



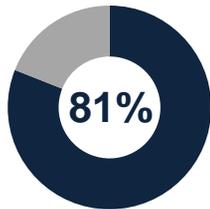
# TCC Quarterly Report

## Overview: FY21.Q1 vs. FY20.Q1

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 82,610 contacts (agent-assisted) during FY21.Q1. The below trends were noted.

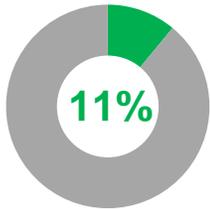
- -44% from FY20.Q1 to FY21.Q1
- -65,876 from FY20.Q1 to FY21.Q1



### Information Requests:

81% of all contacts or 66,724 contacts. Decreased by 33% from FY20.Q1 to FY21.Q1 (-32,919).

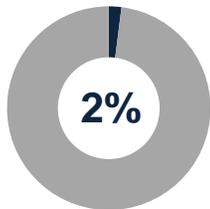
TSA PreCheck™ decreased by 58% (-11,946). Prohibited / Permitted decreased by 49% (-11,091).



### Complaints:

11% of all contacts or 9,339 contacts. Decreased by 68% from FY20.Q1 to FY21.Q1 (-19,553).

TSA PreCheck™ decreased by 71% (-8,959). Mishandling Property decreased by 69% (-2,494).



### Requests for Assistance:

2% of all contacts or 1,732 contacts. Decreased by 77% from FY20.Q1 to FY21.Q1 (-5,738).

Autism Spectrum decreased by 84% (-1,501). Wheelchair / Scooter decreased by 79% (-1,086).

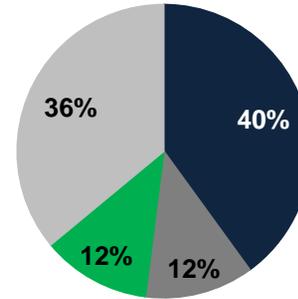
For comparison, TSA screened 77,208,000 passengers at screening checkpoints during FY21.Q1. The below trends were noted.

- -63% from FY20.Q1 to FY21.Q1
- -129,228,264 from FY20.Q1 to FY21.Q1

### Top Complaints

The top complaints in FY21.Q1 were:

- TSA PreCheck™ (40%, 3,709)
- Mishandling Property (12%, 1,132)
- Customer Service (12%, 1,112)
- Other Categories (36%, 3,386)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY19.Q1: 6,283 contacts
- FY20.Q1: 7,470 contacts, 19% increase
- **FY21.Q1: 1,732 contacts, 77% decrease**

### Top Subject Categories

- #1 Request: Autism Spectrum (296)
- #2 Request: Wheelchair / Scooter (291)
- #3 Request: Cognitive Disability (157)

### Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

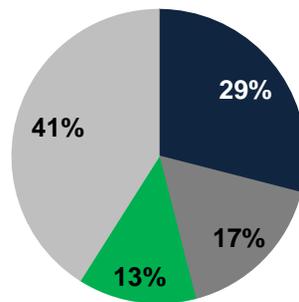
- FY19.Q1: 115 complaints
- FY20.Q1: 129 complaints, 12% increase
- **FY21.Q1: 24 complaints, 81% decrease**

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

### Top Information Requests

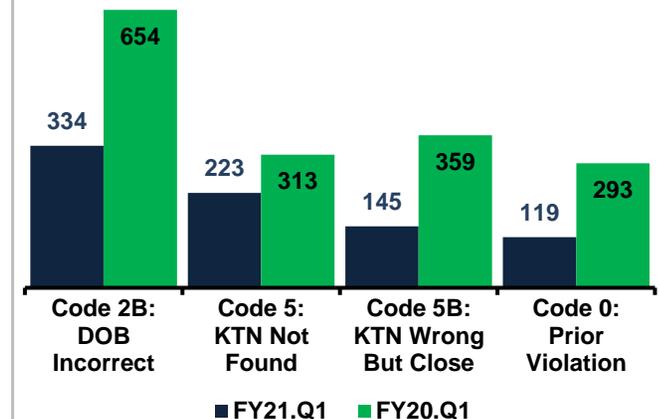
The top information requests in FY21.Q1 were:

- ID Requirements (29%, 19,288)
- Prohibited / Permitted (17%, 11,419)
- TSA PreCheck™ (13%, 8,673)
- Other Categories (41%, 27,344)



In FY21.Q1, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 1,789 contacts who did not receive TSA PreCheck™ (decreased by 57% or 2,328 contacts from FY20.Q1 to FY21.Q1).

The top response codes for these contacts were:





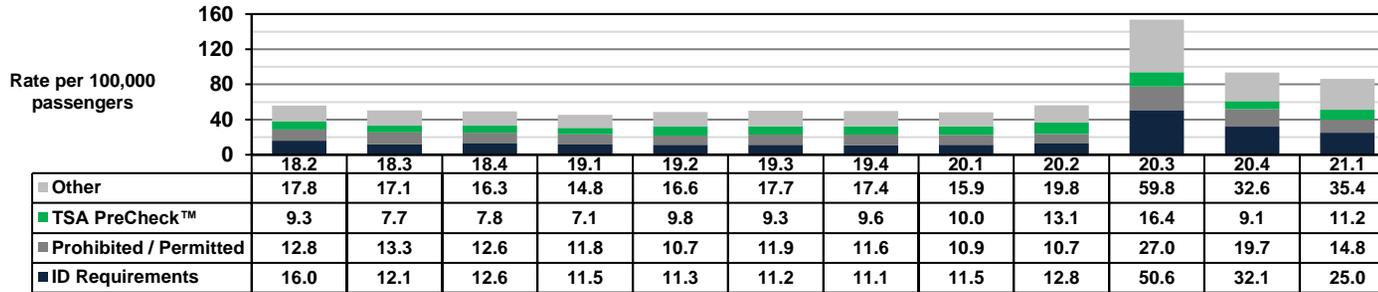
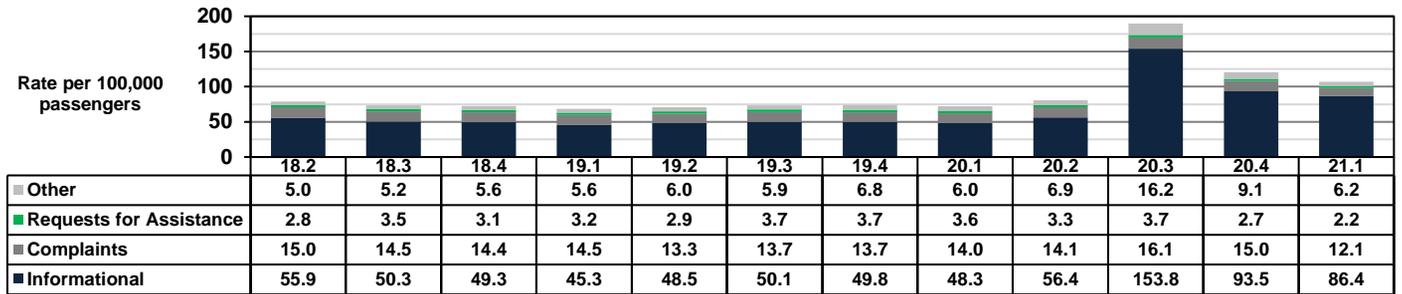
# TCC Quarterly Report

## Trends: FY18.Q2 through FY21.Q1

Prepared by: Customer Service Branch

### Contacts by Interaction Type

- Informational (21.1 vs. 20.4): -8%
- Avg. quarter over quarter change: 12%
- Complaints (21.1 vs. 20.4): -19%
- Avg. quarter over quarter change: -2%
- Req. for Assistance (21.1 vs. 20.4): -17%
- Avg. quarter over quarter change: -1%

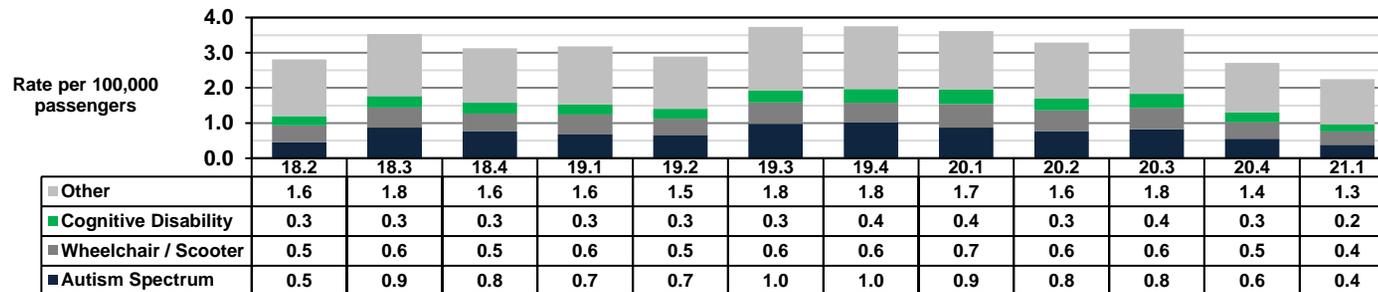
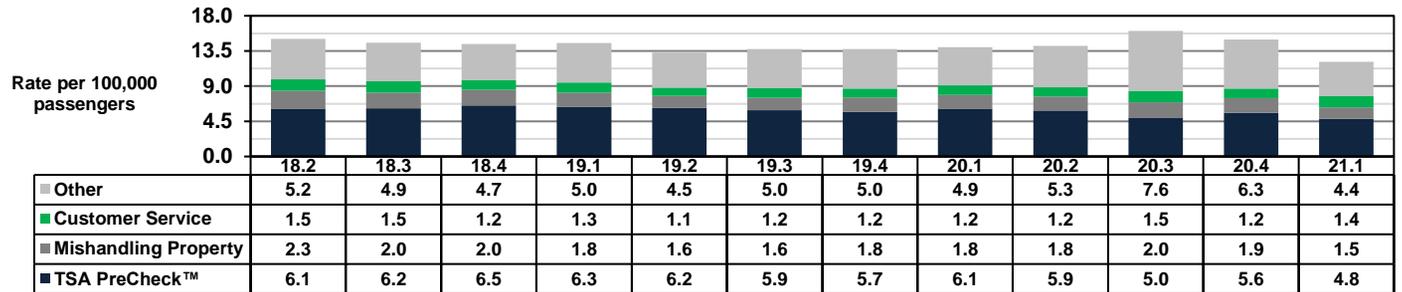


### Top Information Requests

- ID Requirements (21.1 vs. 20.4): -22%
- Avg. quarter over quarter change: 20%
- Prohibited / Permitted (21.1 vs. 20.4): -25%
- Avg. quarter over quarter change: 8%
- TSA PreCheck™ (21.1 vs. 20.4): 24%
- Avg. quarter over quarter change: 5%

### Top Complaints

- TSA PreCheck™ (21.1 vs. 20.4): -14%
- Avg. quarter over quarter change: -2%
- Mishandling Property (21.1 vs. 20.4): -22%
- Avg. quarter over quarter change: -3%
- Customer Service (21.1 vs. 20.4): 16%
- Avg. quarter over quarter change: 5%



### Top Requests for Assistance

- Autism Spectrum (21.1 vs. 20.4): -31%
- Avg. quarter over quarter change: 3%
- Wheelchair / Scooter (21.1 vs. 20.4): -20%
- Avg. quarter over quarter change: -1%
- Cognitive Disability (21.1 vs. 20.4): -28%
- Avg. quarter over quarter change: 0%