



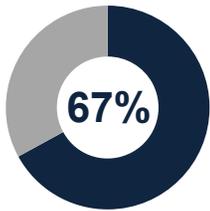
TCC Quarterly Report

Overview: FY20.Q1 vs. FY19.Q1

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 148,486 contacts (agent-assisted) during FY20.Q1. The below trends were noted.

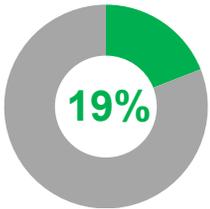
- +10% from FY19.Q1 to FY20.Q1
- +12,891 from FY19.Q1 to FY20.Q1



Information Requests:

67% of all contacts or 99,643 contacts. Increased by 11% from FY19.Q1 to FY20.Q1 (+10,008).

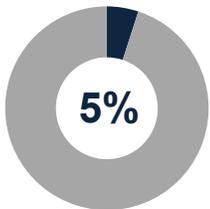
TSA Pre-Check increased by 46% (+6,521). Prohibited / Permitted decreased by 4% (-895).



Complaints:

19% of all contacts or 28,892 contacts. Increased by 1% from FY19.Q1 to FY20.Q1 (+213).

Locks increased by 13% (+115). Civil Rights decreased by 17% (-107).



Requests for Assistance:

5% of all contacts or 7,470 contacts. Increased by 19% from FY19.Q1 to FY20.Q1 (+1,187).

Autism Spectrum increased by 32% (+440). Cognitive increased by 52% (+297).

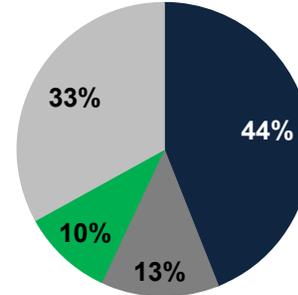
For comparison, TSA screened 206,436,264 passengers at screening checkpoints during FY20.Q1. The below trends were noted.

- +4% from FY19.Q1 to FY20.Q1
- +8,737,560 from FY19.Q1 to FY20.Q1

Top Complaints

The top complaints in FY20.Q1 were:

- TSA Pre-Check (44%, 12,668)
- Mishandling Property (13%, 3,626)
- Property - Special (10%, 2,959)
- Other Categories (33%, 9,639)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

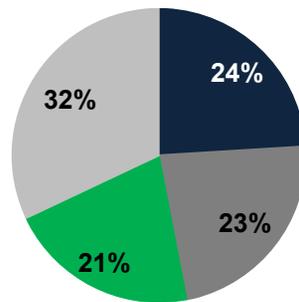
- FY18.Q1: 133 complaints
- FY19.Q1: 115 complaints, 14% decrease
- FY20.Q1: 129 complaints, 12% increase**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY20.Q1 were:

- ID Requirements (24%, 23,687)
- Prohibited / Permitted (23%, 22,510)
- TSA Pre-Check (21%, 20,619)
- Other Categories (32%, 32,827)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY18.Q1: 5,463 contacts
- FY19.Q1: 6,283 contacts, 15% increase
- FY20.Q1: 7,470 contacts, 19% increase**

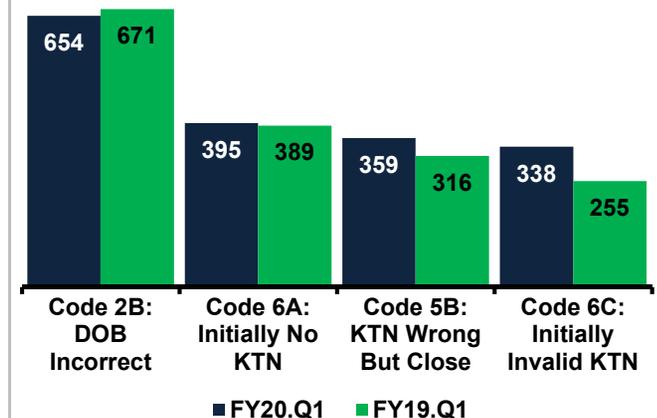
Top Subject Categories

- #1 Request: Autism Spectrum (1,797)
- #2 Request: Wheelchair / Scooter (1,377)
- #3 Request: Cognitive (871)



In FY20.Q1, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 4,115 contacts who did not receive TSA Pre-Check (increased by 9% or 328 contacts from FY19.Q1 to FY20.Q1).

The top response codes for these contacts were:





TCC Quarterly Report

Trends: FY17.Q2 through FY20.Q1

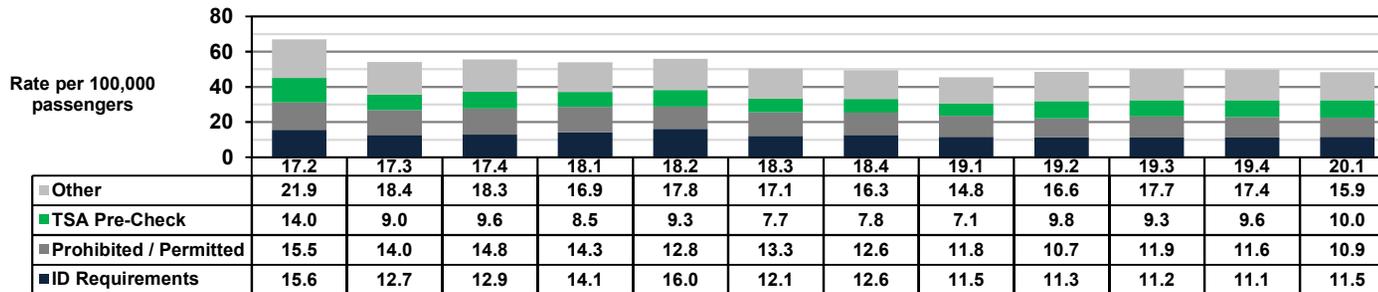
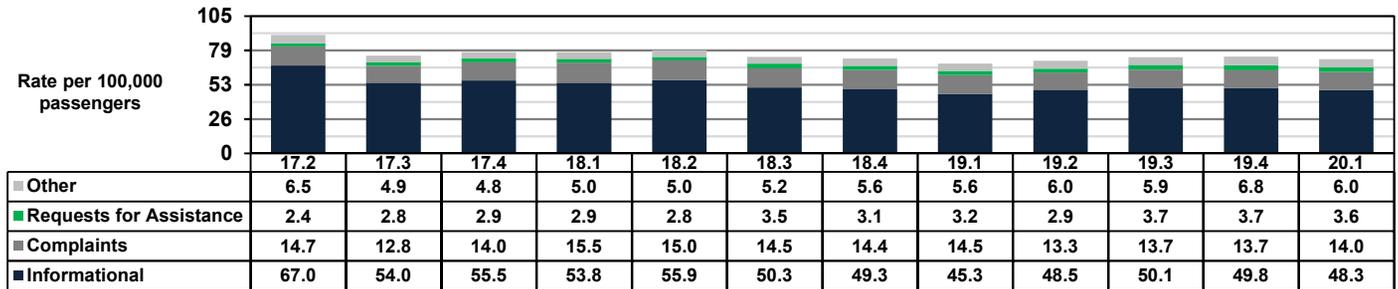
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Contacts by Interaction Type

Informational (20.1 vs. 19.4): **-3%**
Avg. quarter over quarter change: **-3%**

Complaints (20.1 vs. 19.4): **+2%**
Avg. quarter over quarter change: **+0%**

Assistance (20.1 vs. 19.4): **-4%**
Avg. quarter over quarter change: **+5%**



Top Information Requests

ID Requirements (20.1 vs. 19.4): **+3%**
Avg. quarter over quarter change: **-2%**

Prohibited / Permitted (20.1 vs. 19.4): **-6%**
Avg. quarter over quarter change: **-3%**

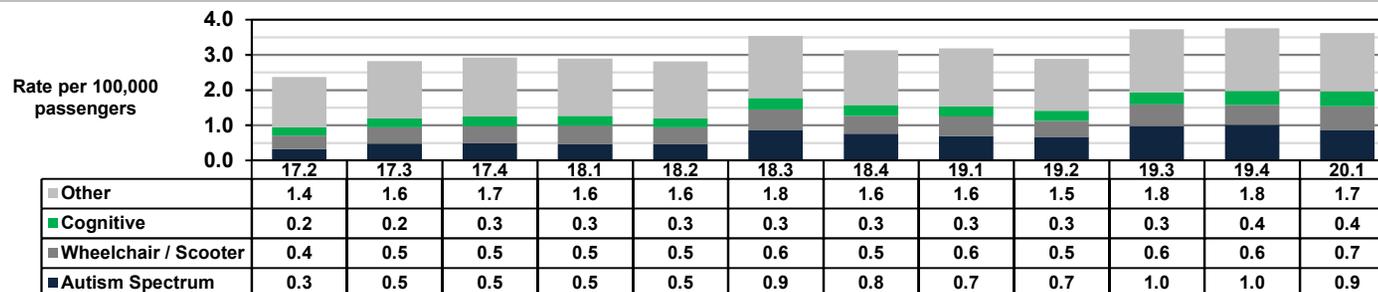
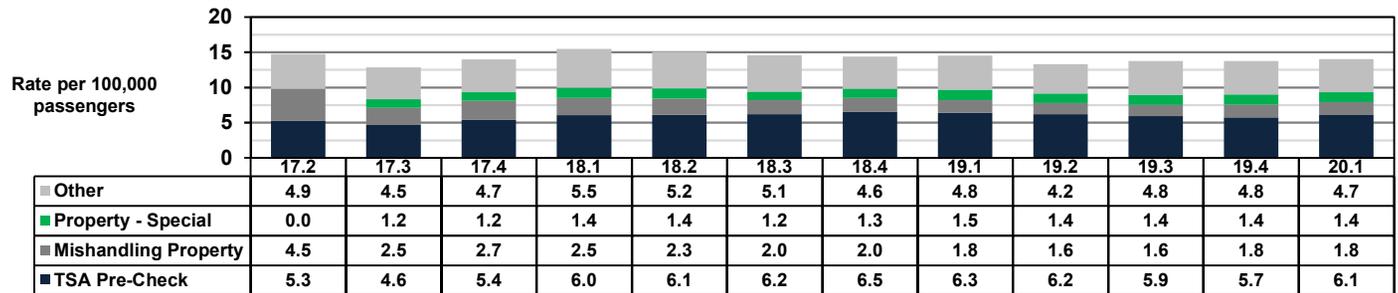
TSA Pre-Check (20.1 vs. 19.4): **+4%**
Avg. quarter over quarter change: **-1%**

Top Complaints

TSA Pre-Check (20.1 vs. 19.4): **+7%**
Avg. quarter over quarter change: **+2%**

Mishandling Property (20.1 vs. 19.4): **-3%**
Avg. quarter over quarter change: **-7%**

Property - Special (20.1 vs. 19.4): **+0%**
Avg. quarter over quarter change: **+1%**



Top Requests for Assistance

Autism Spectrum (20.1 vs. 19.4): **-14%**
Avg. quarter over quarter change: **+13%**

Wheelchair / Scooter (20.1 vs. 19.4): **+18%**
Avg. quarter over quarter change: **+7%**

Cognitive (20.1 vs. 19.4): **+7%**
Avg. quarter over quarter change: **+6%**