1	1		9
Prohibited & Permitted Items - Medication/Prescriptio		1	1			1	1		1	1		2	8
Prohibited & Permitted Items - Remains		1					1					1	3
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling							41	40	37	43	46	24	231
Property - Special Handling - Damaged Items - Carry-On							1	1	5	3	4	1	15
Property - Special Handling - Damaged Items - Checked							14	8	12	12	15	7	68
Property - Special Handling - Missing Items - Carry-On							4	4	3	1	1	1	14
Property - Special Handling - Missing Items - Checked							22	27	17	27	26	15	134
Request for Assistance			1		1				1	2	2	1	8
Request for Assistance - Other			1		1				1	2	1		6
Request for Assistance - Wounded Warrior (MSIJSOC)											1	1	2
Screening	71	69	90	80	73	100	119	116	125	129	115	91	1,178
Screening - Children							1						1
Screening - Crew Member or Airline Empl	1		2	1	1	2	2	3	1	4			17
Screening - Cruise Ships				1						1	2	1	5
Screening - Gate Pass			3	1	1	1			1	5			12
Screening - Inconsistency	1	1	3	1		5	2	6	5	5	3	3	35
Screening - International Screening	29	23	26	33	37	44	30	28	41	35	37	24	387
Screening - Lengthy Lines	3	1	2			2	3	1	3	8	4	2	29
Screening - Procedures/Process	27	37	48	37	26	38	72	71	62	56	67	57	598
Screening - Rail	1	1				1	1			1			5
Screening - Retrieving Abandoned/Confis	6	6	6	5	6	7	6	5	10	12	2	4	75
Screening - Security Breach	3		1	2			1	1	2	1			11
Screening - Traveling with Cash							1	1		1			3
SIDA (Security Identification Display Area)	1	1	3	1	2		1	1	1	2	1		14
SIDA (Security Identification Display Area)	1	1	3	1	2		1	1	1	2	1		14
SPAM									1				1
SPAM - General									1				1
TSA Contact Information		1	5	6	3	2	1		4	2	6	1	31
TSA Contact Information - General		1	5	6	3	2	1		4	2	6	1	31
TWIC	29	20	25	30	23	21	21	16	12	14	10	8	229
TWIC - General	3	4	3	5	5	2	5	3	5	7		3	45
TWIC - Required Documents	1			2	2		1	1	1		1		9
TWIC - Status	25	16	22	23	16	19	15	12	6	7	9	5	175
2018	5,197	5,139	4,446	4,740	4,511	5,007	5,147	5,461	5,303	5,486	6,604	4,780	61,821
Additional Information Required/Insufficient Inf	5	7	7	7	7	7	18	15	19	14	10	9	124
Additional Information Required/Insufficie	5	7	7	7	7	7	18	15	19	14	10	9	124

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT)	1	3		1			1		4			1	11
Advanced Imaging Technology (AIT) - Fly	1	3		1			1		3			1	10
Advanced Imaging Technology (AIT) - General									1				1
Airline	124	126	137	145	134	137	125	119	159	187	201	130	1,724
Airline - Baggage Requirements	1	2	3	3	3	1	2	1		1	3	1	21
Airline - Lost Baggage	27	29	39	43	24	32	28	31	44	69	100	42	508
Airline - Oxygen Regulations							1			1			2
Airline - Policy/Regulations/Service	94	89	90	98	105	102	92	84	111	114	97	84	1,160
Airline - Positive Bag Match Program	2	3	1		1	1			2	1		2	13
Airline - Wheelchair Assistance		3	4	1	1	1	2	3	2	1	1	1	20
Animals				1									1
Animals - Carry-On				1									1
Business, Suggestions, and Ideas		1	2				1						4
Business, Suggestions, and Ideas - General		1	2				1						4
Cargo	4	1	2	1	1	3	1	3	2	4	6	3	31
Cargo - Indirect Air Carrier (IAC)	1	1	1		1	1	1		1	1	1	1	10
Cargo - Known Shipper	3		1	1		2		3	1	3	5	2	21
Civil Rights	6	11	13	13	9	10	7	7	8	12	7	8	111
Civil Rights - Age		1			1	2					1		5
Civil Rights - Civil Rights Violation (TSA E	3	5	7	6	2	4	1	2	1	2	3	2	38
Civil Rights - Constitutional Rights				1	2								3
Civil Rights - Hair Patdowns				1	1	1	2			2			7
Civil Rights - Hostile Work Environment (TSA Employ		1										1	2
Civil Rights - National Origin			2		2					2	1		7
Civil Rights - Perceived Religion		1		1			1	1					4
Civil Rights - Racial Profiling or Discrimin	3	2	3	3	1	2	3	3	2	4	1	2	29
Civil Rights - Screening of Religious Cultural and Ceremonial Items													1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1						1	2	1	1	7
Civil Rights - Sexual Harassment (TSA Employee)									1				1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening				1		1		1	3				6
Claims	99	78	60	83	92	78	80	52	55	65	67	44	853
Claims - General	6	7	9	3	5	9	8	9	1	4	7	6	74
Claims - Request to be Transferred	1				1								2
Claims - Status	92	71	51	80	86	69	72	43	54	61	60	38	777
Current Topic									1				1
Current Topic - Current Topic									1				1
Customer Service	35	37	24	39	35	30	38	28	29	42	25	27	389
Customer Service - CSM			1	1									2
Customer Service - Others	17	15	7	21	12	17	11	9	12	16	13	9	159
Customer Service - TCC	2	5	3	1	3	1	2	5		2	2	3	29
Customer Service - TSO	16	17	13	16	20	12	25	14	17	24	10	15	199
DHS TRIP	15	20	17	27	18	16	10	14	12	15	12	21	197
DHS TRIP - General	1	5	8	10	7	5	2		3	4	2	5	52
DHS TRIP - Status	14	15	9	17	11	11	8	14	9	11	10	16	145
Expedited Passenger Screening Program	4,055	4,029	3,335	3,479	3,525	3,959	4,071	4,416	4,188	4,245	5,395	3,870	48,567
Expedited Passenger Screening Program	5	5	6	2	1	3	1						23
Expedited Passenger Screening Program - Children Under 12									1				1
Expedited Passenger Screening Program	17	19	17	5	9	11	10	14	16	26	19	17	180
Expedited Passenger Screening Program	2	1	3	2	1		1	2	3	8	1		24
Expedited Passenger Screening Program	1	2	1	1							2	1	8
Expedited Passenger Screening Program	115	99	63	111	76	103	92	128	88	100	819	79	1,873
Expedited Passenger Screening Program	3,896	3,891	3,239	3,354	3,430	3,834	3,959	4,262	4,076	4,106	4,549	3,772	46,368
Expedited Passenger Screening Program	19	12	6	4	8	8	10	4	5	5	1	1	90
Freedom of Information Act (FOIA)					1	1		1		1			4
Freedom of Information Act (FOIA) - General					1	1		1		1			4
General Aviation				2					1	1		1	5
General Aviation - Alien Flight School Program (AFSP)				1						1		1	3
General Aviation - General				1					1				2
Hazardous Materials Safety	157	206	244	242	170	168	190	156	161	208	194	133	2,229
Hazardous Materials Safety - General	157	206	244	242	170	168	190	156	161	208	194	133	2,229
HAZMAT Endorsement	14	13	13	16	9	14	10	13	9	5	9	6	131
HAZMAT Endorsement - General	2	3		2	2	4	1	5	1	1	4	2	27
HAZMAT Endorsement - Status	12	10	13	14	7	10	9	8	8	4	5	4	104
Human Capital	1	3	6	2	10	7	7	1	1		3	2	43
Human Capital - Current Employee			1		2								3
Human Capital - Former Employee		1	1		1								3
Human Capital - Prospective Employment	1	2	4	2	7	7	7	1	1		3	1	36
Human Capital - TSA Background Check												1	1
Identification (ID) Requirements	4	5	4	11	3	8	4	6	1	5	4	4	59
Identification (ID) Requirements - Domestic	4	4	3	8	3	7	4	5	1	5	4	4	52
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				2		1		1					4
Identification (ID) Requirements - International Travel		1	1										2
Identification (ID) Requirements - Minors Domestic				1									1
Intranet/Internet Inquiries	1	7	5	1	4	5	3	6	3	1	4	4	44
Intranet/Internet Inquiries - General	1	7	5	1	4	5	3	6	3	1	4	4	44
Locks	96	71	51	108	64	70	86	105	95	96	102	70	1,014
Locks - General	7	2	5	11	5	3	8	5	4	3	3	4	60
Locks - Missing or Damaged Lock	89	69	46	97	59	67	78	100	91	93	99	66	954
Lost and Found	8	6	3	12	4	3	5	5	5		2	7	60
Lost and Found - Airport/TSA	8	6	3	12	4	3	5	5	5		2	7	60
Mishandling of Passenger Property	250	234	217	239	171	195	185	201	215	220	209	185	2,521
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Dam	13	5	4	13	5	8	2	7	5	7	5	6	80
Mishandling of Passenger Property - Dam	191	190	174	201	140	159	147	168	161	171	167	141	2,010

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	14	3	7	9	7	10	5	5	10	10	6	10	96
Mishandling of Passenger Property - Disa	32	36	32	16	19	18	31	20	39	32	31	28	334
No Jurisdiction	123	94	93	118	76	101	89	104	111	123	127	93	1,252
No Jurisdiction - No Referral	39	39	44	37	17	32	27	31	37	48	39	25	415
No Jurisdiction - Refer to CBP	63	45	46	76	49	62	57	73	73	68	83	63	758
No Jurisdiction - Refer to Department of S	3				4	2	3		1	2		2	17
No Jurisdiction - Refer to FAA	6	8	2	2	6	5				2	1		32
No Jurisdiction - Refer to Other	12	2	1	3			2			3	4	3	30
No Subject	1	1		3	2	1	1	1	2				12
No Subject - General	1	1		3	2	1	1	1	2				12
Notice of Violation/Civil Penalties	2	4	3	1	2	1	2	6	3	1	5	1	31
Notice of Violation/Civil Penalties - Gener	2	4	3	1	2	1	2	6	3	1	5	1	31
Ombudsman	1	2	1	1	1	2	1			1		1	11
Ombudsman - General	1	2	1	1	1	2	1			1		1	11
Patdown	5	5	3	9	12	8	4	4	15	10	10	5	90
Patdown - Children										1			1
Patdown - Flyer	3	4	2	7	9	5	3	4	12	7	9	5	70
Patdown - Flyer as Observer	1		1		1	1	1		1				6
Patdown - General	1			1		1				1			4
Patdown - Non-Flyer		1		1	2	1			2	1	1		9
Persons w/ Disabilities (PWD)	8	6	8	7	9	13	10	9	11	9	3	10	103
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer			1			1						1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not		1				1							2
Persons w/ Disabilities (PWD) - Cognitive /Developm	1				1	1	1					1	5
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1		2		1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1					1						2
Persons w/ Disabilities (PWD) - General		2	1		2			1	4			1	11
Persons w/ Disabilities (PWD) - Hearing Impairment			1						1	1			3
Persons w/ Disabilities (PWD) - Internal M	1						3			1			5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		1					2
Persons w/ Disabilities (PWD) - Medical	2		1	3	1	2		2	2	1	2		16
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1		1			1	1				1	1	6
Persons w/ Disabilities (PWD) - Mobility	4		1			4	1	1	3	2		2	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		1					1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1							1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1		1	3
Persons w/ Disabilities (PWD) - Wheelcha	1	1		1	3		1	1	1				9
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items	7	7	8	3	5	6	11	5	12	9	4	1	78
Prohibited & Permitted Items - Alcohol and Tobacco			1		1				1				3
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Prohibited & Permitted Items - Chemical/Household Products				1							1		2
Prohibited & Permitted Items - Electronic	1		1		1			1	1	1			6
Prohibited & Permitted Items - Firearm/Ar	1	2					2	1		1			7
Prohibited & Permitted Items - Food/Beve	1			1		1	1		1				5
Prohibited & Permitted Items - General	2	3	2		2	2	5	2	4	6	1		29
Prohibited & Permitted Items - Knives/Toc	1		3						2		1		7
Prohibited & Permitted Items - Liquids/Ge	1	1				1	2					1	6
Prohibited & Permitted Items - Marijuana		1				1			1				3
Prohibited & Permitted Items - Medication/Prescription/Medically			1		1	1				1			4
Prohibited & Permitted Items - Remains							1		1				2
Prohibited & Permitted Items - Sporting Goods				1				1			1		3
Property - Special Handling	42	41	56	46	42	27	59	32	36	59	57	41	538
Property - Special Handling - Damaged It	1	6	5	3	4	1	2	1	5	2	2	1	33
Property - Special Handling - Damaged It	17	17	17	17	19	13	24	9	10	17	32	14	206
Property - Special Handling - Missing Item	2	3	7	5	2	2	5	3	1	3	4	1	38
Property - Special Handling - Missing Item	22	15	27	21	17	11	28	19	20	37	19	25	261
Request for Assistance	1		2				2		2	3	1		11
Request for Assistance - Other	1		2				2		2	2	1		10
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	124	111	126	113	91	111	112	140	131	149	137	101	1,446
Screening - Children		1						1					2
Screening - Crew Member or Airline Empl	1	1		1		2		1	2				8
Screening - Cruise Ships			3			1			1		1		6
Screening - Gate Pass				1						2	2	1	6
Screening - Inconsistency	1	2	7	4	4	3	2	6	4	6	5	1	45
Screening - International Screening	32	34	27	35	33	32	48	39	55	37	46	34	452
Screening - Lengthy Lines	8	6	6	3	2	5	3	3	5	6	2	1	50
Screening - Procedures/Process	74	58	67	62	42	62	53	71	54	87	76	59	765
Screening - Rail			1	1									2
Screening - Retrieving Abandoned/Confis	8	6	13	4	6	2	5	12	5	9	3	4	77
Screening - Security Breach		3	1	2	4	4	1	7	5	2	2	1	32
Screening - Shoe Screening			1										1
SIDA (Security Identification Display Area)	1	1				1	2			1	3	1	10
SIDA (Security Identification Display Area)	1	1				1	2			1	3	1	10
Transcriptions							1	1	1				3
Transcriptions - Claim Form Request							1	1	1				3
TSA Contact Information	2	2	2	1	1	4	4		1	2	1	1	21
TSA Contact Information - General	2	2	2	1	1	4	4		1	2	1	1	21
TWIC	5	7	4	9	13	10	10	7	15	2	7	3	92
TWIC - General	2	4	2	3	5	2	6	3	5		2	1	35
TWIC - Required Documents				1	2		1	1					5
TWIC - Status	3	3	2	5	6	8	3	3	10	2	5	2	52

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPAM									1				1
SPAM - General									1				1
TSA Contact Information			2	1				1		2	1		7
TSA Contact Information - General			2	1				1		2	1		7
TWIC	5	6	3	5	12	13	12	3	1	13	4	8	85
TWIC - General	1	2	1	1	5	1	7	2		3	2	5	30
TWIC - Status	4	4	2	4	7	12	5	1	1	10	2	3	55
Total	28,729	27,851	27,672	34,654	33,181	38,553	38,030	40,510	38,112	39,037	41,515	34,508	422,352