

-----Original Message-----

From: (b) (6) (b) (6)  
Sent: Sunday, June 22, 2008 10:48 AM  
To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;  
(b) (6)

Cc: (b) (6)  
Subject: RE: Weekend TSOC Schedule for OCC

Close out update. (b) (5)  
(b) (5), (b) (6) is here to  
transition. He gets extra points for showing up early. (b) (6)

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From: (b) (6) (b) (6) ]  
Sent: Sun 6/22/2008 10:12 AM  
To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;  
(b) (6)

Cc: (b) (6)  
Subject: RE: Weekend TSOC Schedule for OCC

All: An update on this mornings activity. (b) (5), (b) (6)

TSOC ID VERIFICATION REPORT

22 Jun 08

0500-0800

HOUR

MAX QUEUE WAIT

AVG CALL DURATION

NUMBER OF ID CHECKS

ID CHECKS NOT VERIFIED

DENIALS

0500-0559

5.7

9

0

0

0600-0659

4

5.3

18

5

1

0700-0759

1

5.8

18

0

0

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From: (b) (6) (b) (6)

Sent: Sun 6/22/2008 7:25 AM

To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;

(b) (6)

(b) (6)

Cc: (b) (6)

Subject: RE: Weekend TSOC Schedule for OCC

All: Goodmorning. Quiet night for the program people here. Summary of the action is below. More later. Best, (b) (6)

ID VERIFICATION SUMMARY

21-22 JUN 08

1700-0500 HRS

1. TOTAL # ID CHECKS: 74
2. TOTAL # UNVERIFIABLE IDS: 18
3. TOTAL # DENIALS: 7
4. AVERAGE CALL DURATION: 8.5 MINUTES

SUMMARY OF DENIALS:

HOUR

MAX QUEUE WAIT

AVG CALL DURATION

# ID CHECKS

ID CHECKS NOT VERIFIED

DENIALS

1700-1759

6

6

8

1

0

1800-1859

4

7

18

5

0

1900-1959

4

11

10

2

0

2000-2059

6

9

12

3

2

2100-2159

5

4

5

0

0

2200-2259

4

4

4

0

0

2300-2359

0

7

4

0

0

2400-2459

0

9

4

2

0

0100-0159

0

13

6

3

4

0200-0259

n/a

n/a

n/a

n/a

n/a

0300-0359

0

15

3

2

1

0400-0459

0

5

2

1

0