



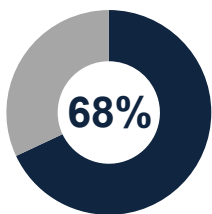
TCC Quarterly Report

Overview: FY18.Q4 vs. FY17.Q4

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 150,027 contacts (agent-assisted) during FY18.Q4. The below trends were noted.

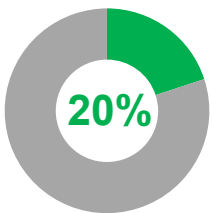
- +0% from FY17.Q4 to FY18.Q4
- 740 from FY17.Q4 to FY18.Q4



Information Requests:

68% of all contacts or 102,209 contacts. Decreased by 6% from FY17.Q4 to FY18.Q4 (-6,225).

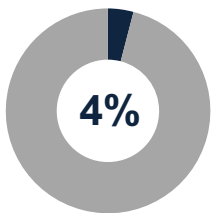
Indiv. w/ Disabilities increased by 24% (+2,610). No Jurisdiction decreased by 22% (-1,095).



Complaints:

20% of all contacts or 29,820 contacts. Increased by 9% from FY17.Q4 to FY18.Q4 (+2,531).

TSA Pre-Check increased by 28% (+2,983). Mishandling Property decreased by 22% (-1,174).



Requests for Assistance:

4% of all contacts or 6,477 contacts. Increased by 14% from FY17.Q4 to FY18.Q4 (+779).

Autism Spectrum increased by 65% (+618). Wheelchair / Scooter increased by 14% (+129).

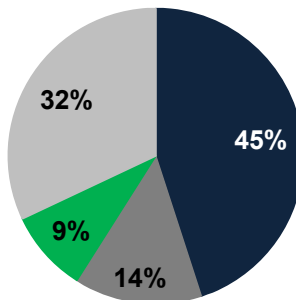
For comparison, TSA screened 207,194,234 passengers at screening checkpoints during FY18.Q4. The below trends were noted.

- +6.1% from FY17.Q4 to FY18.Q4
- +11,832,610 from FY17.Q4 to FY18.Q4

Top Complaints

The top complaints in FY18.Q4 were:

- TSA Pre-Check (45%, 13,508)
- Mishandling Property (14%, 4,123)
- Property - Special (9%, 2,695)
- Other Categories (32%, 9,494)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY16.Q4: 5,034 contacts
- FY17.Q4: 5,698 contacts, 13% increase
- FY18.Q4: 6,477 contacts, 14% increase**

Notable for FY18.Q4

Requests / Day: 71.2
Top Request: Autism Spectrum (1,572)

Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

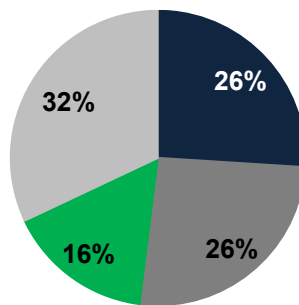
- FY16.Q4: 62 complaints
- FY17.Q4: 66 complaints, 6% increase
- FY18.Q4: 106 complaints, 61% increase**

Top Theme for FY18.Q4: Asked to Stand

Top Information Requests

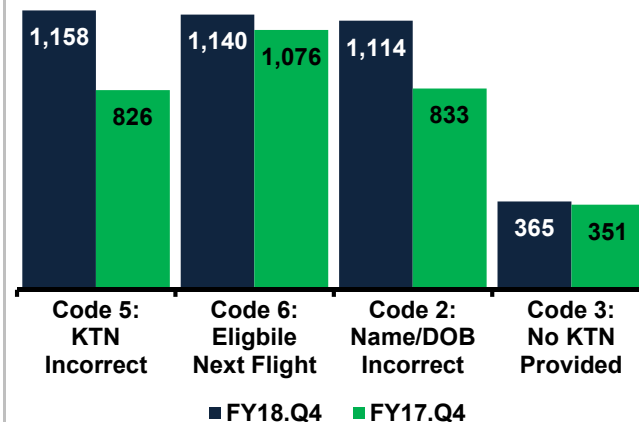
The top information requests in FY18.Q4 were:

- ID Requirements (26%, 26,202)
- Prohibited / Permitted (26%, 26,064)
- TSA Pre-Check (16%, 16,137)
- Other Categories (32%, 33,806)



In FY18.Q4, the TCC worked with OCPPE, Secure Flight, and OIA to respond to 4,577 contacts who did not receive TSA Pre-Check (increased by 11% or 450 contacts from FY17.Q4 to FY18.Q4).

The top response codes for these contacts were:





TCC Quarterly Report

Trends: FY16.Q1 through FY18.Q4

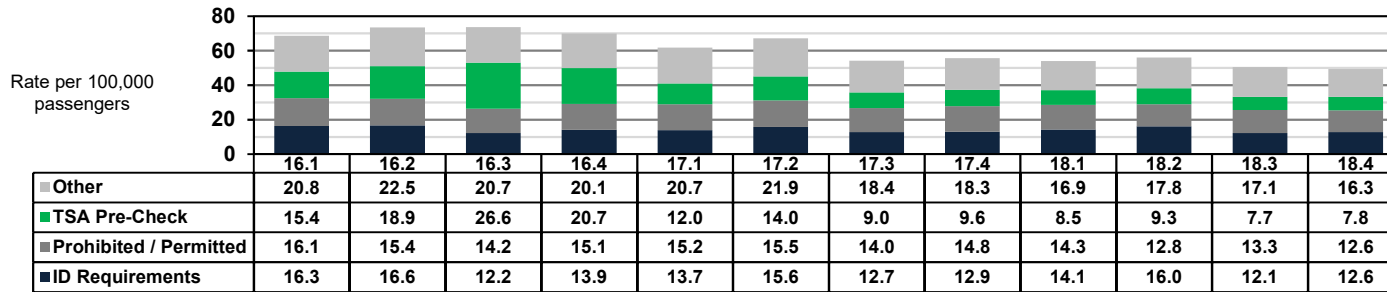
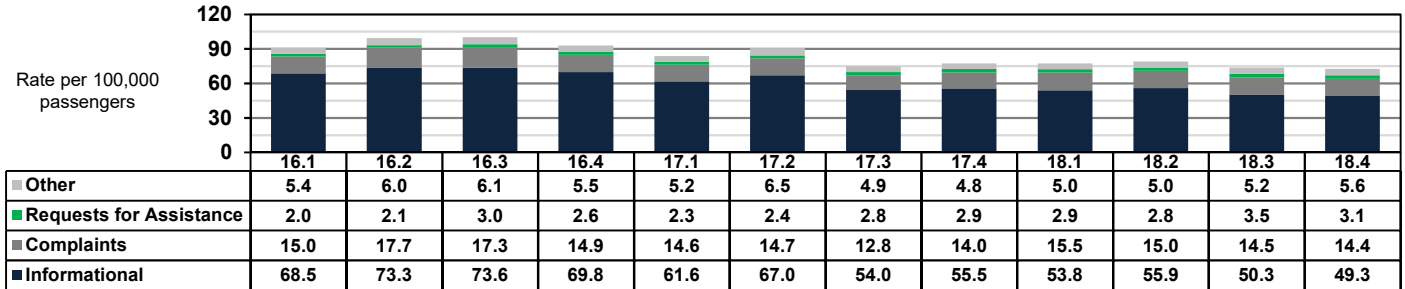
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Contacts by Interaction Type

Informational:
 ↓↓ 20% (avg. FY18 vs. avg. FY16 - 17)

Complaints:
 ↓ 2%

Requests for Assistance:
 ↑↑ 23%



Top Information Requests

ID Requirements:
 ↓ 4% (avg. FY18 vs. avg. FY16 - 17)

Prohibited / Permitted:
 ↓↓ 12%

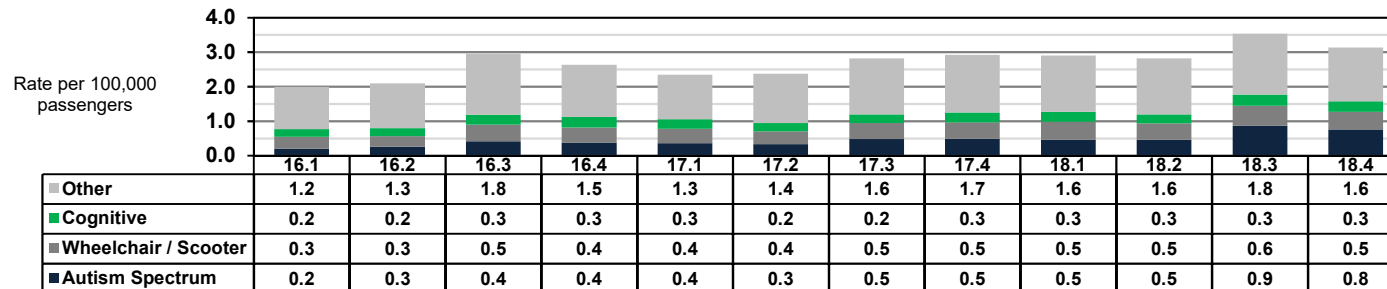
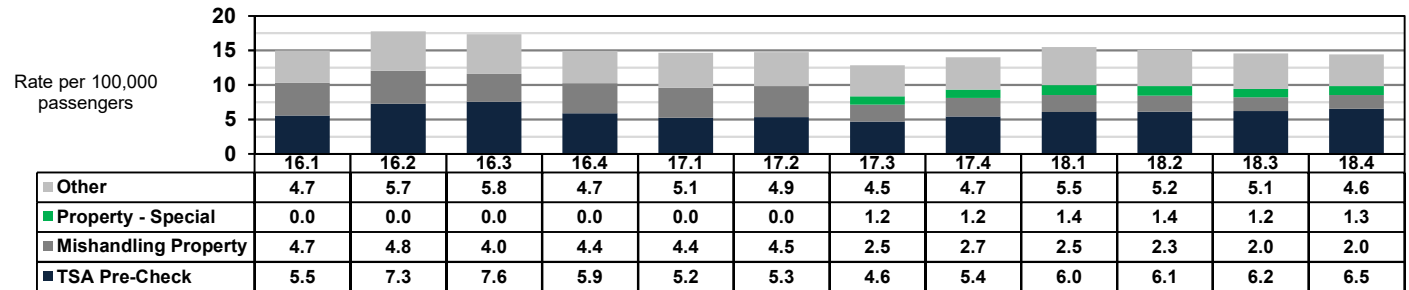
TSA Pre-Check:
 ↓↓↓ 47%

Top Complaints

TSA Pre-Check:
 ↑ 6% (avg. FY18 vs. avg. FY16 - 17)

Mishandling Property:
 ↓↓↓ 45%

Property - Special:
 ↑↑ 11%



Top Requests for Assistance

Autism Spectrum:
 ↑↑↑ 76% (avg. FY18 vs. avg. FY16 - 17)

Wheelchair / Scooter:
 ↑↑ 26%

Cognitive:
 ↑↑ 12%