

TCC Fiscal Year Report

Overview: FY.2021 vs. FY.2020

Prepared by: Customer Service Branch

55%

The TSA Contact Center (TCC) received a total of 458,762 contacts (agent-assisted) during FY.2021. The below trends were noted.

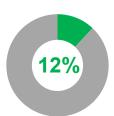
- +15% from FY.2020 to FY.2021
- +58,209 from FY,2020 to FY,2021



Information Requests:

76% of all contacts or 346,823 contacts. Increased by 21% from FY.2020 to FY.2021 (+59,684).

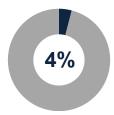
TSA PreCheck™ increased by 80% (+40,796). ID Requirements increased by 16% (+12,004).



Complaints:

12% of all contacts or 53,519 contacts. Decreased by 17% from FY.2020 to FY.2021 (–11,309).

Mishandling Property decreased by 64% (–5,195). Property - Special decreased by 44% (–3,317).



Requests for Assistance:

4% of all contacts or 18,915 contacts. Increased by 23% from FY.2020 to FY.2021 (+3,587).

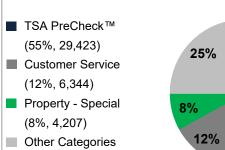
General increased by 252% (+949). Mobility - Not Wheelchair increased by 95% (+854).

For comparison, TSA screened 473,071,183 passengers at screening checkpoints during FY.2021. The below trends were noted.

- +4% from FY.2020 to FY.2021
- +19,492,216 from FY.2020 to FY.2021

Top Complaints

The top complaints in FY.2021 were:



(25%, 13,545)

Requests for Assistance

Below are the recent trends for TSA Cares

FY.2018: 24,242 contacts

FY.2019: 27,712 contacts, 14% increase FY.2020: 15,328 contacts, 45% decrease FY.2021: 18,915 contacts, 23% increase

Notable for FY.2021

Requests / Day: 51.8

Top PSS Request: Autism Spectrum (3,625)

Complaint Type - "Wheelchair"

Below are the recent trends for passengers in wheelchairs and scooters

FY.2018: 480 complaints

FY.2019: 458 complaints, 5% decrease

FY.2020: 231 complaints, 50% decrease

• FY.2021: 139 complaints, 40% decrease

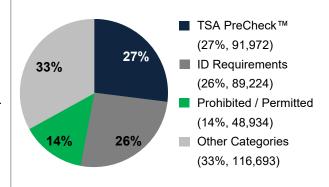
TSA Pre

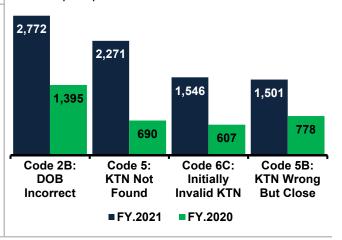
In FY.2021, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 17,826 contacts who did not receive TSA PreCheck™ (increased by 112% or 9,408 contacts from FY.2020 to FY.2021).

The top response codes for these contacts were:



The top information requests in FY.2021 were:







■Wheelchair / Scooter

■Autism Spectrum

3,210

3.087

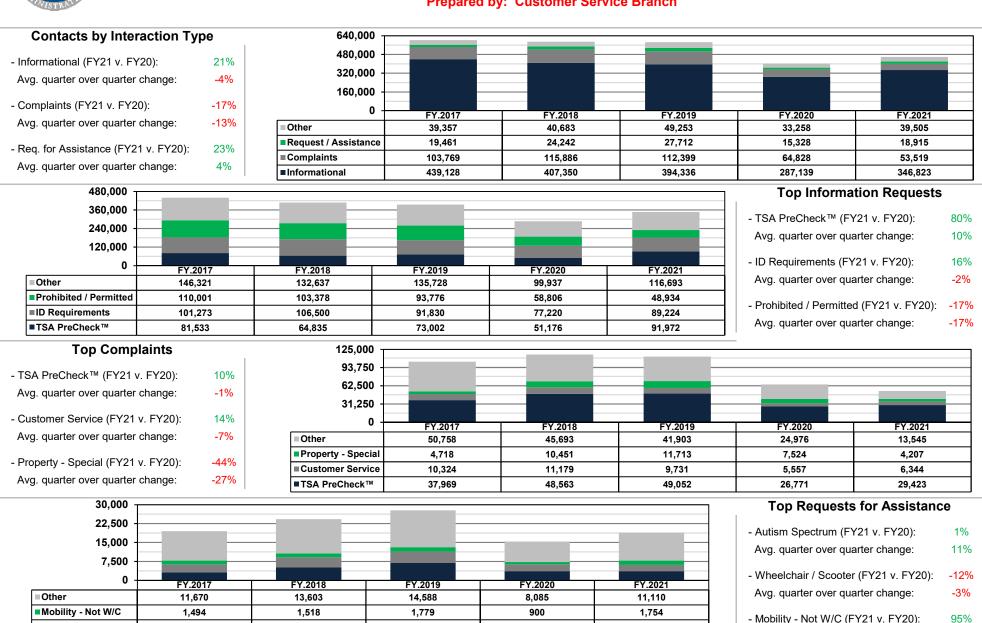
4,071

5.050

TCC Fiscal Year Report

Trends: FY.2017 through FY.2021

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2,763

3.580

2,426

3.625

Avg. quarter over quarter change:

13%

4,484

6.861