TCC Quarterly Report
Overview: FY21.Q2 vs. FY20.Q2
Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 101,326 contacts (agent-assisted) during FY21.Q2. The below trends were noted:

- –21% from FY20.Q2 to FY21.Q2
- –26,221 from FY20.Q2 to FY21.Q2

Information Requests:
86% of all contacts or 86,896 contacts. Decreased by 3% from FY20.Q2 to FY21.Q2 (–2,455).
Indiv. w/ Disabilities decreased by 83% (–6,860). Prohibited / Permitted decreased by 32% (–5,426).

Complaints:
7% of all contacts or 7,539 contacts. Decreased by 66% from FY20.Q2 to FY21.Q2 (–14,795).
TSA PreCheck™ decreased by 65% (–6,059). Mishandling Property decreased by 75% (–2,123).

Requests for Assistance:
2% of all contacts or 2,437 contacts. Decreased by 53% from FY20.Q2 to FY21.Q2 (–1,276).
Autism Spectrum decreased by 60% (–355). Wheelchair / Scooter decreased by 66% (–489).

For comparison, TSA screened 83,755,797 passengers at screening checkpoints during FY21.Q2. The below trends were noted:

- –47% from FY20.Q2 to FY21.Q2
- –74,312,262 from FY20.Q2 to FY21.Q2

The top complaints in FY21.Q2 were:
- TSA PreCheck™ (43%, 3,227)
- Customer Service (16%, 1,186)
- Screening (10%, 769)
- Other Categories (31%, 2,357)

Complaint Type - "Wheelchair"
Below are the recent trends for PAX in wheelchairs

- FY19.Q2: 99 complaints
- FY20.Q2: 77 complaints, 22% decrease
- FY21.Q2: 22 complaints, 71% decrease

Top Themes: Asked to Stand, Patdowns

Top Information Requests
The top information requests in FY21.Q2 were:

- ID Requirements (27%, 23,492)
- TSA PreCheck™ (20%, 17,524)
- Prohibited / Permitted (13%, 11,483)
- Other Categories (40%, 34,197)

Requests for Assistance
Below are the recent trends for TSA Cares

- FY19.Q2: 5,392 contacts
- FY20.Q2: 5,203 contacts, 4% decrease
- FY21.Q2: 2,437 contacts, 53% decrease

Top Subject Categories
#1 Request: Autism Spectrum (483)
#2 Request: Wheelchair / Scooter (314)
#3 Request: Cognitive Disability (221)

In FY21.Q2, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 2,184 contacts who did not receive TSA PreCheck™ (decreased by 23% or 662 contacts from FY20.Q2 to FY21.Q2).

The top response codes for these contacts were:

- Code 2B: DOB Incorrect
- Code 5: KTN Not Found
- Code 5B: KTN Wrong But Close
- Code 0: Prior Violation

Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division
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Contacts by Interaction Type
- Informational (21.2 vs. 21.1): 20%
  Avg. quarter over quarter change: 14%
- Complaints (21.2 vs. 21.1): -26%
  Avg. quarter over quarter change: -4%
- Req. for Assistance (21.2 vs. 21.1): 30%
  Avg. quarter over quarter change: 0%

Top Information Requests
- Other
  Rate per 100,000 passengers: 5.2
- Requests for Assistance
  Rate per 100,000 passengers: 3.5
- Complaints
  Rate per 100,000 passengers: 14.5
- Informational
  Rate per 100,000 passengers: 50.3

Top Complaints
- Other
  Rate per 100,000 passengers: 5.7
- Screening
  Rate per 100,000 passengers: 1.3
- Customer Service
  Rate per 100,000 passengers: 1.5
- TSA PreCheck™
  Rate per 100,000 passengers: 6.2

Top Requests for Assistance
- Autism Spectrum (21.2 vs. 21.1):
  Avg. quarter over quarter change: 50%
- Wheelchair / Scooter (21.2 vs. 21.1):
  Avg. quarter over quarter change: -1%
- Cognitive Disability (21.2 vs. 21.1):
  Avg. quarter over quarter change: -2%