

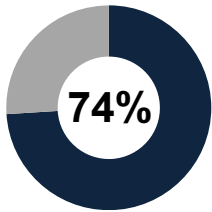


# Transportation Security Administration

# Customer Service Branch Quarterly Report - FY17.Q2

The TSA Contact Center (TCC) received a total of 154,436 contacts (agent-assisted) during FY17.Q2. The below trends were noted.

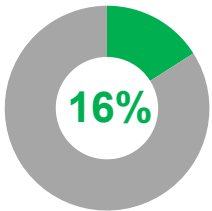
- +2% from FY17.Q1 to FY17.Q2
- +3,250 from FY17.Q1 to FY17.Q2



### Information Requests:

74% of all contacts or 114,235 contacts. Increased by 3% from FY17.Q1 to FY17.Q2 (+3,007).

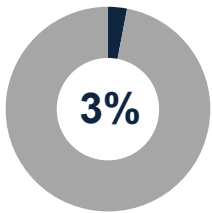
No Jurisdiction increased by 30% (+1,392). TSA PreCheck increased by 10% (+2,245).



### Complaints:

16% of all contacts or 25,094 contacts. Decreased by 5% from FY17.Q1 to FY17.Q2 (-1,297).

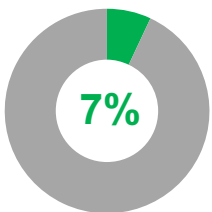
Customer Service decreased by 17% (-442). Screening decreased by 14% (-252).



### Requests for Assistance:

3% of all contacts or 4,042 contacts. Decreased by 4% from FY17.Q1 to FY17.Q2 (-186).

IWD: Diabetes increased by 58% (+111). IWD: Cogn. / Develop. / Mental decreased by 21% (-108).



### Other Categories:

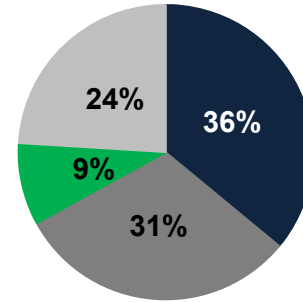
Encompasses all other contact types, such as Compliments, Feedback, etc.

7% of all contacts or 11,065 contacts. Increased by 18% from FY17.Q1 to FY17.Q2 (+1,726).

### Top Complaints

The top complaints in FY17.Q2 were:

- TSA PreCheck (36%, 9,017)
- Mishandling Property (31%, 7,692)
- Customer Service (9%, 2,204)
- Other Categories (24%, 6,181)



### Requests for Assistance

Below are the recent trends for TSA Cares

- FY16.Q2: 3,482 contacts
- FY16.Q3: 5,527 contacts, 59% increase
- FY16.Q4: 5,034 contacts, 9% decrease
- FY17.Q1: 4,228 contacts, 16% decrease
- FY17.Q2: 4,042 contacts, 4% decrease**

### Notable for FY17.Q2

Requests / Day: 44.4

Top Request: IWD: Wheelchair / Scooter (634)

### Contact Type - "Patdown"

Below are the recent trends for patdowns:

- FY16.Q2: 477 contacts
- FY16.Q3: 598 contacts, 25% increase
- FY16.Q4: 664 contacts, 11% increase
- FY17.Q1: 752 contacts, 13% increase
- FY17.Q2: 919 contacts, 22% increase**

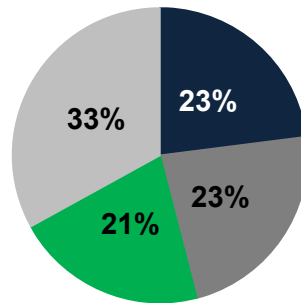


In FY17.Q2, the TCC worked with OCRO, Secure Flight, and OIA to respond to 4,243 contacts who did not receive TSA Pre-Check (increased by 2% or 90 contacts from FY17.Q1 to FY17.Q2).

### Top Information Requests

The top information requests in FY17.Q2 were:

- ID Requirements (23%, 26,571)
- Prohibited / Permitted (23%, 26,466)
- TSA PreCheck (21%, 23,830)
- Other Categories (33%, 37,368)



The top response codes for these contacts were:

