

114TH CONGRESS  
2D SESSION

# H. R. 6497

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

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## 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

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## 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-

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

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

9 (2) ensuring all cost estimates used by TSA are  
10 adjusted for inflation, as appropriate, over the dura-  
11 tion of the contract;

12 (3) updating all cost estimates when cir-  
13 cumstances at a Screening Partnership Program air-  
14 port result in a significant change to a contract’s  
15 value, including—

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

18 (B) the change or alteration of airline serv-  
19 ice;

20 (C) the introduction of new technologies;

21 or

22 (D) changes in policies and procedures;

23 (4) including a sensitivity analysis that identi-  
24 fies which variables have the greatest effect on cost  
25 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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