

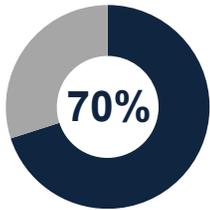


Transportation Security Administration

Customer Service Branch Quarterly Report - FY18.Q1

The TSA Contact Center (TCC) received a total of 145,732 contacts (agent-assisted) during FY18.Q1. The below trends were noted.

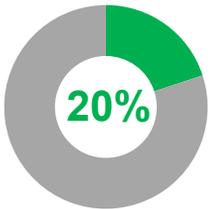
- 3% from FY17.Q4 to FY18.Q1
- 5,035 from FY17.Q4 to FY18.Q1



Information Requests:

70% of all contacts or 101,630 contacts. Decreased by 6% from FY17.Q4 to FY18.Q1 (-6,804).

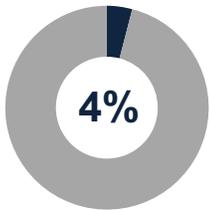
TSA Pre-Check decreased by 14% (-2,599). Indiv. w/ Disabilities decreased by 12% (-1,359).



Complaints:

20% of all contacts or 29,190 contacts. Increased by 7% from FY17.Q4 to FY18.Q1 (+1,901).

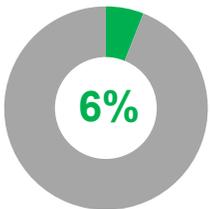
Screening increased by 48% (+847). TSA Pre-Check increased by 8% (+894).



Requests for Assistance:

4% of all contacts or 5,463 contacts. Decreased by 4% from FY17.Q4 to FY18.Q1 (-235).

Autism Spectrum decreased by 9% (-86). Medical Devices - Attach. increased by 17% (+69).



Other Categories:

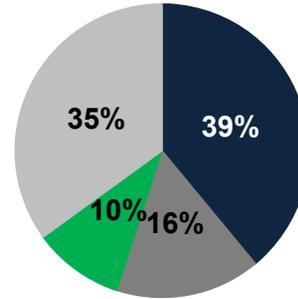
Encompasses all other contact types, such as Compliments, Feedback, etc.

6% of all contacts or 9,449 contacts. Increased by 1% from FY17.Q4 to FY18.Q1 (+103).

Top Complaints

The top complaints in FY18.Q1 were:

- TSA Pre-Check (39%, 11,419)
- Mishandling Property (16%, 4,639)
- Customer Service (10%, 3,030)
- Other Categories (35%, 10,102)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q1: 4,228 contacts
- FY17.Q2: 4,042 contacts, 4% decrease
- FY17.Q3: 5,493 contacts, 36% increase
- FY17.Q4: 5,698 contacts, 4% increase
- FY18.Q1: 5,463 contacts, 4% decrease**

Notable for FY18.Q1

Requests / Day: 60

Top Request: Wheelchair / Scooter (987)

Contact Type - "Patdown"

Below are the recent trends for patdowns:

- FY17.Q1: 752 contacts
- FY17.Q2: 919 contacts, 22% increase
- FY17.Q3: 861 contacts, 6% decrease
- FY17.Q4: 736 contacts, 15% decrease
- FY18.Q1: 732 contacts, 1% decrease**

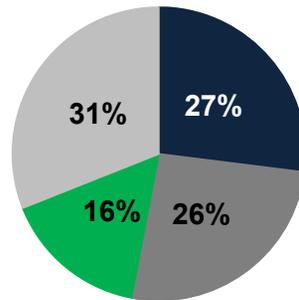


In FY18.Q1, the TCC worked with OCPER, Secure Flight, and OIA to respond to 5,170 contacts who did not receive TSA Pre-Check (increased by 25% or 1,043 contacts from FY17.Q4 to FY18.Q1).

Top Information Requests

The top information requests in FY18.Q1 were:

- Prohibited / Permitted (27%, 27,061)
- ID Requirements (26%, 26,683)
- TSA Pre-Check (16%, 16,072)
- Other Categories (31%, 31,814)



The top response codes for these contacts were:

