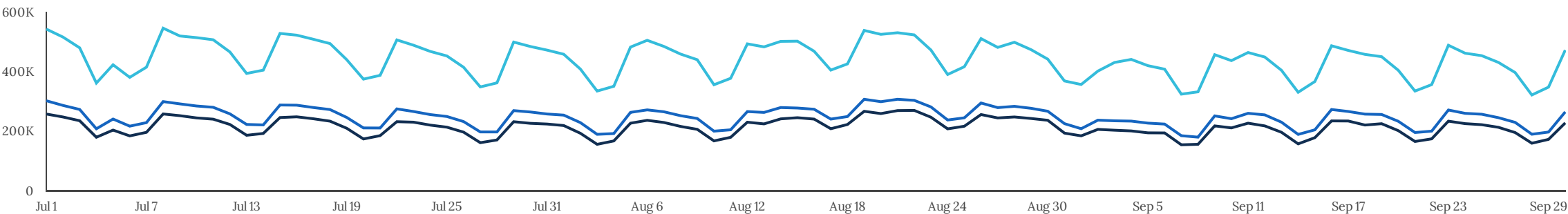
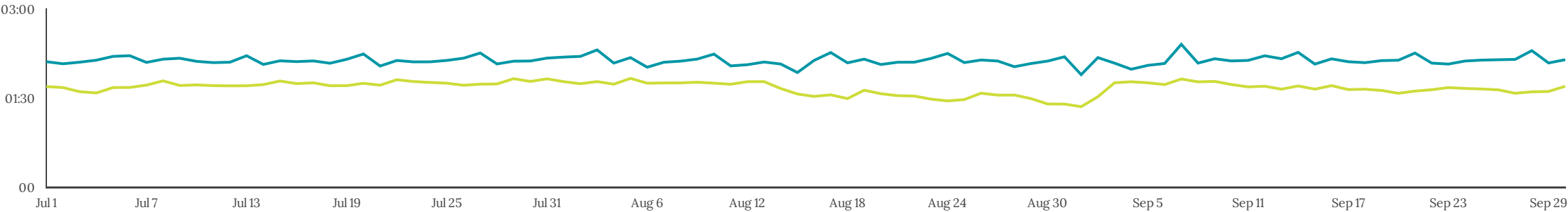


DHS | Transportation Security Administration

CX CAP Goal - Service Analytics Report | FY 19 - Q4 compared to previous quarter



<div>Users</div> <div>16,554,756</div> <div>↓ -3.9%</div>	<div>Sessions</div> <div>22,891,346</div> <div>↓ -4.4%</div>	<div>Pageviews</div> <div>40,782,553</div> <div>↓ -4.2%</div>	<div>Avg. Time on Page</div> <div>02:07</div> <div>↓ -0.3%</div>	<div>Avg. Session Duration</div> <div>01:40</div> <div>↓ -0.2%</div>
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Number of Sessions per User

1.38

↓ -0.5%

Avg. Page Load Time (sec)

3.47

↓ -5.5%

Bounce Rate

62.59%

↓ -0.9%

Pages / Session

1.78

↑ 0.2%