The TSA Contact Center (TCC) received a total of 115,030 contacts (agent-assisted) during FY22.Q2. The below trends were noted:

- +14% from FY21.Q2 to FY22.Q2
- +13,709 from FY21.Q2 to FY22.Q2

**Information Requests:**
49% of all contacts or 56,572 contacts. Decreased by 35% from FY21.Q2 to FY22.Q2 (~30,109).
ID Requirements decreased by 49% (~11,593). Indiv. w/ Disabilities increased by 501% (+7,160).

** Complaints:**
30% of all contacts or 34,514 contacts. Increased by 357% from FY21.Q2 to FY22.Q2 (+26,965).
TSA PreCheck™ increased by 753% (+24,358). Customer Service increased by 62% (+740).

**Requests for Assistance:**
8% of all contacts or 9,130 contacts. Increased by 275% from FY21.Q2 to FY22.Q2 (+6,693).
Autism Spectrum increased by 267% (+1,291). Mobility - Not WC increased by 1034% (+1,117).

For comparison, TSA screened 153,450,880 passengers at screening checkpoints during FY22.Q2. The below trends were noted:

- +83% from FY21.Q2 to FY22.Q2
- +69,655,883 from FY21.Q2 to FY22.Q2

**Top Complaints**
The top complaints in FY22.Q2 were:

- TSA PreCheck™ (80%, 27,591)
- Customer Service (6%, 1,926)
- Screening (4%, 1,473)
- Other Categories (10%, 3,524)

**Complaint Type - "Wheelchair"**
Below are the recent trends for PAX in wheelchairs:

- FY20.Q2: 77 complaints
- FY21.Q2: 22 complaints, 71% decrease
- **FY22.Q2: 49 complaints, 123% increase**

**Top Themes:** Asked to Stand, Patdowns

**Top Information Requests**
The top information requests in FY22.Q2 were:

- TSA PreCheck™ (32%, 17,954)
- ID Requirements (21%, 11,899)
- Indiv. w/ Disabilities (15%, 8,588)
- Other Categories (32%, 18,131)

For FY22.Q2, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 13,311 contacts who did not receive TSA PreCheck™ (increased by 508% or 11,120 contacts from FY21.Q2 to FY22.Q2). The top response codes for these contacts were:
## TCC Quarterly Report

**Trends: FY19.Q3 through FY22.Q2**

Prepared by: Customer Service Branch

### Contacts by Interaction Type

<table>
<thead>
<tr>
<th>Interaction Type</th>
<th>22.2 vs. 22.1</th>
<th>Avg. quarter over quarter change</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Informational</td>
<td>-1%</td>
<td>7%</td>
</tr>
<tr>
<td>- Complaints</td>
<td>3%</td>
<td>7%</td>
</tr>
<tr>
<td>- Req. for Assistance</td>
<td>14%</td>
<td>6%</td>
</tr>
</tbody>
</table>

### Top Information Requests

- **TSA PreCheck™** (22.2 vs. 22.1): -21%
  - Avg. quarter over quarter change: 8%
- **ID Requirements** (22.2 vs. 22.1): 0%
  - Avg. quarter over quarter change: 14%
- **Indiv. w/ Disabilities** (22.2 vs. 22.1): 148%
  - Avg. quarter over quarter change: 8%

### Top Complaints

- **TSA PreCheck™** (22.2 vs. 22.1): 5%
  - Avg. quarter over quarter change: 15%
- **Customer Service** (22.2 vs. 22.1): -11%
  - Avg. quarter over quarter change: 1%
- **Screening** (22.2 vs. 22.1): 7%
  - Avg. quarter over quarter change: -6%

### Top Requests for Assistance

- **Autism Spectrum** (22.2 vs. 22.1): 15%
  - Avg. quarter over quarter change: 5%
- **Wheelchair / Scooter** (22.2 vs. 22.1): 11%
  - Avg. quarter over quarter change: 5%
- **Mobility - Not WC** (22.2 vs. 22.1): 3%
  - Avg. quarter over quarter change: 21%