



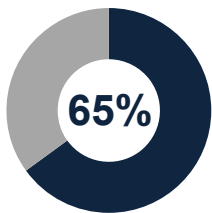
TCC Quarterly Report

Overview: FY21.Q4 vs. FY20.Q4

Prepared by: **Customer Service Branch**

The TSA Contact Center (TCC) received a total of 139,881 contacts (agent-assisted) during FY21.Q4. The below trends were noted.

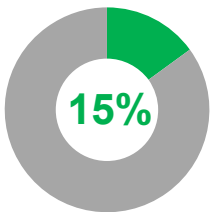
- +81% from FY20.Q4 to FY21.Q4
- +62,752 from FY20.Q4 to FY21.Q4



Information Requests:

65% of all contacts or 90,939 contacts. Increased by 52% from FY20.Q4 to FY21.Q4 (+31,003).

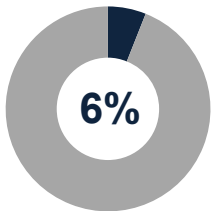
TSA PreCheck™ increased by 578% (+33,663). ID Requirements decreased by 12% (-2,498).



Complaints:

15% of all contacts or 21,382 contacts. Increased by 123% from FY20.Q4 to FY21.Q4 (+11,788).

TSA PreCheck™ increased by 297% (+10,635). Customer Service increased by 178% (+1,417).



Requests for Assistance:

6% of all contacts or 8,320 contacts. Increased by 379% from FY20.Q4 to FY21.Q4 (+6,584).

Autism Spectrum increased by 353% (+1,257). Mobility - Not WC increased by 858% (+944).

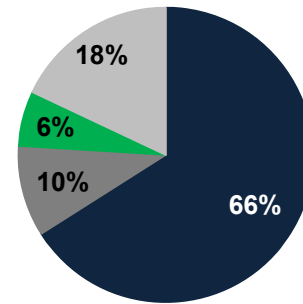
For comparison, TSA screened 167,375,783 passengers at screening checkpoints during FY21.Q4. The below trends were noted.

- +161% from FY20.Q4 to FY21.Q4
- +103,278,806 from FY20.Q4 to FY21.Q4

Top Complaints

The top complaints in FY21.Q4 were:

- TSA PreCheck™ (66%, 14,212)
- Customer Service (10%, 2,214)
- Property - Special (6%, 1,254)
- Other Categories (18%, 3,702)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY19.Q4: 8,055 contacts
- FY20.Q4: 1,736 contacts, 78% decrease
- FY21.Q4: 8,320 contacts, 379% increase**

Top Subject Categories

- #1 Request: Autism Spectrum (1,613)
- #2 Request: Mobility - Not WC (1,054)
- #3 Request: Wheelchair / Scooter (978)

Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

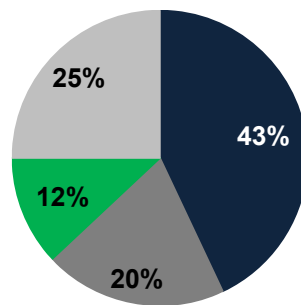
- FY19.Q4: 115 complaints
- FY20.Q4: 18 complaints, 84% decrease
- FY21.Q4: 45 complaints, 150% increase**

Top Themes: Asked to Stand, Patdowns

Top Information Requests

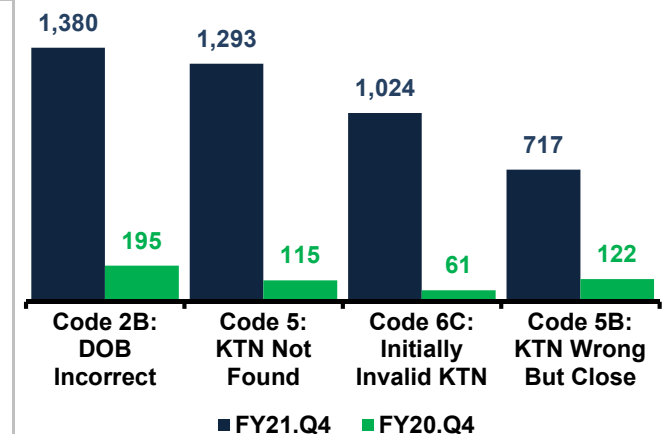
The top information requests in FY21.Q4 were:

- TSA PreCheck™ (43%, 39,483)
- ID Requirements (20%, 18,101)
- Prohibited / Permitted (12%, 10,513)
- Other Categories (25%, 22,842)



In FY21.Q4, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 9,505 contacts who did not receive TSA PreCheck™ (increased by 798% or 8,447 contacts from FY20.Q4 to FY21.Q4).

The top response codes for these contacts were:





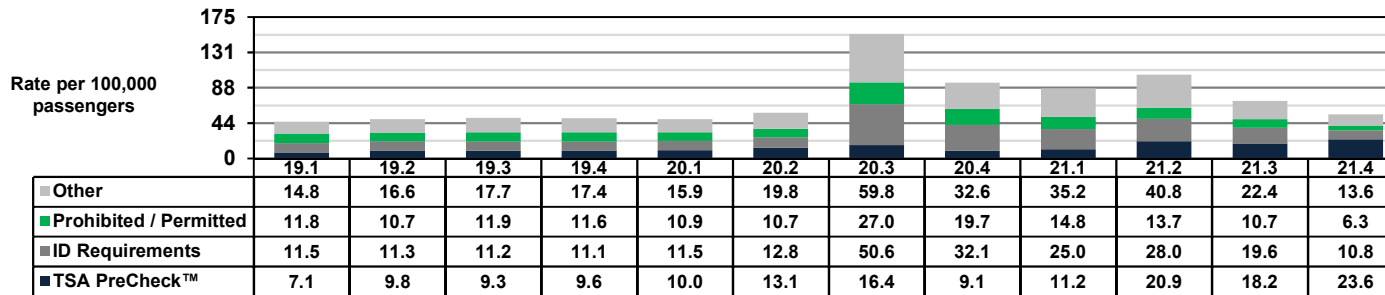
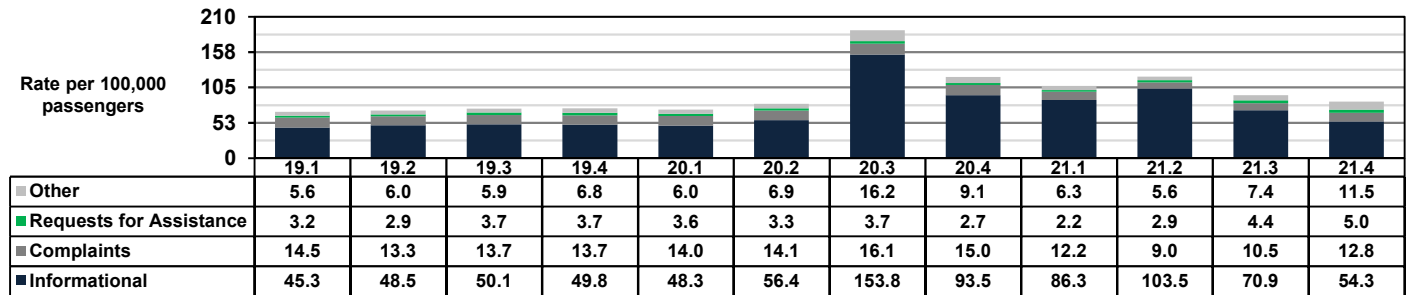
TCC Quarterly Report

Trends: FY19.Q1 through FY21.Q4

Prepared by: Customer Service Branch

Contacts by Interaction Type

- Informational (21.4 vs. 21.3): **-23%**
Avg. quarter over quarter change: **10%**
- Complaints (21.4 vs. 21.3): **22%**
Avg. quarter over quarter change: **0%**
- Req. for Assistance (21.4 vs. 21.3): **12%**
Avg. quarter over quarter change: **6%**

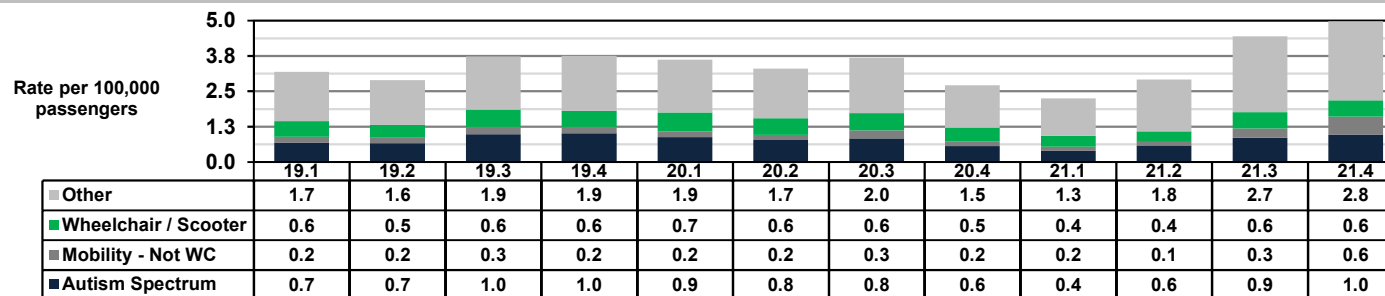
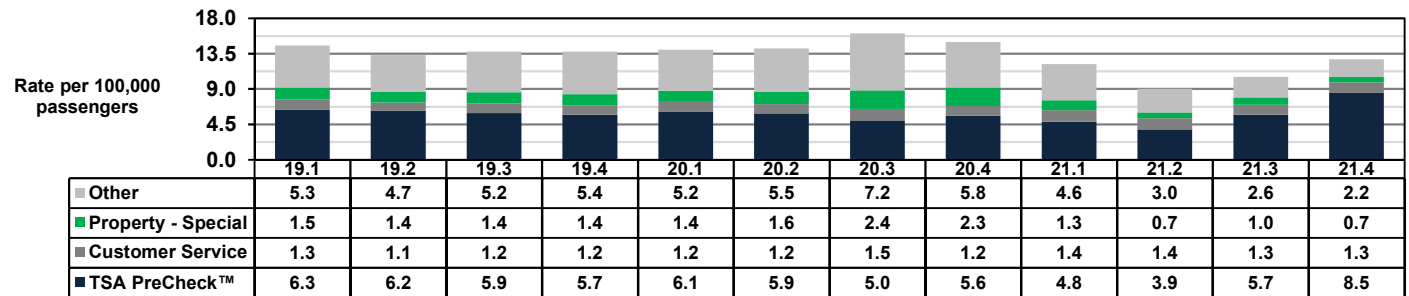


Top Information Requests

- TSA PreCheck™ (21.4 vs. 21.3): **30%**
Avg. quarter over quarter change: **16%**
- ID Requirements (21.4 vs. 21.3): **-45%**
Avg. quarter over quarter change: **17%**
- Prohibited / Permitted (21.4 vs. 21.3): **-41%**
Avg. quarter over quarter change: **2%**

Top Complaints

- TSA PreCheck™ (21.4 vs. 21.3): **49%**
Avg. quarter over quarter change: **5%**
- Customer Service (21.4 vs. 21.3): **5%**
Avg. quarter over quarter change: **1%**
- Property - Special (21.4 vs. 21.3): **-22%**
Avg. quarter over quarter change: **-3%**



Top Requests for Assistance

- Autism Spectrum (21.4 vs. 21.3): **13%**
Avg. quarter over quarter change: **7%**
- Mobility - Not WC (21.4 vs. 21.3): **92%**
Avg. quarter over quarter change: **21%**
- Wheelchair / Scooter (21.4 vs. 21.3): **0%**
Avg. quarter over quarter change: **3%**