The TSA Contact Center (TCC) received a total of 148,486 contacts (agent-assisted) during FY20.Q1. The below trends were noted.

- +10% from FY19.Q1 to FY20.Q1
- +12,891 from FY19.Q1 to FY20.Q1

**Information Requests:**
- 67% of all contacts or 99,643 contacts. Increased by 11% from FY19.Q1 to FY20.Q1 (+10,008).
  - TSA Pre-Check increased by 46% (+6,521). Prohibited / Permitted decreased by 4% (–895).

**Complaints:**
- 19% of all contacts or 28,892 contacts. Increased by 1% from FY19.Q1 to FY20.Q1 (+213).
  - Locks increased by 13% (+115). Civil Rights decreased by 17% (–107).

**Requests for Assistance:**
- 5% of all contacts or 7,470 contacts. Increased by 19% from FY19.Q1 to FY20.Q1 (+1,187).
  - Autism Spectrum increased by 32% (+440). Cognitive increased by 52% (+297).

For comparison, TSA screened 206,436,264 passengers at screening checkpoints during FY20.Q1. The below trends were noted.

- +4% from FY19.Q1 to FY20.Q1
- +8,737,560 from FY19.Q1 to FY20.Q1

**Top Complaints**
The top complaints in FY20.Q1 were:
- TSA Pre-Check (44%, 12,668)
- Mishandling Property (13%, 3,626)
- Property - Special (10%, 2,959)
- Other Categories (33%, 9,639)

**Complaint Type - "Wheelchair"**
Below are the recent trends for PAX in wheelchairs

- FY18.Q1: 133 complaints
- FY19.Q1: 115 complaints, 14% decrease
- FY20.Q1: 129 complaints, 12% increase

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

**Top Information Requests**
The top information requests in FY20.Q1 were:
- ID Requirements (24%, 23,687)
- Prohibited / Permitted (23%, 22,510)
- TSA Pre-Check (21%, 20,619)
- Other Categories (32%, 32,827)

**Requests for Assistance**
Below are the recent trends for TSA Cares

- FY18.Q1: 5,463 contacts
- FY19.Q1: 6,283 contacts, 15% increase
- FY20.Q1: 7,470 contacts, 19% increase

**Top Subject Categories**
- #1 Request: Autism Spectrum (1,797)
- #2 Request: Wheelchair / Scooter (1,377)
- #3 Request: Cognitive (871)

In FY20.Q1, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 4,115 contacts who did not receive TSA Pre-Check (increased by 9% or 328 contacts from FY19.Q1 to FY20.Q1).

The top response codes for these contacts were:

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<tbody>
<tr>
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<td>FY20.Q1</td>
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<td>359</td>
<td>338</td>
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</tbody>
</table>
TCC Quarterly Report
Trends: FY17.Q2 through FY20.Q1

Prepared by: Customer Service Branch

Contacts by Interaction Type

Informational (20.1 vs. 19.4): -3%
  Avg. quarter over quarter change: -3%

Complaints (20.1 vs. 19.4): +2%
  Avg. quarter over quarter change: +0%

Assistance (20.1 vs. 19.4): -4%
  Avg. quarter over quarter change: +5%

Top Information Requests

ID Requirements (20.1 vs. 19.4): +3%
  Avg. quarter over quarter change: -2%

Prohibited / Permitted (20.1 vs. 19.4): -6%
  Avg. quarter over quarter change: -3%

TSA Pre-Check (20.1 vs. 19.4): +4%
  Avg. quarter over quarter change: -1%

Top Complaints

TSA Pre-Check (20.1 vs. 19.4): +7%
  Avg. quarter over quarter change: +2%

Mishandling Property (20.1 vs. 19.4): -3%
  Avg. quarter over quarter change: -7%

Property - Special (20.1 vs. 19.4): +0%
  Avg. quarter over quarter change: +1%

Top Requests for Assistance

Autism Spectrum (20.1 vs. 19.4): -14%
  Avg. quarter over quarter change: +13%

Wheelchair / Scooter (20.1 vs. 19.4): +18%
  Avg. quarter over quarter change: +7%

Cognitive (20.1 vs. 19.4): +7%
  Avg. quarter over quarter change: +6%

Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division