



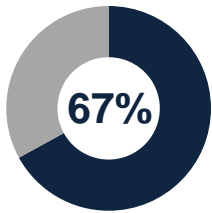
# TCC Quarterly Report

## Overview: FY19.Q4 vs. FY18.Q4

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 158,954 contacts (agent-assisted) during FY19.Q4. The below trends were noted.

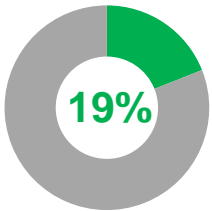
- +6% from FY18.Q4 to FY19.Q4
- +8,927 from FY18.Q4 to FY19.Q4



### Information Requests:

67% of all contacts or 106,901 contacts. Increased by 5% from FY18.Q4 to FY19.Q4 (+4,692).

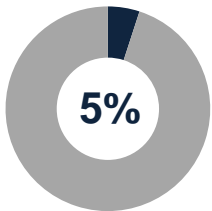
TSA Pre-Check increased by 28% (+4,455). ID Requirements decreased by 9% (-2,270).



### Complaints:

19% of all contacts or 29,487 contacts. Decreased by 1% from FY18.Q4 to FY19.Q4 (-333).

TSA Pre-Check decreased by 9% (-1,230). Individ. w/ Disabilities increased by 27% (+179).



### Requests for Assistance:

5% of all contacts or 8,055 contacts. Increased by 24% from FY18.Q4 to FY19.Q4 (+1,578).

Autism Spectrum increased by 38% (+603). Cognitive increased by 33% (+208).

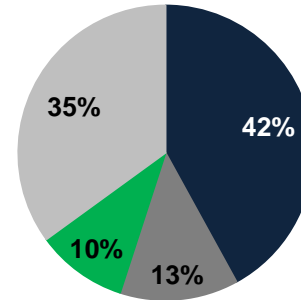
For comparison, TSA screened 214,801,519 passengers at screening checkpoints during FY19.Q4. The below trends were noted.

- +4% from FY18.Q4 to FY19.Q4
- +7,607,325 from FY18.Q4 to FY19.Q4

### Top Complaints

The top complaints in FY19.Q4 were:

- TSA Pre-Check (42%, 12,278)
- Mishandling Property (13%, 3,904)
- Property - Special (10%, 3,093)
- Other Categories (35%, 10,212)



### Complaint Type - "Wheelchair"

Below are the recent trends for PAX in wheelchairs

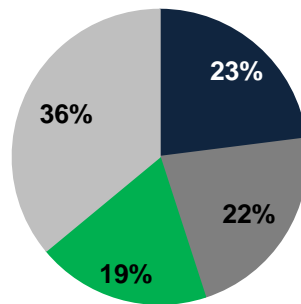
- FY17.Q4: 66 complaints
- FY18.Q4: 106 complaints, 61% increase
- FY19.Q4: 115 complaints, 8% increase**

**Top Themes:** Asked to Stand, Patdowns

### Top Information Requests

The top information requests in FY19.Q4 were:

- Prohibited / Permitted (23%, 24,984)
- ID Requirements (22%, 23,932)
- TSA Pre-Check (19%, 20,592)
- Other Categories (36%, 37,393)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q4: 5,698 contacts
- FY18.Q4: 6,477 contacts, 14% increase
- FY19.Q4: 8,055 contacts, 24% increase**

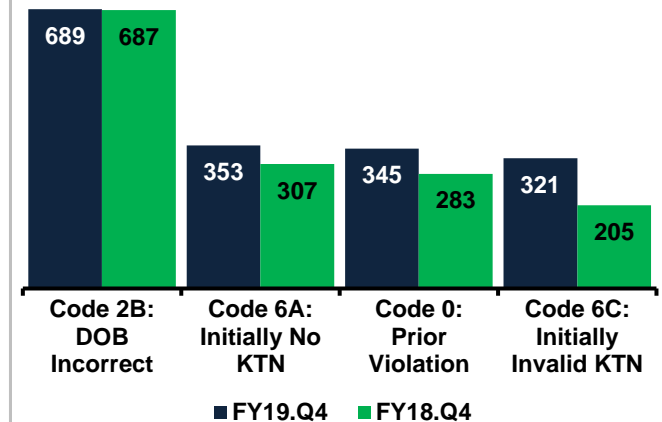
### Top Subject Categories

- #1 Request: Autism Spectrum (2,175)
- #2 Request: Wheelchair / Scooter (1,211)
- #3 Request: Cognitive (845)



In FY19.Q4, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 3,926 contacts who did not receive TSA Pre-Check (increased by 7% or 243 contacts from FY18.Q4 to FY19.Q4).

The top response codes for these contacts were:





# TCC Quarterly Report

## Trends: FY17.Q1 through FY19.Q4

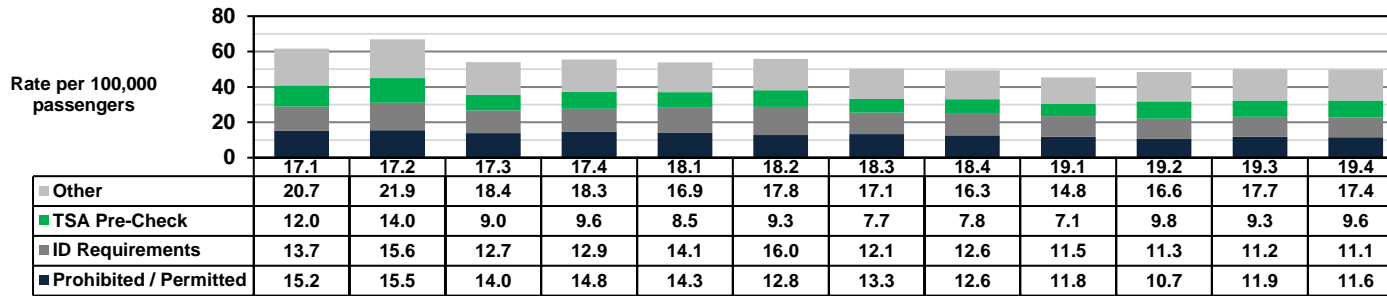
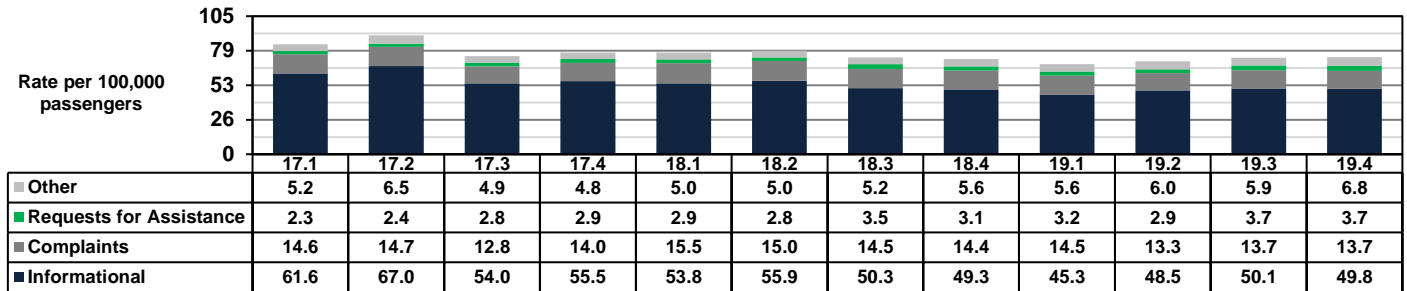
Prepared by: Customer Service Branch

### Contacts by Interaction Type

Informational (19.4 vs. 19.3): **-1%**  
 •Avg. quarter over quarter change: **-2%**

Complaints (19.4 vs. 19.3): **+0%**  
 •Avg. quarter over quarter change: **+0%**

Assistance (19.4 vs. 19.3): **+1%**  
 •Avg. quarter over quarter change: **+5%**



### Top Information Requests

Prohibited / Permitted (19.4 vs. 19.3): **-2%**  
 •Avg. quarter over quarter change: **-2%**

ID Requirements (19.4 vs. 19.3): **+0%**  
 •Avg. quarter over quarter change: **-1%**

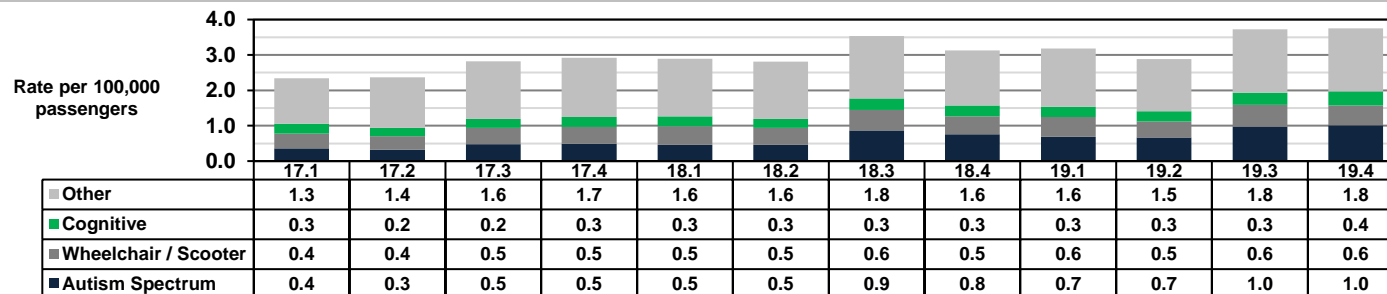
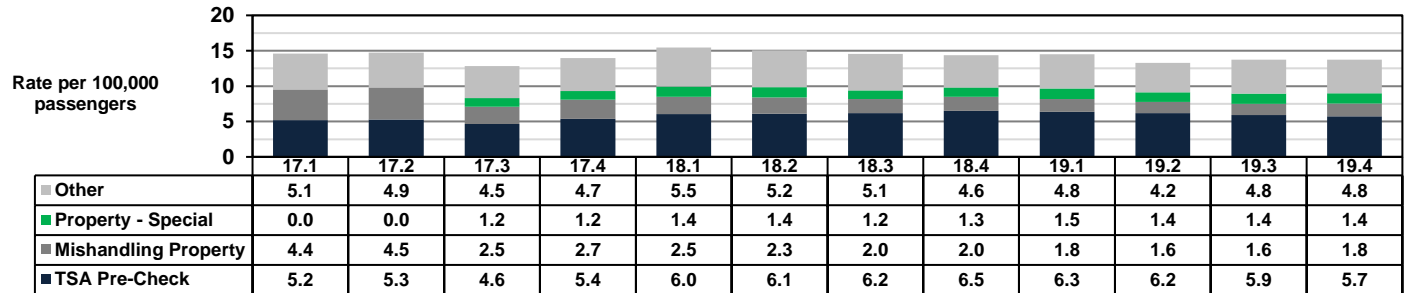
TSA Pre-Check (19.4 vs. 19.3): **+3%**  
 •Avg. quarter over quarter change: **+0%**

### Top Complaints

TSA Pre-Check (19.4 vs. 19.3): **+3%**  
 •Avg. quarter over quarter change: **+1%**

Mishandling Property (19.4 vs. 19.3): **+13%**  
 •Avg. quarter over quarter change: **-6%**

Property - Special (19.4 vs. 19.3): **+0%**  
 •Avg. quarter over quarter change: **+1%**



### Top Requests for Assistance

Autism Spectrum (19.4 vs. 19.3): **+4%**  
 •Avg. quarter over quarter change: **+14%**

Wheelchair / Scooter (19.4 vs. 19.3): **-8%**  
 •Avg. quarter over quarter change: **+4%**

Cognitive (19.4 vs. 19.3): **+14%**  
 •Avg. quarter over quarter change: **+4%**