

114TH CONGRESS
2D SESSION

H. R. 6497

To require screening transparency and accountability of the TSA, and for
other purposes.

IN THE HOUSE OF REPRESENTATIVES

DECEMBER 8, 2016

Mr. CARTER of Georgia introduced the following bill; which was referred to
the Committee on Homeland Security

A BILL

To require screening transparency and accountability of the
TSA, 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 “TSA Screening Trans-
5 parency and Accountability Act”.

6 **SEC. 2. ACCURACY IN THE FEDERAL COST ESTIMATE AND**
7 **COST ESTIMATING PRACTICES.**

8 (a) IN GENERAL.—The Administrator of the Trans-
9 portation Security Administration (TSA) shall, consistent
10 with GAO’s November 2015 report on the Screening Part-

nership Program (GAO–16–19), update the TSA’s cost estimating methodology for Federal cost estimates and cost comparisons to conform to leading cost estimating best practices by, at a minimum—

(1) incorporating a cost estimate that reflects the total cost to the Federal Government, including all costs incurred by Federal agencies other than TSA;

(2) ensuring all cost estimates used by TSA are adjusted for inflation, as appropriate, over the duration of the contract;

(3) updating all cost estimates when circumstances at a Screening Partnership Program airport result in a significant change to a contract’s value, including—

(A) the opening or closing of an airport terminal;

(B) the change or alteration of airline service;

(C) the introduction of new technologies; or

(D) changes in policies and procedures;

(4) including a sensitivity analysis that identifies which variables have the greatest effect on cost estimates; and

1 (5) reflecting the inherent uncertainty associ-
2 ated with the cost estimate and identifying the ele-
3 ments of the cost estimate that present the most
4 risk.

5 (b) PUBLIC AVAILABILITY.—Not later than 30 days
6 after the Administrator of the TSA completes the update
7 required under subsection (a), the Administrator shall
8 make such update available to the public.

9 **SEC. 3. CUSTOMER SERVICE TRACKING AND ACCOUNT-**
10 **ABILITY.**

11 (a) IN GENERAL.—Not more than 180 days after the
12 date of the enactment of this Act, the Administrator of
13 the TSA shall develop a streamlined method and standard
14 protocol for documenting and tracking customer com-
15 plaints for both Federal and SPP airport checkpoints.

16 (b) CONSISTENCY.—The Administrator of the TSA
17 shall ensure consistent use across airports of methods to
18 inform passengers about TSA’s complaint and complaint
19 resolution process.

20 (c) PROCESS.—The Administrator of the TSA shall
21 establish a process for analyzing information on complaint
22 trends from all screening complaint mechanisms, including
23 a comparison between Federal screener complaints and
24 private screener complaints.

1 (d) DATA ANALYSIS.—The Administrator of the TSA
2 shall utilize data analysis to better inform the traveling
3 public about the nature and extent of screening com-
4 plaints.

5 **SEC. 4. INFORMATION SHARING WITH AIRPORT DIREC-**
6 **TORS.**

7 The Administrator of the TSA shall make available
8 to airport directors, managers, and other individuals in
9 similar airport leadership or executive positions (or se-
10 lected designees) who have been cleared under section
11 1520 of title 49, Code of Federal Regulations, an assess-
12 ment of each airport’s performance compared to the mean
13 average performance of all airports in the equivalent air-
14 port category for screening performance data, as well as
15 a briefing on the results of performance data reports, in-
16 cluding—

17 (1) the TSA’s Monthly Measures of Effective-
18 ness Report (MOE), including an assessment of each
19 airport’s performance compared to the mean average
20 performance of all airports in the equivalent airport
21 category;

22 (2) the OSO Executive Scorecard; and

23 (3) other performance data, including—

24 (A) passenger throughput;

25 (B) wait times; and

1 (C) employee attrition, absenteeism, injury
2 rates, and any other human capital measures
3 collected by TSA.

4 **SEC. 5. REPORT TO CONGRESS.**

5 The Administrator of the TSA shall provide to Con-
6 gress on an annual basis information related to the imple-
7 mentation of sections 2, 3 and 4.

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