



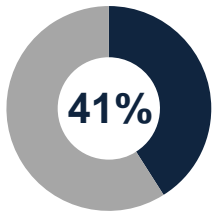
TCC Quarterly Report

Overview: FY23.Q1 vs. FY22.Q1

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 126,009 contacts (agent-assisted) during FY23.Q1. The below trends were noted.

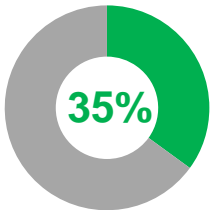
- +3% from FY22.Q1 to FY23.Q1
- +3,577 from FY22.Q1 to FY23.Q1



Information Requests:

41% of all contacts or 51,159 contacts. Decreased by 19% from FY22.Q1 to FY23.Q1 (-11,774).

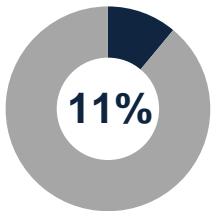
TSA PreCheck™ decreased by 46% (-11,611). Individ. w/ Disabilities increased by 192% (+7,336).



Complaints:

35% of all contacts or 44,441 contacts. Increased by 21% from FY22.Q1 to FY23.Q1 (+7,579).

TSA PreCheck™ increased by 26% (+7,380). Screening increased by 40% (+601).



Requests for Assistance:

11% of all contacts or 13,885 contacts. Increased by 57% from FY22.Q1 to FY23.Q1 (+5,056).

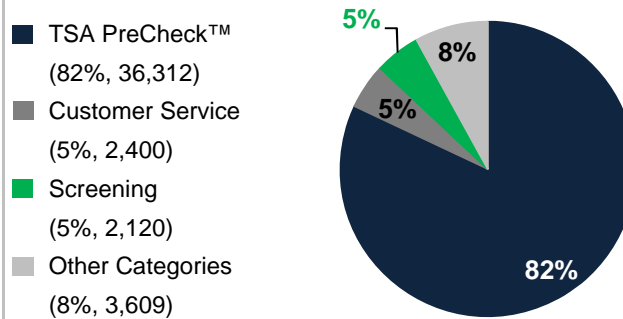
Autism Spectrum increased by 71% (+1,213). Mobility - Not WC increased by 79% (+1,036).

For comparison, TSA screened 194,037,699 passengers at screening checkpoints during FY23.Q1. The below trends were noted.

- +14% from FY22.Q1 to FY23.Q1
- +24,521,260 from FY22.Q1 to FY23.Q1

Top Complaints

The top complaints in FY23.Q1 were:



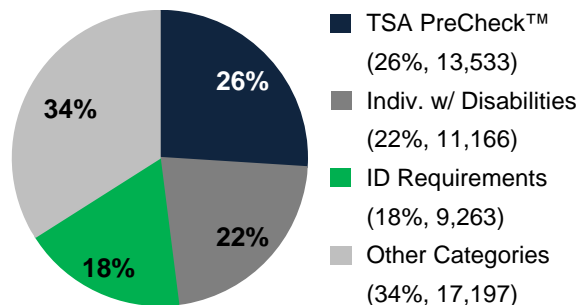
Complaint Type - "Civil Rights - Race"

Below are the recent trends for passengers alleging race-based discrimination during the screening process

- FY21.Q1: 117 complaints
- FY22.Q1: 264 complaints, 126% increase
- FY23.Q1: 206 complaints, 22% decrease**

Top Information Requests

The top information requests in FY23.Q1 were:



Requests for Assistance

Below are the recent trends for TSA Cares

- FY21.Q1: 1,732 contacts
- FY22.Q1: 8,829 contacts, 410% increase
- FY23.Q1: 13,885 contacts, 57% increase**

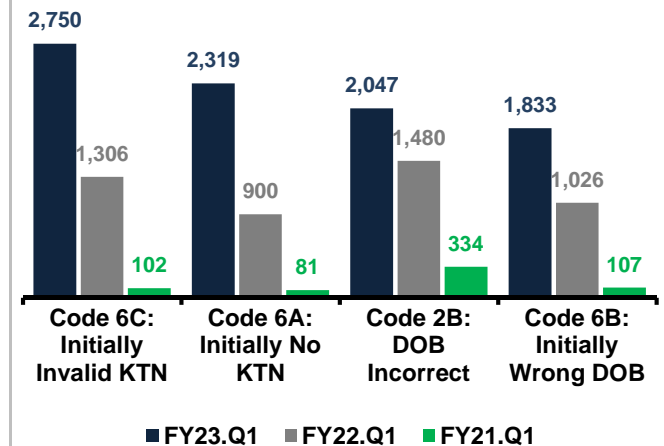
Top Subject Categories

- #1 Request: Autism Spectrum (2,921)
- #2 Request: Mobility - Not WC (2,351)
- #3 Request: Wheelchair / Scooter (2,096)



In FY23.Q1, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 19,372 contacts who did not receive TSA PreCheck™ (increased by 81% or 8,651 contacts from FY22.Q1 to FY23.Q1).

The top response codes for these contacts were:





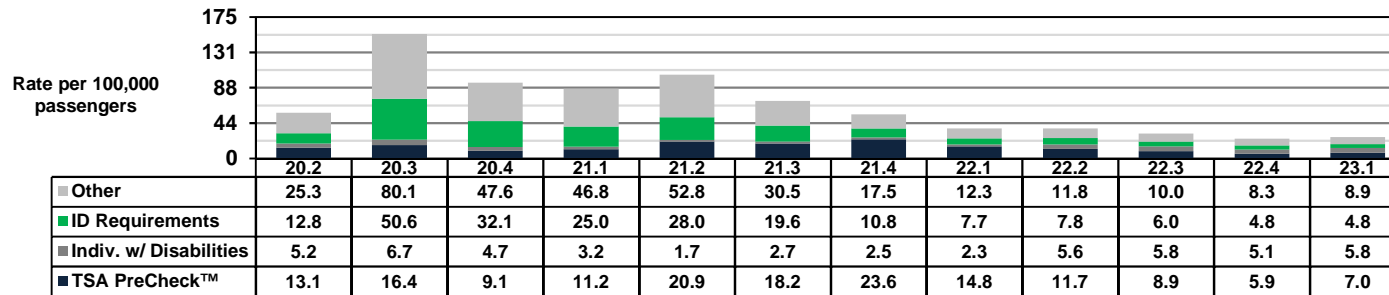
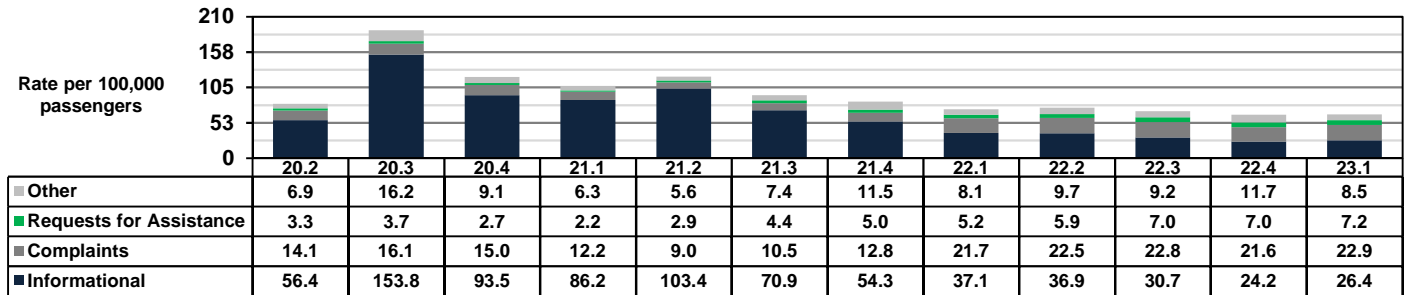
TCC Quarterly Report

Trends: FY20.Q2 through FY23.Q1

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (23.1 vs. 22.4): **9%**
Avg. quarter over quarter change: **3%**
- Complaints (23.1 vs. 22.4): **6%**
Avg. quarter over quarter change: **7%**
- Req. for Assistance (23.1 vs. 22.4): **2%**
Avg. quarter over quarter change: **9%**

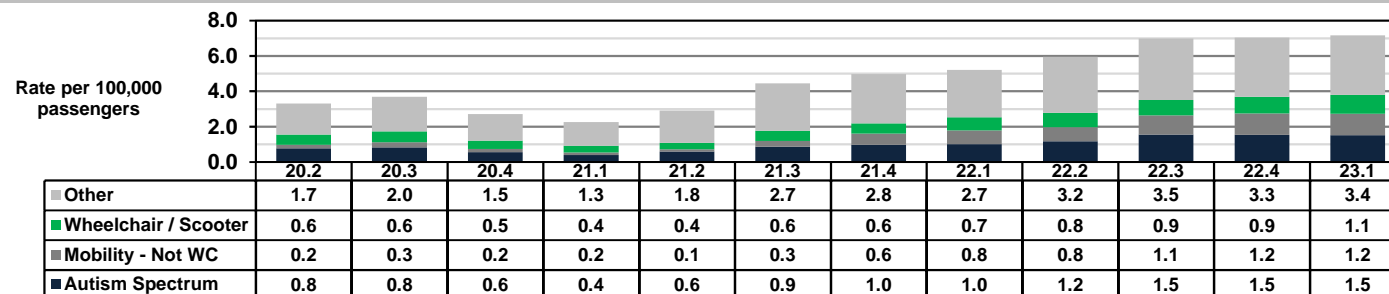
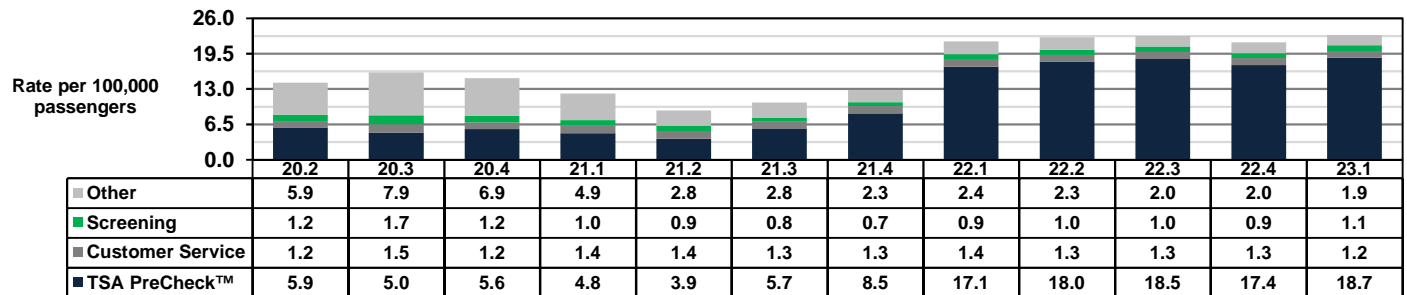


Top Information Requests

- TSA PreCheck™ (23.1 vs. 22.4): **19%**
Avg. quarter over quarter change: **1%**
- Indiv. w/ Disabilities (23.1 vs. 22.4): **12%**
Avg. quarter over quarter change: **10%**
- ID Requirements (23.1 vs. 22.4): **-1%**
Avg. quarter over quarter change: **9%**

Top Complaints

- TSA PreCheck™ (23.1 vs. 22.4): **8%**
Avg. quarter over quarter change: **16%**
- Customer Service (23.1 vs. 22.4): **-2%**
Avg. quarter over quarter change: **1%**
- Screening (23.1 vs. 22.4): **21%**
Avg. quarter over quarter change: **4%**



Top Requests for Assistance

- Autism Spectrum (23.1 vs. 22.4): **-1%**
Avg. quarter over quarter change: **10%**
- Mobility - Not WC (23.1 vs. 22.4): **0%**
Avg. quarter over quarter change: **28%**
- Wheelchair / Scooter (23.1 vs. 22.4): **15%**
Avg. quarter over quarter change: **7%**