



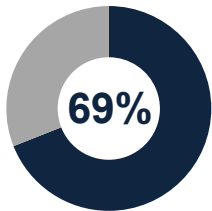
TCC Fiscal Year Report

Overview: FY.2018 vs. FY.2017

Prepared by: Customer Service Branch

The TSA Contact Center (TCC) received a total of 588,161 contacts (agent-assisted) during FY.2018. The below trends were noted.

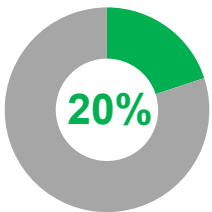
- 2% from FY.2017 to FY.2018
- 13,554 from FY.2017 to FY.2018



Information Requests:

69% of all contacts or 407,350 contacts. Decreased by 7% from FY.2017 to FY.2018 (-31,778).

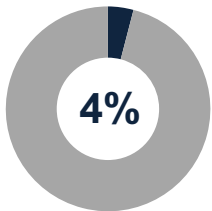
TSA Pre-Check decreased by 20% (-16,698). Indiv. w/ Disabilities increased by 21% (+8,145).



Complaints:

20% of all contacts or 115,886 contacts. Increased by 12% from FY.2017 to FY.2018 (+12,117).

Screening increased by 41% (+2,797). TSA Pre-Check increased by 28% (+10,594).



Requests for Assistance:

4% of all contacts or 24,242 contacts. Increased by 25% from FY.2017 to FY.2018 (+4,781).

Autism Spectrum increased by 64% (+1,963). Wheelchair / Scooter increased by 27% (+861).

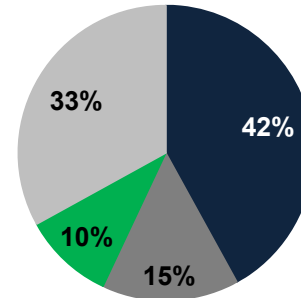
For comparison, TSA screened 780,682,804 passengers at screening checkpoints during FY.2018. The below trends were noted.

- +5.3% from FY.2017 to FY.2018
- +39,217,504 from FY.2017 to FY.2018

Top Complaints

The top complaints in FY.2018 were:

- TSA Pre-Check (42%, 48,563)
- Mishandling Property (15%, 17,003)
- Customer Service (10%, 11,179)
- Other Categories (33%, 39,141)



Complaint Type - "Wheelchair"

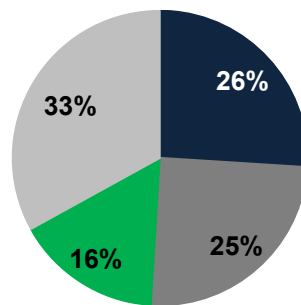
Below are the recent trends for passengers in wheelchairs and scooters

- FY.2015: 96 complaints
- FY.2016: 217 complaints, 126% increase
- FY.2017: 275 complaints, 27% increase
- FY.2018: 480 complaints, 75% increase**

Top Information Requests

The top information requests in FY.2018 were:

- ID Requirements (26%, 106,500)
- Prohibited / Permitted (25%, 103,378)
- TSA Pre-Check (16%, 64,835)
- Other Categories (33%, 132,637)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY.2015: 14,679 contacts
- FY.2016: 17,512 contacts, 19% increase
- FY.2017: 19,461 contacts, 11% increase
- FY.2018: 24,242 contacts, 25% increase**

Notable for FY.2018

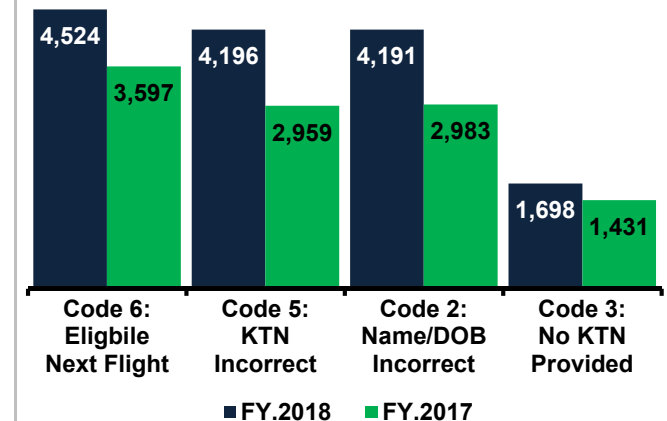
Requests / Day: 66.4

Top Request: Autism Spectrum (5,050)



In FY.2018, the TCC worked with OCPPE, Secure Flight, and OIA to respond to 18,217 contacts who did not receive TSA Pre-Check (increased by 23% or 3,441 contacts from FY.2017 to FY.2018).

The top response codes for these contacts were:





TCC Fiscal Year Report

Trends: FY.2015 through FY.2018

Prepared by: Customer Service Branch

Contacts by Interaction Type

Informational:

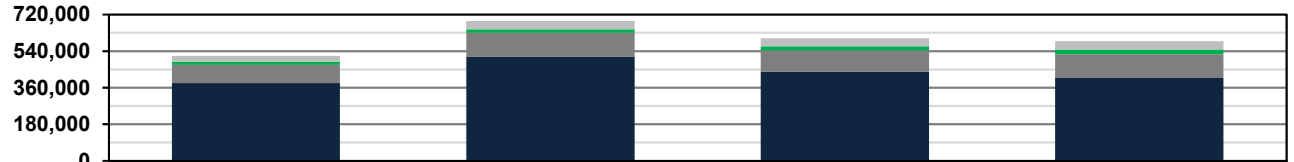
↓↓ 20% (FY16-18)

Complaints:

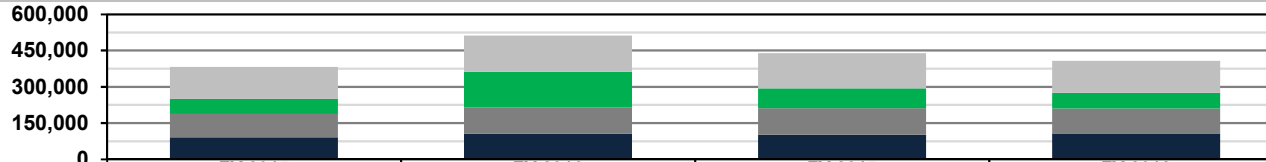
↓↓ 11% (FY16-17), ↑↑ 12% (FY17-18)

Requests for Assistance:

↑↑↑ 65% (FY15-18)



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



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

Top Information Requests

ID Requirements:

↑↑ 18% (FY15-18)

Prohibited / Permitted:

↑↑ 14% (FY15-17), ↓↓ 6% (FY17-18)

TSA Pre-Check:

↑↑↑ 139% (FY15-16), ↓↓↓ 56% (FY16-18)

Top Complaints

TSA Pre-Check:

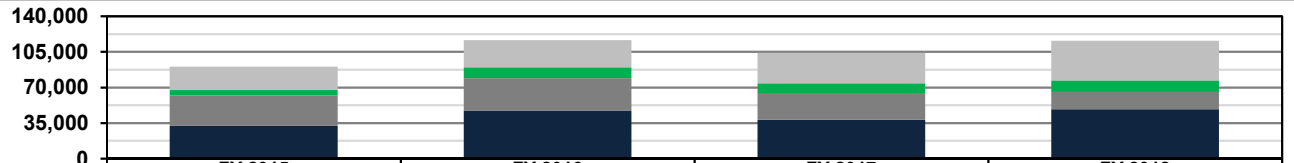
↓↓ 19% (FY16-17), ↑↑ 28% (FY17-18)

Mishandling Property:

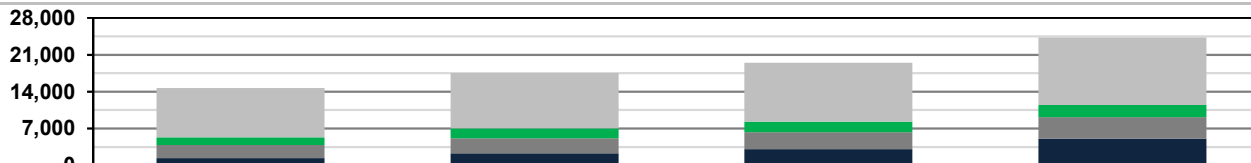
↓↓ 47% (FY16-18)

Customer Service:

↑↑↑ 105% (FY15-18)



	FY.2015	FY.2016	FY.2017	FY.2018
Other	22,936	26,656	29,834	39,141
Customer Service	5,455	10,687	10,324	11,179
Mishandling Property	29,753	31,968	25,642	17,003
TSA Pre-Check	32,238	47,078	37,969	48,563



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

Top Requests for Assistance

Autism Spectrum:

↑↑↑ 279% (FY15-18)

Wheelchair / Scooter:

↑↑↑ 61% (FY15-18)

Cognitive:

↑↑↑ 61% (FY15-18)