



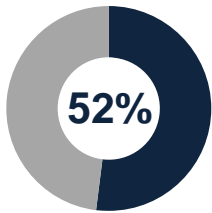
# TCC Quarterly Report

## Overview: FY22.Q1 vs. FY21.Q1

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 122,438 contacts (agent-assisted) during FY22.Q1. The below trends were noted.

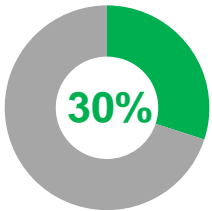
- +48% from FY21.Q1 to FY22.Q1
- +39,830 from FY21.Q1 to FY22.Q1



### Information Requests:

52% of all contacts or 63,145 contacts. Decreased by 5% from FY21.Q1 to FY22.Q1 (-3,438).

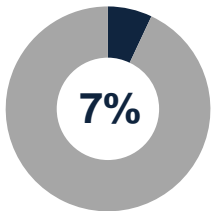
TSA PreCheck™ increased by 190% (+16,511). ID Requirements decreased by 32% (-6,187).



### Complaints:

30% of all contacts or 36,844 contacts. Increased by 292% from FY21.Q1 to FY22.Q1 (+27,454).

TSA PreCheck™ increased by 675% (+25,187). Customer Service increased by 115% (+1,282).



### Requests for Assistance:

7% of all contacts or 8,875 contacts. Increased by 412% from FY21.Q1 to FY22.Q1 (+7,143).

Autism Spectrum increased by 475% (+1,412). Mobility - Not WC increased by 1,017% (+1,200).

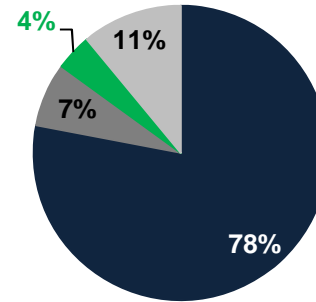
For comparison, TSA screened 169,516,439 passengers at screening checkpoints during FY22.Q1. The below trends were noted.

- +120% from FY21.Q1 to FY22.Q1
- +92,308,439 from FY21.Q1 to FY22.Q1

### Top Complaints

The top complaints in FY22.Q1 were:

- TSA PreCheck™ (78%, 28,916)
- Customer Service (7%, 2,398)
- Screening (4%, 1,520)
- Other Categories (11%, 4,010)



### Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

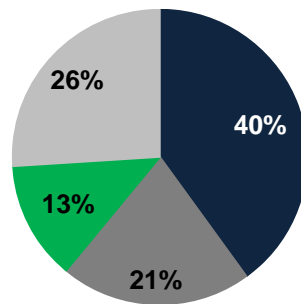
- FY20.Q1: 129 complaints
- FY21.Q1: 24 complaints, 81% decrease
- FY22.Q1: 62 complaints, 158% increase**

**Top Themes:** Asked to Stand, Patdowns

### Top Information Requests

The top information requests in FY22.Q1 were:

- TSA PreCheck™ (40%, 25,181)
- ID Requirements (21%, 13,122)
- Prohibited / Permitted (13%, 8,438)
- Other Categories (26%, 16,404)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY20.Q1: 7,470 contacts
- FY21.Q1: 1,732 contacts, 77% decrease
- FY22.Q1: 8,875 contacts, 412% increase**

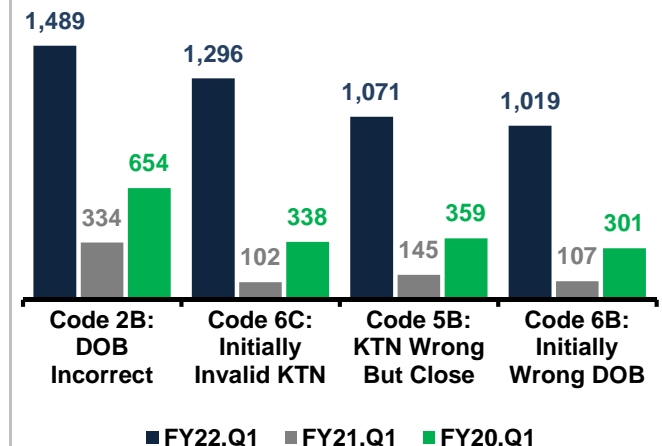
### Top Subject Categories

- #1 Request: Autism Spectrum (1,709)
- #2 Request: Mobility - Not WC (1,318)
- #3 Request: Wheelchair / Scooter (1,267)



In FY22.Q1, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 10,653 contacts who did not receive TSA PreCheck™ (increased by 494% or 8,860 contacts from FY21.Q1 to FY22.Q1).

The top response codes for these contacts were:





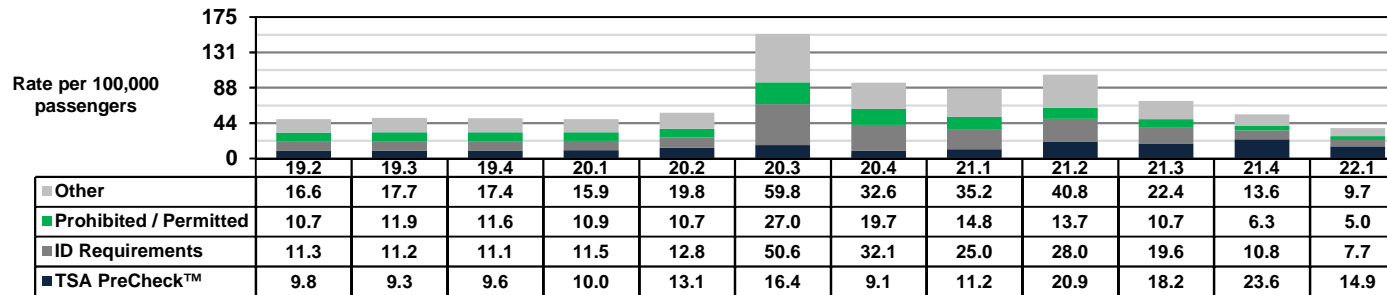
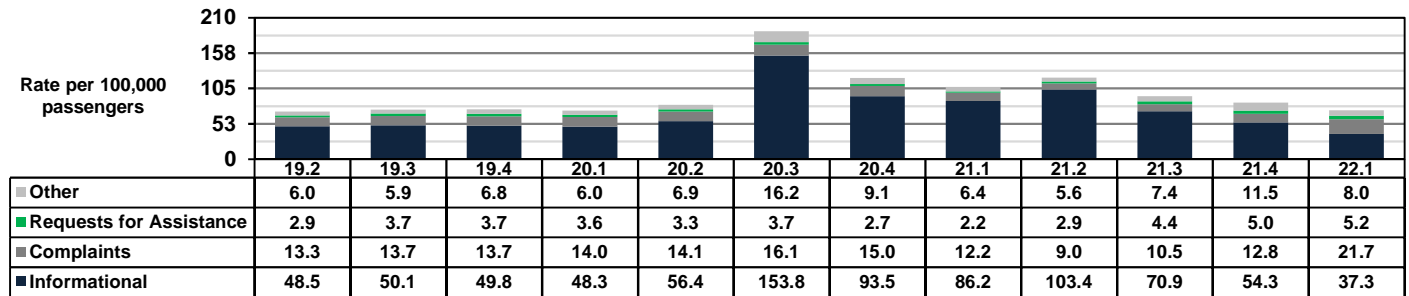
# TCC Quarterly Report

## Trends: FY19.Q2 through FY22.Q1

Prepared by: Customer Service Branch

### Contacts by Interaction Type

- Informational (22.1 vs. 21.4): **-31%**  
Avg. quarter over quarter change: **7%**
- Complaints (22.1 vs. 21.4): **70%**  
Avg. quarter over quarter change: **7%**
- Req. for Assistance (22.1 vs. 21.4): **5%**  
Avg. quarter over quarter change: **8%**

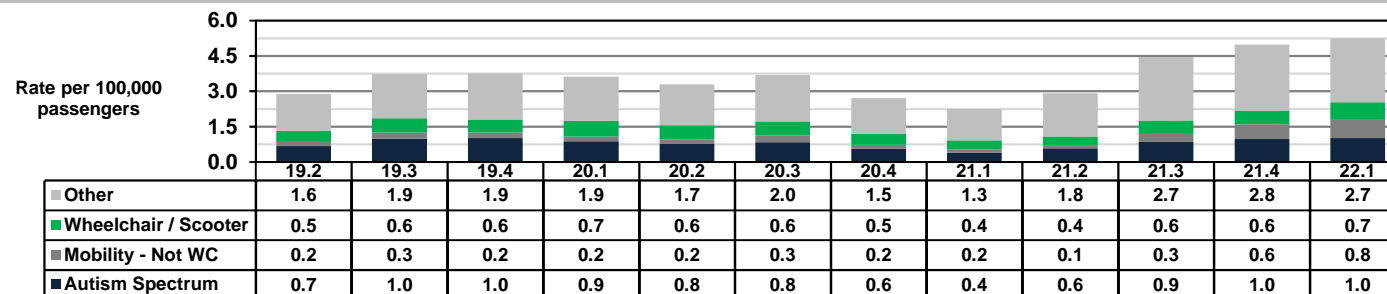
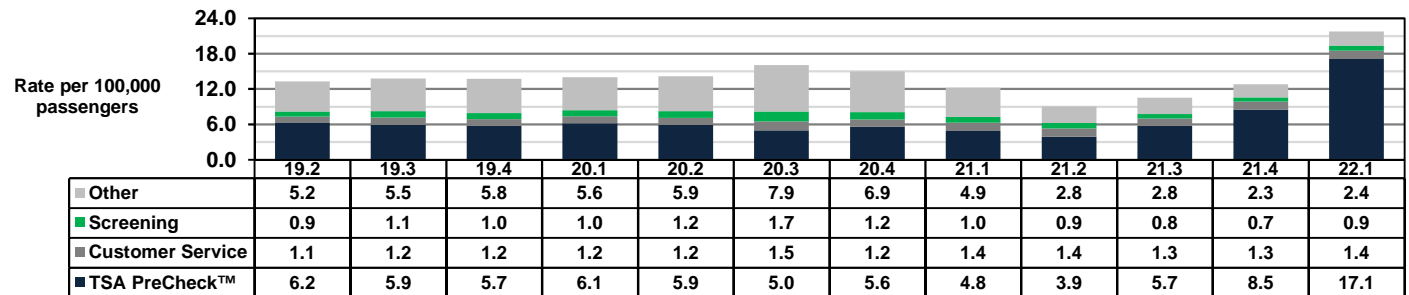


### Top Information Requests

- TSA PreCheck™ (22.1 vs. 21.4): **-37%**  
Avg. quarter over quarter change: **9%**
- ID Requirements (22.1 vs. 21.4): **-28%**  
Avg. quarter over quarter change: **14%**
- Prohibited / Permitted (22.1 vs. 21.4): **-21%**  
Avg. quarter over quarter change: **1%**

### Top Complaints

- TSA PreCheck™ (22.1 vs. 21.4): **101%**  
Avg. quarter over quarter change: **14%**
- Customer Service (22.1 vs. 21.4): **7%**  
Avg. quarter over quarter change: **3%**
- Screening (22.1 vs. 21.4): **27%**  
Avg. quarter over quarter change: **-1%**



### Top Requests for Assistance

- Autism Spectrum (22.1 vs. 21.4): **5%**  
Avg. quarter over quarter change: **8%**
- Mobility - Not WC (22.1 vs. 21.4): **23%**  
Avg. quarter over quarter change: **24%**
- Wheelchair / Scooter (22.1 vs. 21.4): **28%**  
Avg. quarter over quarter change: **7%**