The TSA Contact Center (TCC) received a total of 122,438 contacts (agent-assisted) during FY22.Q1. The below trends were noted.

- +48% from FY21.Q1 to FY22.Q1
- +39,830 from FY21.Q1 to FY22.Q1

Information Requests:
- 52% of all contacts or 63,145 contacts. Decreased by 5% from FY21.Q1 to FY22.Q1 (-3,438).
- TSA PreCheck™ increased by 190% (+16,511). ID Requirements decreased by 32% (-6,187).

Complaints:
- 30% of all contacts or 36,844 contacts. Increased by 292% from FY21.Q1 to FY22.Q1 (+11,413).
- TSA PreCheck™ increased by 675% (+25,187). Customer Service increased by 115% (+1,282).

Requests for Assistance:
- 7% of all contacts or 8,875 contacts. Increased by 412% from FY21.Q1 to FY22.Q1 (+7,143).
- Autism Spectrum increased by 475% (+1,412). Mobility - Not WC increased by 1,017% (+1,200).

For comparison, TSA screened 169,516,439 passengers at screening checkpoints during FY22.Q1. The below trends were noted.

- +120% from FY21.Q1 to FY22.Q1
- +92,308,439 from FY21.Q1 to FY22.Q1

The top complaints in FY22.Q1 were:

- TSA PreCheck™ (78%, 28,916)
- Customer Service (7%, 2,398)
- Screening (4%, 1,520)
- Other Categories (11%, 4,010)

The top themes for assistance were:

- Asked to Stand, Patdowns

The top response codes for these contacts were:

- Code 2B: DOB Incorrect
- Code 6C: Initially Invalid KTN
- Code 5B: KTN Wrong But Close
- Code 6B: Initially Wrong DOB

TSA PreCheck™ increased by 675% (+25,187). Customer Service increased by 115% (+1,282).

Top Information Requests:

- TSA PreCheck™ (40%, 25,181)
- ID Requirements (21%, 13,122)
- Prohibited / Permitted (13%, 8,438)
- Other Categories (26%, 16,404)

Requests for Assistance:

- FY20.Q1: 7,470 contacts
- FY21.Q1: 1,732 contacts, 77% decrease
- FY22.Q1: 8,875 contacts, 412% increase

Top Subject Categories:
- #1 Request: Autism Spectrum (1,709)
- #2 Request: Mobility - Not WC (1,318)
- #3 Request: Wheelchair / Scooter (1,267)

In FY22.Q1, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 10,653 contacts who did not receive TSA PreCheck™ (increased by 494% or 8,860 contacts from FY21.Q1 to FY22.Q1).

For comparison, TSA screened 169,516,439 passengers at screening checkpoints during FY22.Q1. The below trends were noted.

- +120% from FY21.Q1 to FY22.Q1
- +92,308,439 from FY21.Q1 to FY22.Q1

Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division
TCC Quarterly Report
Trends: FY19.Q2 through FY22.Q1
Prepared by: Customer Service Branch

Contacts by Interaction Type

<table>
<thead>
<tr>
<th>Type</th>
<th>2019.Q2 (22.1)</th>
<th>2020.Q1 (21.4)</th>
<th>Avg. quarter over quarter change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational</td>
<td>210</td>
<td>153.8</td>
<td>-31%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change</td>
<td></td>
<td></td>
<td>7%</td>
</tr>
<tr>
<td>Complaints</td>
<td>213</td>
<td>213</td>
<td>70%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change</td>
<td></td>
<td></td>
<td>7%</td>
</tr>
<tr>
<td>Req. for Assistance</td>
<td>10.5</td>
<td>10.5</td>
<td>5%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change</td>
<td></td>
<td></td>
<td>8%</td>
</tr>
</tbody>
</table>

Contact Rate per 100,000 passengers

<table>
<thead>
<tr>
<th>Type</th>
<th>Rate per 100,000 passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational</td>
<td>175</td>
</tr>
<tr>
<td>Complaints</td>
<td>158</td>
</tr>
<tr>
<td>Req. for Assistance</td>
<td>14.9</td>
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<tr>
<td>Other</td>
<td>6.0</td>
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<tr>
<td>TSA PreCheck™</td>
<td>17.1</td>
</tr>
<tr>
<td>ID Requirements</td>
<td>11.3</td>
</tr>
<tr>
<td>Prohibited / Permitted</td>
<td>10.7</td>
</tr>
</tbody>
</table>

Top Information Requests

- TSA PreCheck™ (22.1 vs. 21.4): -37%
  Avg. quarter over quarter change: 9%
- ID Requirements (22.1 vs. 21.4): -28%
  Avg. quarter over quarter change: 14%
- Prohibited / Permitted (22.1 vs. 21.4): -21%
  Avg. quarter over quarter change: 1%
- Customer Service (22.1 vs. 21.4): 7%
  Avg. quarter over quarter change: 3%
- Screening (22.1 vs. 21.4): 27%
  Avg. quarter over quarter change: -1%

Top Complaints

- TSA PreCheck™ (22.1 vs. 21.4): 101%
  Avg. quarter over quarter change: 14%
- Customer Service (22.1 vs. 21.4): 7%
  Avg. quarter over quarter change: 3%
- Screening (22.1 vs. 21.4): 27%
  Avg. quarter over quarter change: -1%

Top Requests for Assistance

- Autism Spectrum (22.1 vs. 21.4): 5%
  Avg. quarter over quarter change: 8%
- Mobility - Not WC (22.1 vs. 21.4): 23%
  Avg. quarter over quarter change: 24%
- Wheelchair / Scooter (22.1 vs. 21.4): 28%
  Avg. quarter over quarter change: 7%