

112TH CONGRESS
2D SESSION

S. 2207

To require the Office of the Ombudsman of the Transportation Security Administration to appoint passenger advocates at Category X airports to assist elderly and disabled passengers who believe they have been mistreated by TSA personnel and for other purposes.

IN THE SENATE OF THE UNITED STATES

MARCH 20, 2012

Mr. SCHUMER (for himself and Ms. COLLINS) introduced the following bill; which was read twice and referred to the Committee on Commerce, Science, and Transportation

A BILL

To require the Office of the Ombudsman of the Transportation Security Administration to appoint passenger advocates at Category X airports to assist elderly and disabled passengers who believe they have been mistreated by TSA personnel and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Restoring Integrity
5 and Good-Heartedness in Traveler Screening Act” or the
6 “RIGHTS Act”.

1 **SEC. 2. FUNCTIONS OF THE OFFICE OF THE OMBUDSMAN.**

2 In addition to existing functions, the Office of the
3 Ombudsman of the Transportation Security Administra-
4 tion (referred to in this Act as the “Office”) shall—

5 (1) record complaints from the general public
6 regarding screening practices at the Transportation
7 Security Administration (referred to in this Act as
8 the “TSA”);

9 (2) determine best practices to resolve frequent
10 passenger complaints and assist in training TSA
11 agents regarding such practices;

12 (3) resolve passenger complaints at airports ac-
13 cusing TSA employees of mistreatment; and

14 (4) field advance notification calls from individ-
15 uals with medical conditions or disabilities and ar-
16 range for airport screening procedures for such indi-
17 viduals that ensure flight safety without causing
18 them undue hardship.

19 **SEC. 3. PASSENGER ADVOCATES.**

20 (a) IN GENERAL.—The duties of the Office shall be
21 performed by passenger advocates under the supervision
22 of the Ombudsman.

23 (b) APPOINTMENT.—The Ombudsman shall appoint
24 passenger advocates at each Category X airport from the
25 ranks of existing TSA employees who—

1 (1) have not been subject to disciplinary action
2 by the TSA; and

3 (2) shall receive—

4 (A) special training in conflict resolution;
5 and

6 (B) sufficient medical training to recognize
7 frequent legitimate complaints based on medical
8 conditions and disabilities.

9 (c) IMPLEMENTATION.—Not later than 1 year after
10 the date of the enactment of this Act, every Category X
11 airport shall always have at least 1 TSA passenger advo-
12 cate on duty during operating hours.

13 (d) SIGN REQUIREMENTS.—Every Category X air-
14 port shall place clearly visible signage at each gate that—

15 (1) explains that a passenger advocate may be
16 summoned if a passenger believes that a TSA em-
17 ployee has been mistreated on the basis of advanced
18 age or disability; and

19 (2) describes the procedures for summoning the
20 passenger advocate.

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