



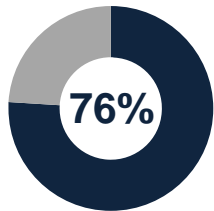
TCC Fiscal Year Report

Overview: FY.2021 vs. FY.2020

Prepared by: **Customer Service Branch**

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

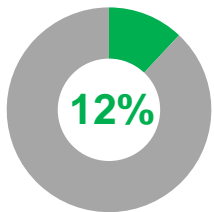
- +15% from FY.2020 to FY.2021
- +58,209 from FY.2020 to FY.2021



Information Requests:

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

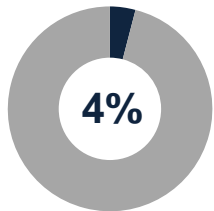
TSA PreCheck™ increased by 80% (+40,796). ID Requirements increased by 16% (+12,004).



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).

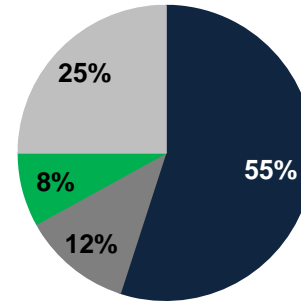
For comparison, TSA screened 473,071,183 passengers at screening checkpoints during FY.2021. The below trends were noted.

- +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:

- TSA PreCheck™ (55%, 29,423)
- Customer Service (12%, 6,344)
- Property - Special (8%, 4,207)
- Other Categories (25%, 13,545)



Complaint Type - "Wheelchair"

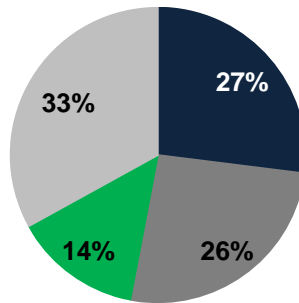
Below are the recent trends for passengers in wheelchairs and scooters

- FY.2018: 480 complaints
- FY.2019: 458 complaints, 5% decrease
- FY.2020: 231 complaints, 50% decrease
- FY.2021: 139 complaints, 40% decrease**

Top Information Requests

The top information requests in FY.2021 were:

- TSA PreCheck™ (27%, 91,972)
- ID Requirements (26%, 89,224)
- Prohibited / Permitted (14%, 48,934)
- Other Categories (33%, 116,693)



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

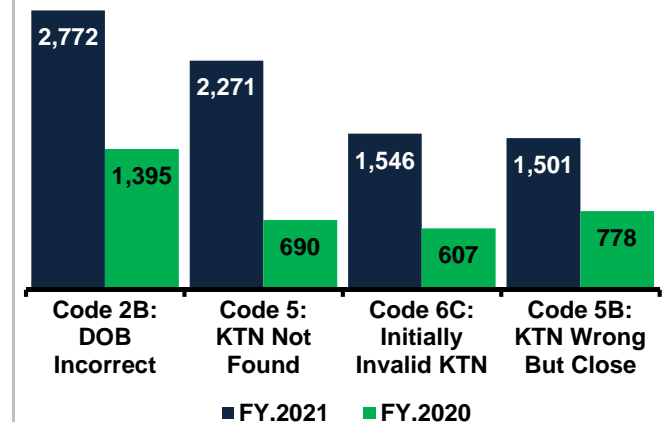
Requests / Day: 51.8

Top PSS Request: Autism Spectrum (3,625)



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:





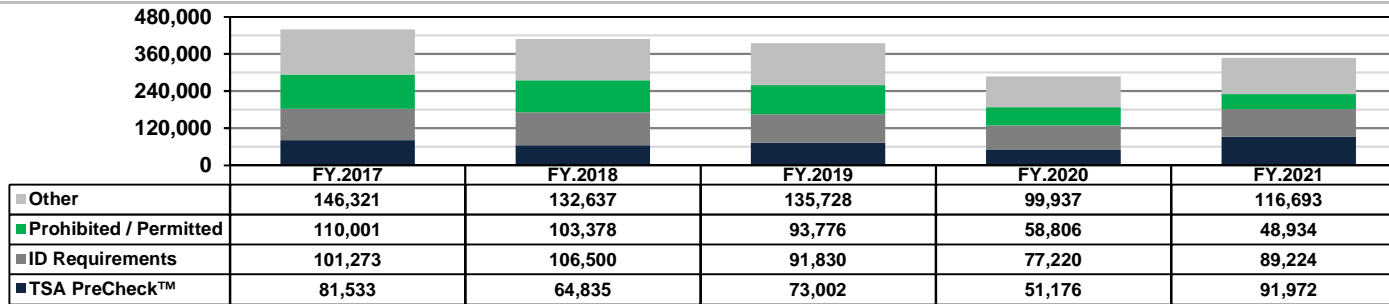
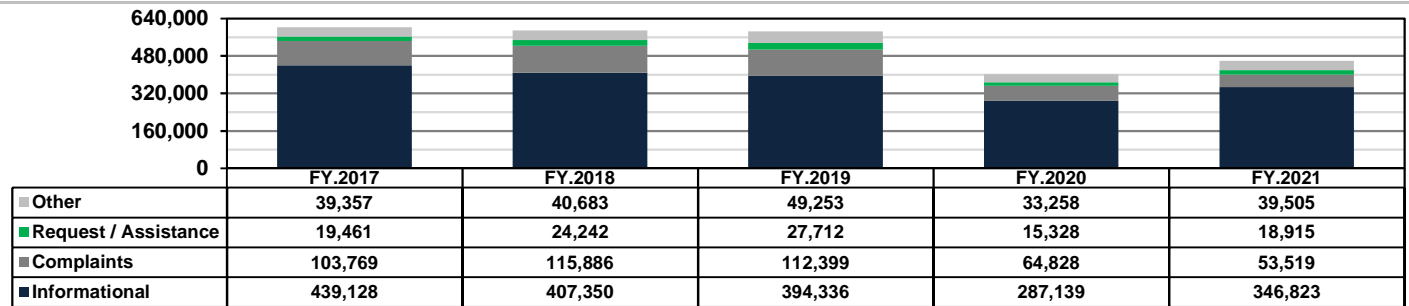
TCC Fiscal Year Report

Trends: FY.2017 through FY.2021

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (FY21 v. FY20): 21%
- Avg. quarter over quarter change: -4%
- Complaints (FY21 v. FY20): -17%
- Avg. quarter over quarter change: -13%
- Req. for Assistance (FY21 v. FY20): 23%
- Avg. quarter over quarter change: 4%

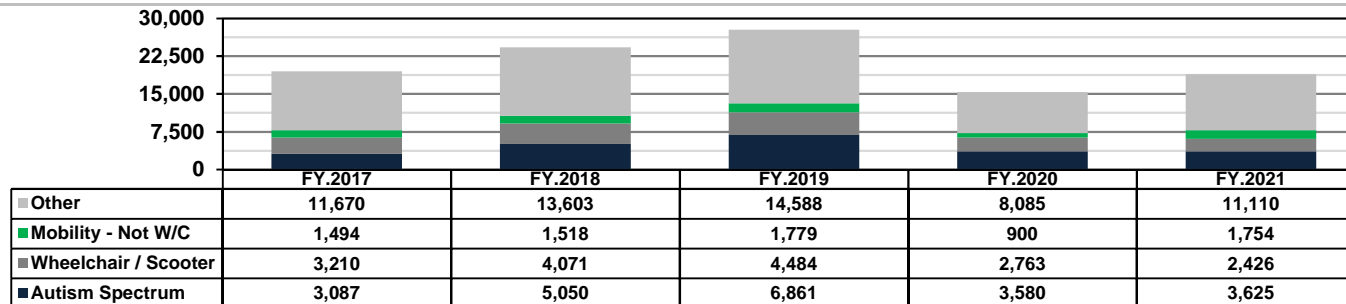
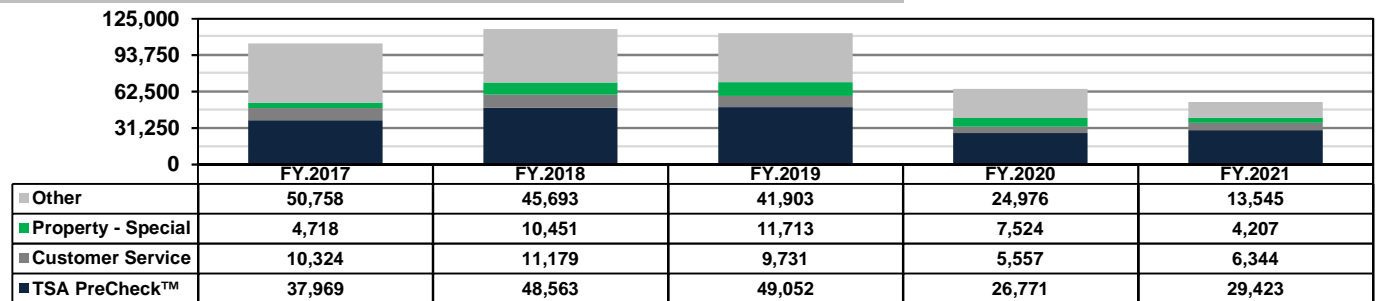


Top Information Requests

- TSA PreCheck™ (FY21 v. FY20): 80%
- Avg. quarter over quarter change: 10%
- ID Requirements (FY21 v. FY20): 16%
- Avg. quarter over quarter change: -2%
- Prohibited / Permitted (FY21 v. FY20): -17%
- Avg. quarter over quarter change: -17%

Top Complaints

- TSA PreCheck™ (FY21 v. FY20): 10%
- Avg. quarter over quarter change: -1%
- Customer Service (FY21 v. FY20): 14%
- Avg. quarter over quarter change: -7%
- Property - Special (FY21 v. FY20): -44%
- Avg. quarter over quarter change: -27%



Top Requests for Assistance

- Autism Spectrum (FY21 v. FY20): 1%
- Avg. quarter over quarter change: 11%
- Wheelchair / Scooter (FY21 v. FY20): -12%
- Avg. quarter over quarter change: -3%
- Mobility - Not W/C (FY21 v. FY20): 95%
- Avg. quarter over quarter change: 13%