



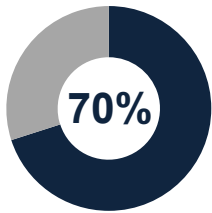
TCC Quarterly Report

Overview: FY20.Q2 vs. FY19.Q2

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 127,547 contacts (agent-assisted) during FY20.Q2. The below trends were noted.

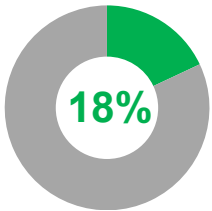
- 3% from FY19.Q2 to FY20.Q2
- 4,312 from FY19.Q2 to FY20.Q2



Information Requests:

70% of all contacts or 89,151 contacts. Decreased by 1% from FY19.Q2 to FY20.Q2 (-1,343).

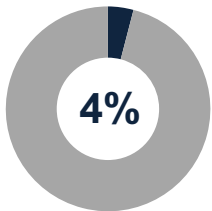
No Jurisdiction increased by 78% (+3,438). TSA Pre-Check increased by 13% (+2,336).



Complaints:

18% of all contacts or 22,334 contacts. Decreased by 10% from FY19.Q2 to FY20.Q2 (-2,489).

TSA Pre-Check decreased by 20% (-2,295). Screening increased by 15% (+237).



Requests for Assistance:

4% of all contacts or 5,203 contacts. Decreased by 4% from FY19.Q2 to FY20.Q2 (-189).

Wounded Warrior decreased by 49% (-112). Wheelchair / Scooter increased by 9% (+78).

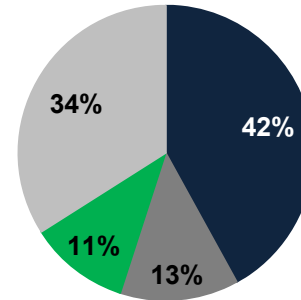
For comparison, TSA screened 158,076,986 passengers at screening checkpoints during FY20.Q2. The below trends were noted.

- 15% from FY19.Q2 to FY20.Q2
- 28,659,651 from FY19.Q2 to FY20.Q2

Top Complaints

The top complaints in FY20.Q2 were:

- TSA Pre-Check (42%, 9,286)
- Mishandling Property (13%, 2,817)
- Property - Special (11%, 2,480)
- Other Categories (34%, 7,751)



Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

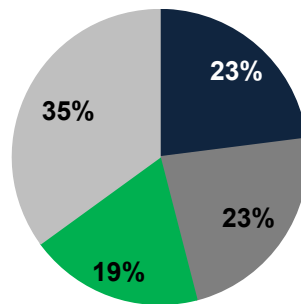
- FY18.Q2: 108 complaints
- FY19.Q2: 99 complaints, 8% decrease
- FY20.Q2: 77 complaints, 22% decrease**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

The top information requests in FY20.Q2 were:

- TSA Pre-Check (23%, 20,649)
- ID Requirements (23%, 20,290)
- Prohibited / Permitted (19%, 16,909)
- Other Categories (35%, 31,303)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY18.Q2: 5,039 contacts
- FY19.Q2: 5,392 contacts, 7% increase
- FY20.Q2: 5,203 contacts, 4% decrease**

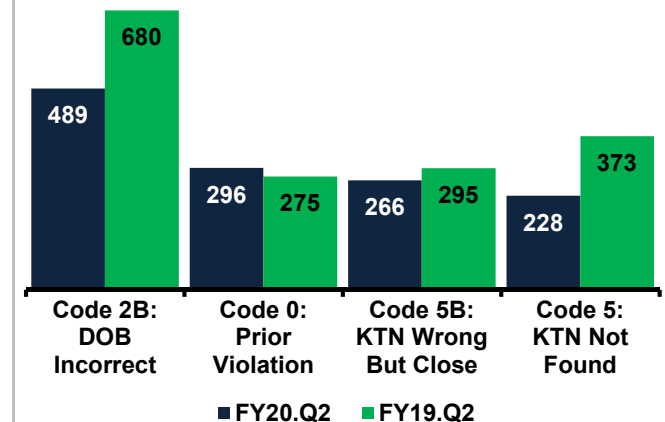
Top Subject Categories

- #1 Request: Autism Spectrum (1,220)
- #2 Request: Wheelchair / Scooter (933)
- #3 Request: Cognitive (542)



In FY20.Q2, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 2,843 contacts who did not receive TSA Pre-Check (decreased by 18% or 609 contacts from FY19.Q2 to FY20.Q2).

The top response codes for these contacts were:





TCC Quarterly Report

Trends: FY17.Q3 through FY20.Q2

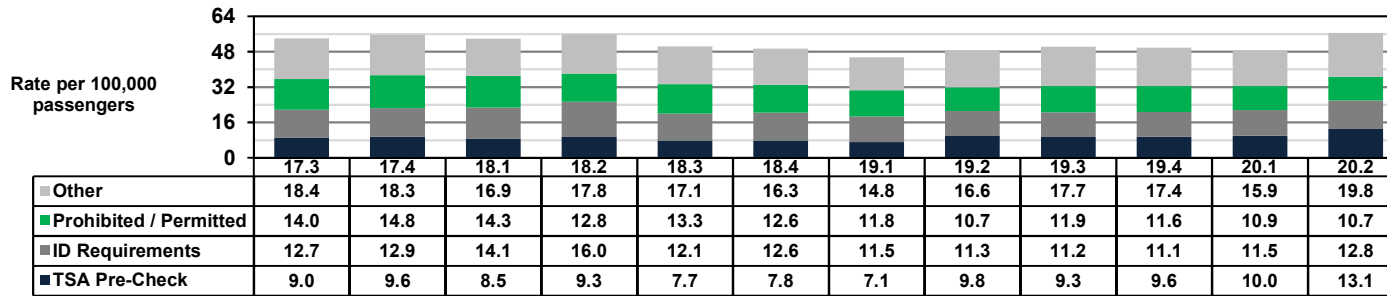
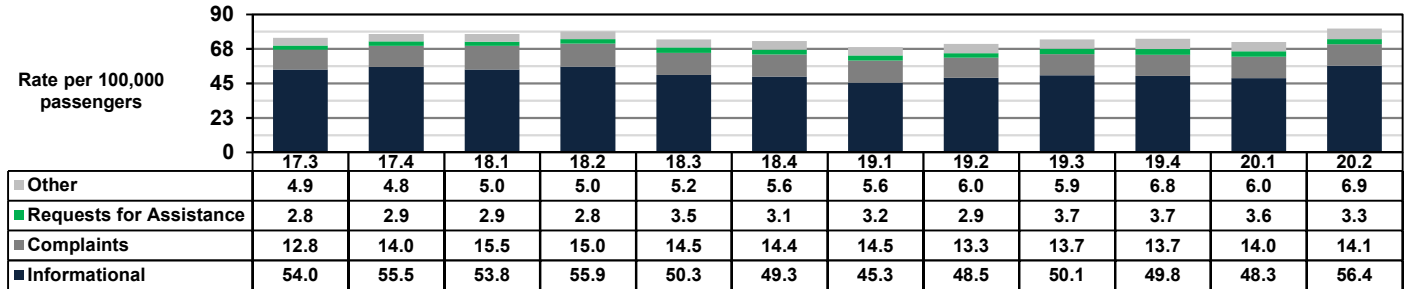
Prepared by: Customer Service Branch

Contacts by Interaction Type

Informational (20.2 vs. 20.1): **+17%**
Avg. quarter over quarter change: **+1%**

Complaints (20.2 vs. 20.1): **+1%**
Avg. quarter over quarter change: **+1%**

Assistance (20.2 vs. 20.1): **-9%**
Avg. quarter over quarter change: **+2%**



Top Information Requests

TSA Pre-Check (20.2 vs. 20.1): **+31%**
Avg. quarter over quarter change: **+5%**

ID Requirements (20.2 vs. 20.1): **+12%**
Avg. quarter over quarter change: **+1%**

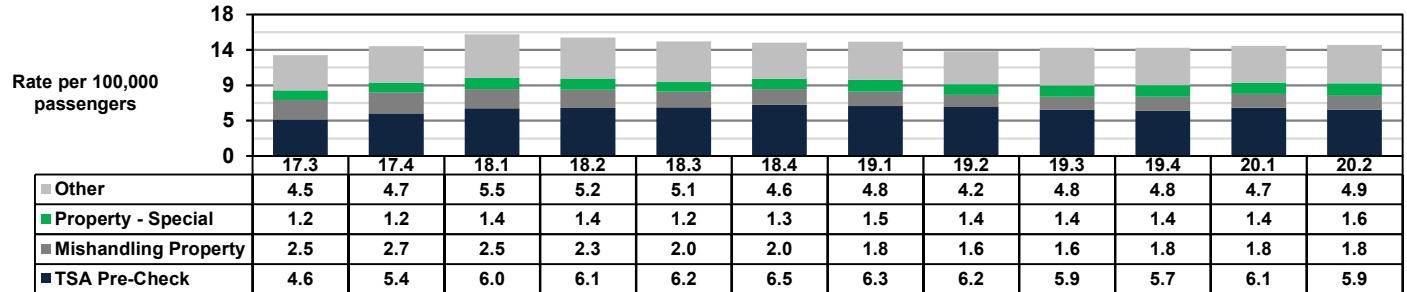
Prohibited / Permitted (20.2 vs. 20.1): **-2%**
Avg. quarter over quarter change: **-2%**

Top Complaints

TSA Pre-Check (20.2 vs. 20.1): **-4%**
Avg. quarter over quarter change: **+2%**

Mishandling Property (20.2 vs. 20.1): **+1%**
Avg. quarter over quarter change: **-2%**

Property - Special (20.2 vs. 20.1): **+9%**
Avg. quarter over quarter change: **+4%**



Top Requests for Assistance

Autism Spectrum (20.2 vs. 20.1): **-11%**
Avg. quarter over quarter change: **+8%**

Wheelchair / Scooter (20.2 vs. 20.1): **-12%**
Avg. quarter over quarter change: **+3%**

Cognitive (20.2 vs. 20.1): **-19%**
Avg. quarter over quarter change: **+4%**