The TSA Contact Center (TCC) received a total of 139,881 contacts (agent-assisted) during FY21.Q4. The below trends were noted:

- +81% from FY20.Q4 to FY21.Q4
- +62,752 from FY20.Q4 to FY21.Q4

**Information Requests:**
- 65% of all contacts or 90,939 contacts. Increased by 52% from FY20.Q4 to FY21.Q4 (+31,003).
- TSA PreCheck™ increased by 578% (+33,663). ID Requirements decreased by 12% (-2,498).

**Complaints:**
- 15% of all contacts or 21,382 contacts. Increased by 123% from FY20.Q4 to FY21.Q4 (+11,788).
- TSA PreCheck™ increased by 297% (+10,635). Customer Service increased by 178% (+1,417).

**Requests for Assistance:**
- 6% of all contacts or 8,320 contacts. Increased by 379% from FY20.Q4 to FY21.Q4 (+6,584).
- Autism Spectrum increased by 353% (+1,257). Mobility - Not WC increased by 858% (+944).

For comparison, TSA screened 167,375,783 passengers at screening checkpoints during FY21.Q4. The below trends were noted:

- +161% from FY20.Q4 to FY21.Q4
- +103,278,806 from FY20.Q4 to FY21.Q4

**Top Complaints**
The top complaints in FY21.Q4 were:

- TSA PreCheck™ (66%, 14,212)
- Customer Service (10%, 2,214)
- Property - Special (6%, 1,254)
- Other Categories (18%, 3,702)

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

- FY19.Q4: 115 complaints
- FY20.Q4: 18 complaints, 84% decrease
- FY21.Q4: 45 complaints, 150% increase

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

**Top Information Requests**
The top information requests in FY21.Q4 were:

- TSA PreCheck™ (43%, 39,483)
- ID Requirements (20%, 18,101)
- Prohibited / Permitted (12%, 10,513)
- Other Categories (25%, 22,842)

In FY21.Q4, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 9,505 contacts who did not receive TSA PreCheck™ (increased by 798% or 8,447 contacts from FY20.Q4 to FY21.Q4).

The top response codes for these contacts were:

- Code 2B: DOB Incorrect
- Code 5: KTN Not Found
- Code 6C: Initially Invalid KTN
- Code 5B: KTN Wrong But Close

Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division
## Contacts by Interaction Type

<table>
<thead>
<tr>
<th>Interaction Type</th>
<th>FY19.Q1</th>
<th>FY20.Q1</th>
<th>FY21.Q1</th>
<th>Avg. Quarter Over Quarter Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational (21.4 vs. 21.3)</td>
<td>122</td>
<td>122</td>
<td>122</td>
<td>-23%</td>
</tr>
<tr>
<td>Complaints (21.4 vs. 21.3)</td>
<td>103</td>
<td>103</td>
<td>103</td>
<td>22%</td>
</tr>
<tr>
<td>Req. for Assistance (21.4 vs. 21.3)</td>
<td>103</td>
<td>103</td>
<td>103</td>
<td>12%</td>
</tr>
</tbody>
</table>

## Top Information Requests

- TSA PreCheck™: 30%
- ID Requirements: -45%
- Customer Service: 5%
- Property - Special: -22%

## Top Complaints

- TSA PreCheck™: 49%
- Customer Service: 5%
- Property - Special: -22%

## Top Requests for Assistance

- Autism Spectrum: 13%
- Mobility - Not WC: 92%
- Wheelchair / Scooter: 0%