



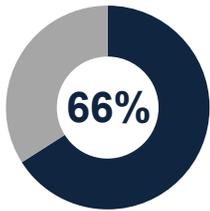
TCC Quarterly Report

Overview: FY19.Q1 vs. FY18.Q1

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 135,595 contacts (agent-assisted) during FY19.Q1. The below trends were noted.

- 7% from FY18.Q1 to FY19.Q1
- 10,137 from FY18.Q1 to FY19.Q1



Information Requests:

66% of all contacts or 89,635 contacts. Decreased by 12% from FY18.Q1 to FY19.Q1 (-11,995).

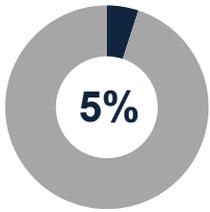
ID Requirements decreased by 14% (-3,850). Prohibited / Permitted decreased by 14% (-3,656).



Complaints:

21% of all contacts or 28,679 contacts. Decreased by 2% from FY18.Q1 to FY19.Q1 (-511).

TSA Pre-Check increased by 10% (+1,127). Mishandling Property decreased by 23% (-1,064).



Requests for Assistance:

5% of all contacts or 6,283 contacts. Increased by 15% from FY18.Q1 to FY19.Q1 (+820).

Autism Spectrum increased by 56% (+489). Medical Devices - Attach. increased by 27% (+131).

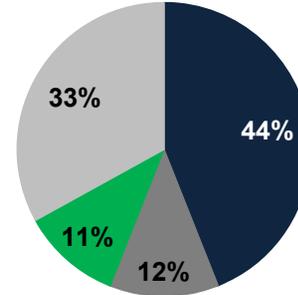
For comparison, TSA screened 197,698,704 passengers at screening checkpoints during FY19.Q1. The below trends were noted.

- +5% from FY18.Q1 to FY19.Q1
- +8,922,085 from FY18.Q1 to FY19.Q1

Top Complaints

The top complaints in FY19.Q1 were:

- TSA Pre-Check (44%, 12,546)
- Mishandling Property (12%, 3,575)
- Property - Special (11%, 3,013)
- Other Categories (33%, 9,545)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

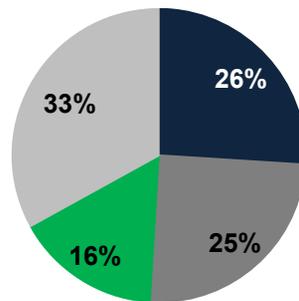
- FY17.Q1: 51 complaints
- FY18.Q1: 133 complaints, 161% increase
- FY19.Q1: 115 complaints, 14% decrease**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY19.Q1 were:

- Prohibited / Permitted (26%, 23,405)
- ID Requirements (25%, 22,833)
- TSA Pre-Check (16%, 14,098)
- Other Categories (33%, 29,299)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q1: 4,228 contacts
- FY18.Q1: 5,463 contacts, 29% increase
- FY19.Q1: 6,283 contacts, 15% increase**

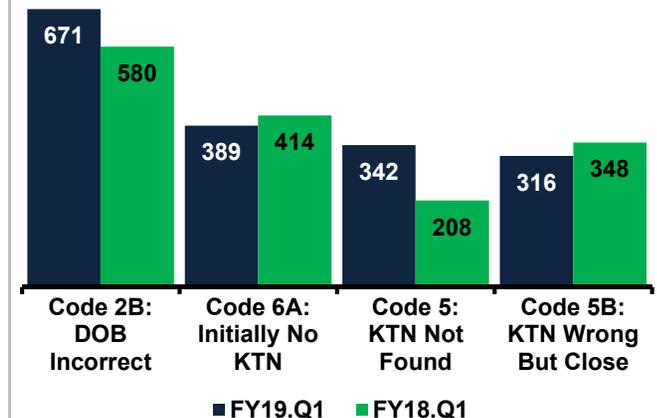
Top Subject Categories

- #1 Request: Autism Spectrum (1,357)
- #2 Request: Wheelchair / Scooter (1,103)
- #3 Request: Medical Devices - Attach. (612)



In FY19.Q1, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 3,787 contacts who did not receive TSA Pre-Check (decreased by 8% or 338 contacts from FY18.Q1 to FY19.Q1).

The top response codes for these contacts were:





TCC Quarterly Report

Trends: FY16.Q2 through FY19.Q1

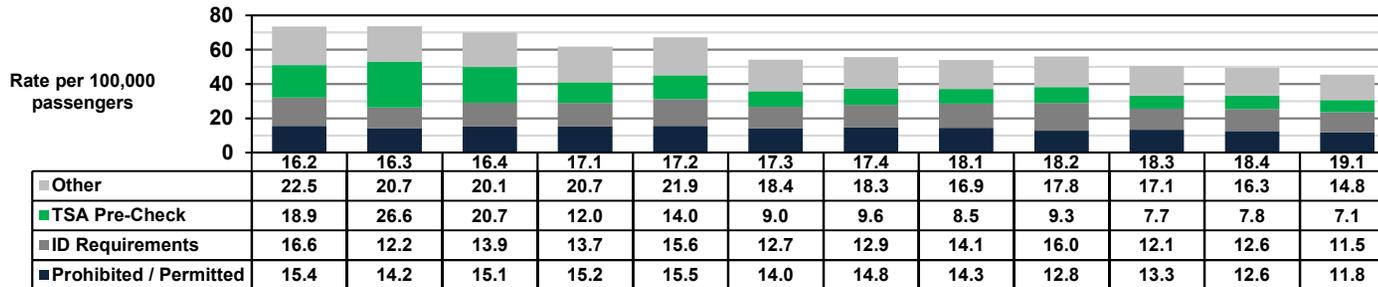
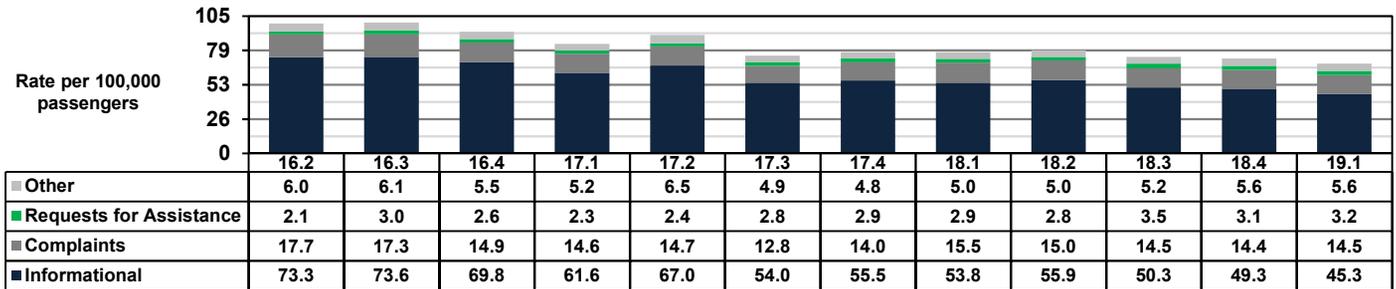
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Contacts by Interaction Type

Informational: ↓ 8% - 19.1 vs. 18.4
 ↓ 4% - avg. quarter over quarter change

Complaints: ↑ 1% - 19.1 vs. 18.4
 ↓ 2% - avg. quarter over quarter change

Assistance: ↑ 2% - 19.1 vs. 18.4
 ↑ 5% - avg. quarter over quarter change



Top Information Requests

Prohibited / Permitted: ↓ 6% - 19.1 vs. 18.4
 ↓ 2% - avg. quarter over quarter change

ID Requirements: ↓ 9% - 19.1 vs. 18.4
 ↓ 2% - avg. quarter over quarter change

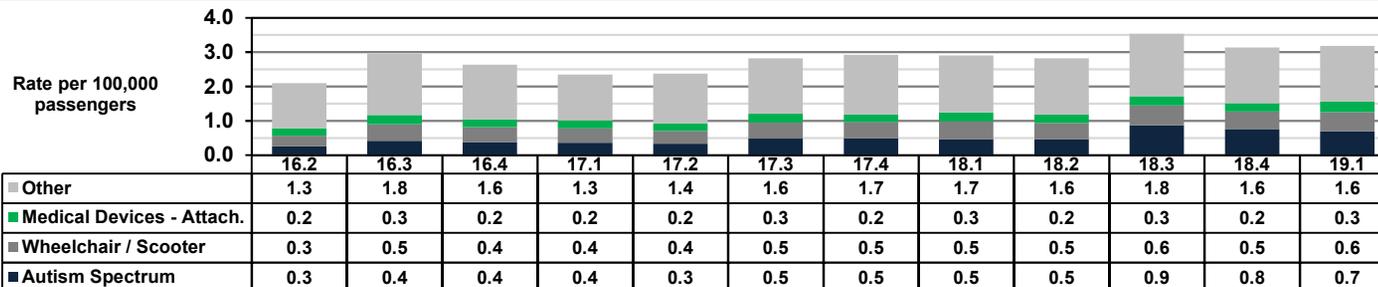
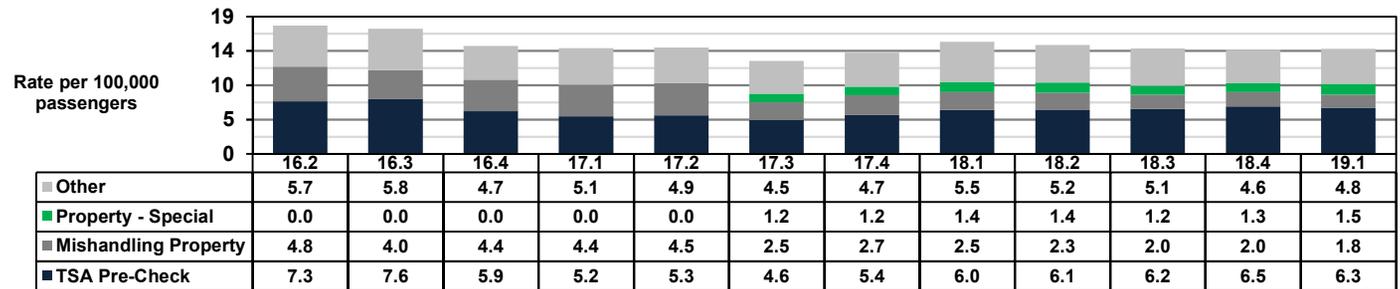
TSA Pre-Check: ↓ 8% - 19.1 vs. 18.4
 ↓ 6% - avg. quarter over quarter change

Top Complaints

TSA Pre-Check: ↓ 3% - 19.1 vs. 18.4
 ↓ 1% - avg. quarter over quarter change

Mishandling Property: ↓ 9% - 19.1 vs. 18.4
 ↓ 7% - avg. quarter over quarter change

Property - Special: ↑ 17% - 19.1 vs. 18.4
 ↑ 2% - avg. quarter over quarter change



Top Requests for Assistance

Autism Spectrum: ↓ 9% - 19.1 vs. 18.4
 ↑ 13% - avg. quarter over quarter change

Wheelchair / Scooter: ↑ 10% - 19.1 vs. 18.4
 ↑ 7% - avg. quarter over quarter change

Medical Devices: ↑ 31% - 19.1 vs. 18.4
 ↑ 5% - avg. quarter over quarter change