

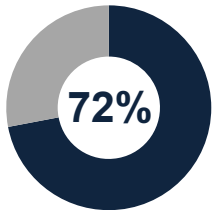


Transportation Security Administration

Customer Service Branch Quarterly Report - FY17.Q3

The TSA Contact Center (TCC) received a total of 145,333 contacts (agent-assisted) during FY17.Q3. The below trends were noted.

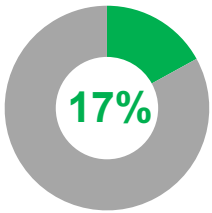
- 6% from FY17.Q2 to FY17.Q3
- 9,103 from FY17.Q2 to FY17.Q3



Information Requests:

72% of all contacts or 105,231 contacts. Decreased by 8% from FY17.Q2 to FY17.Q3 (-9,004).

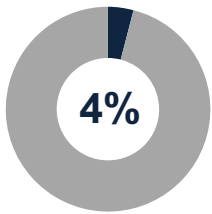
TSA Pre-Check decreased by 27% (-6,383). Indiv. w/ Disabilities increased by 22% (+2,015).



Complaints:

17% of all contacts or 24,995 contacts. Decreased by 0% from FY17.Q2 to FY17.Q3 (-99).

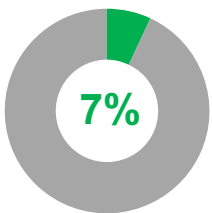
Customer Service increased by 21% (+466). Mishandling Property decreased by 7% (-515).



Requests for Assistance:

4% of all contacts or 5,493 contacts. Increased by 36% from FY17.Q2 to FY17.Q3 (+1,451).

Autism Spectrum increased by 66% (+368). Wheelchair / Scooter increased by 42% (+267).



Other Categories:

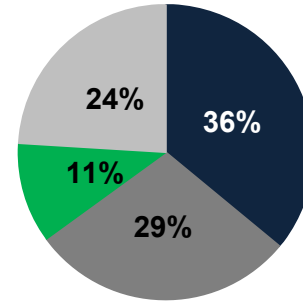
Encompasses all other contact types, such as Compliments, Feedback, etc.

7% of all contacts or 9,614 contacts. Decreased by 13% from FY17.Q2 to FY17.Q3 (-1,451).

Top Complaints

The top complaints in FY17.Q3 were:

- TSA Pre-Check (36%, 9,041)
- Mishandling Property (29%, 7,177)
- Customer Service (11%, 2,670)
- Other Categories (24%, 6,107)



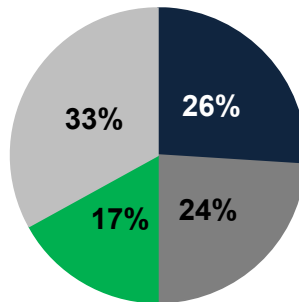
Contact Type - "Patdown"

Below are the recent trends for patdowns:

- FY16.Q3: 598 contacts
- FY16.Q4: 664 contacts, 11% increase
- FY17.Q1: 752 contacts, 13% increase
- FY17.Q2: 919 contacts, 22% increase
- FY17.Q3: 861 contacts, 6% decrease**

Top Information Requests

The top information requests in FY17.Q3 were:



- Prohibited / Permitted (26%, 27,234)
- ID Requirements (24%, 24,744)
- TSA Pre-Check (17%, 17,447)
- Other Categories (33%, 35,806)

Requests for Assistance

Below are the recent trends for TSA Cares

- FY16.Q3: 5,527 contacts
- FY16.Q4: 5,034 contacts, 9% decrease
- FY17.Q1: 4,228 contacts, 16% decrease
- FY17.Q2: 4,042 contacts, 4% decrease
- FY17.Q3: 5,493 contacts, 36% increase**

Notable for FY17.Q3

Requests / Day: 60.4

Top Request: Autism Spectrum (928)



In FY17.Q3, the TCC worked with OCRO, Secure Flight, and OIA to respond to 4,253 contacts who did not receive TSA Pre-Check (no significant change from FY17.Q2 to FY17.Q3).

The top response codes for these contacts were:

