



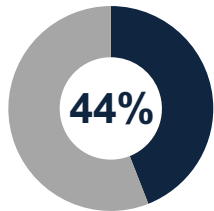
# TCC Quarterly Report

## Overview: FY23.Q3 vs. FY22.Q3

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 145,800 contacts (agent-assisted) during FY23.Q3. The below trends were noted.

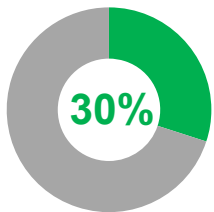
- +8% from FY22.Q3 to FY23.Q3
- +10,320 from FY22.Q3 to FY23.Q3



### Information Requests:

44% of all contacts or 64,744 contacts. Increased by 9% from FY22.Q3 to FY23.Q3 (+5,087).

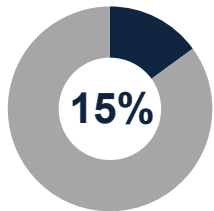
Indiv. w/ Disabilities increased by 51% (+5,776). ID Requirements decreased by 17% (-1,958).



### Complaints:

30% of all contacts or 44,271 contacts. Increased by 0% from FY22.Q3 to FY23.Q3 (+13).

TSA PreCheck decreased by 3% (-1,201). Screening increased by 32% (+626).



### Requests for Assistance:

15% of all contacts or 21,700 contacts. Increased by 60% from FY22.Q3 to FY23.Q3 (+8,117).

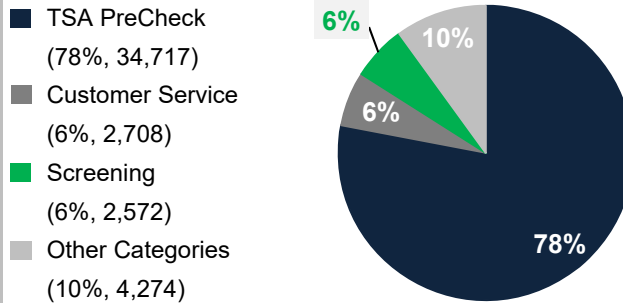
Autism Spectrum increased by 84% (+2,511). No Disability increased by 612% (+1,543).

For comparison, TSA screened 216,117,122 passengers at screening checkpoints during FY23.Q3. The below trends were noted.

- +11% from FY22.Q3 to FY23.Q3
- +21,644,138 from FY22.Q3 to FY23.Q3

### Top Complaints

The top complaints in FY23.Q3 were:



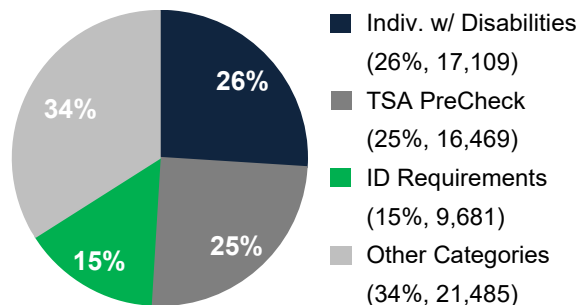
### Complaint Type - "Civil Rights - Race"

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

- FY21.Q3: 206 complaints
- FY22.Q3: 184 complaints, 11% decrease
- FY23.Q3: 229 complaints, 24% increase**

### Top Information Requests

The top information requests in FY23.Q3 were:



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY21.Q3: 6,426 contacts
- FY22.Q3: 13,583 contacts, 111% increase
- FY23.Q3: 21,700 contacts, 60% increase**

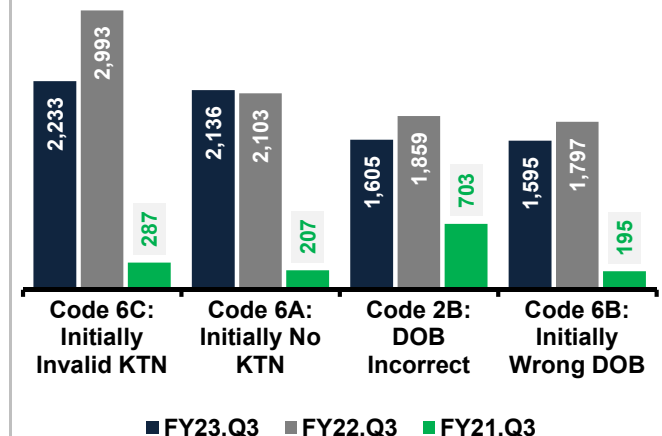
### Top Subject Categories

- #1 Request: Autism Spectrum (5,502)
- #2 Request: Mobility - Not WC (3,117)
- #3 Request: Wheelchair / Scooter (2,404)



In FY23.Q3, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 16,965 contacts who did not receive TSA PreCheck (decreased by 13% or 2,530 contacts from FY22.Q3 to FY23.Q3).

The top response codes for these contacts were:





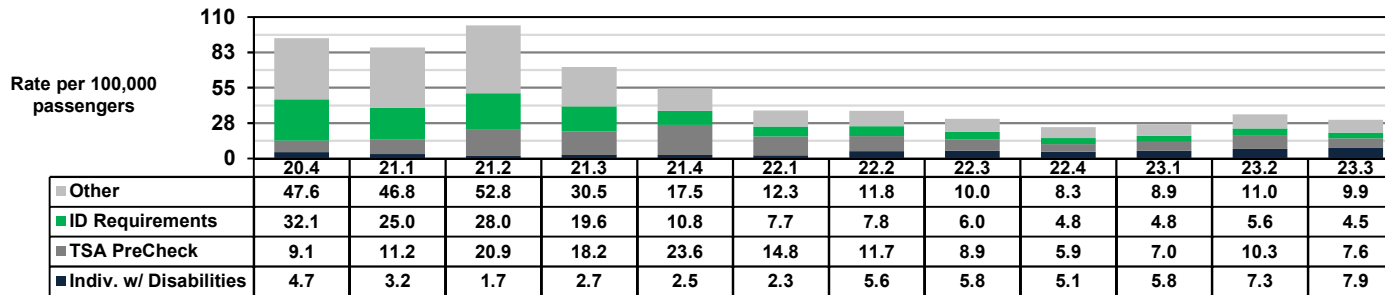
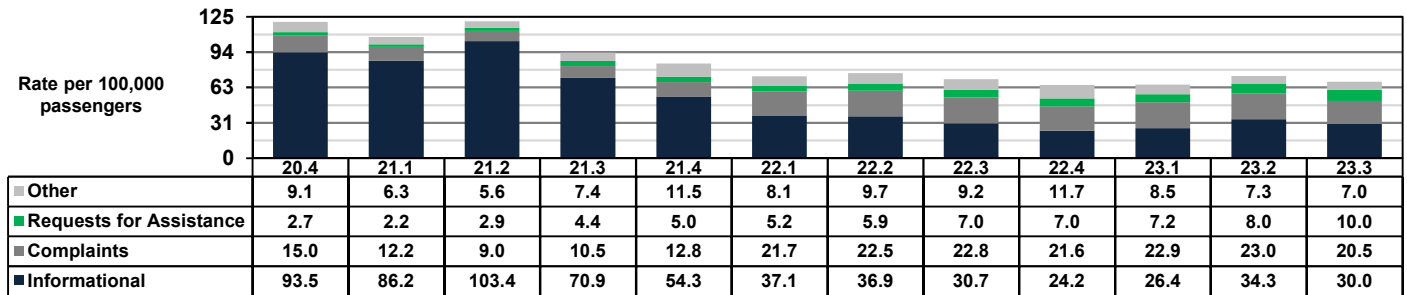
# TCC Quarterly Report

## Trends: FY20.Q4 through FY23.Q3

Prepared by: Customer Service Branch

### Contacts by Interaction Type

- Informational (23.3 vs. 23.2): -13%  
Avg. quarter over quarter change: -8%
- Complaints (23.3 vs. 23.2): -11%  
Avg. quarter over quarter change: 5%
- Req. for Assistance (23.3 vs. 23.2): 25%  
Avg. quarter over quarter change: 14%

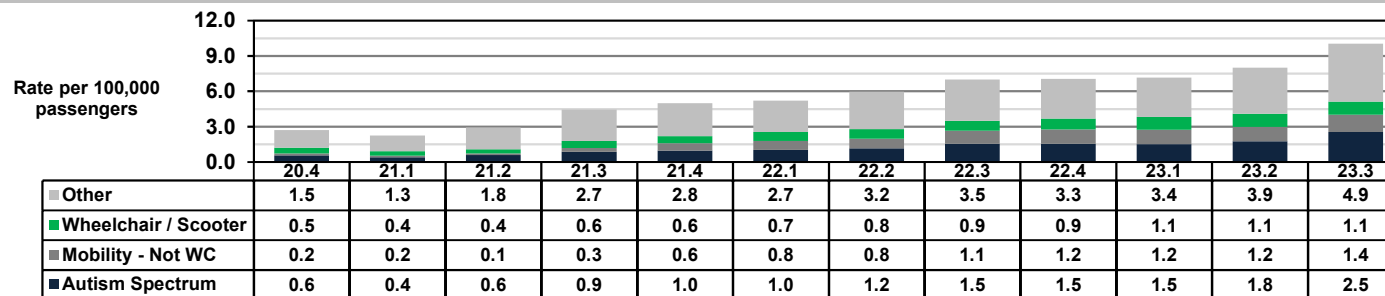
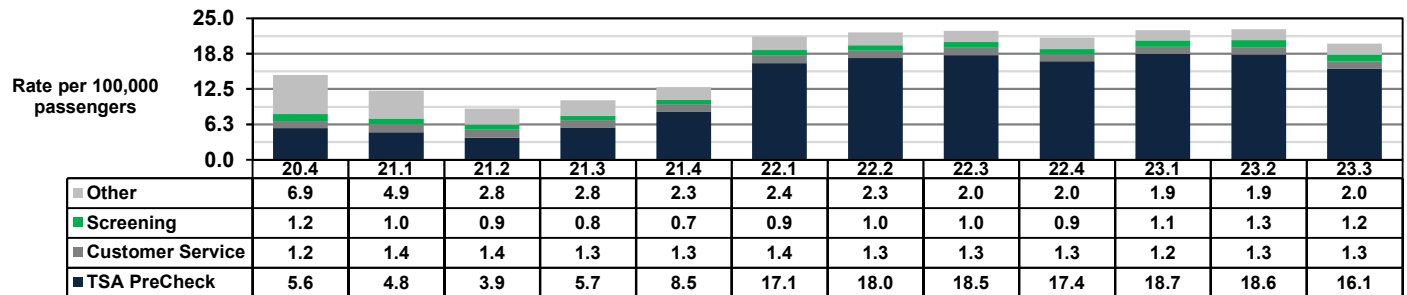


### Top Information Requests

- Indiv. w/ Disabilities (23.3 vs. 23.2): 9%  
Avg. quarter over quarter change: 14%
- TSA PreCheck (23.3 vs. 23.2): -26%  
Avg. quarter over quarter change: 5%
- ID Requirements (23.3 vs. 23.2): -20%  
Avg. quarter over quarter change: -14%

### Top Complaints

- TSA PreCheck (23.3 vs. 23.2): -13%  
Avg. quarter over quarter change: 15%
- Customer Service (23.3 vs. 23.2): -4%  
Avg. quarter over quarter change: 0%
- Screening (23.3 vs. 23.2): -6%  
Avg. quarter over quarter change: 9%



### Top Requests for Assistance

- Autism Spectrum (23.3 vs. 23.2): 45%  
Avg. quarter over quarter change: 17%
- Mobility - Not WC (23.3 vs. 23.2): 20%  
Avg. quarter over quarter change: 28%
- Wheelchair / Scooter (23.3 vs. 23.2): -1%  
Avg. quarter over quarter change: 10%