

2023 TSA Year In Review



Message from TSA Administrator David Pekoske

In 2023, the Transportation Security Administration (TSA) marked another year of progress. I am very proud of the work we accomplished together as an agency and with our partners in 2023, starting with the long-awaited goal of paying our employees fairly, at the same levels as their federal counterparts.

At TSA, from our employees behind the scenes to those on the frontlines, we have built a culture of innovation and remain focused on staying ahead of the emerging threats. We have deployed new technology to improve security and improve the passenger experience and look forward to continuing the progress this year with our incredible partners across government and industry.

These achievements reflect some, but not all, of what the agency accomplished together in 2023.

Security Effectiveness

Security Screening

Screened over 858 million passengers, 484 million checked bags and 1.9 billion carry-on items. Screened a record of over 2.9 million passengers the Sunday after Thanksgiving. Pre-screened nearly a billion passengers through Secure Flight.

Firearms

Prevented 6,737 firearms (93% loaded) from getting onboard aircrafts. In 2023, TSA intercepted 7.8 firearms per million passengers, which represents a drop from 8.6 per million passengers in 2022.

Canine Teams

Trained and deployed more than 141 new explosives detection canine teams to 65 airports and mass transit facilities. Supported large-scale events such as the Super Bowl LVII, the United Nations General Assembly and the State of the Union and enhanced security operations at airports and surface transportation systems nationwide.

Cybersecurity Resilience

Improved cybersecurity preparedness and resilience for critical transportation infrastructure through new performance based cybersecurity requirements for airport and aircraft operators as the agency has done with pipeline and rail systems in previous years.



Insider Threat

Issued National Amendment on Aviation Worker Screening, requiring certain airport operators to conduct enhanced aviation worker screening.

FAMS

Provided inflight security on thousands of flights and trained over 5,000 air carrier crew members in self-defense. Conducted more than 7,200 Visible Intermodal Prevention and Response operations at hundreds of transportation hubs throughout the U.S.

Technology

Deployed more than 2,000 Credential Authentication Technology (CAT) machines, including second generation (CAT-2) units that enable mobile driver's licenses and utilize optional facial recognition technology to match credentials to the passenger while protecting their privacy. Added 457 CAT-2 upgrade kits utilizing the facial recognition technology. Added 267 Computed Tomography X-ray scanners, technology that produces high-quality 3-D images which can be rotated up to 360 degrees on three axes for a more thorough visual analysis of a carry-on bag's contents, while also reducing the need to touch or manually check bags and eliminating the need to take electronics and travel-size liquids, aerosols and gels (LAGs) out of carry-on bags. Updated an algorithm to improve the performance of the nearly 1,000 Advanced Imaging Technology Units, technology that safely screens passengers for on-person metallic and non-metallic threats such as weapons and explosives without physical contact. The algorithm update significantly reduces false alarms, enhances accuracy and reduces pat-downs.

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Our People

Securing Fair Pay

Executed new compensation plan for TSA employees in July 2023. This plan compensates TSA employees at a level commensurate with employees of other federal agencies for the first time since the agency's founding in 2001. As a result, TSA has seen a significant reduction in attrition and improvement in the ability to recruit for open positions.

Hiring and Training

Hired more than 9,000 new TSOs and Security Support Assistants throughout the agency. Trained frontline employees at the new state-of-the-art TSA Academy West at Harry Reid International Airport in Las Vegas and TSA Academy East in Glynco, Ga., where the 100,000th TSO graduated in September.

Employee Satisfaction

Achieved a record response rate on the Federal Employee Viewpoint Survey of nearly 50%. TSA's Global Satisfaction Index showed a 15% improvement over 2022 results and the agency's Employee Engagement Index (EEI), a key metric focusing on employee engagement and morale, improved 4% over 2022.

Passenger Experience

Responded directly to three million traveler questions, typically within two minutes, over social media and via text to AskTSA at 275-872. TSA Contact Center answered two million traveler calls and emails. TSA Cares helpline provided assistance to more than 71,000 travelers with disabilities, medical conditions, and other special circumstances.

People and Culture

Hosted first-ever DEIA Strategic Planning Meeting, bringing together nearly 50 employees from 22 locations to exchange best practices and collaborate on local DEIA initiatives.



Over 858 Million

Screened over
858 million passengers



6,737

Prevented 6,737 firearms
(93% loaded) from boarding aircrafts



18 Million

18 million active
TSA PreCheck members



Over 5 Million

AskTSA and TSA Contact
Center passenger inquiries

Our Partners

Administrator's Intent 3.0

Published Administrator's Intent 3.0 that outlines near term actions to achieve our three strategic priorities of Improving Security and Safeguarding the Transportation Systems, Accelerating Action and Committing to Our People.

TSA PreCheck®

Celebrated the milestone of 18 million active TSA PreCheck members. Enrolled a record of four million new members and more than 1.6 million renewals. Welcomed eight new airlines. Added a second TSA PreCheck enrollment provider to offer travelers more options. Announced TSA PreCheck policy change to make it easier for teenagers to accompany enrolled parents or guardians when traveling on the same reservation.

Innovation

Launched Innovation Pipeline to help all TSA employees be a part of fostering an innovative culture at TSA. Increased from five to 56 Lift Cells at 203 commercial airports and five TSA headquarters offices. Published the Open Architecture Roadmap to define TSA's long-term strategy to enhance screening capabilities to meet TSA's mission well into the future.

Industry Engagements

TSA conducted or supported hundreds of domestic response plan and transportation security related exercises; hosted multiple industry day engagements; offered truck, port and rail workers online options to securely renew credentials and increased intelligence sharing with surface and aviation. Sent TSA speakers to over 450 different speaking engagements.