



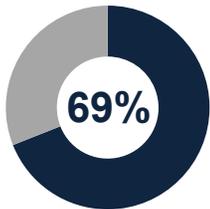
TCC Quarterly Report

Overview: FY19.Q2 vs. FY18.Q2

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 131,859 contacts (agent-assisted) during FY19.Q2. The below trends were noted.

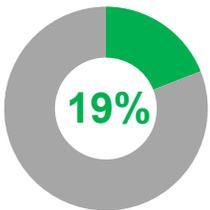
- 7% from FY18.Q2 to FY19.Q2
- 9,239 from FY18.Q2 to FY19.Q2



Information Requests:

69% of all contacts or 90,494 contacts. Decreased by 10% from FY18.Q2 to FY19.Q2 (-9,616).

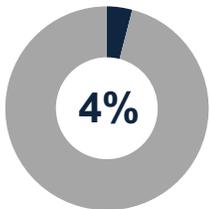
ID Requirements decreased by 26% (-7,578). Prohibited / Permitted decreased by 12% (-2,852).



Complaints:

19% of all contacts or 24,823 contacts. Decreased by 8% from FY18.Q2 to FY19.Q2 (-2,142).

Mishandling Property decreased by 30% (-1,227). Customer Service decreased by 24% (-635).



Requests for Assistance:

4% of all contacts or 5,392 contacts. Increased by 7% from FY18.Q2 to FY19.Q2 (+353).

Autism Spectrum increased by 51% (+417). General decreased by 58% (-157).

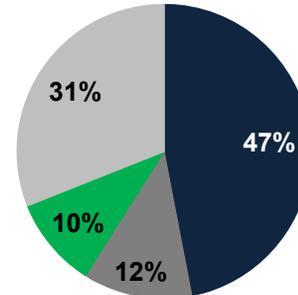
For comparison, TSA screened 186,736,508 passengers at screening checkpoints during FY19.Q2. The below trends were noted.

- +4% from FY18.Q2 to FY19.Q2
- +7,535,406 from FY18.Q2 to FY19.Q2

Top Complaints

The top complaints in FY19.Q2 were:

- TSA Pre-Check (47%, 11,581)
- Mishandling Property (12%, 2,901)
- Property - Special (10%, 2,534)
- Other Categories (31%, 7,807)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

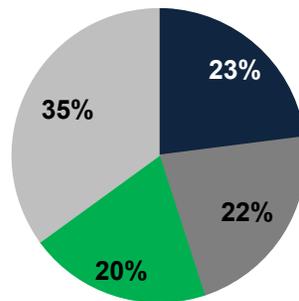
- FY17.Q2: 68 complaints
- FY18.Q2: 108 complaints, 59% increase
- FY19.Q2: 99 complaints, 8% decrease**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY19.Q2 were:

- ID Requirements (23%, 21,102)
- Prohibited / Permitted (22%, 20,006)
- TSA Pre-Check (20%, 18,313)
- Other Categories (35%, 31,073)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q2: 4,042 contacts
- FY18.Q2: 5,039 contacts, 25% increase
- FY19.Q2: 5,392 contacts, 7% increase**

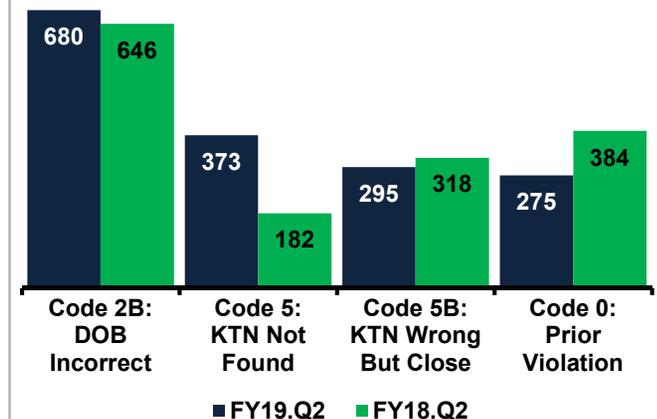
Top Subject Categories

- #1 Request: Autism Spectrum (1,238)
- #2 Request: Wheelchair / Scooter (855)
- #3 Request: Cognitive (540)



In FY19.Q2, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 3,452 contacts who did not receive TSA Pre-Check (increased by 8% or 241 contacts from FY18.Q2 to FY19.Q2).

The top response codes for these contacts were:





TCC Quarterly Report

Trends: FY16.Q3 through FY19.Q2

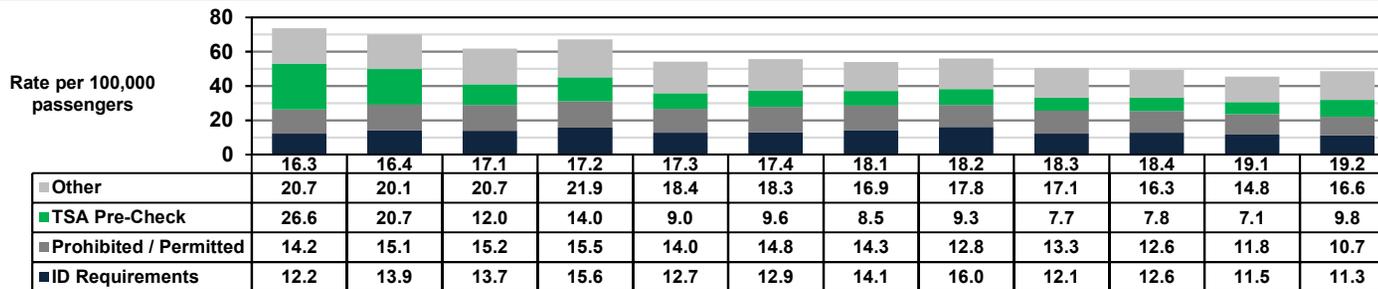
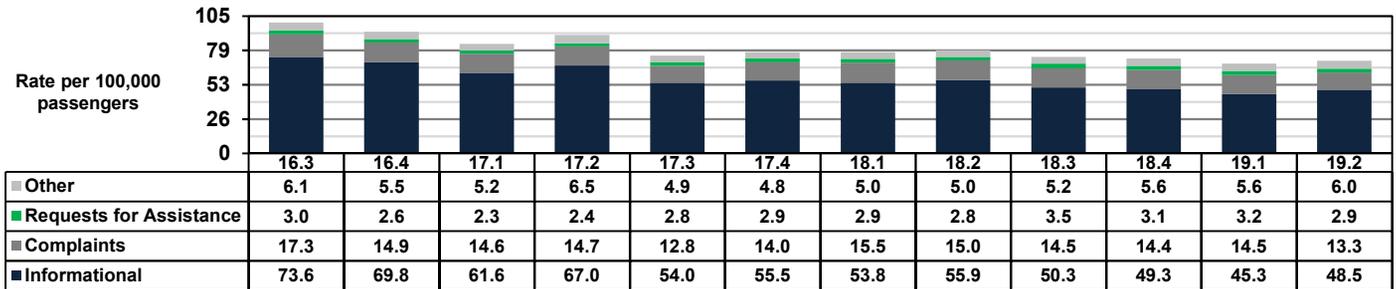
Prepared by: Customer Service Branch

Contacts by Interaction Type

Informational: **+7%** - 19.2 vs. 19.1
-3% - avg. quarter over quarter change

Complaints: **-8%** - 19.2 vs. 19.1
-2% - avg. quarter over quarter change

Assistance: **-9%** - 19.2 vs. 19.1
+0% - avg. quarter over quarter change



Top Information Requests

ID Requirements: **-2%** - 19.2 vs. 19.1
+0% - avg. quarter over quarter change

Prohibited / Permitted: **-10%** - 19.2 vs. 19.1
-2% - avg. quarter over quarter change

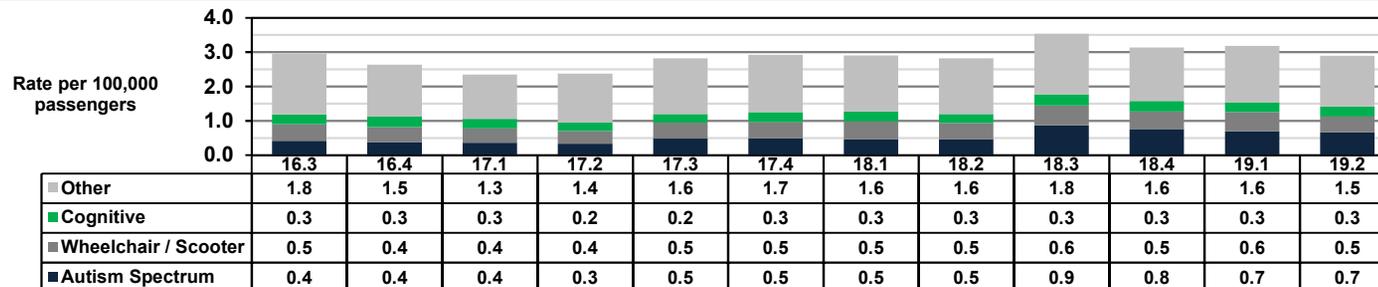
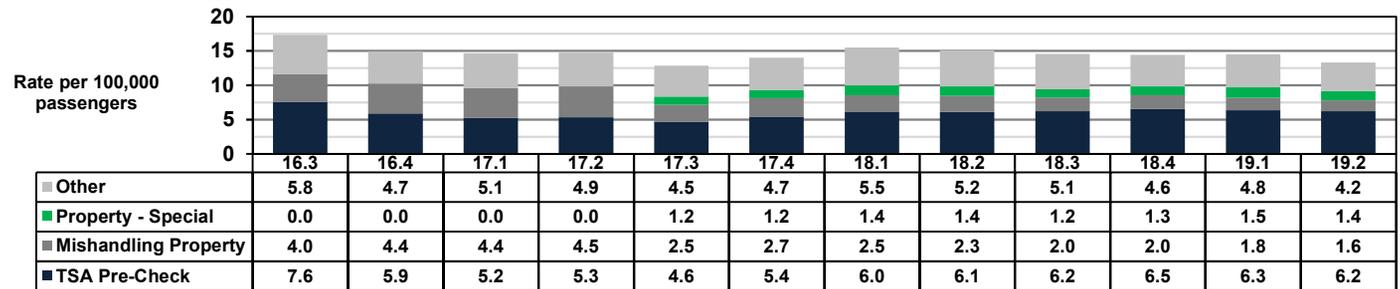
TSA Pre-Check: **+38%** - 19.2 vs. 19.1
-6% - avg. quarter over quarter change

Top Complaints

TSA Pre-Check: **-2%** - 19.2 vs. 19.1
-1% - avg. quarter over quarter change

Mishandling Property: **-14%** - 19.2 vs. 19.1
-7% - avg. quarter over quarter change

Property - Special: **-11%** - 19.2 vs. 19.1
+2% - avg. quarter over quarter change



Top Requests for Assistance

Autism Spectrum: **-3%** - 19.2 vs. 19.1
+8% - avg. quarter over quarter change

Wheelchair / Scooter: **-18%** - 19.2 vs. 19.1
+0% - avg. quarter over quarter change

Cognitive: **+0%** - 19.2 vs. 19.1
+1% - avg. quarter over quarter change