The TSA Contact Center (TCC) received a total of 134,931 contacts (agent-assisted) during FY21.Q3. The below trends were noted.

- +185% from FY20.Q3 to FY21.Q3
- +87,540 from FY20.Q3 to FY21.Q3

### Information Requests:
76% of all contacts or 102,598 contacts. Increased by 167% from FY20.Q3 to FY21.Q3 (+64,189).

TSA PreCheck™ increased by 543% (+22,212). ID Requirements increased by 124% (+15,681).

### Complaints:
11% of all contacts or 15,199 contacts. Increased by 279% from FY20.Q3 to FY21.Q3 (+11,191).

TSA PreCheck™ increased by 565% (+7,010). Customer Service increased by 389% (+1,454).

### Requests for Assistance:
5% of all contacts or 6,426 contacts. Increased by 599% from FY20.Q3 to FY21.Q3 (+5,507).

Autism Spectrum increased by 495% (+1,025). Wheelchair / Scooter increased by 457% (+690).

For comparison, TSA screened 144,681,118 passengers at screening checkpoints during FY21.Q3. The below trends were noted.

- +479% from FY20.Q3 to FY21.Q3
- +119,711,047 from FY20.Q3 to FY21.Q3

### Top Complaints
The top complaints in FY21.Q3 were:

- TSA PreCheck™ (54%, 8,250)
- Customer Service (12%, 1,828)
- Property - Special (9%, 1,381)
- Other Categories (25%, 3,740)

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

- FY19.Q3: 129 complaints
- FY20.Q3: 7 complaints, 95% decrease
- FY21.Q3: 49 complaints, 600% increase

### Top Themes:
Asked to Stand, Patdowns

### Top Information Requests
The top information requests in FY21.Q3 were:

- ID Requirements (28%, 28,325)
- TSA PreCheck™ (26%, 26,300)
- Prohibited / Permitted (15%, 15,500)
- Other Categories (31%, 32,473)

### Requests for Assistance
Below are the recent trends for TSA Cares

- FY19.Q3: 7,982 contacts
- FY20.Q3: 919 contacts, 88% decrease
- FY21.Q3: 6,426 contacts, 599% increase

### Top Subject Categories
#1 Request: Autism Spectrum (1,232)
#2 Request: Wheelchair / Scooter (841)
#3 Request: Diabetes (545)

In FY21.Q3, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 4,335 contacts who did not receive TSA PreCheck™ (increased by 995% or 3,939 contacts from FY20.Q3 to FY21.Q3).

The top response codes for these contacts were:
# TCC Quarterly Report
## Trends: FY18.Q4 through FY21.Q3

Prepared by: Customer Service Branch

## Contacts by Interaction Type

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Informational (21.3 vs. 21.2)</td>
<td>18.4</td>
<td>19.1</td>
<td>19.2</td>
<td>19.3</td>
<td>-31%</td>
</tr>
<tr>
<td>Complaints (21.3 vs. 21.2)</td>
<td>14.4</td>
<td>14.5</td>
<td>13.3</td>
<td>13.7</td>
<td>17%</td>
</tr>
<tr>
<td>Req. for Assistance (21.3 vs. 21.2)</td>
<td>49.3</td>
<td>45.3</td>
<td>48.5</td>
<td>50.1</td>
<td>53%</td>
</tr>
</tbody>
</table>

## Top Information Requests

- **ID Requirements (21.3 vs. 21.2):** -30%
  Avg. quarter over quarter change: 20%
- **TSA PreCheck™ (21.3 vs. 21.2):** -13%
  Avg. quarter over quarter change: 13%
- **Prohibited / Permitted (21.3 vs. 21.2):** -22%
  Avg. quarter over quarter change: 5%

## Top Complaints

- **TSA PreCheck™ (21.3 vs. 21.2):** 48%
  Avg. quarter over quarter change: 0%
- **Customer Service (21.3 vs. 21.2):** -11%
  Avg. quarter over quarter change: 1%
- **Property - Special (21.3 vs. 21.2):** 34%
  Avg. quarter over quarter change: 0%

## Top Requests for Assistance

- **Autism Spectrum (21.3 vs. 21.2):** 48%
  Avg. quarter over quarter change: 11%
- **Wheelchair / Scooter (21.3 vs. 21.2):** 55%
  Avg. quarter over quarter change: 5%
- **Diabetes (21.3 vs. 21.2):** 105%
  Avg. quarter over quarter change: 4%

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Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division