



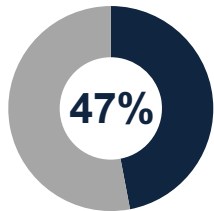
# TCC Quarterly Report

## Overview: FY23.Q2 vs. FY22.Q2

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 134,826 contacts (agent-assisted) during FY23.Q2. The below trends were noted.

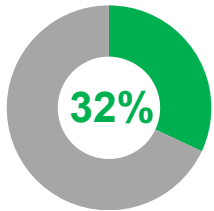
- +17% from FY22.Q2 to FY23.Q2
- +19,796 from FY22.Q2 to FY23.Q2



### Information Requests:

47% of all contacts or 63,618 contacts. Increased by 12% from FY22.Q2 to FY23.Q2 (+7,046).

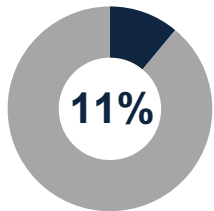
Indiv. w/ Disabilities increased by 58% (+4,941). ID Requirements decreased by 12% (-1,484).



### Complaints:

32% of all contacts or 42,761 contacts. Increased by 24% from FY22.Q2 to FY23.Q2 (+8,247).

TSA PreCheck increased by 25% (+6,855). Screening increased by 60% (+880).



### Requests for Assistance:

11% of all contacts or 14,859 contacts. Increased by 63% from FY22.Q2 to FY23.Q2 (+5,729).

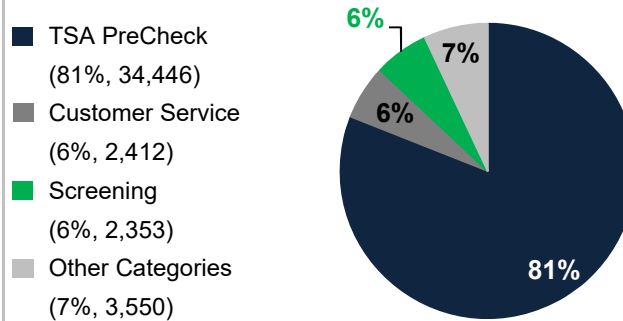
Autism Spectrum increased by 84% (+1,490). Mobility - Not WC increased by 83% (+1,012).

For comparison, TSA screened 185,666,384 passengers at screening checkpoints during FY23.Q2. The below trends were noted.

- +21% from FY22.Q2 to FY23.Q2
- +32,214,354 from FY22.Q2 to FY23.Q2

### Top Complaints

The top complaints in FY23.Q2 were:



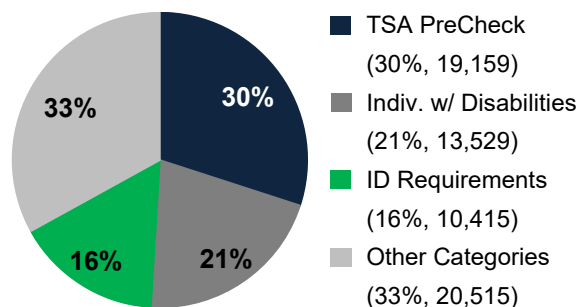
### Complaint Type - "Civil Rights - Race"

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

- FY21.Q2: 109 complaints
- FY22.Q2: 188 complaints, 72% increase
- FY23.Q2: 155 complaints, 18% decrease**

### Top Information Requests

The top information requests in FY23.Q2 were:



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY21.Q2: 2,437 contacts
- FY22.Q2: 9,130 contacts, 275% increase
- FY23.Q2: 14,859 contacts, 63% increase**

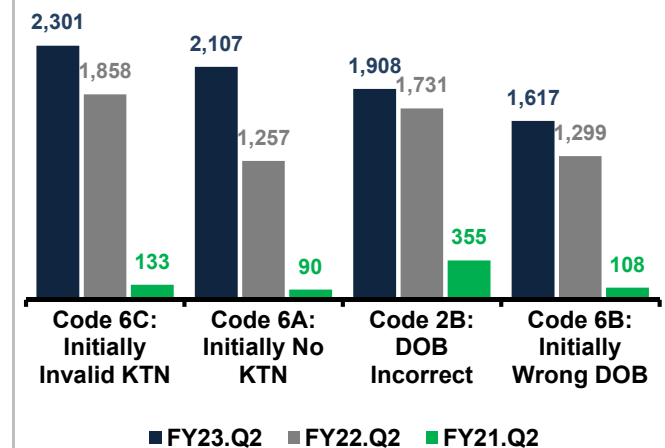
### Top Subject Categories

- #1 Request: Autism Spectrum (3,264)
- #2 Request: Mobility - Not WC (2,237)
- #3 Request: Wheelchair / Scooter (2,076)



In FY23.Q2, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 18,139 contacts who did not receive TSA PreCheck (increased by 36% or 4,806 contacts from FY22.Q2 to FY23.Q2).

The top response codes for these contacts were:





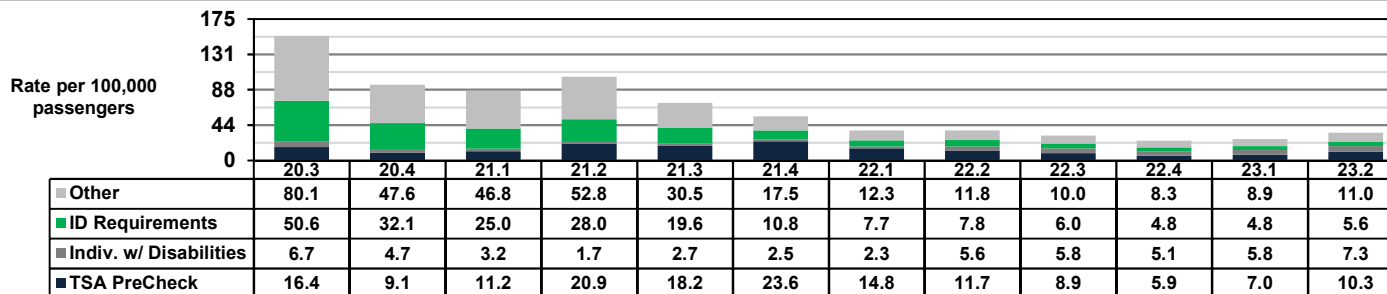
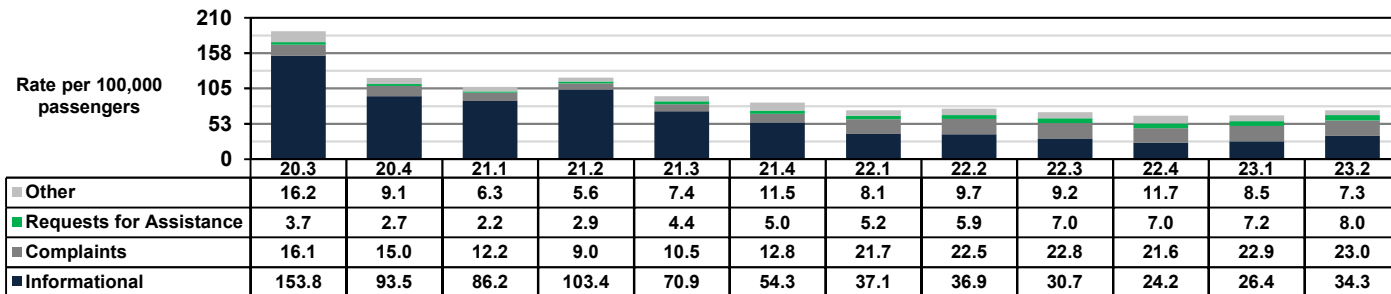
# TCC Quarterly Report

## Trends: FY20.Q3 through FY23.Q2

Prepared by: Customer Service Branch

### Contacts by Interaction Type

- Informational (23.2 vs. 23.1): 30%  
Avg. quarter over quarter change: -10%
- Complaints (23.2 vs. 23.1): 1%  
Avg. quarter over quarter change: 6%
- Req. for Assistance (23.2 vs. 23.1): 12%  
Avg. quarter over quarter change: 9%

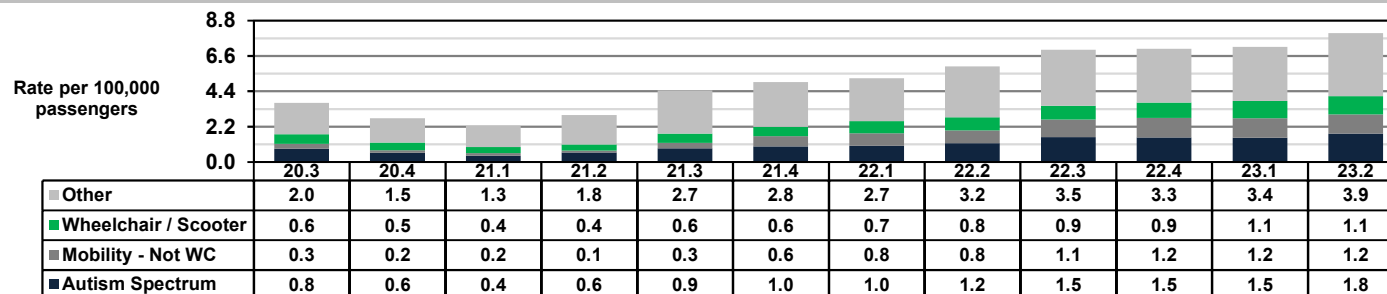
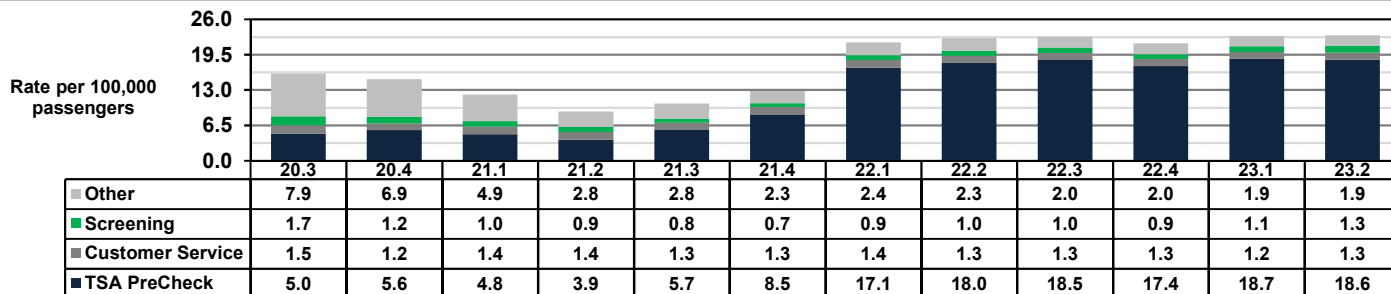


### Top Information Requests

- TSA PreCheck (23.2 vs. 23.1): 48%  
Avg. quarter over quarter change: 3%
- Indiv. w/ Disabilities (23.2 vs. 23.1): 27%  
Avg. quarter over quarter change: 10%
- ID Requirements (23.2 vs. 23.1): 18%  
Avg. quarter over quarter change: -16%

### Top Complaints

- TSA PreCheck (23.2 vs. 23.1): -1%  
Avg. quarter over quarter change: 17%
- Customer Service (23.2 vs. 23.1): 5%  
Avg. quarter over quarter change: -1%
- Screening (23.2 vs. 23.1): 16%  
Avg. quarter over quarter change: 8%



### Top Requests for Assistance

- Autism Spectrum (23.2 vs. 23.1): 17%  
Avg. quarter over quarter change: 10%
- Mobility - Not WC (23.2 vs. 23.1): -1%  
Avg. quarter over quarter change: 23%
- Wheelchair / Scooter (23.2 vs. 23.1): 4%  
Avg. quarter over quarter change: 8%