



U.S. Department of Homeland Security

P | C | F | S

Public Complaint and Feedback System

ANNUAL REPORT | FISCAL YEAR 2022

THIS PAGE IS LEFT BLANK INTENTIONALLY

U.S. Department of Homeland Security

P | C | F | S

WORKING GROUP

OFFICE OF THE IMMIGRATION AND DETENTION OMBUDSMAN | U.S. CITIZENSHIP AND IMMIGRATION SERVICES | FEDERAL EMERGENCY MANAGEMENT AGENCY |
OFFICE OF PARTNERSHIP AND ENGAGEMENT | U.S. CUSTOMS AND BORDER PROTECTION | TRANSPORTATION SECURITY ADMINISTRATION | OFFICE OF THE
CITIZENSHIP AND IMMIGRATION SERVICES OMBUDSMAN | OFFICE FOR CIVIL RIGHTS AND CIVIL LIBERTIES | U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT |
CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

Office of Partnership and Engagement Message from PCFS Working Group Chair

I am excited and humbled to present the first official annual report of the Department of Homeland Security's (DHS) Public Complaint and Feedback System (PCFS) Working Group for calendar year 2022.



The objective of the Working Group, each member with its own profoundly important mission that is critical to the safety of America, is to bring all DHS Components and Offices with public complaint and feedback mechanisms and equities together to share best practices on systems and processes; and to create value through increased diffusion of customer-originated, customer-based, and customer focused feedback processes and metrics in reporting across the Department.

Like customer relationship management (CRM) practices used by America's most respected and admired companies, universities, non-profits, and other agencies, the DHS PCFS Working Group Members understand the importance of knowing what its customers expect and the value of keeping them satisfied.

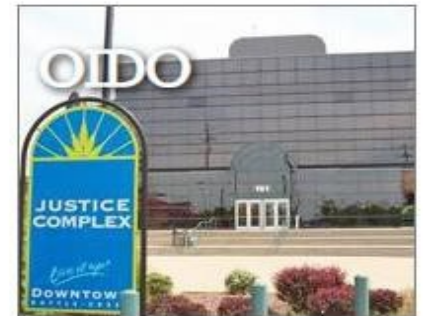
With millions of customers every day traveling through airports, recovering from, or preparing for natural disasters, filing important documents, and moving tons of merchandise and products across borders, Working Group component and office leadership that oversee these activities have become particularly aware of the compounding advantages of listening and responding to its customers.

To make it easier for our customers and the public to provide feedback including the processing of formal complaints for resolution, the Working Group has launched innovative and effective strategies some of which are outlined in this report.

Designed to operate as a part of a mechanism to welcome, receive, and analyze public feedback, the mission of the DHS PCFS Working Group is a powerful reminder to DHS's stakeholders, customers, and the general public that their government cares enough to listen to and learn from the experiences of those who use its services and want to use the data to improve its operations.

Brenda F. Abdelall

Assistant Secretary for Partnership and Engagement



Our Mission

The mission of the PCFS Working Group is to bring all DHS Components and Offices with public complaint and feedback mechanisms and equities together to create value through diffusion of customer originated, customer-based, and customer focused feedback mechanisms, processes, and metrics in reporting across the Department.





2022

Principal Milestones

- Developed Communication Dashboard, January
- DHS PCFS Directory Relunched on DHS.gov, January
- Initial DHS PCFS Working Group Best Practices Flowchart, January
- Office of Partnership and Engagement (OPE) PCFS Legislative Engagement Plan, Final Draft, February
- Selected Component Level Co-Chairs and Subcommittees for Working Group, February
- Draft OPE and DHS PCFS Performance Management Plans, May
- Strategic Communications Activities (Recorded Session and Workforce Message), July
- DHS Connect Intranet Portal (DHS PCFS Working Group Data) Updated, July

“It’s really important for us as an agency and as a government quite frankly, to understand how we’re serving the public, how we are doing serving the public and how we can get better at it. And that’s why I think this PCFS Working Group is a great way to start that conversation between us and the people that we serve.”

Sash Goswami, Senior Director, FEMA
Co-Chair, DHS PCFS Working Group



Photo: The Working Group developed, produced, and circulated a recorded session hosted by Staci M. Johnson, Deputy Chief of Staff, Office of Partnership and Engagement featuring Sash Goswami, Senior Director, FEMA in the photo above.

Tools & Resources

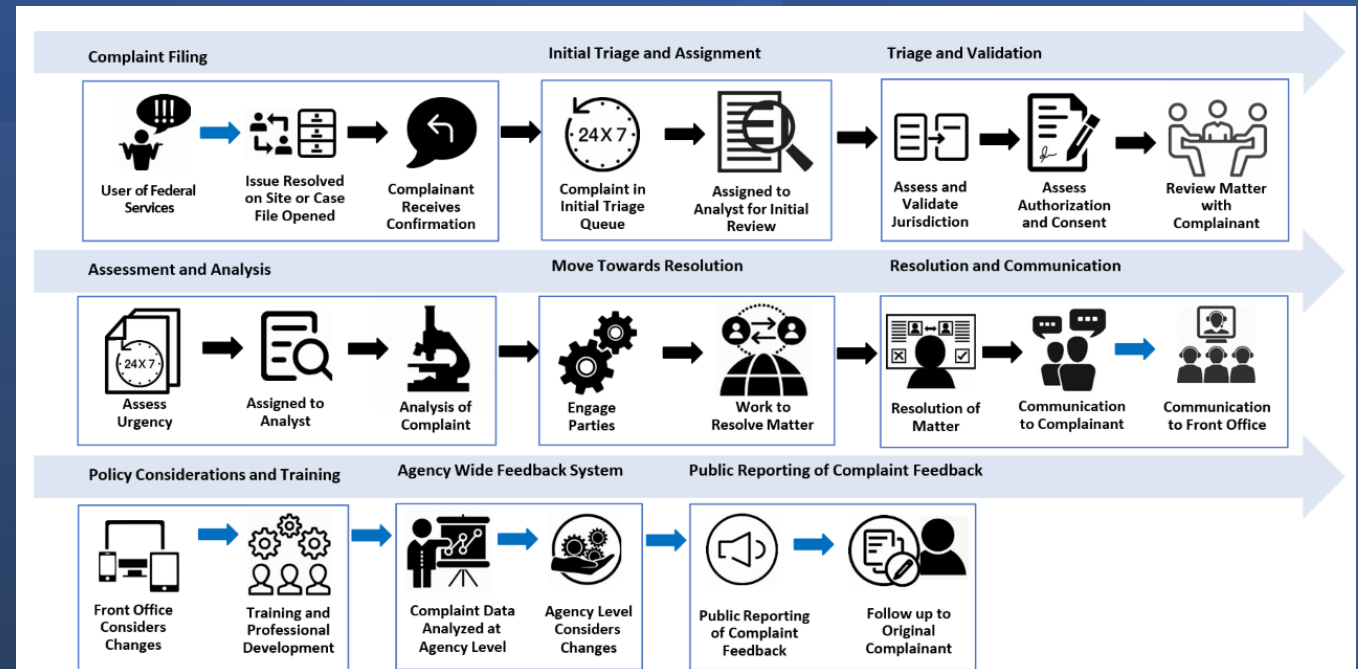
Embracing a Holistic View of and Approach to the DHS PCF System by seeking a thorough understanding of feedback trends and patterns; the intake functions and system operations; and leadership awareness of the DHS PCFS.

Building Department PCFS “Champions” to communicate program fundamentals and share publications.

Publishing the Process by delivering an easy-to-read document outlining the process with electronic links to more detailed information – i.e. “How to Make a Complaint and Provide Feedback” drop down menus.

Publishing the Impact of the Process by delivering accessible reporting of DHS PCFS promising best practices and annual releases of a summary of the data elevating awareness of DHS PCFS to inform Department policy, strategies, and activities (or practices and procedures).

The DHS PCFS Working Group developed a specimen *Promising Practices: Recommendation on Public Intake and Feedback*.



Best Practices indicated with blue arrows. Specimen document available on [DHSCconnect](#)

“While each of the DHS PCFS Working Group members define ‘complaints,’ ‘feedback,’ and ‘customers’ differently, the program provides all Components with a unified platform to report key information to better inform decision making and policy, practices, and procedures.”

Carla Thomas, OPE PCF Program Director



“I shared the (PCFS) website today during a speaking engagement with United Sikhs, a national organization representing the American Sikh diaspora community. They had positive feedback about the resource and agreed to share the information with their membership.”

Sameer Hossain
Director of Community
Engagement, OPE

Photo: Yuba City, California, residents Sujan Singh and Sunita Nakhwal who built their Punjab Bazaar into a thriving supplier of South Asian cooking necessities. Credit: Dean Tokuno, <http://share.America.gov>

DHS PCFS Data Reporting: Unified Platform

The DHS PCFS Working Group developed a collective intranet data repository on DHSConnect to assist members in collaborating with one another and to provide leadership with an accessible internal platform to enhance their own awareness of the feedback reporting of the various Component offices involved in the process.



*“As a long-time CBP agent currently deployed at OPE helping to advance the mission of the PCFS, I know it’s a tough ask to get Components to share information. In just a short period of time, I can see the **increase in trust and willingness to collaborate**. These are the **first steps towards best practices across the DHS Enterprise**.”*

Mark T. Mitchell, U.S. Customs and Border Protection

Program Benefits

- Enhanced Awareness of DHS and Working Group Member Leadership Regarding PCFS data
- Increased Openness and Accountability
- Nurturing Champions Among Our Workforce and Advancing a Culture of Excellence
- Application of Innovation



*“All successful, forward leaning entities seek to improve their efficiency and increase the satisfaction level of their customers. These improvements and increases happen when the opinions and feedback of users **are valued**. The same is true for DHS PCFS Working Group members whose ‘users of their services **are** its customers.”*

Nathaniel Snyder, Chief of Staff, OPE

*“Through the DHS Public Complaint and Feedback System, the Department is able to **listen, learn, empower, and improve**.”*

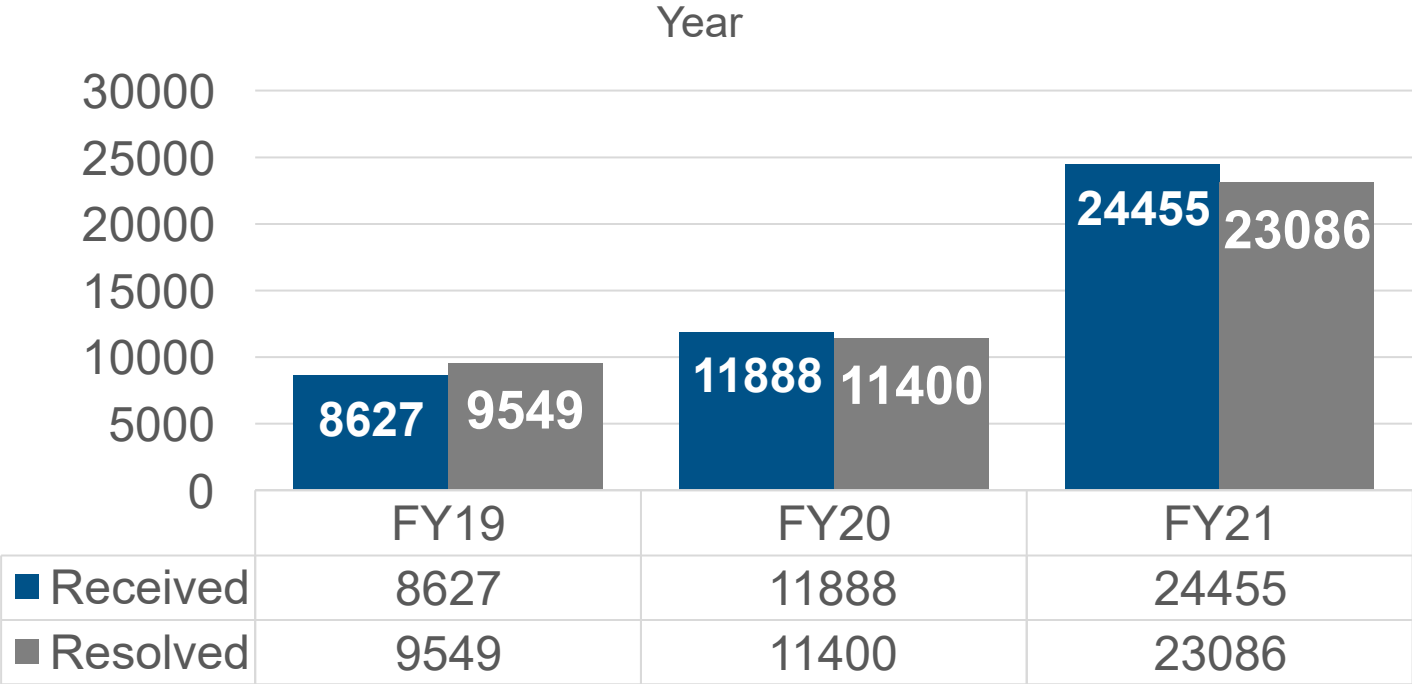
Karinda L. Washington, Executive Director, Social Impact and Campaigns, OPE



Summary of Reported Data

Office of the Citizenship and Immigration Services Ombudsman

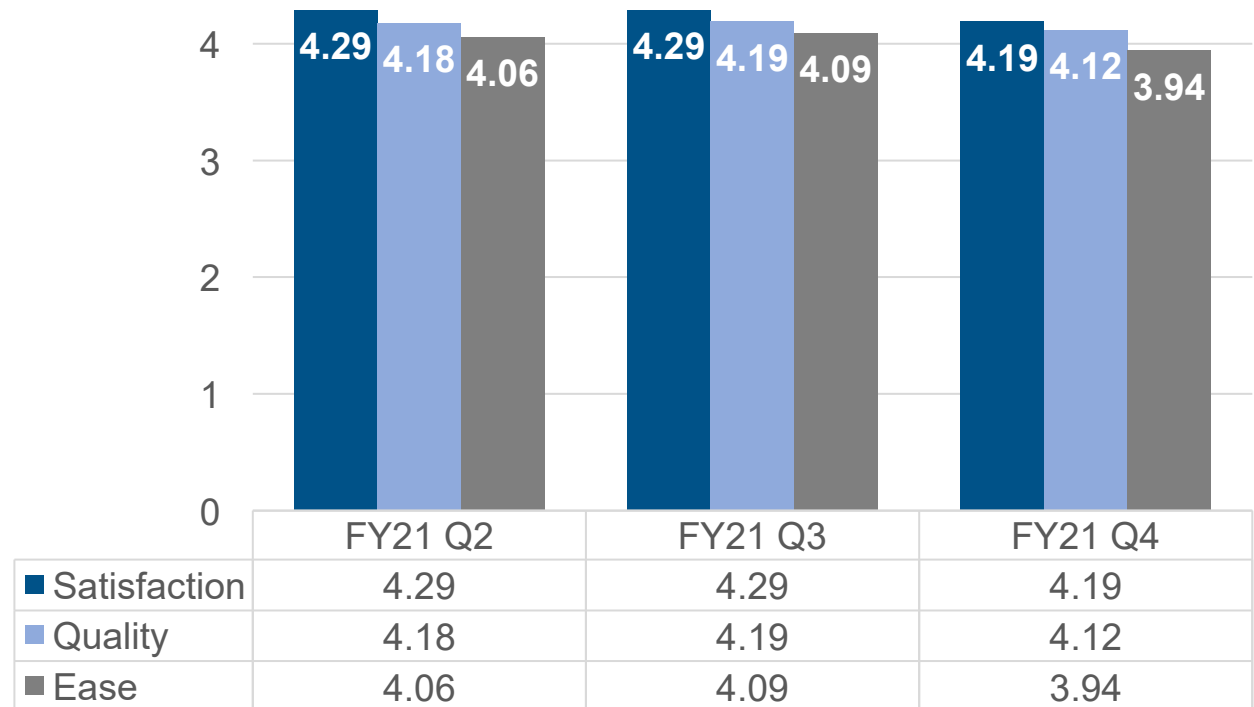
Requests for Assistance





Summary of Reported Data U.S. Citizenship and Immigration Services

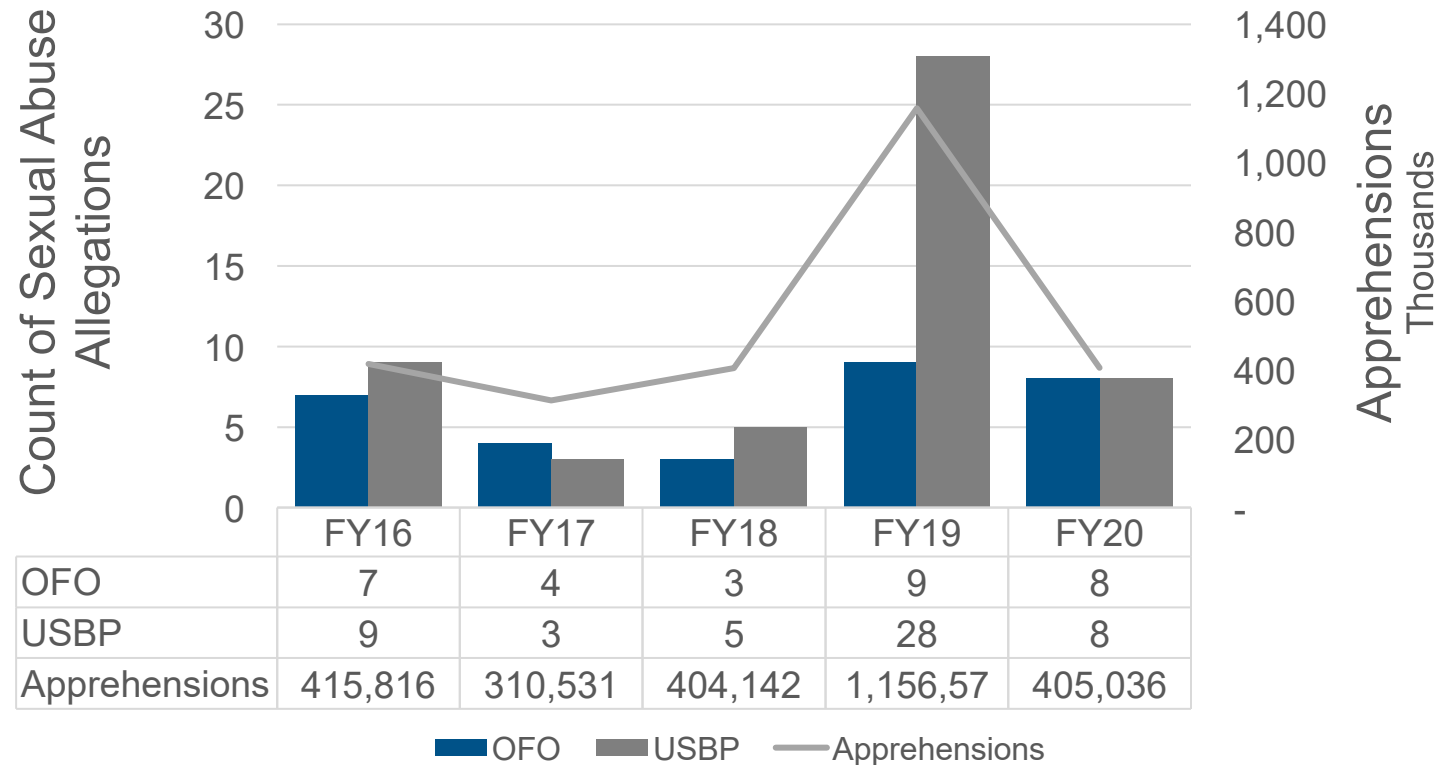
Follow Up Survey After Contact With 1-800



Summary of Reported Data U.S. Customs and Border Protection



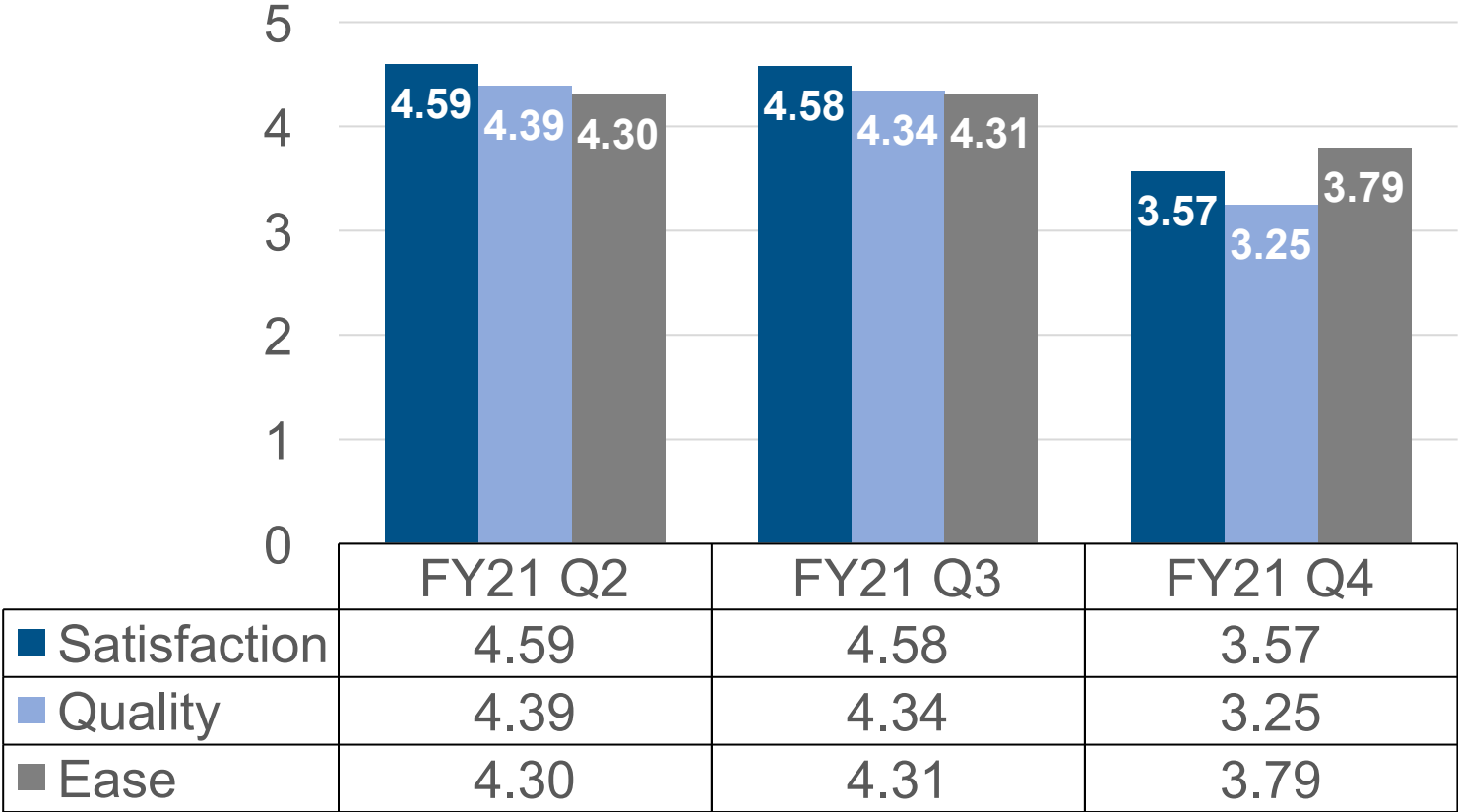
Sexual Abuse Allegations by Fiscal Year
Office of Field Operations (OFO), US Border Patrol (USBP)





Summary of Reported Data Federal Emergency Management Agency

Count of Complaints Opened by Fiscal Year and Agency

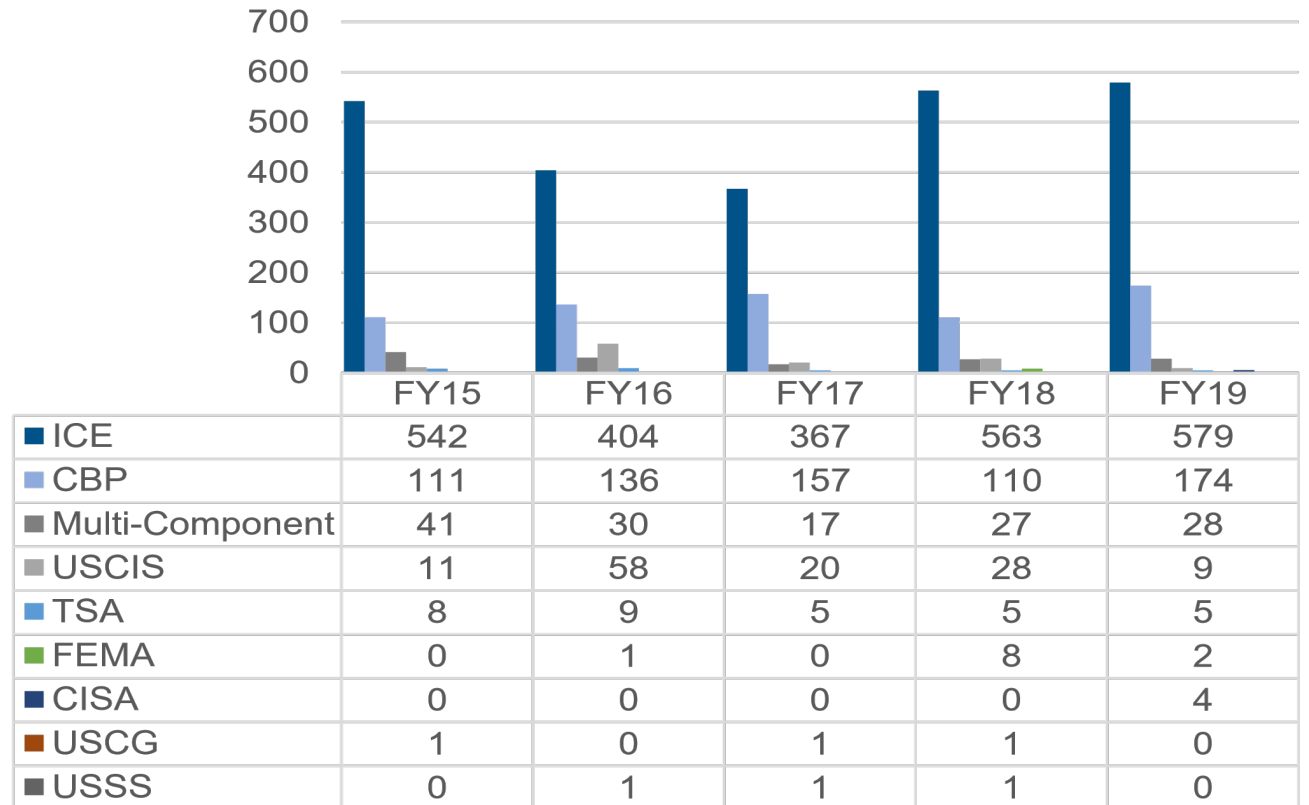




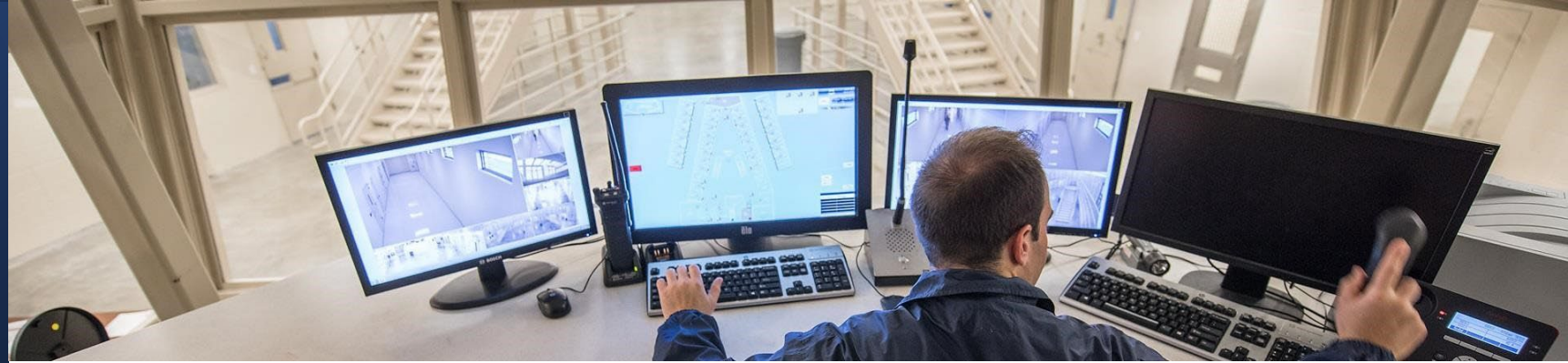
Summary of Reported Data

Office for Civil Rights and Civil Liberties

Files Opened by Fiscal Year and Agency



Summary of Reported Data Office of the Immigration and Detention Ombudsman



OIDO began collecting complaint data in October 2021 beginning with a single ICE facility in Georgia with one case manager.

OIDO case managers regularly visit ICE and CBP facilities to speak with detainees about the conditions there and address concerns with local staff. In May, OIDO added an option for families, legal representatives, and other advocates of detainees -- as well as individuals released from detention -- to file complaints with OIDO using a paper form. Moving forward, the Office will add an online portal for complaints to come directly from submitters to OIDO's database.

OIDO uses a proprietary Immigration Detention Case Management System that provides leadership with real time information on cases in progress.

Summary of Reported Data Transportation Security Administration



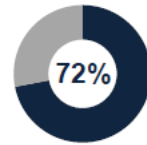
Transportation Security Administration

TCC Fiscal Year Report Overview: FY.2020 vs. FY.2019

Prepared by: Customer Service Branch

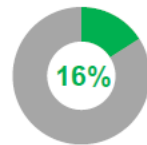
The TSA Contact Center (TCC) received a total of 400,553 contacts (agent-assisted) during FY.2020. The below trends were noted.

- -31% from FY.2019 to FY.2020
- -183,147 from FY.2019 to FY.2020



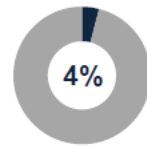
Information Requests:
72% of all contacts or 287,139 contacts. Decreased by 27% from FY.2019 to FY.2020 (-107,197).

Prohibited / Permitted decreased by 37% (-34,970). Individ. w/ Disabilities decreased by 49% (-23,204).



Complaints:
16% of all contacts or 64,828 contacts. Decreased by 42% from FY.2019 to FY.2020 (-47,571).

TSA PreCheck™ decreased by 45% (-22,281). Mishandling Property decreased by 41% (-5,681).



Requests for Assistance:
4% of all contacts or 15,328 contacts. Decreased by 45% from FY.2019 to FY.2020 (-12,384).

Autism Spectrum decreased by 48% (-3,281). Wheelchair / Scooter decreased by 38% (-1,721).

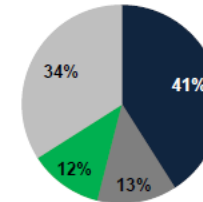
For comparison, TSA screened 453,581,298 passengers at screening checkpoints during FY.2020. The below trends were noted.

- -44% from FY.2019 to FY.2020
- -359,761,151 from FY.2019 to FY.2020

Top Complaints

The top complaints in FY.2020 were:

- TSA PreCheck™ (41%, 26,771)
- Mishandling Property (13%, 8,129)
- Property - Special (12%, 7,524)
- Other Categories (34%, 22,404)



Complaint Type - "Wheelchair"

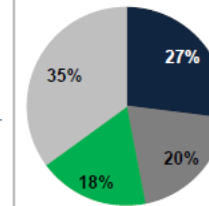
Below are the recent trends for passengers in wheelchairs and scooters

- FY.2017: 275 complaints
- FY.2018: 480 complaints, 75% increase
- FY.2019: 458 complaints, 5% decrease
- FY.2020: 231 complaints, 50% decrease

Top Information Requests

The top information requests in FY.2020 were:

- ID Requirements (27%, 77,220)
- Prohibited / Permitted (20%, 58,806)
- TSA PreCheck™ (18%, 51,176)
- Other Categories (35%, 99,937)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY.2017: 19,461 contacts
- FY.2018: 24,242 contacts, 25% increase
- FY.2019: 27,712 contacts, 14% increase
- FY.2020: 15,328 contacts, 45% decrease

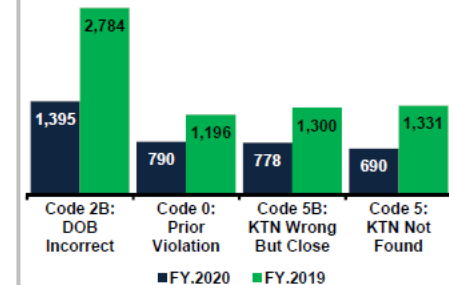
Notable for FY.2020

Requests / Day: 42
Top Request: Autism Spectrum (3,580)



In FY.2020, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 8,415 contacts who did not receive TSA PreCheck™ (decreased by 44% or 6,652 contacts from FY.2019 to FY.2020).

The top response codes for these contacts were:





P | C | F | S

FY22 WORKING GROUP LEADERSHIP TEAM

BRENDA F. ABDELALL (OPE) | SASH GOSWAMI (FEMA) | CARLA THOMAS (OPE) | NICOLE FRENCH (TSA) | SHAVINA WRIGHT (TSAO) | MIKE MIRON (OPE) | LORI SIMS (OPE) | TRENT FRAZIER (CISA) | TRACI SILAS (OPE) | JONATHAN BARRY (OPE) | VALENTINA SELLEY (ICE) | MARK MITCHELL (CBP) | EARL HOLLIMAN (OPE) | MELISSA NITSCH (ICE) | PATRICK KEARNEY (PLCY) | SANY ALEGRIA (USCIS) | BILL WILSON (FEMA) | TAYLAR BELFIELD (FEMA) | KEVIN STEPHENS (FEMA) | LESLIE SAUCEDO (FEMA) | DANA SALVANO-DUNN (CRCL) | DANIELLE SCOTT (CRCL) | WILLIAM MCKENNEY (CRCL) | THOMAS SHARP (CRCL) | JOSHUA PEDERSON (CRCL) | CARLA FALL (OIDO) | GIOVANI REYES (CISOMB) | ALLISON POSNER (OIDO) | STEPHANIE STOLZFUS (ICE) | STACI M. JOHNSON (OPE) | LARRY WHITE (ICE) | TAMISHA SHINHOLT (TSA) | STACY SHORE (CISOMB) | ANDRIA SETTLES (MGMT/OCIO) | STARLESHA WASHINGTON (MGMT) | DONNA LOHR (MGMT/OCIO) | ADAM COPPOLO (ICE)