



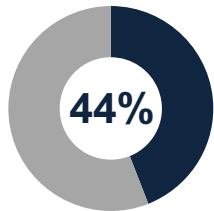
TCC Quarterly Report

Overview: FY22.Q3 vs. FY21.Q3

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 135,480 contacts (agent-assisted) during FY22.Q3. The below trends were noted.

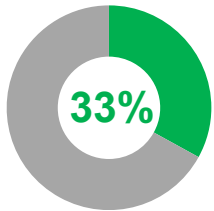
- +0% from FY21.Q3 to FY22.Q3
- +528 from FY21.Q3 to FY22.Q3



Information Requests:

44% of all contacts or 59,657 contacts. Decreased by 42% from FY21.Q3 to FY22.Q3 (-42,925).

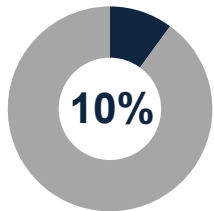
ID Requirements decreased by 59% (-16,684). TSA PreCheck™ decreased by 34% (-9,000).



Complaints:

33% of all contacts or 44,258 contacts. Increased by 191% from FY21.Q3 to FY22.Q3 (+29,060).

TSA PreCheck™ increased by 335% (+27,669). Screening increased by 72% (+815).



Requests for Assistance:

10% of all contacts or 13,583 contacts. Increased by 111% from FY21.Q3 to FY22.Q3 (+7,157).

Autism Spectrum increased by 143% (+1,759). Mobility - Not WC increased by 351% (+1,662).

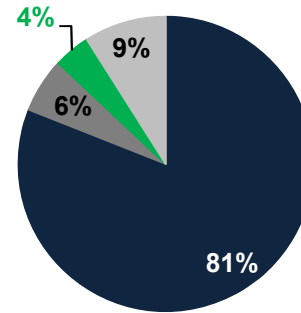
For comparison, TSA screened 194,472,873 passengers at screening checkpoints during FY22.Q3. The below trends were noted.

- +34% from FY21.Q3 to FY22.Q3
- +49,791,755 from FY21.Q3 to FY22.Q3

Top Complaints

The top complaints in FY22.Q3 were:

- TSA PreCheck™ (81%, 35,918)
- Customer Service (6%, 2,525)
- Screening (4%, 1,946)
- Other Categories (9%, 3,869)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY20.Q3: 919 contacts
- FY21.Q3: 6,426 contacts, 599% increase
- FY22.Q3: 13,583 contacts, 111% increase**

Top Subject Categories

- #1 Request: Autism Spectrum (2,991)
- #2 Request: Mobility - Not WC (2,136)
- #3 Request: Wheelchair / Scooter (1,664)

Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

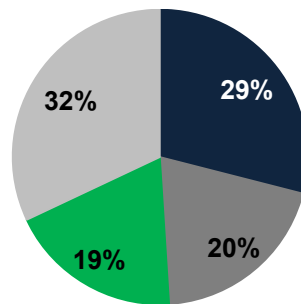
- FY20.Q3: 7 complaints
- FY21.Q3: 48 complaints, 586% increase
- FY22.Q3: 68 complaints, 42% increase**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

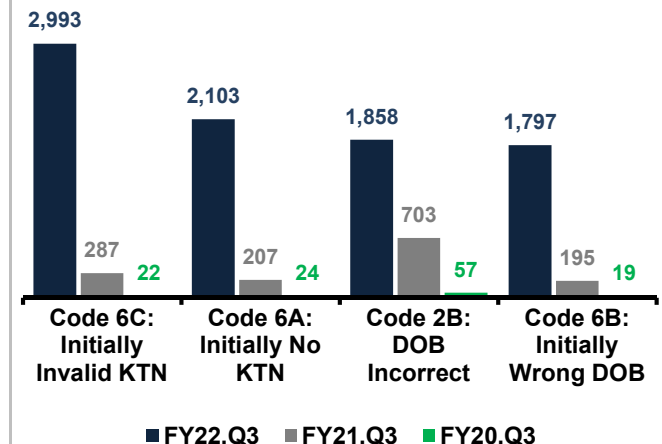
The top information requests in FY22.Q3 were:

- TSA PreCheck™ (29%, 17,302)
- ID Requirements (20%, 11,639)
- Indiv. w/ Disabilities (19%, 11,333)
- Other Categories (32%, 19,383)



In FY22.Q3, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 19,493 contacts who did not receive TSA PreCheck™ (increased by 349% or 15,156 contacts from FY21.Q3 to FY22.Q3).

The top response codes for these contacts were:





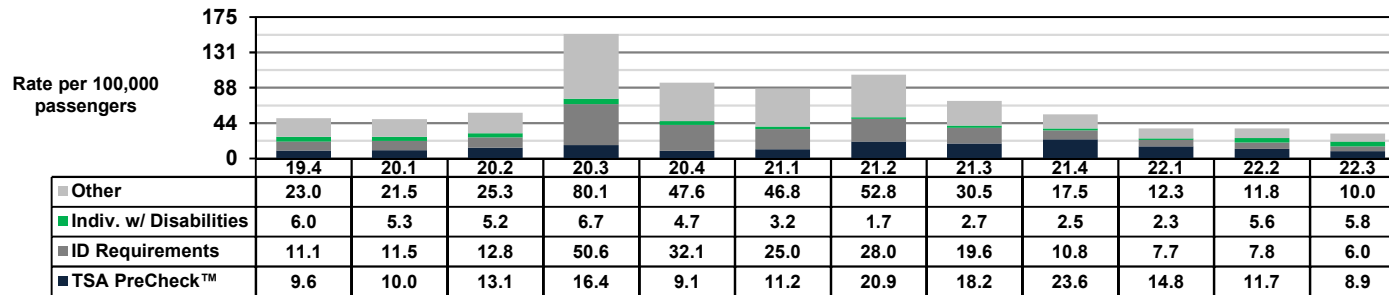
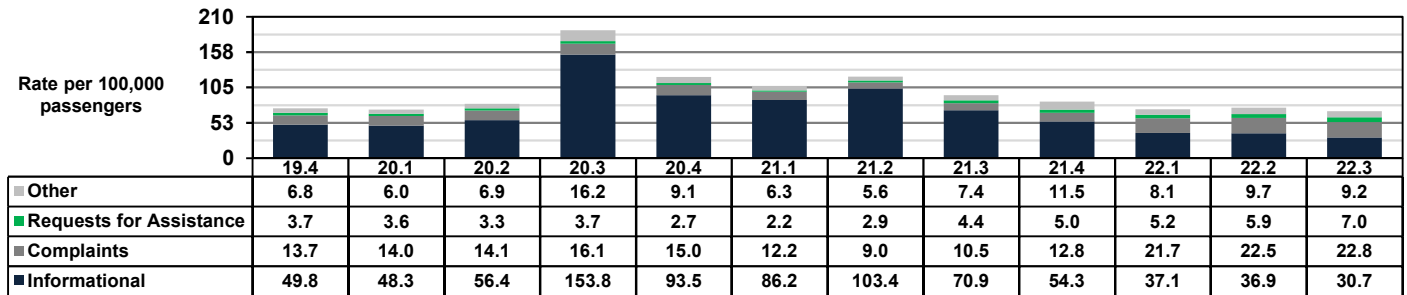
TCC Quarterly Report

Trends: FY19.Q4 through FY22.Q3

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (22.3 vs. 22.2): **-17%**
Avg. quarter over quarter change: **5%**
- Complaints (22.3 vs. 22.2): **1%**
Avg. quarter over quarter change: **7%**
- Req. for Assistance (22.3 vs. 22.2): **17%**
Avg. quarter over quarter change: **8%**

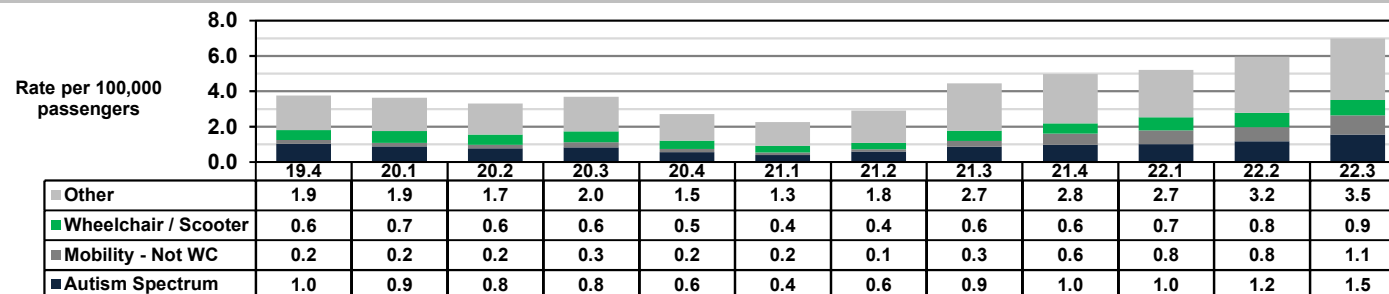
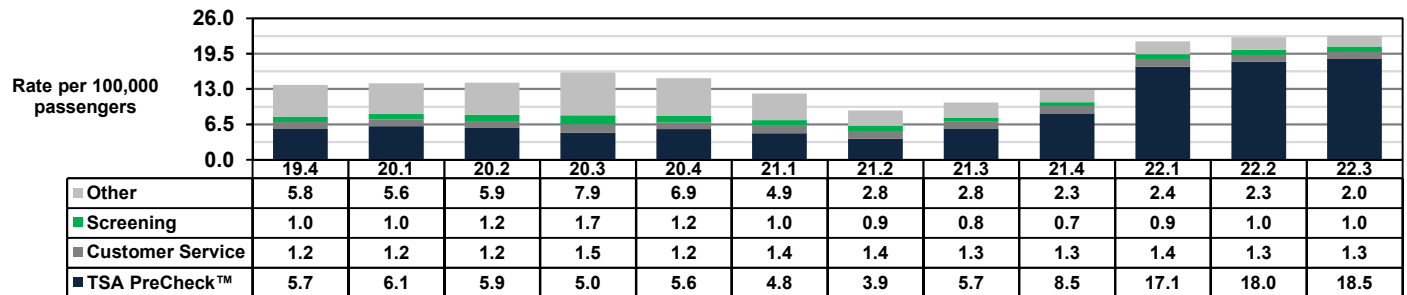


Top Information Requests

- TSA PreCheck™ (22.3 vs. 22.2): **-24%**
Avg. quarter over quarter change: **5%**
- ID Requirements (22.3 vs. 22.2): **-23%**
Avg. quarter over quarter change: **12%**
- Individ. w/ Disabilities (22.3 vs. 22.2): **4%**
Avg. quarter over quarter change: **9%**

Top Complaints

- TSA PreCheck™ (22.3 vs. 22.2): **3%**
Avg. quarter over quarter change: **16%**
- Customer Service (22.3 vs. 22.2): **3%**
Avg. quarter over quarter change: **2%**
- Screening (22.3 vs. 22.2): **4%**
Avg. quarter over quarter change: **-2%**



Top Requests for Assistance

- Autism Spectrum (22.3 vs. 22.2): **33%**
Avg. quarter over quarter change: **7%**
- Mobility - Not WC (22.3 vs. 22.2): **38%**
Avg. quarter over quarter change: **25%**
- Wheelchair / Scooter (22.3 vs. 22.2): **3%**
Avg. quarter over quarter change: **6%**