

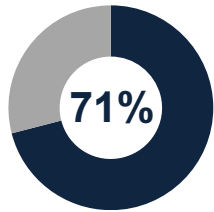


Transportation Security Administration

Customer Service Branch Quarterly Report - FY18.Q2

The TSA Contact Center (TCC) received a total of 141,098 contacts (agent-assisted) during FY18.Q2. The below trends were noted.

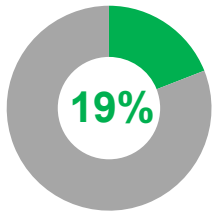
- 3% from FY18.Q1 to FY18.Q2
- 4,634 from FY18.Q1 to FY18.Q2



Information Requests:

71% of all contacts or 100,110 contacts. Decreased by 1% from FY18.Q1 to FY18.Q2 (-1,520).

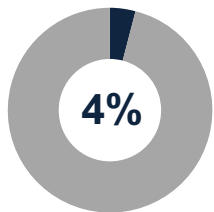
Prohibited / Permitted decreased by 16% (-4,203). Indiv. w/ Disabilities increased by 9% (+835).



Complaints:

19% of all contacts or 26,965 contacts. Decreased by 8% from FY18.Q1 to FY18.Q2 (-2,225).

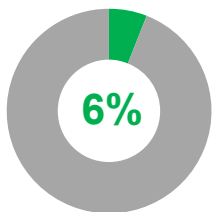
Mishandling Property decreased by 11% (-511). Screening decreased by 16% (-409).



Requests for Assistance:

4% of all contacts or 5,039 contacts. Decreased by 8% from FY18.Q1 to FY18.Q2 (-424).

Wheelchair / Scooter decreased by 13% (-133). Cogn. / Develop. / Mental decreased by 12% (-62).



Other Categories:

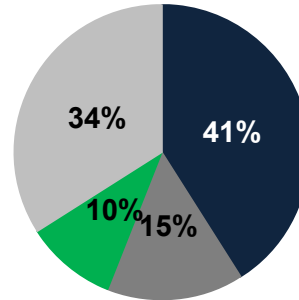
Encompasses all other contact types, such as Compliments, Feedback, etc.

6% of all contacts or 8,984 contacts. Decreased by 5% from FY18.Q1 to FY18.Q2 (-465).

Top Complaints

The top complaints in FY18.Q2 were:

- TSA Pre-Check (41%, 10,960)
- Mishandling Property (15%, 4,128)
- Customer Service (10%, 2,634)
- Other Categories (34%, 9,243)



Complaint Type - "Wheelchair"

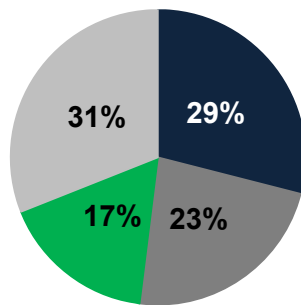
Below are the recent trends for PAX in wheelchairs

- FY17.Q2: 68 complaints
- FY17.Q3: 90 complaints, 32% increase
- FY17.Q4: 66 complaints, 27% decrease
- FY18.Q1: 133 complaints, 102% increase
- FY18.Q2: 108 complaints, 19% decrease**

Top Information Requests

The top information requests in FY18.Q2 were:

- ID Requirements (29%, 28,680)
- Prohibited / Permitted (23%, 22,858)
- TSA Pre-Check (17%, 16,710)
- Other Categories (31%, 31,862)



Requests for Assistance

Below are the recent trends for TSA Cares

- FY17.Q2: 4,042 contacts
- FY17.Q3: 5,493 contacts, 36% increase
- FY17.Q4: 5,698 contacts, 4% increase
- FY18.Q1: 5,463 contacts, 4% decrease
- FY18.Q2: 5,039 contacts, 8% decrease**

Notable for FY18.Q2

Requests / Day: 55.4

Top Request: Wheelchair / Scooter (854)



In FY18.Q2, the TCC worked with OCPER, Secure Flight, and OIA to respond to 3,947 contacts who did not receive TSA Pre-Check (decreased by 24% or 1,223 contacts from FY18.Q1 to FY18.Q2).

The top response codes for these contacts were:

