The TSA Contact Center (TCC) received a total of 458,762 contacts (agent-assisted) during FY.2021. The below trends were noted.

- +15% from FY.2020 to FY.2021
- +58,209 from FY.2020 to FY.2021

Information Requests:
76% of all contacts or 346,823 contacts. Increased by 21% from FY.2020 to FY.2021 (+59,684).

TSA PreCheck™ increased by 80% (+40,776). ID Requirements increased by 16% (+12,004).

Complaints:
12% of all contacts or 53,519 contacts. Decreased by 17% from FY.2020 to FY.2021 (~11,309).

Mishandling Property decreased by 64% (~5,195). Property - Special decreased by 44% (~3,317).

Requests for Assistance:
4% of all contacts or 18,915 contacts. Increased by 23% from FY.2020 to FY.2021 (+3,587).

General increased by 252% (+949). Mobility - Not Wheelchair increased by 95% (+854).

For comparison, TSA screened 473,071,183 passengers at screening checkpoints during FY.2021. The below trends were noted.

- +4% from FY.2020 to FY.2021
- +19,492,216 from FY.2020 to FY.2021

The top complaints in FY.2021 were:
- TSA PreCheck™ (55%, 29,423)
- Customer Service (12%, 6,344)
- Property - Special (8%, 4,207)
- Other Categories (25%, 13,545)

The top information requests in FY.2021 were:
- TSA PreCheck™ (27%, 91,972)
- ID Requirements (26%, 89,224)
- Prohibited / Permitted (14%, 48,934)
- Other Categories (33%, 116,693)

The top response codes for these contacts were:

- Code 2B: DOB Incorrect
  - FY.2021: 2,772
  - FY.2020: 1,395

- Code 5: KTN Not Found
  - FY.2021: 690
  - FY.2020: 607

- Code 6C: Initially Invalid KTN
  - FY.2021: 1,546
  - FY.2020: 778

- Code 5B: KTN Wrong But Close
  - FY.2021: 1,501

In FY.2021, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 17,826 contacts who did not receive TSA PreCheck™ (increased by 112% or 9,408 contacts from FY.2020 to FY.2021).

The below trends were noted.

- FY.2018: 480 complaints
- FY.2019: 458 complaints, 5% decrease
- FY.2020: 231 complaints, 50% decrease
- FY.2021: 139 complaints, 40% decrease

In FY.2021, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 17,826 contacts who did not receive TSA PreCheck™ (increased by 112% or 9,408 contacts from FY.2020 to FY.2021).

The top information requests in FY.2021 were:
- TSA PreCheck™ (27%, 91,972)
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- Other Categories (33%, 116,693)
Contacts by Interaction Type

- Informational (FY21 v. FY20): 21%
  Avg. quarter over quarter change: -4%
- Complaints (FY21 v. FY20): -17%
  Avg. quarter over quarter change: -13%
- Req. for Assistance (FY21 v. FY20): 23%
  Avg. quarter over quarter change: 4%
- Mobility - Not W/C (FY21 v. FY20): 95%
  Avg. quarter over quarter change: 13%
- Autism Spectrum (FY21 v. FY20): 1%
  Avg. quarter over quarter change: 11%
- Wheelchair / Scooter (FY21 v. FY20): -12%
  Avg. quarter over quarter change: -7%
- Property - Special (FY21 v. FY20): -44%
  Avg. quarter over quarter change: -27%
- TSA PreCheck™ (FY21 v. FY20): 10%
  Avg. quarter over quarter change: -1%
- ID Requirements (FY21 v. FY20): 14%
  Avg. quarter over quarter change: -4%
- Prohibited / Permitted (FY21 v. FY20): -17%
  Avg. quarter over quarter change: -13%
- Informational: 80%
  Avg. quarter over quarter change: 10%
- Request / Assistance: 7,500
  Avg. quarter over quarter change: 11%
- Complaints: 15,000
  Avg. quarter over quarter change: -3%
- Req. for Assistance: 22,500
  Avg. quarter over quarter change: 13%
- Mobility - Not W/C: 1,494
  Avg. quarter over quarter change: 11%
- Mobility - Not W/C: 1,494
  Avg. quarter over quarter change: 11%
- Wheelchair / Scooter: 3,210
  Avg. quarter over quarter change: -12%
  Avg. quarter over quarter change: -3%
- Autism Spectrum: 3,087
  Avg. quarter over quarter change: 95%