The TSA Contact Center (TCC) received a total of 400,553 contacts (agent-assisted) during FY.2020. The below trends were noted.

- –31% from FY.2019 to FY.2020
- –183,147 from FY.2019 to FY.2020

Information Requests:
72% of all contacts or 287,139 contacts. Decreased by 27% from FY.2019 to FY.2020 (–107,197).

Prohibited / Permitted decreased by 37% (–34,970). Indiv. w/ Disabilities decreased by 49% (–23,204).

Complaints:
16% of all contacts or 64,828 contacts. Decreased by 42% from FY.2019 to FY.2020 (–47,571).

TSA PreCheck™ decreased by 45% (–22,281). Mishandling Property decreased by 41% (–5,681).

Requests for Assistance:
4% of all contacts or 15,328 contacts. Decreased by 45% from FY.2019 to FY.2020 (–12,384).

Autism Spectrum decreased by 48% (–3,281). Wheelchair / Scooter decreased by 38% (–1,721).

For comparison, TSA screened 453,581,298 passengers at screening checkpoints during FY.2020. The below trends were noted.

- –44% from FY.2019 to FY.2020
- –359,761,151 from FY.2019 to FY.2020

The top complaints in FY.2020 were:

- TSA PreCheck™ (41%, 26,771)
- Mishandling Property (13%, 8,129)
- Property - Special (12%, 7,524)
- Other Categories (34%, 22,404)

TSA PreCheck™ decreased by 45% (–22,281). Mishandling Property decreased by 41% (–5,681).

The top information requests in FY.2020 were:

- ID Requirements (27%, 77,220)
- Prohibited / Permitted (20%, 58,806)
- TSA PreCheck™ (18%, 51,176)
- Other Categories (35%, 99,937)

Complaint Type - "Wheelchair"
Below are the recent trends for passengers in wheelchairs and scooters

- FY.2017: 275 complaints
- FY.2018: 480 complaints, 75% increase
- FY.2019: 458 complaints, 5% decrease
- FY.2020: 231 complaints, 50% decrease

Requests for Assistance
Below are the recent trends for TSA Cares

- FY.2017: 19,461 contacts
- FY.2018: 24,242 contacts, 25% increase
- FY.2019: 27,712 contacts, 14% increase
- FY.2020: 15,328 contacts, 45% decrease

Notable for FY.2020
Requests / Day: 42
Top Request: Autism Spectrum (3,580)

TSA Pre

In FY.2020, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 8,415 contacts who did not receive TSA PreCheck™ (decreased by 44% or 6,652 contacts from FY.2019 to FY.2020).

The top response codes for these contacts were:

- Code 0: Prior Violation (FY.2020: 1,196, FY.2019: 778)
- Code 5B: KTN Wrong But Close (FY.2020: 1,300, FY.2019: 690)
- Code 5: KTN Not Found (FY.2020: 1,331, FY.2019: 790)

Complaints:
- FY.2017: 480 complaints, 75% increase
- FY.2018: 458 complaints, 5% decrease
- FY.2019: 231 complaints, 50% decrease

Information Requests:
- ID Requirements: 35%
- Prohibited / Permitted: 27%
- TSA PreCheck™: 18%
- Other Categories: 18%

ID Requirements (27%, 77,220)
Prohibited / Permitted (20%, 58,806)
TSA PreCheck™ (18%, 51,176)
Other Categories (35%, 99,937)
### Contacts by Interaction Type

<table>
<thead>
<tr>
<th>Interaction Type</th>
<th>FY20 vs. FY19</th>
<th>Avg. FY over FY change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational</td>
<td>-27%</td>
<td>-13%</td>
</tr>
<tr>
<td>Complaints</td>
<td>-42%</td>
<td>-11%</td>
</tr>
<tr>
<td>Assistance</td>
<td>-45%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

### Trends: FY.2016 through FY.2020

#### Top Requests for Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>FY20 vs. FY19</th>
<th>Avg. FY over FY change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autism Spectrum</td>
<td>-48%</td>
<td>+18%</td>
</tr>
<tr>
<td>Wheelchair / Scooter</td>
<td>-38%</td>
<td>+2%</td>
</tr>
<tr>
<td>Cognitive</td>
<td>-37%</td>
<td>+0%</td>
</tr>
</tbody>
</table>

#### Top Information Requests

<table>
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<th>Category</th>
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</tr>
</thead>
<tbody>
<tr>
<td>ID Requirements</td>
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<td>-7%</td>
</tr>
<tr>
<td>Prohibited / Permitted</td>
<td>-37%</td>
<td>-13%</td>
</tr>
<tr>
<td>TSA PreCheck™</td>
<td>-30%</td>
<td>-21%</td>
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</tbody>
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### Top Complaints

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<td>-41%</td>
<td>-23%</td>
</tr>
<tr>
<td>Property - Special</td>
<td>-36%</td>
<td>-8%</td>
</tr>
</tbody>
</table>

### Civil Rights & Liberties, Ombudsman, and Traveler Engagement - Traveler Engagement Division