

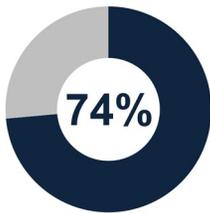


Customer Service Branch

Quarterly Report - FY2017, 1st Quarter

The TSA Contact Center (TCC) received a total of 151,186 contacts (agent-assisted) in the Q1 of FY2017. The below trends were noted:

- 15% from Q4, FY2016 to Q1, FY2017
- 4% from Q1, FY2016 to Q1, FY2017



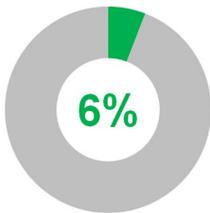
Information: 74% of all contacts or 111,228 contacts. Decreased by 17% from Q4 to Q1 (-22,282). Contacts for Individuals w/ Disabilities decreased by 18% (-1,809) while contacts for TSA Pre[®] decreased by 45% (-17,991).



Complaints: 17% of all contacts or 26,391 contacts. Decreased by 7% from Q4 to Q1 (-2,100). Contacts for Mishandling of Property decreased by 6% (-473) while contacts for TSA Pre[®] decreased by 16% (-1,830).



Requests for Assistance: 3% of all contacts or 4,228 contacts. Decreased by 16% from Q4 to Q1 (-806). Contacts for Individuals w/ Disabilities - Diabetes and Wounded Warrior decreased by 35% and 43% respectively (-101, -142).

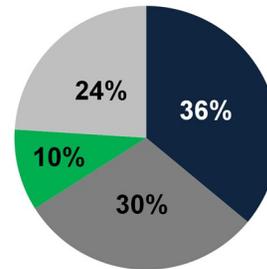


Other: Encompasses all other contact types (such as Compliments, Feedback, Follow-ups, etc.). 6% of all contacts or 9,339. Decreased by 10% from Q4 to Q1 (-1,084).

Top Complaints

The top complaints in Q1, FY2017 were:

- TSA Pre[®] (36%, 9,386)
- Mishandling of Property (30%, 7,868)
- Customer Service (10%, 2,646)
- All Other Categories (24%, 6,491)



Contact Type - "Lengthy Lines"

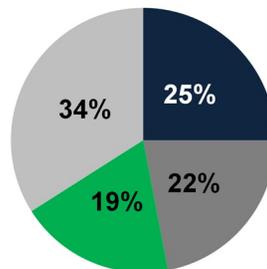
Below are the trends for the contact type, "Lengthy Lines:"

- FY16, Q2: 1,550 contacts
- FY16, Q3: 2,025 contacts, 31% increase
- FY16, Q4: 423 contacts, 79% decrease
- FY17, Q1: 305 contacts, **28% decrease**

Top Information Requests

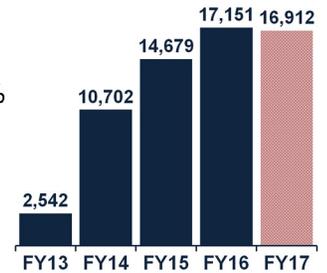
The top information requests in Q1, FY2017 were:

- Prohibited / Permitted (25%, 27,387)
- ID Requirements (22%, 24,803)
- TSA Pre[®] (19%, 21,585)
- All Other Categories (34%, 37,453)



Requests for Assistance (TSA Cares)

- FY13: 2,542;
- FY14: 10,702; +321%
- FY15: 14,679; +37%
- FY16: 17,151; +17%
- FY17: 4,228*



* Total through Q1. On pace for 16,912 total contacts



In Q1, FY2017, the TCC worked with OCRO, Secure Flight, and OIA to respond to 4,153 contacts who did not receive TSA Pre[®] (an increase of 14% or 495 contacts from Q4 to Q1).

The top response codes for these contacts were:

