



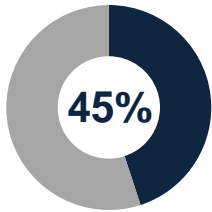
TCC Fiscal Year Report

Overview: FY.2022 vs. FY.2021

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 498,911 contacts (agent-assisted) during FY.2022. The below trends were noted.

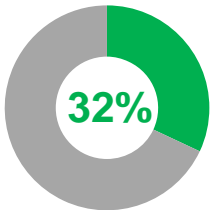
- +9% from FY.2021 to FY.2022
- +40,149 from FY.2021 to FY.2022



Information Requests:

45% of all contacts or 226,910 contacts. Decreased by 35% from FY.2021 to FY.2022 (-119,913).

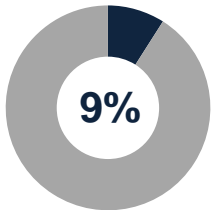
ID Requirements decreased by 48% (-43,020). Individ. w/ Disabilities increased by 185% (+22,022).



Complaints:

32% of all contacts or 158,265 contacts. Increased by 196% from FY.2021 to FY.2022 (+104,746).

TSA PreCheck™ increased by 331% (+97,376). Customer Service increased by 47% (+2,996).



Requests for Assistance:

9% of all contacts or 45,575 contacts. Increased by 141% from FY.2021 to FY.2022 (+26,660).

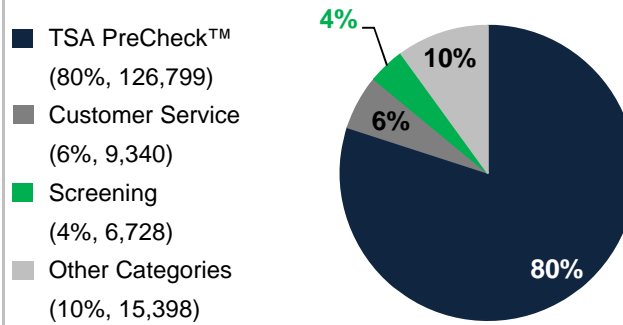
Autism Spectrum increased by 163% (+5,899). Mobility - Not W/C increased by 306% (+5,367).

For comparison, TSA screened 714,655,102 passengers at screening checkpoints during FY.2022. The below trends were noted.

- +51% from FY.2021 to FY.2022
- +241,583,919 from FY.2021 to FY.2022

Top Complaints

The top complaints in FY.2022 were:



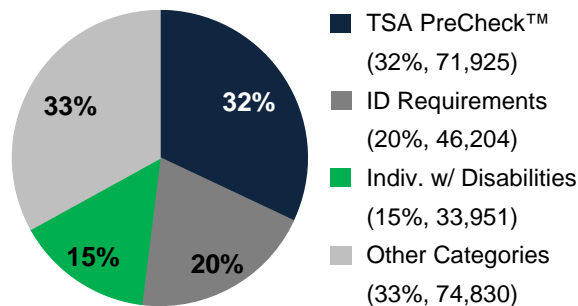
Complaint Type - "Civil Rights - Race"

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

- FY.2019: 1,008 complaints
- FY.2020: 658 complaints, 35% decrease
- FY.2021: 684 complaints, 4% increase
- FY.2022: 864 complaints, 26% increase**

Top Information Requests

The top information requests in FY.2022 were:



Requests for Assistance

Below are the recent trends for TSA Cares

- FY.2019: 27,712 contacts
- FY.2020: 15,328 contacts, 45% decrease
- FY.2021: 18,915 contacts, 23% increase
- FY.2022: 45,575 contacts, 141% increase**

Notable for FY.2022

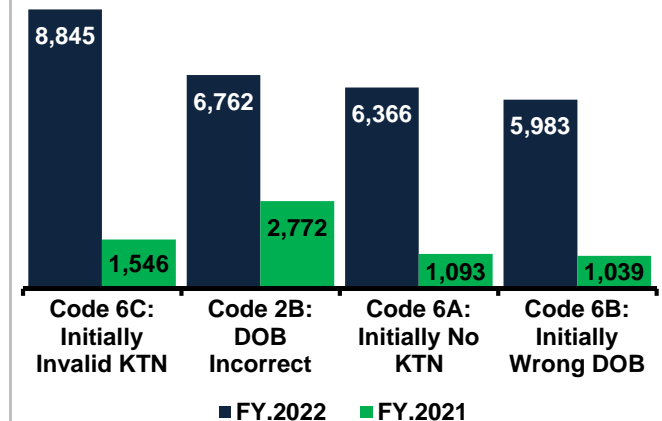
Requests / Day: 124.9

Top PSS Request: Autism Spectrum (9,524)



In FY.2022, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 62,184 contacts who did not receive TSA PreCheck™ (increased by 249% or 44,358 contacts from FY.2021 to FY.2022).

The top response codes for these contacts were:





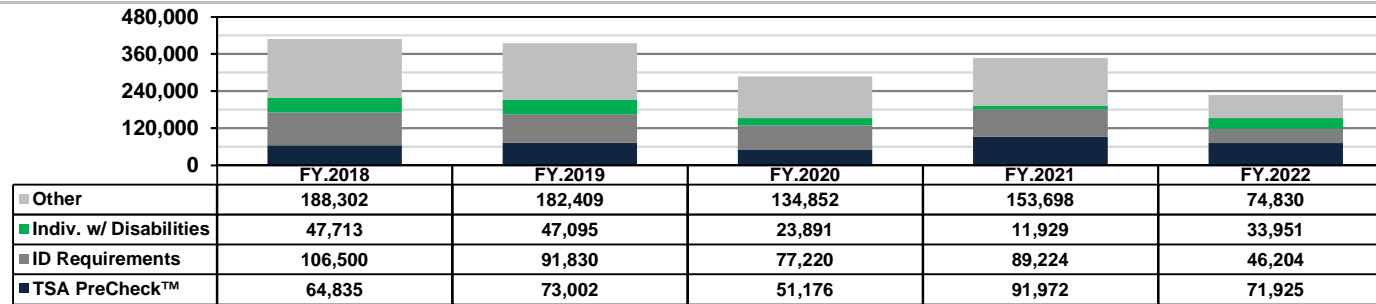
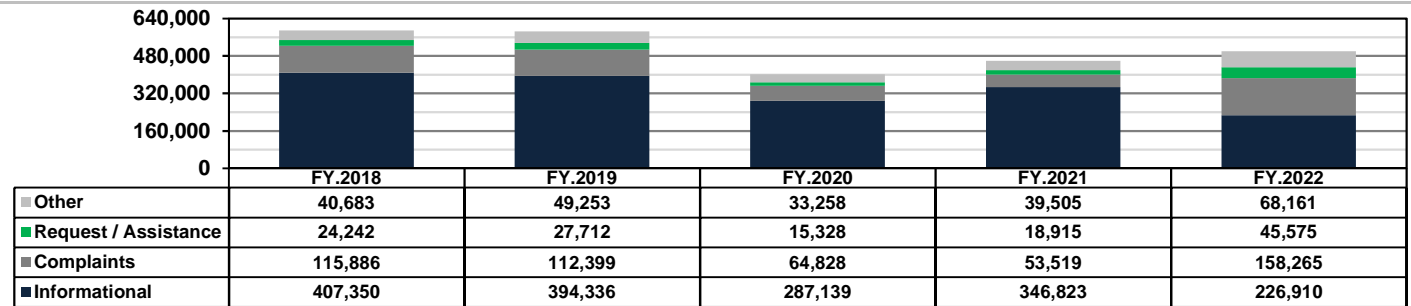
TCC Fiscal Year Report

Trends: FY.2018 through FY.2022

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (FY22 v. FY21): -35%
- Avg. quarter over quarter change: -11%
- Complaints (FY22 v. FY21): 196%
- Avg. quarter over quarter change: 33%
- Req. for Assistance (FY22 v. FY21): 141%
- Avg. quarter over quarter change: 33%

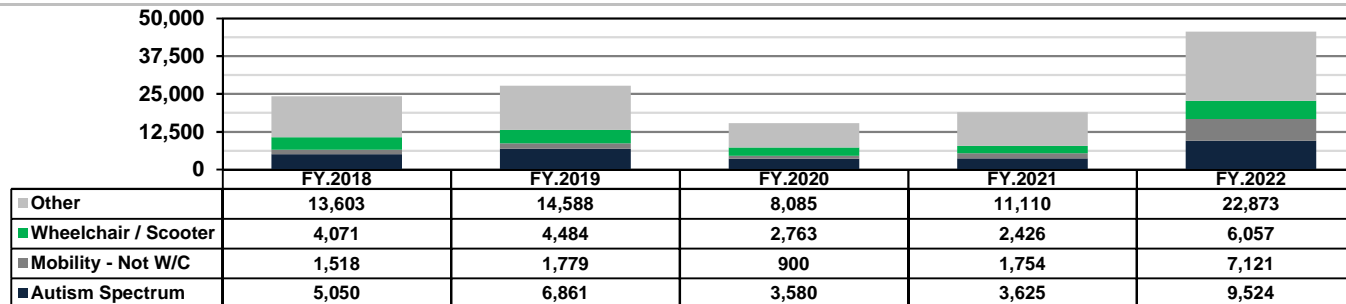
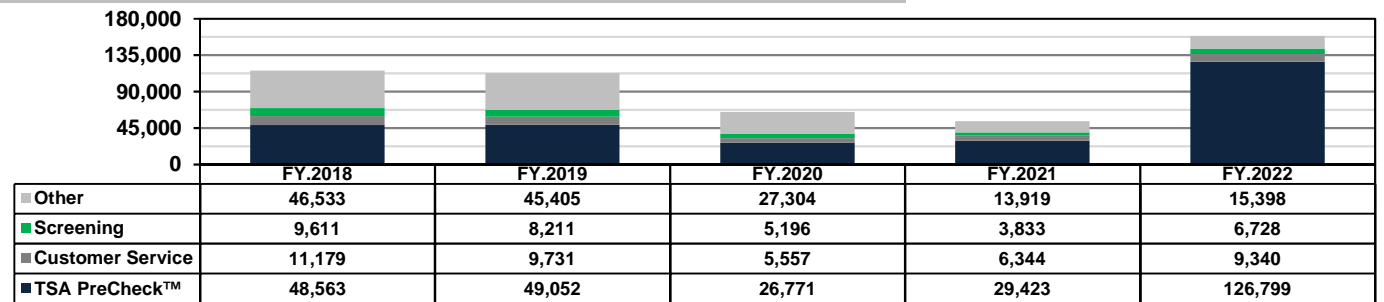


Top Information Requests

- TSA PreCheck™ (FY22 v. FY21): -22%
- Avg. quarter over quarter change: 10%
- ID Requirements (FY22 v. FY21): -48%
- Avg. quarter over quarter change: -16%
- Individ. w/ Disabilities (FY22 v. FY21): 185%
- Avg. quarter over quarter change: 21%

Top Complaints

- TSA PreCheck™ (FY22 v. FY21): 331%
- Avg. quarter over quarter change: 59%
- Customer Service (FY22 v. FY21): 47%
- Avg. quarter over quarter change: 1%
- Screening (FY22 v. FY21): 76%
- Avg. quarter over quarter change: 16%



Top Requests for Assistance

- Autism Spectrum (FY22 v. FY21): 163%
- Avg. quarter over quarter change: 30%
- Mobility - Not W/C (FY22 v. FY21): 306%
- Avg. quarter over quarter change: 74%
- Wheelchair / Scooter (FY22 v. FY21): 150%
- Avg. quarter over quarter change: 22%