



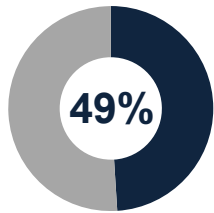
TCC Quarterly Report

Overview: FY22.Q2 vs. FY21.Q2

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 115,030 contacts (agent-assisted) during FY22.Q2. The below trends were noted.

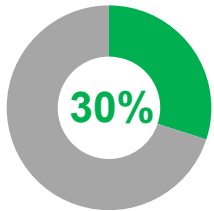
- +14% from FY21.Q2 to FY22.Q2
- +13,709 from FY21.Q2 to FY22.Q2



Information Requests:

49% of all contacts or 56,572 contacts. Decreased by 35% from FY21.Q2 to FY22.Q2 (-30,109).

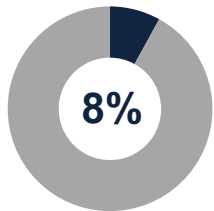
ID Requirements decreased by 49% (-11,593). Individ. w/ Disabilities increased by 501% (+7,160).



Complaints:

30% of all contacts or 34,514 contacts. Increased by 357% from FY21.Q2 to FY22.Q2 (+26,965).

TSA PreCheck™ increased by 753% (+24,358). Customer Service increased by 62% (+740).



Requests for Assistance:

8% of all contacts or 9,130 contacts. Increased by 275% from FY21.Q2 to FY22.Q2 (+6,693).

Autism Spectrum increased by 267% (+1,291). Mobility - Not WC increased by 1,034% (+1,117).

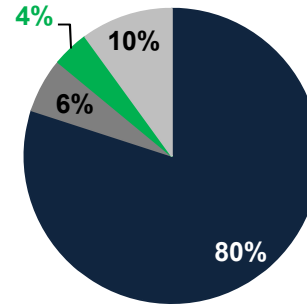
For comparison, TSA screened 153,450,880 passengers at screening checkpoints during FY22.Q2. The below trends were noted.

- +83% from FY21.Q2 to FY22.Q2
- +69,655,883 from FY21.Q2 to FY22.Q2

Top Complaints

The top complaints in FY22.Q2 were:

- TSA PreCheck™ (80%, 27,591)
- Customer Service (6%, 1,926)
- Screening (4%, 1,473)
- Other Categories (10%, 3,524)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

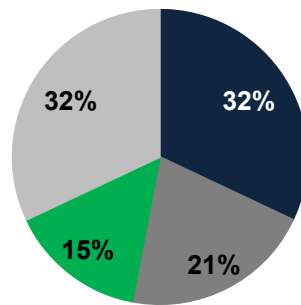
- FY20.Q2: 77 complaints
- FY21.Q2: 22 complaints, 71% decrease
- FY22.Q2: 49 complaints, 123% increase**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY22.Q2 were:

- TSA PreCheck™ (32%, 17,954)
- ID Requirements (21%, 11,899)
- Indiv. w/ Disabilities (15%, 8,588)
- Other Categories (32%, 18,131)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY20.Q2: 5,203 contacts
- FY21.Q2: 2,437 contacts, 53% decrease
- FY22.Q2: 9,130 contacts, 275% increase**

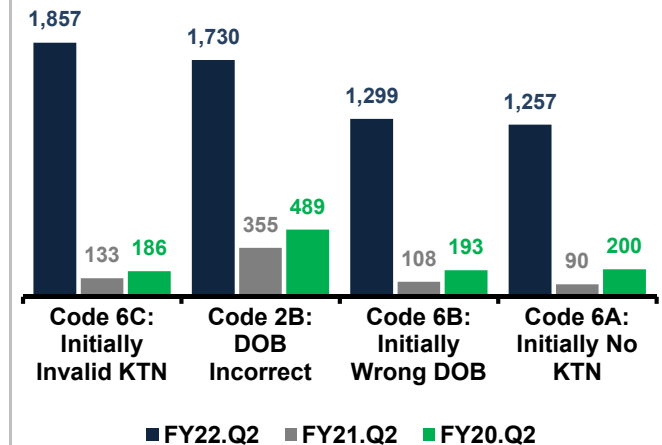
Top Subject Categories

- #1 Request: Autism Spectrum (1,774)
- #2 Request: Wheelchair / Scooter (1,271)
- #3 Request: Mobility - Not WC (1,225)



In FY22.Q2, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 13,311 contacts who did not receive TSA PreCheck™ (increased by 508% or 11,120 contacts from FY21.Q2 to FY22.Q2).

The top response codes for these contacts were:





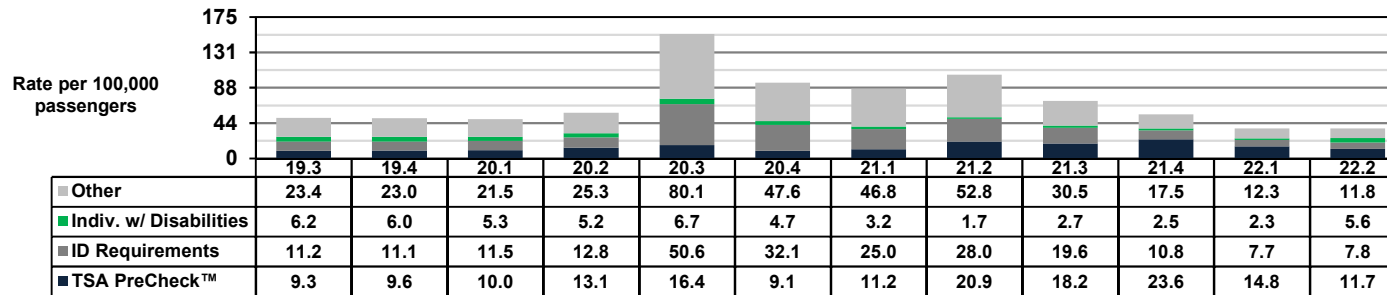
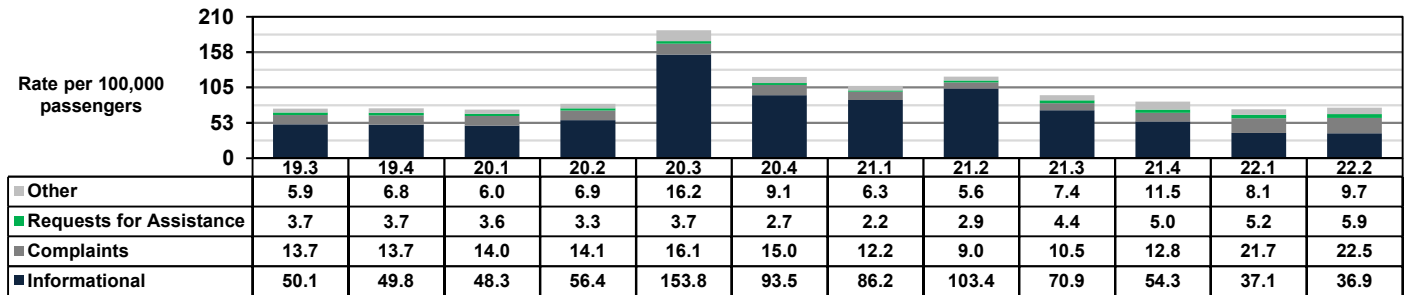
TCC Quarterly Report

Trends: FY19.Q3 through FY22.Q2

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (22.2 vs. 22.1): -1%
Avg. quarter over quarter change: 7%
- Complaints (22.2 vs. 22.1): 3%
Avg. quarter over quarter change: 7%
- Req. for Assistance (22.2 vs. 22.1): 14%
Avg. quarter over quarter change: 6%

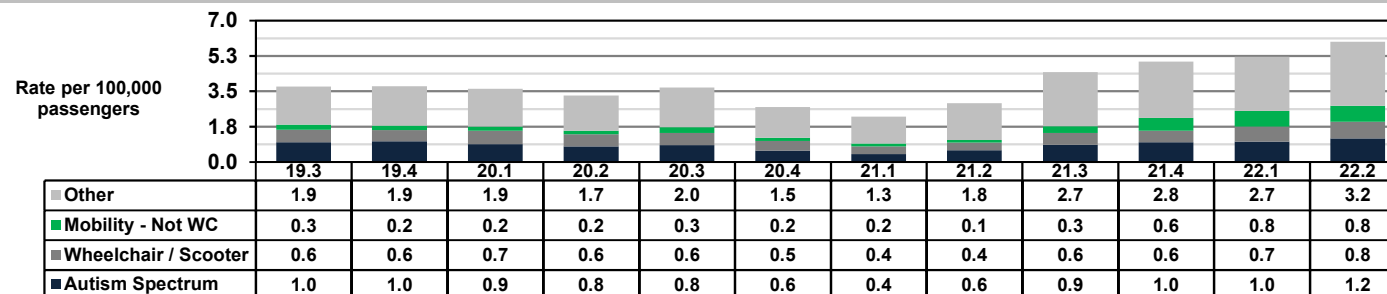
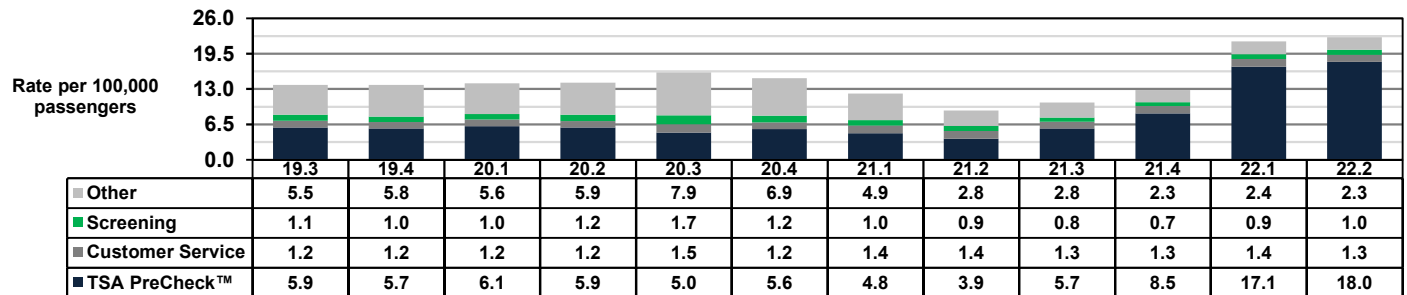


Top Information Requests

- TSA PreCheck™ (22.2 vs. 22.1): -21%
Avg. quarter over quarter change: 8%
- ID Requirements (22.2 vs. 22.1): 0%
Avg. quarter over quarter change: 14%
- Individ. w/ Disabilities (22.2 vs. 22.1): 148%
Avg. quarter over quarter change: 8%

Top Complaints

- TSA PreCheck™ (22.2 vs. 22.1): 5%
Avg. quarter over quarter change: 15%
- Customer Service (22.2 vs. 22.1): -11%
Avg. quarter over quarter change: 1%
- Screening (22.2 vs. 22.1): 7%
Avg. quarter over quarter change: -6%



Top Requests for Assistance

- Autism Spectrum (22.2 vs. 22.1): 15%
Avg. quarter over quarter change: 5%
- Wheelchair / Scooter (22.2 vs. 22.1): 11%
Avg. quarter over quarter change: 5%
- Mobility - Not WC (22.2 vs. 22.1): 3%
Avg. quarter over quarter change: 21%