



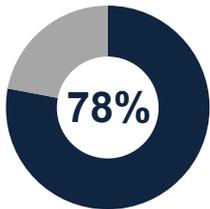
# TCC Quarterly Report

## Overview: FY20.Q4 vs. FY19.Q4

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 77,129 contacts (agent-assisted) during FY20.Q4. The below trends were noted.

- 51% from FY19.Q4 to FY20.Q4
- 81,825 from FY19.Q4 to FY20.Q4



### Information Requests:

78% of all contacts or 59,936 contacts. Decreased by 44% from FY19.Q4 to FY20.Q4 (-46,965).

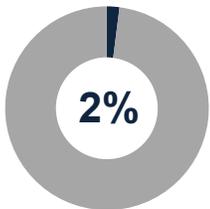
TSA PreCheck™ decreased by 72% (-14,772). Prohibited / Permitted decreased by 49% (-12,337).



### Complaints:

12% of all contacts or 9,594 contacts. Decreased by 67% from FY19.Q4 to FY20.Q4 (-19,893).

TSA PreCheck™ decreased by 71% (-8,701). Mishandling Property decreased by 69% (-2,706).



### Requests for Assistance:

2% of all contacts or 1,736 contacts. Decreased by 78% from FY19.Q4 to FY20.Q4 (-6,319).

Autism Spectrum decreased by 84% (-1,819). Wheelchair / Scooter decreased by 75% (-909).

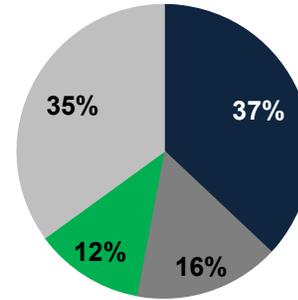
For comparison, TSA screened 64,096,977 passengers at screening checkpoints during FY20.Q4. The below trends were noted.

- 70% from FY19.Q4 to FY20.Q4
- 150,704,528 from FY19.Q4 to FY20.Q4

### Top Complaints

The top complaints in FY20.Q4 were:

- TSA PreCheck™ (37%, 3,577)
- Property - Special (16%, 1,496)
- Mishandling Property (12%, 1,198)
- Other Categories (35%, 3,323)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY18.Q4: 6,477 contacts
- FY19.Q4: 8,055 contacts, 24% increase
- FY20.Q4: 1,736 contacts, 78% decrease**

### Top Subject Categories

- #1 Request: Autism Spectrum (356)
- #2 Request: Wheelchair / Scooter (302)
- #3 Request: Cognitive (180)

### Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

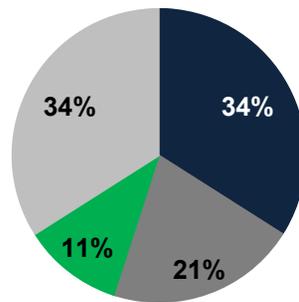
- FY18.Q4: 106 complaints
- FY19.Q4: 115 complaints, 8% increase
- FY20.Q4: 18 complaints, 84% decrease**

**Top Themes:** Asked to Stand, Patdowns

### Top Information Requests

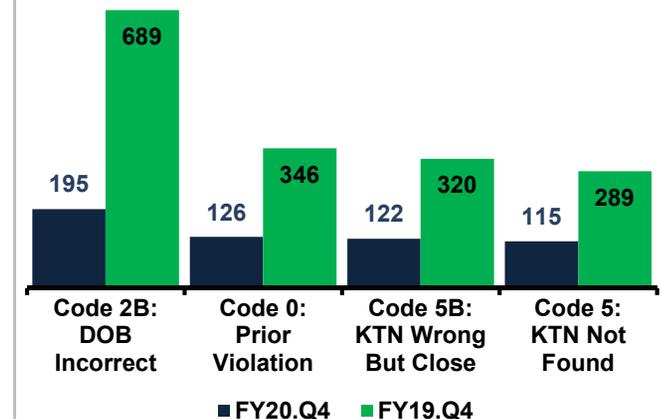
The top information requests in FY20.Q4 were:

- ID Requirements (34%, 20,599)
- Prohibited / Permitted (21%, 12,647)
- No Jurisdiction (11%, 6,780)
- Other Categories (34%, 19,910)



In FY20.Q4, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 1,058 contacts who did not receive TSA PreCheck™ (decreased by 73% or 2,870 contacts from FY19.Q4 to FY20.Q4).

The top response codes for these contacts were:





# TCC Quarterly Report

## Trends: FY18.Q1 through FY20.Q4

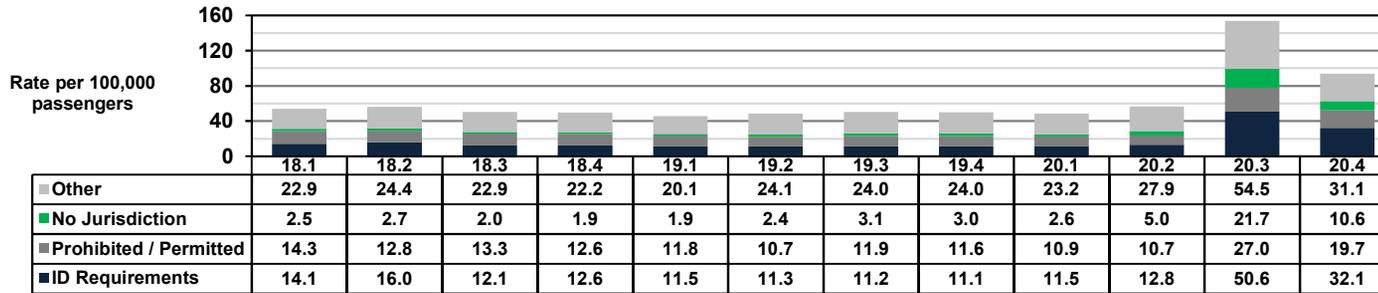
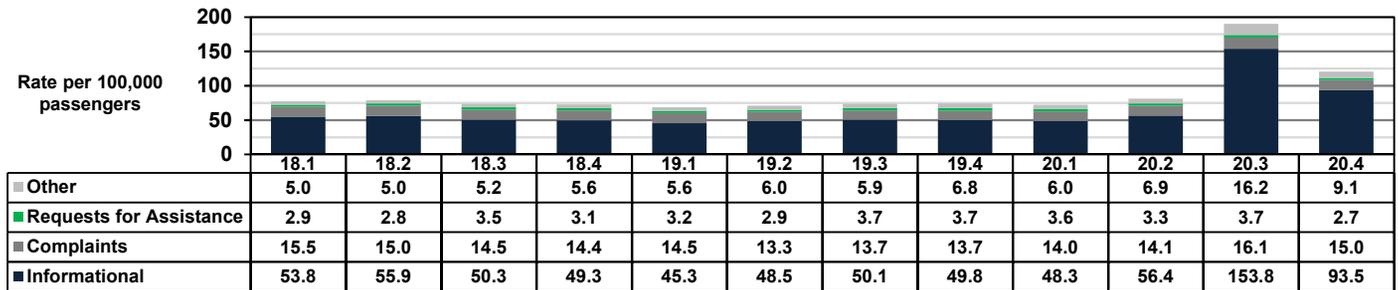
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### Contacts by Interaction Type

Informational (20.4 vs. 20.3): **-39%**  
Avg. quarter over quarter change: **+13%**

Complaints (20.4 vs. 20.3): **-7%**  
Avg. quarter over quarter change: **+0%**

Assistance (20.4 vs. 20.3): **-26%**  
Avg. quarter over quarter change: **+1%**



### Top Information Requests

ID Requirements (20.4 vs. 20.3): **-37%**  
Avg. quarter over quarter change: **+23%**

Prohibited / Permitted (20.4 vs. 20.3): **-27%**  
Avg. quarter over quarter change: **+9%**

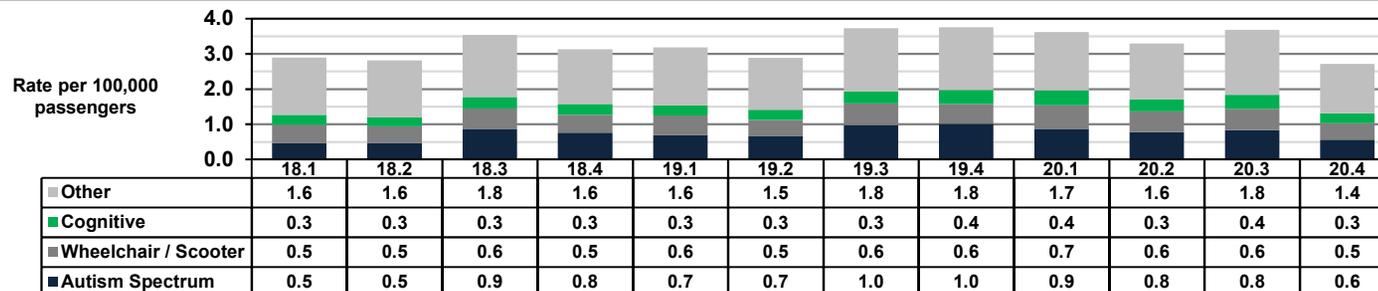
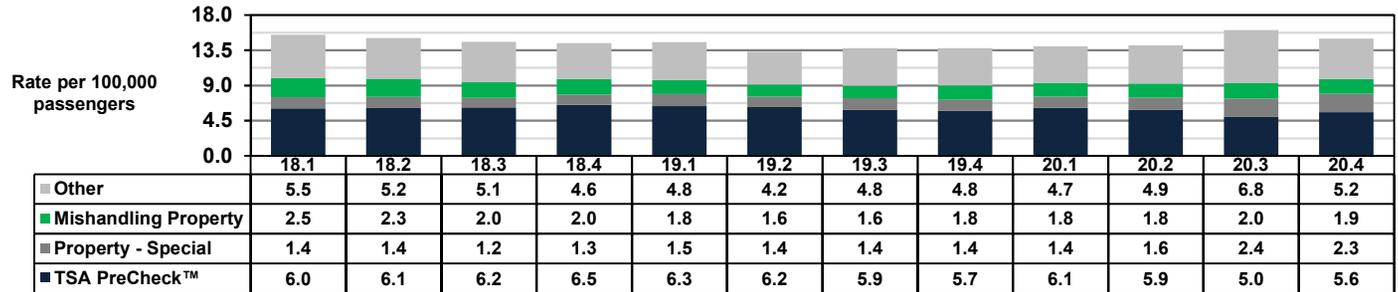
No Jurisdiction (20.4 vs. 20.3): **-51%**  
Avg. quarter over quarter change: **+36%**

### Top Complaints

TSA PreCheck™ (20.4 vs. 20.3): **-12%**  
Avg. quarter over quarter change: **+0%**

Property - Special (20.4 vs. 20.3): **-1%**  
Avg. quarter over quarter change: **+6%**

Mishandling Property (20.4 vs. 20.3): **-4%**  
Avg. quarter over quarter change: **+1%**



### Top Requests for Assistance

Autism Spectrum (20.4 vs. 20.3): **-33%**  
Avg. quarter over quarter change: **+6%**

Wheelchair / Scooter (20.4 vs. 20.3): **-22%**  
Avg. quarter over quarter change: **+0%**

Cognitive (20.4 vs. 20.3): **-30%**  
Avg. quarter over quarter change: **+1%**