The TSA Contact Center (TCC) received a total of 77,129 contacts (agent-assisted) during FY20.Q4. The below trends were noted:

- ~51% from FY19.Q4 to FY20.Q4
- ~81,825 from FY19.Q4 to FY20.Q4

### Information Requests:
78% of all contacts or 59,936 contacts. Decreased by 44% from FY19.Q4 to FY20.Q4 (~46,965).

TSA PreCheck™ decreased by 72% (~14,772). Prohibited / Permitted decreased by 49% (~12,337).

### Complaints:
12% of all contacts or 9,594 contacts. Decreased by 67% from FY19.Q4 to FY20.Q4 (~19,893).

TSA PreCheck™ decreased by 71% (~8,701). Mishandling Property decreased by 69% (~2,706).

### Requests for Assistance:
2% of all contacts or 1,736 contacts. Decreased by 78% from FY19.Q4 to FY20.Q4 (~6,319).

Autism Spectrum decreased by 84% (~1,819). Wheelchair / Scooter decreased by 75% (~909).

For comparison, TSA screened 64,096,977 passengers at screening checkpoints during FY20.Q4. The below trends were noted:

- ~70% from FY19.Q4 to FY20.Q4
- ~150,704,528 from FY19.Q4 to FY20.Q4

### Top Complaints
The top complaints in FY20.Q4 were:

- TSA PreCheck™
  - (37%, 3,577)
- Property - Special
  - (16%, 1,496)
- Mishandling Property
  - (12%, 1,198)
- Other Categories
  - (35%, 3,323)

### Top Information Requests
The top information requests in FY20.Q4 were:

- ID Requirements
  - (34%, 20,599)
- Prohibited / Permitted
  - (21%, 12,647)
- No Jurisdiction
  - (11%, 6,780)
- Other Categories
  - (34%, 19,910)

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

- FY18.Q4: 6,477 contacts
- FY19.Q4: 8,055 contacts, 24% increase
- FY20.Q4: 1,736 contacts, 78% decrease

### Top Subject Categories
#1 Request: Autism Spectrum (356)
#2 Request: Wheelchair / Scooter (302)
#3 Request: Cognitive (180)

In FY20.Q4, the TCC worked with Secure Flight (Intelligence & Analysis) to respond to 1,058 contacts who did not receive TSA PreCheck™ (decreased by 73% or 2,870 contacts from FY19.Q4 to FY20.Q4).

For comparison, TSA screened 64,096,977 passengers at screening checkpoints during FY20.Q4. The below trends were noted:

- ~70% from FY19.Q4 to FY20.Q4
- ~150,704,528 from FY19.Q4 to FY20.Q4
TCC Quarterly Report
Trends: FY18.Q1 through FY20.Q4
Prepared by: Customer Service Branch

Contacts by Interaction Type

- **Informational (20.4 vs. 20.3): -39%**
  - Avg. quarter over quarter change: +13%
- **Complaints (20.4 vs. 20.3): -7%**
  - Avg. quarter over quarter change: +0%
- **Assistance (20.4 vs. 20.3): -26%**
  - Avg. quarter over quarter change: +1%

Top Information Requests

- **ID Requirements (20.4 vs. 20.3): -37%**
  - Avg. quarter over quarter change: +23%
- **Prohibited / Permitted (20.4 vs. 20.3): -27%**
  - Avg. quarter over quarter change: +9%
- **No Jurisdiction (20.4 vs. 20.3): -51%**
  - Avg. quarter over quarter change: +36%

Top Complaints

- **TSA PreCheck™ (20.4 vs. 20.3): -12%**
  - Avg. quarter over quarter change: +0%
- **Property - Special (20.4 vs. 20.3): -1%**
  - Avg. quarter over quarter change: +6%
- **Mishandling Property (20.4 vs. 20.3): -4%**
  - Avg. quarter over quarter change: +1%

Top Requests for Assistance

- **Autism Spectrum (20.4 vs. 20.3): -33%**
  - Avg. quarter over quarter change: +6%
- **Wheelchair / Scooter (20.4 vs. 20.3): -22%**
  - Avg. quarter over quarter change: +0%
- **Cognitive (20.4 vs. 20.3): -30%**
  - Avg. quarter over quarter change: +1%