



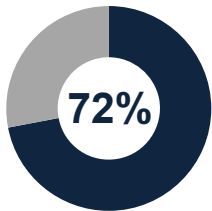
# TCC Fiscal Year Report

## Overview: FY.2020 vs. FY.2019

Prepared by: Customer Service Branch

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

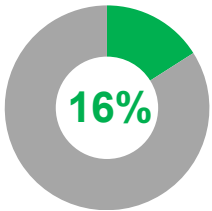
- 31% from FY.2019 to FY.2020
- 183,147 from FY.2019 to FY.2020



### Information Requests:

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

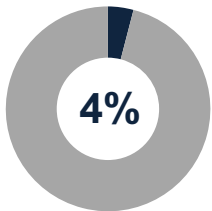
Prohibited / Permitted decreased by 37% (-34,970). Individ. w/ Disabilities decreased by 49% (-23,204).



### 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).

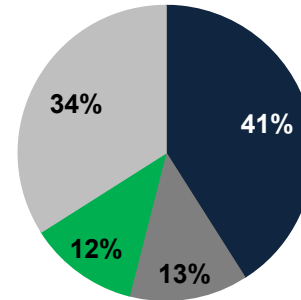
For comparison, TSA screened 453,581,298 passengers at screening checkpoints during FY.2020. The below trends were noted.

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

### Top Complaints

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)



### Complaint Type - "Wheelchair"

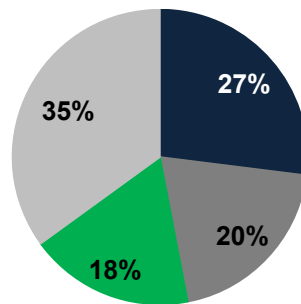
Below are the recent trends for passengers in wheelchairs and scooters

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

### Top Information Requests

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)



### 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

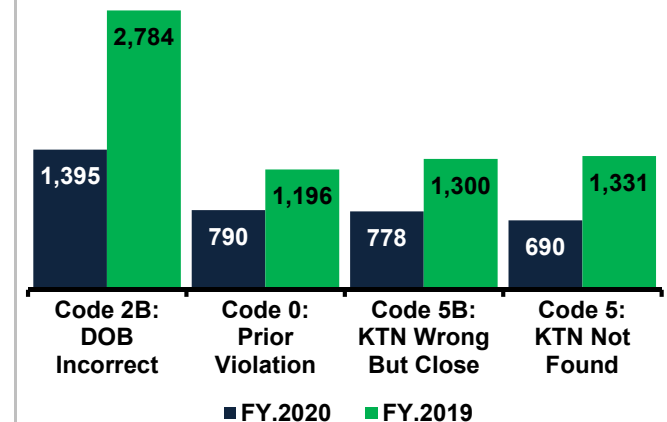
Requests / Day: 42

Top Request: Autism Spectrum (3,580)



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:





# TCC Fiscal Year Report

## Trends: FY.2016 through FY.2020

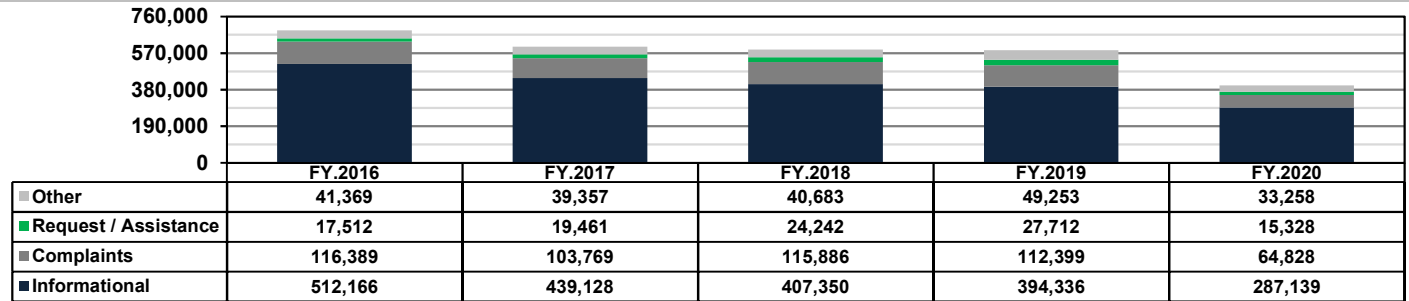
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### Contacts by Interaction Type

Informational (FY20 vs. FY19): **-27%**  
Avg. FY over FY change: **-13%**

Complaints (FY20 vs. FY19): **-42%**  
Avg. FY over FY change: **-11%**

Assistance (FY20 vs. FY19): **-45%**  
Avg. FY over FY change: **+1%**

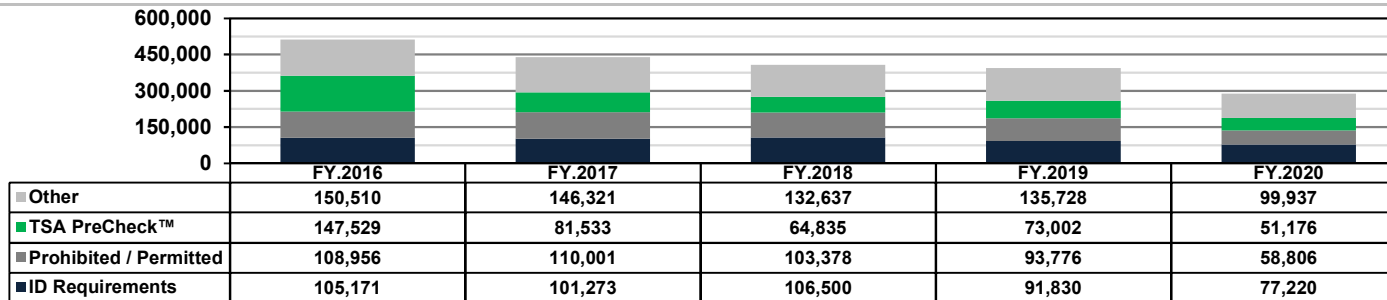


### Top Information Requests

ID Requirements (FY20 vs. FY19): **-16%**  
Avg. FY over FY change: **-7%**

Prohibited / Permitted (FY20 vs. FY19): **-37%**  
Avg. FY over FY change: **-13%**

TSA PreCheck™ (FY20 vs. FY19): **-30%**  
Avg. FY over FY change: **-21%**

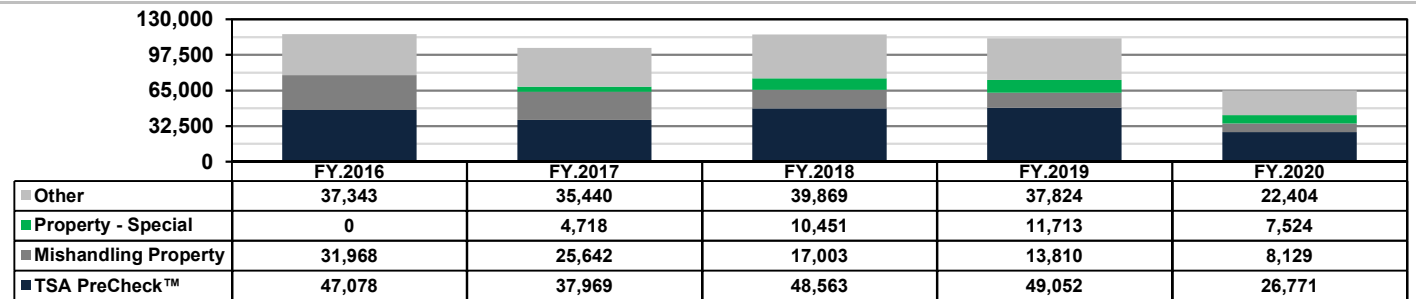


### Top Complaints

TSA PreCheck™ (FY20 vs. FY19): **-45%**  
Avg. FY over FY change: **-7%**

Mishandling Property (FY20 vs. FY19): **-41%**  
Avg. FY over FY change: **-23%**

Property - Special (FY20 vs. FY19): **-36%**  
Avg. FY over FY change: **-8%**



### Top Requests for Assistance

Autism Spectrum (FY20 vs. FY19): **-48%**  
Avg. FY over FY change: **+18%**

Wheelchair / Scooter (FY20 vs. FY19): **-38%**  
Avg. FY over FY change: **+2%**

Cognitive (FY20 vs. FY19): **-37%**  
Avg. FY over FY change: **+0%**

