(Original Signature of Member)
114TH CONGRESS H.R.
To require screening transparency and accountability of the TSA, and for other purposes.
IN THE HOUSE OF REPRESENTATIVES
Mr. Carter of Georgia introduced the following bill; which was referred to the Committee on
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

1	with GAO's November 2015 report on the Screening Part-
2	nership Program (GAO-16-19), update the TSA's cost
3	estimating methodology for Federal cost estimates and
4	cost comparisons to conform to leading cost estimating
5	best practices by, at a minimum—
6	(1) incorporating a cost estimate that reflects
7	the total cost to the Federal Government, including
8	all costs incurred by Federal agencies other than
9	TSA;
10	(2) ensuring all cost estimates used by TSA are
11	adjusted for inflation, as appropriate, over the dura-
12	tion of the contract;
13	(3) updating all cost estimates when cir-
14	cumstances at a Screening Partnership Program air-
15	port result in a significant change to a contract's
16	value, including—
17	(A) the opening or closing of an airport
18	terminal;
19	(B) the change or alteration of airline serv-
20	ice;
21	(C) the introduction of new technologies;
22	or
23	(D) changes in policies and procedures;

1	(4) including a sensitivity analysis that identi-
2	fies which variables have the greatest effect on cost
3	estimates; and
4	(5) reflecting the inherent uncertainty associ-
5	ated with the cost estimate and identifying the ele-
6	ments of the cost estimate that present the most
7	risk.
8	(b) Public Availability.—Not later than 30 days
9	after the Administrator of the TSA completes the update
10	required under subsection (a), the Administrator shall
11	make such update available to the public.
12	SEC. 3. CUSTOMER SERVICE TRACKING AND ACCOUNT-
13	ABILITY.
1314	ABILITY. (a) IN GENERAL.—Not more than 180 days after the
14 15	(a) In General.—Not more than 180 days after the
141516	(a) In General.—Not more than 180 days after the date of the enactment of this Act, the Administrator of
14151617	(a) IN GENERAL.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard
14151617	(a) In General.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer com-
1415161718	(a) IN GENERAL.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer complaints for both Federal and SPP airport checkpoints.
141516171819	(a) In General.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer complaints for both Federal and SPP airport checkpoints. (b) Consistency.—The Administrator of the TSA
14 15 16 17 18 19 20	 (a) IN GENERAL.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer complaints for both Federal and SPP airport checkpoints. (b) Consistency.—The Administrator of the TSA shall ensure consistent use across airports of methods to
14 15 16 17 18 19 20 21	(a) In General.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer complaints for both Federal and SPP airport checkpoints. (b) Consistency.—The Administrator of the TSA shall ensure consistent use across airports of methods to inform passengers about TSA's complaint and complaint
14 15 16 17 18 19 20 21 22	 (a) IN GENERAL.—Not more than 180 days after the date of the enactment of this Act, the Administrator of the TSA shall develop a streamlined method and standard protocol for documenting and tracking customer complaints for both Federal and SPP airport checkpoints. (b) Consistency.—The Administrator of the TSA shall ensure consistent use across airports of methods to inform passengers about TSA's complaint and complaint resolution process.

1	a comparison between Federal screener complaints and
2	private screener complaints.
3	(d) Data Analysis.—The Administrator of the TSA
4	shall utilize data analysis to better inform the traveling
5	public about the nature and extent of screening com-
6	plaints.
7	SEC. 4. INFORMATION SHARING WITH AIRPORT DIREC-
8	TORS.
9	The Administrator of the TSA shall make available
10	to airport directors, managers, and other individuals in
11	similar airport leadership or executive positions (or se-
12	lected designees) who have been cleared under section
13	1520 of title 49, Code of Federal Regulations, an assess-
14	ment of each airport's performance compared to the mean
15	average performance of all airports in the equivalent air-
16	port category for screening performance data, as well as
17	a briefing on the results of performance data reports, in-
18	cluding—
19	(1) the TSA's Monthly Measures of Effective-
20	ness Report (MOE), including an assessment of each
21	airport's performance compared to the mean average
22	performance of all airports in the equivalent airport
23	category;
24	(2) the OSO Executive Scorecard; and
25	(3) other performance data, including—

1	(A) passenger throughput;
2	(B) wait times; and
3	(C) employee attrition, absenteeism, injury
4	rates, and any other human capital measures
5	collected by TSA.
6	SEC. 5. REPORT TO CONGRESS.
7	The Administrator of the TSA shall provide to Con-
8	gress on an annual basis information related to the imple-
9	mentation of sections 2, 3 and 4.