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

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)

**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)

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)

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

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).
### Contacts by Interaction Type

<table>
<thead>
<tr>
<th>Category</th>
<th>FY19.Q4 Rate</th>
<th>FY22.Q3 Rate</th>
<th>Avg. QOQ Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational (22.3 vs. 22.2)</td>
<td>23.0</td>
<td>21.5</td>
<td>-17%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change:</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints (22.3 vs. 22.2)</td>
<td>6.0</td>
<td>5.3</td>
<td>1%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change:</td>
<td>7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Req. for Assistance (22.3 vs. 22.2)</td>
<td>11.1</td>
<td>12.8</td>
<td>17%</td>
</tr>
<tr>
<td>Avg. quarter over quarter change:</td>
<td>8%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Top Information Requests

- TSA PreCheck™ (22.3 vs. 22.2): -24%
- ID Requirements (22.3 vs. 22.2): -23%
- Indiv. w/ Disabilities (22.3 vs. 22.2): 4%

### Top Complaints

- TSA PreCheck™ (22.3 vs. 22.2): 3%
- Customer Service (22.3 vs. 22.2): 3%
- Screening (22.3 vs. 22.2): 4%

### Top Requests for Assistance

- Autism Spectrum (22.3 vs. 22.2): 33%
- Mobility - Not WC (22.3 vs. 22.2): 38%
- Wheelchair / Scooter (22.3 vs. 22.2): 25%