



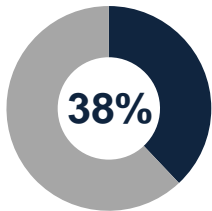
TCC Quarterly Report

Overview: FY22.Q4 vs. FY21.Q4

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 127,119 contacts (agent-assisted) during FY22.Q4. The below trends were noted.

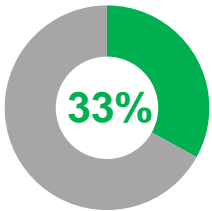
- 9% from FY21.Q4 to FY22.Q4
- 12,760 from FY21.Q4 to FY22.Q4



Information Requests:

38% of all contacts or 47,681 contacts. Decreased by 48% from FY21.Q4 to FY22.Q4 (-43,222).

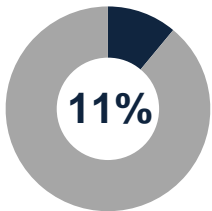
TSA PreCheck™ decreased by 71% (-27,911). ID Requirements decreased by 47% (-8,570).



Complaints:

33% of all contacts or 42,534 contacts. Increased by 99% from FY21.Q4 to FY22.Q4 (+21,131).

TSA PreCheck™ increased by 141% (+20,064). Screening increased by 51% (+596).



Requests for Assistance:

11% of all contacts or 13,864 contacts. Increased by 67% from FY21.Q4 to FY22.Q4 (+5,544).

Autism Spectrum increased by 87% (+1,396). Mobility - Not WC increased by 128% (+1,347).

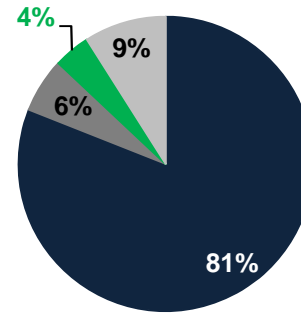
For comparison, TSA screened 197,214,144 passengers at screening checkpoints during FY22.Q4. The below trends were noted.

- +18% from FY21.Q4 to FY22.Q4
- +29,838,361 from FY21.Q4 to FY22.Q4

Top Complaints

The top complaints in FY22.Q4 were:

- TSA PreCheck™ (81%, 34,299)
- Customer Service (6%, 2,499)
- Screening (4%, 1,775)
- Other Categories (9%, 3,961)



Complaint Type - "Civil Rights - Race"

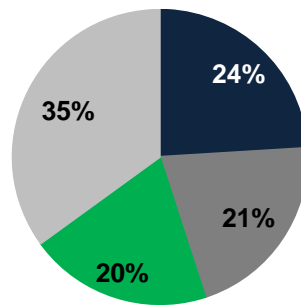
Below are the recent trends for passengers alleging race-based discrimination during the screening process

- FY20.Q4: 129 complaints
- FY21.Q4: 254 complaints, 97% increase
- FY22.Q4: 226 complaints, 11% decrease**

Top Information Requests

The top information requests in FY22.Q4 were:

- TSA PreCheck™ (24%, 11,551)
- Indiv. w/ Disabilities (21%, 10,139)
- ID Requirements (20%, 9,531)
- Other Categories (35%, 16,460)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY20.Q4: 1,736 contacts
- FY21.Q4: 8,320 contacts, 379% increase
- FY22.Q4: 13,864 contacts, 67% increase**

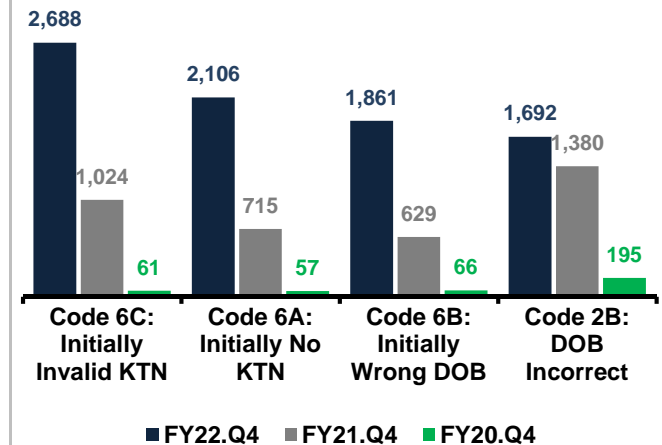
Top Subject Categories

- #1 Request: Autism Spectrum (3,009)
- #2 Request: Mobility - Not WC (2,401)
- #3 Request: Wheelchair / Scooter (1,852)



In FY22.Q4, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 18,636 contacts who did not receive TSA PreCheck™ (increased by 96% or 9,131 contacts from FY21.Q4 to FY22.Q4).

The top response codes for these contacts were:





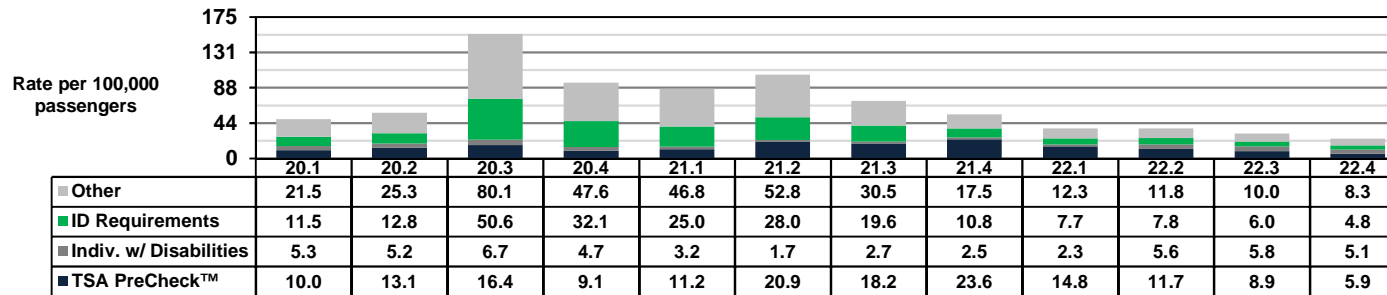
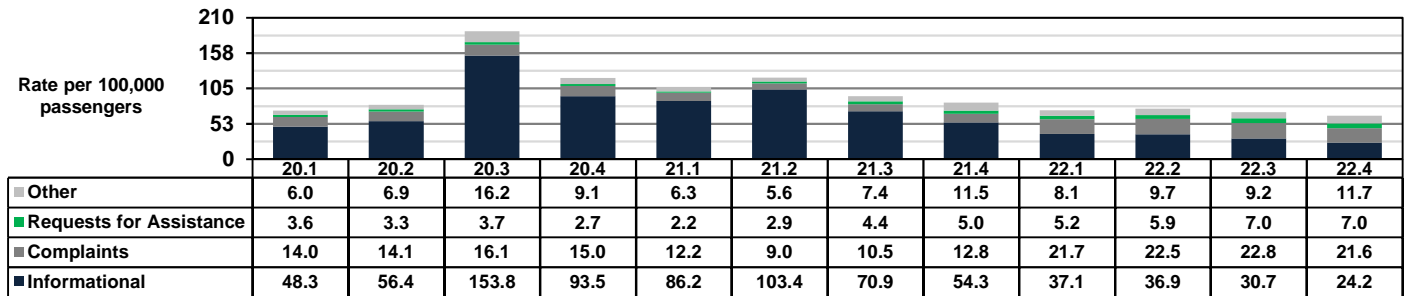
TCC Quarterly Report

Trends: FY20.Q1 through FY22.Q4

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (22.4 vs. 22.3): **-21%**
Avg. quarter over quarter change: **3%**
- Complaints (22.4 vs. 22.3): **-5%**
Avg. quarter over quarter change: **6%**
- Req. for Assistance (22.4 vs. 22.3): **1%**
Avg. quarter over quarter change: **8%**

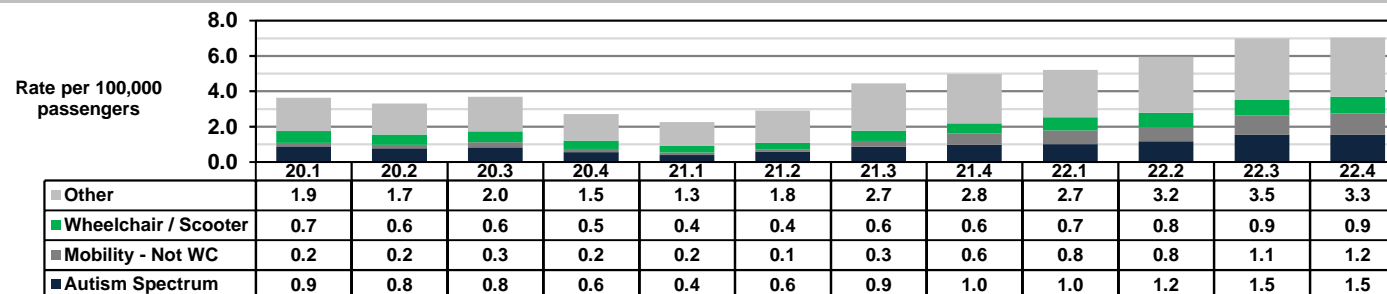
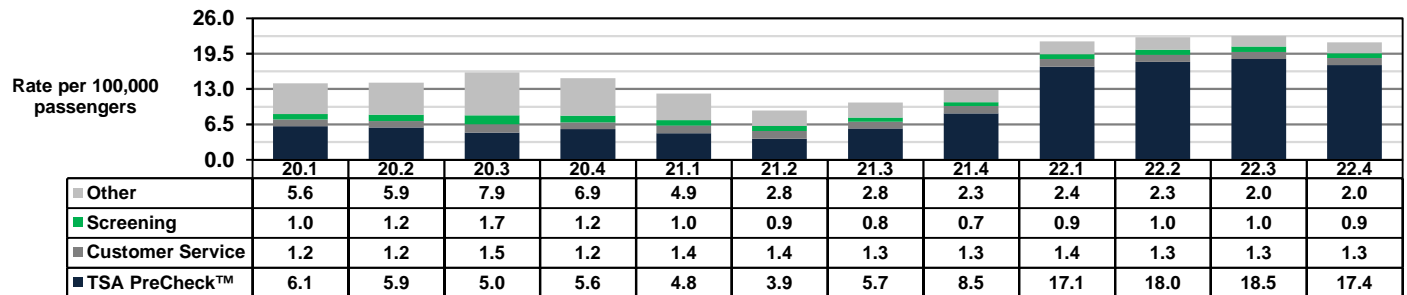


Top Information Requests

- TSA PreCheck™ (22.4 vs. 22.3): **-34%**
Avg. quarter over quarter change: **2%**
- Indiv. w/ Disabilities (22.4 vs. 22.3): **-12%**
Avg. quarter over quarter change: **9%**
- ID Requirements (22.4 vs. 22.3): **-19%**
Avg. quarter over quarter change: **10%**

Top Complaints

- TSA PreCheck™ (22.4 vs. 22.3): **-6%**
Avg. quarter over quarter change: **14%**
- Customer Service (22.4 vs. 22.3): **-2%**
Avg. quarter over quarter change: **1%**
- Screening (22.4 vs. 22.3): **-10%**
Avg. quarter over quarter change: **0%**



Top Requests for Assistance

- Autism Spectrum (22.4 vs. 22.3): **-1%**
Avg. quarter over quarter change: **9%**
- Mobility - Not WC (22.4 vs. 22.3): **11%**
Avg. quarter over quarter change: **27%**
- Wheelchair / Scooter (22.4 vs. 22.3): **10%**
Avg. quarter over quarter change: **5%**