



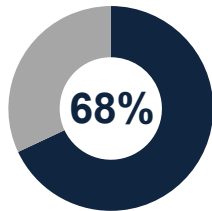
TCC Quarterly Report

Overview: FY19.Q3 vs. FY18.Q3

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 157,292 contacts (agent-assisted) during FY19.Q3. The below trends were noted.

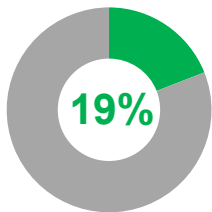
- +4% from FY18.Q3 to FY19.Q3
- +6,002 from FY18.Q3 to FY19.Q3



Information Requests:

68% of all contacts or 107,306 contacts. Increased by 4% from FY18.Q3 to FY19.Q3 (+3,871).

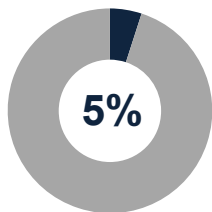
TSA Pre-Check increased by 26% (+4,085). Prohibited / Permitted decreased by 7% (-1,996).



Complaints:

19% of all contacts or 29,410 contacts. Decreased by 2% from FY18.Q3 to FY19.Q3 (-476).

Mishandling Property decreased by 17% (-683). Property - Special increased by 21% (+537).



Requests for Assistance:

5% of all contacts or 7,982 contacts. Increased by 10% from FY18.Q3 to FY19.Q3 (+721).

Autism Spectrum increased by 17% (+302). Wounded Warrior decreased by 41% (-154).

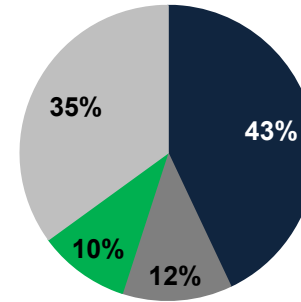
For comparison, TSA screened 214,102,072 passengers at screening checkpoints during FY19.Q3. The below trends were noted.

- +4% from FY18.Q3 to FY19.Q3
- +8,591,223 from FY18.Q3 to FY19.Q3

Top Complaints

The top complaints in FY19.Q3 were:

- TSA Pre-Check (43%, 12,647)
- Mishandling Property (12%, 3,430)
- Property - Special (10%, 3,073)
- Other Categories (35%, 10,260)



Complaint Type - "Wheelchair"

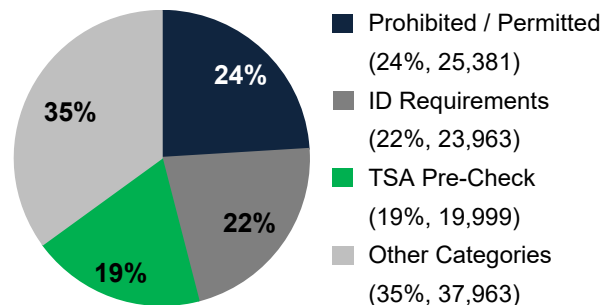
Below are the recent trends for PAX in wheelchairs

- FY17.Q3: 90 complaints
- FY18.Q3: 134 complaints, 49% increase
- FY19.Q3: 129 complaints, 4% decrease**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY19.Q3 were:



Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q3: 5,493 contacts
- FY18.Q3: 7,261 contacts, 32% increase
- FY19.Q3: 7,982 contacts, 10% increase**

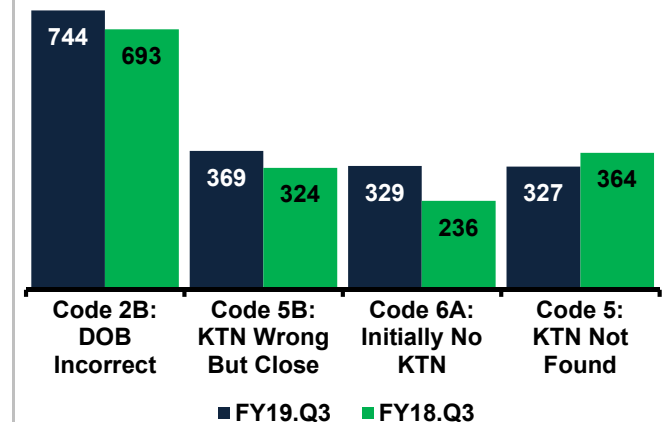
Top Subject Categories

- #1 Request: Autism Spectrum (2,091)
- #2 Request: Wheelchair / Scooter (1,315)
- #3 Request: Cognitive (736)



In FY19.Q3, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 3,900 contacts who did not receive TSA Pre-Check (increased by 7% or 262 contacts from FY18.Q3 to FY19.Q3).

The top response codes for these contacts were:





Transportation Security Administration

TCC Quarterly Report Trends: FY16.Q4 through FY19.Q3

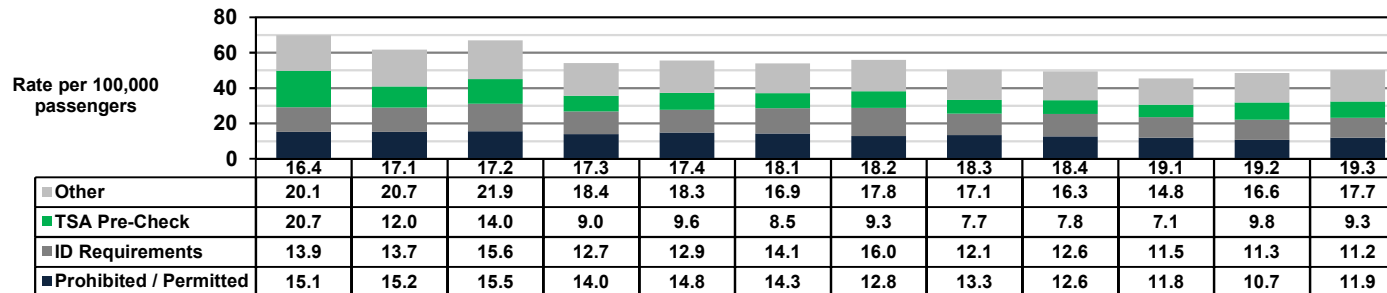
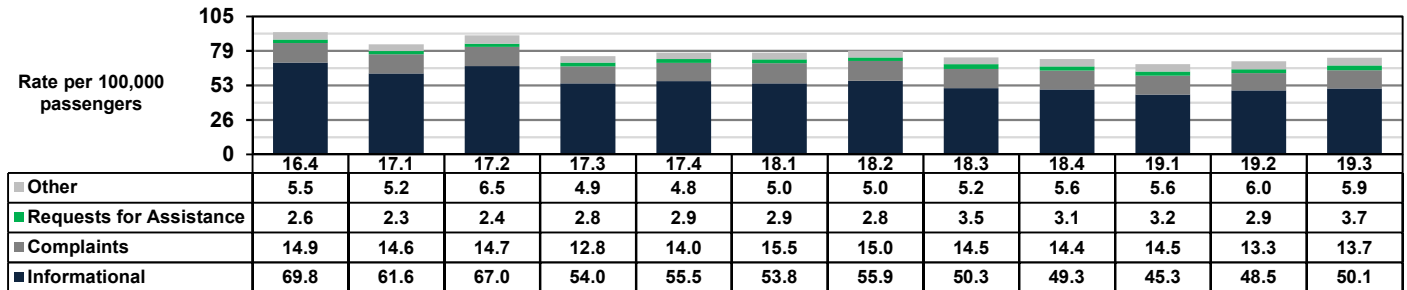
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Contacts by Interaction Type

Informational (19.3 vs. 19.2): **+3%**
Avg. quarter over quarter change: **-3%**

Complaints (19.3 vs. 19.2): **+3%**
Avg. quarter over quarter change: **-1%**

Assistance (19.3 vs. 19.2): **+29%**
Avg. quarter over quarter change: **+4%**



Top Information Requests

Prohibited / Permitted (19.3 vs. 19.2): **+11%**
Avg. quarter over quarter change: **-2%**

ID Requirements (19.3 vs. 19.2): **-1%**
Avg. quarter over quarter change: **-1%**

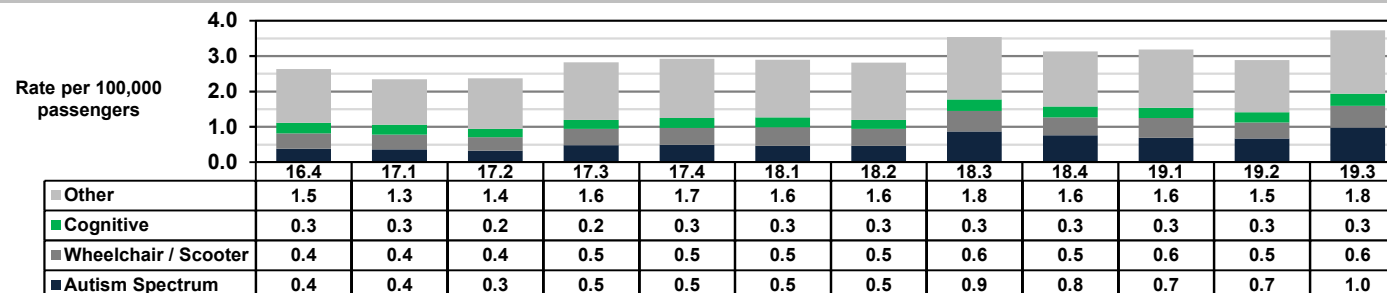
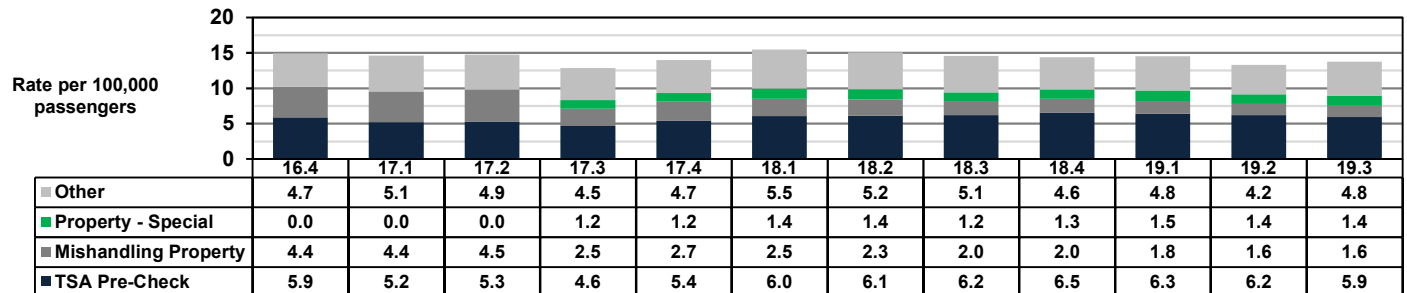
TSA Pre-Check (19.3 vs. 19.2): **-5%**
Avg. quarter over quarter change: **-4%**

Top Complaints

TSA Pre-Check (19.3 vs. 19.2): **-5%**
Avg. quarter over quarter change: **+0%**

Mishandling Property (19.3 vs. 19.2): **+3%**
Avg. quarter over quarter change: **-7%**

Property - Special (19.3 vs. 19.2): **+6%**
Avg. quarter over quarter change: **+3%**



Top Requests for Assistance

Autism Spectrum (19.3 vs. 19.2): **+47%**
Avg. quarter over quarter change: **+13%**

Wheelchair / Scooter (19.3 vs. 19.2): **+34%**
Avg. quarter over quarter change: **+4%**

Cognitive (19.3 vs. 19.2): **+19%**
Avg. quarter over quarter change: **+2%**