



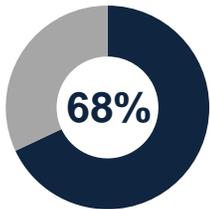
# TCC Fiscal Year Report

## Overview: FY.2019 vs. FY.2018

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 583,700 contacts (agent-assisted) during FY.2019. The below trends were noted.

- 1% from FY.2018 to FY.2019
- 4,461 from FY.2018 to FY.2019



### Information Requests:

68% of all contacts or 394,336 contacts. Decreased by 3% from FY.2018 to FY.2019 (-13,014).

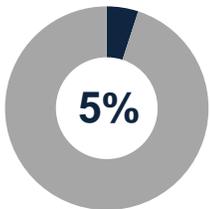
ID Requirements decreased by 14% (-14,670). Prohibited / Permitted decreased by 9% (-9,602).



### Complaints:

19% of all contacts or 112,399 contacts. Decreased by 3% from FY.2018 to FY.2019 (-3,487).

Customer Service decreased by 13% (-1,448). Screening decreased by 15% (-1,400).



### Requests for Assistance:

5% of all contacts or 27,712 contacts. Increased by 14% from FY.2018 to FY.2019 (+3,470).

Autism Spectrum increased by 36% (+1,811). Medical Devices - Attach. increased by 23% (+439).

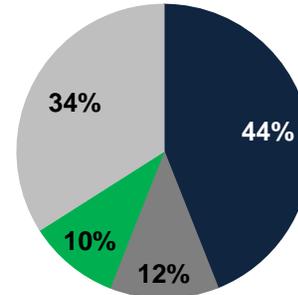
For comparison, TSA screened 813,342,463 passengers at screening checkpoints during FY.2019. The below trends were noted.

- +4% from FY.2018 to FY.2019
- +32,659,699 from FY.2018 to FY.2019

### Top Complaints

The top complaints in FY.2019 were:

- TSA Pre-Check (44%, 49,052)
- Mishandling Property (12%, 13,810)
- Property - Special (10%, 11,713)
- Other Categories (34%, 37,824)



### Complaint Type - "Wheelchair"

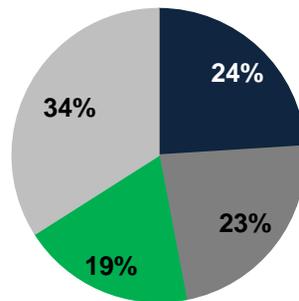
Below are the recent trends for passengers in wheelchairs and scooters

- FY.2016: 217 complaints
- FY.2017: 275 complaints, 27% increase
- FY.2018: 480 complaints, 75% increase
- FY.2019: 458 complaints, 5% decrease**

### Top Information Requests

The top information requests in FY.2019 were:

- Prohibited / Permitted (24%, 93,776)
- ID Requirements (23%, 91,830)
- TSA Pre-Check (19%, 73,002)
- Other Categories (34%, 135,728)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY.2016: 17,512 contacts
- FY.2017: 19,461 contacts, 11% increase
- FY.2018: 24,242 contacts, 25% increase
- FY.2019: 27,712 contacts, 14% increase**

### Notable for FY.2019

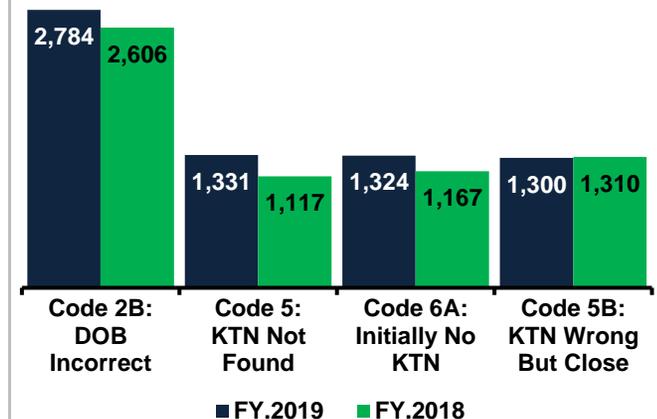
Requests / Day: 75.9

Top Request: Autism Spectrum (6,861)



In FY.2019, the TCC worked with Secure Flight (Intelligence and Analysis) to respond to 15,065 contacts who did not receive TSA Pre-Check (increased by 3% or 408 contacts from FY.2018 to FY.2019).

The top response codes for these contacts were:





# TCC Fiscal Year Report

## Trends: FY.2015 through FY.2019

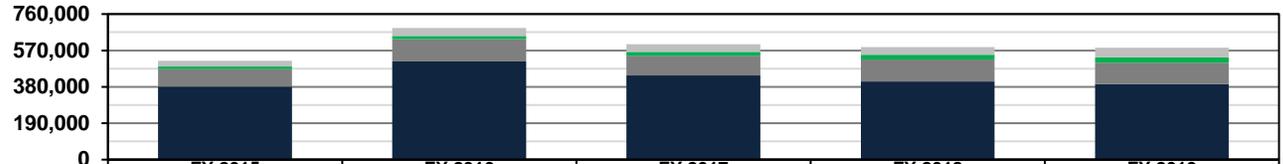
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### Contacts by Interaction Type

Informational (FY19 vs. FY18): **-3%**  
 Avg. FY over FY change: **+2%**

Complaints (FY19 vs. FY18): **-3%**  
 Avg. FY over FY change: **+7%**

Assistance (FY19 vs. FY18): **+14%**  
 Avg. FY over FY change: **+17%**



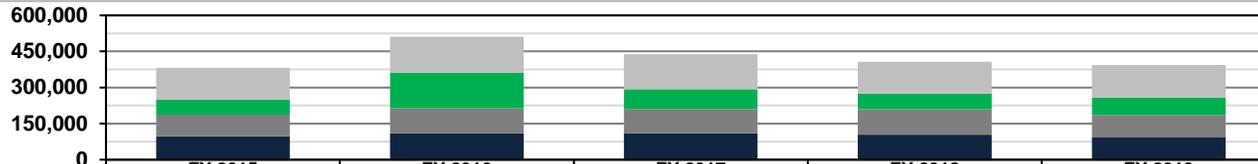
	FY.2015	FY.2016	FY.2017	FY.2018	FY.2019
Other	29,452	41,369	39,357	40,683	49,253
Request / Assistance	14,679	17,512	19,461	24,242	27,712
Complaints	90,382	116,389	103,769	115,886	112,399
Informational	381,658	512,166	439,128	407,350	394,336

### Top Information Requests

Prohibited / Permitted (FY19 vs. FY18): **-9%**  
 Avg. FY over FY change: **+0%**

ID Requirements (FY19 vs. FY18): **-14%**  
 Avg. FY over FY change: **+1%**

TSA Pre-Check (FY19 vs. FY18): **+13%**  
 Avg. FY over FY change: **+22%**



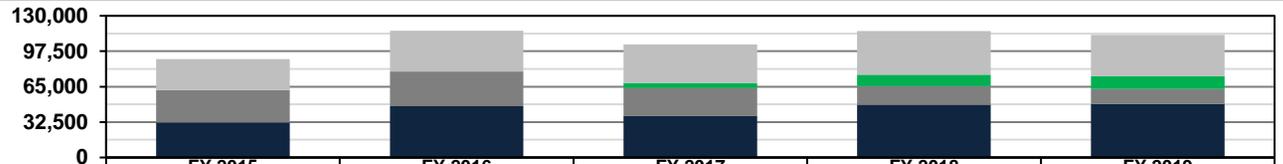
	FY.2015	FY.2016	FY.2017	FY.2018	FY.2019
Other	132,826	150,510	146,321	132,637	135,728
TSA Pre-Check	61,748	147,529	81,533	64,835	73,002
ID Requirements	90,486	105,171	101,273	106,500	91,830
Prohibited / Permitted	96,598	108,956	110,001	103,378	93,776

### Top Complaints

TSA Pre-Check (FY19 vs. FY18): **+1%**  
 Avg. FY over FY change: **+11%**

Mishandling Property (FY19 vs. FY18): **-19%**  
 Avg. FY over FY change: **-13%**

Property - Special (FY19 vs. FY18): **+12%**  
 Avg. FY over FY change: **+45%**



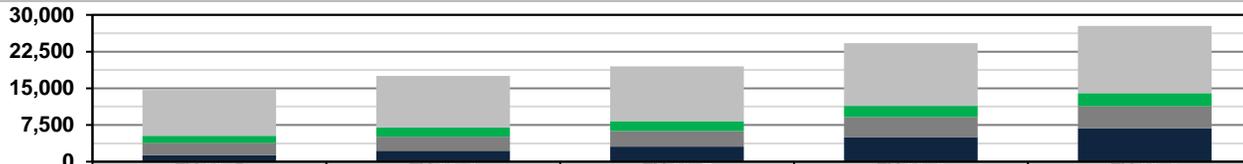
	FY.2015	FY.2016	FY.2017	FY.2018	FY.2019
Other	28,391	37,343	35,440	39,869	37,824
Property - Special	0	0	4,718	10,451	11,713
Mishandling Property	29,753	31,968	25,642	17,003	13,810
TSA Pre-Check	32,238	47,078	37,969	48,563	49,052

### Top Requests for Assistance

Autism Spectrum (FY19 vs. FY18): **+36%**  
 Avg. FY over FY change: **+41%**

Wheelchair / Scooter (FY19 vs. FY18): **+10%**  
 Avg. FY over FY change: **+12%**

Cognitive (FY19 vs. FY18): **+17%**  
 Avg. FY over FY change: **+14%**



	FY.2015	FY.2016	FY.2017	FY.2018	FY.2019
Other	9,391	10,523	11,203	12,824	13,672
Cognitive	1,424	1,879	1,961	2,297	2,695
Wheelchair / Scooter	2,530	2,858	3,210	4,071	4,484
Autism Spectrum	1,334	2,252	3,087	5,050	6,861