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)

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:

- FY.2019: 27,712 contacts, 14% increase
- 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)
TCC Fiscal Year Report
Trends: FY.2015 through FY.2019
Prepared by: Customer Service Branch

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%

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%

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%

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%

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