



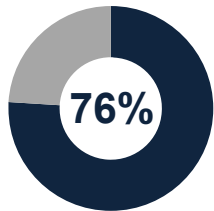
TCC Quarterly Report

Overview: FY21.Q3 vs. FY20.Q3

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 134,931 contacts (agent-assisted) during FY21.Q3. The below trends were noted.

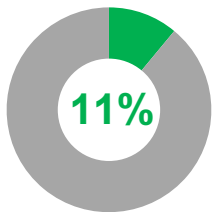
- +185% from FY20.Q3 to FY21.Q3
- +87,540 from FY20.Q3 to FY21.Q3



Information Requests:

76% of all contacts or 102,598 contacts. Increased by 167% from FY20.Q3 to FY21.Q3 (+64,189).

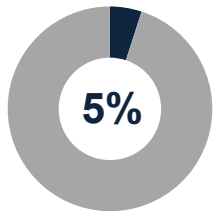
TSA PreCheck™ increased by 543% (+22,212). ID Requirements increased by 124% (+15,681).



Complaints:

11% of all contacts or 15,199 contacts. Increased by 279% from FY20.Q3 to FY21.Q3 (+11,191).

TSA PreCheck™ increased by 565% (+7,010). Customer Service increased by 389% (+1,454).



Requests for Assistance:

5% of all contacts or 6,426 contacts. Increased by 599% from FY20.Q3 to FY21.Q3 (+5,507).

Autism Spectrum increased by 495% (+1,025). Wheelchair / Scooter increased by 457% (+690).

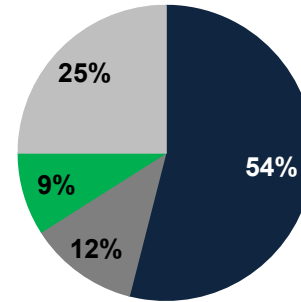
For comparison, TSA screened 144,681,118 passengers at screening checkpoints during FY21.Q3. The below trends were noted.

- +479% from FY20.Q3 to FY21.Q3
- +119,711,047 from FY20.Q3 to FY21.Q3

Top Complaints

The top complaints in FY21.Q3 were:

- TSA PreCheck™ (54%, 8,250)
- Customer Service (12%, 1,828)
- Property - Special (9%, 1,381)
- Other Categories (25%, 3,740)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

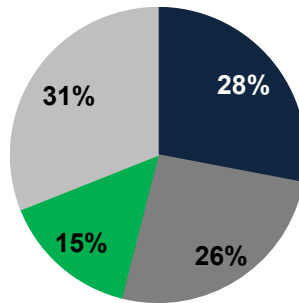
- FY19.Q3: 129 complaints
- FY20.Q3: 7 complaints, 95% decrease
- FY21.Q3: 49 complaints, 600% increase**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY21.Q3 were:

- ID Requirements (28%, 28,325)
- TSA PreCheck™ (26%, 26,300)
- Prohibited / Permitted (15%, 15,500)
- Other Categories (31%, 32,473)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY19.Q3: 7,982 contacts
- FY20.Q3: 919 contacts, 88% decrease
- FY21.Q3: 6,426 contacts, 599% increase**

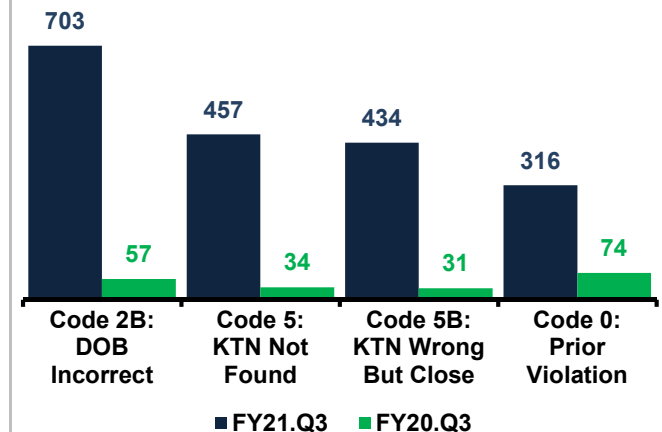
Top Subject Categories

- #1 Request: Autism Spectrum (1,232)
- #2 Request: Wheelchair / Scooter (841)
- #3 Request: Diabetes (545)



In FY21.Q3, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 4,335 contacts who did not receive TSA PreCheck™ (increased by 995% or 3,939 contacts from FY20.Q3 to FY21.Q3).

The top response codes for these contacts were:





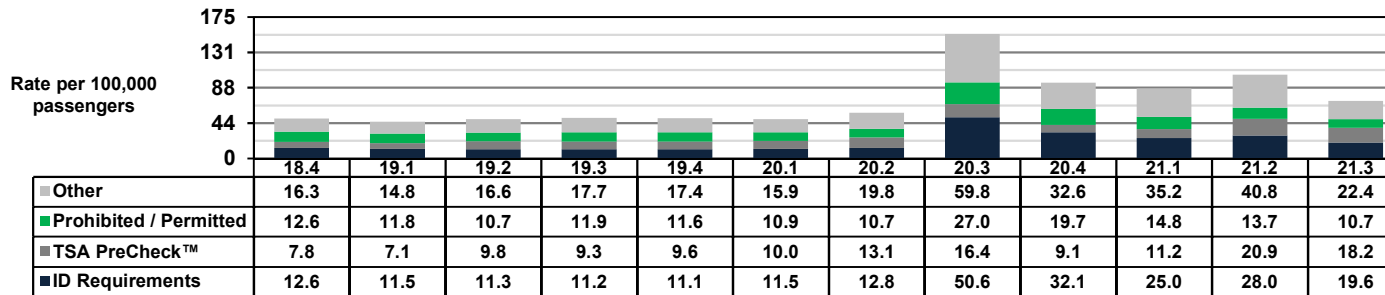
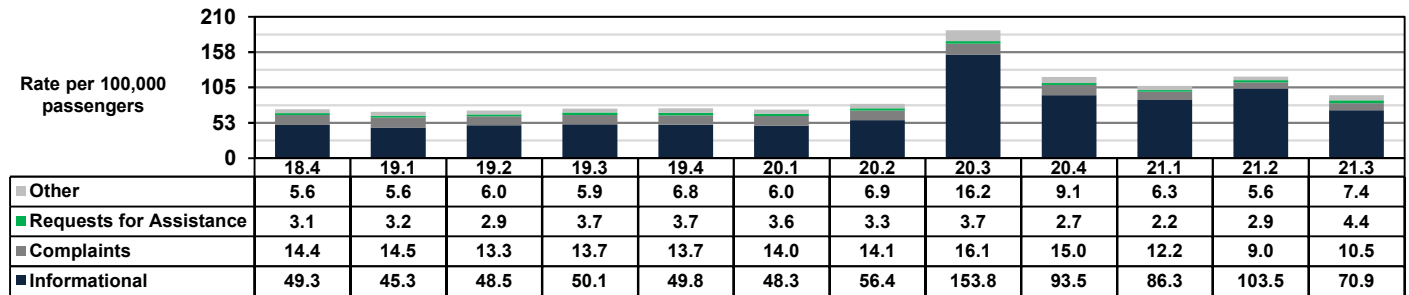
TCC Quarterly Report

Trends: FY18.Q4 through FY21.Q3

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (21.3 vs. 21.2): **-31%**
Avg. quarter over quarter change: **12%**
- Complaints (21.3 vs. 21.2): **17%**
Avg. quarter over quarter change: **-2%**
- Req. for Assistance (21.3 vs. 21.2): **53%**
Avg. quarter over quarter change: **5%**

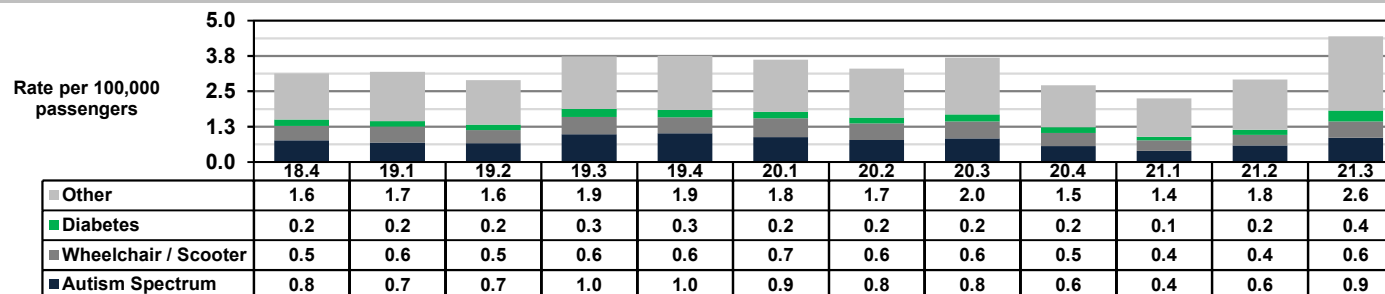
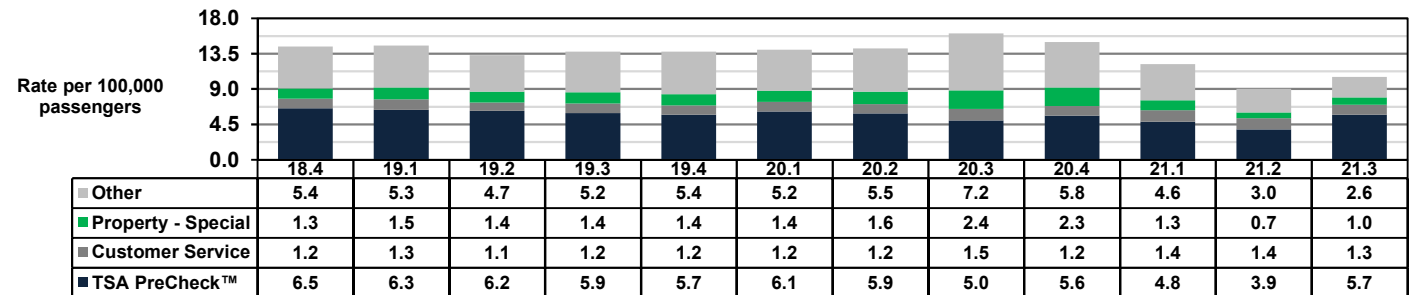


Top Information Requests

- ID Requirements (21.3 vs. 21.2): **-30%**
Avg. quarter over quarter change: **20%**
- TSA PreCheck™ (21.3 vs. 21.2): **-13%**
Avg. quarter over quarter change: **13%**
- Prohibited / Permitted (21.3 vs. 21.2): **-22%**
Avg. quarter over quarter change: **5%**

Top Complaints

- TSA PreCheck™ (21.3 vs. 21.2): **48%**
Avg. quarter over quarter change: **0%**
- Customer Service (21.3 vs. 21.2): **-11%**
Avg. quarter over quarter change: **1%**
- Property - Special (21.3 vs. 21.2): **34%**
Avg. quarter over quarter change: **0%**



Top Requests for Assistance

- Autism Spectrum (21.3 vs. 21.2): **48%**
Avg. quarter over quarter change: **5%**
- Wheelchair / Scooter (21.3 vs. 21.2): **55%**
Avg. quarter over quarter change: **4%**
- Diabetes (21.3 vs. 21.2): **105%**
Avg. quarter over quarter change: **11%**