



Transportation  
Security  
Administration

AUG 31 2011

The Honorable John J. Duncan, Jr.  
U.S. House of Representatives  
Washington, DC 20515

Dear Congressman Duncan:

Thank you for your letter of June 14, 2011, co-signed by your congressional colleagues, regarding the recent Transportation Security Administration (TSA) Screening Partnership Program (SPP) contract award at Kansas City International Airport (MCI).

The SPP solicitation for security screening services at MCI (as well as other SPP solicitations) specified that award would be made on a best value basis, and included the following language:

*"M.2. BASIS OF AWARD*

*... . The Government will make the award decision(s) on a Best Value basis. The Government will award to the responsible Offeror(s) whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The Government may award a contract to an Offeror that is other than the lowest priced offer, or to an Offeror that does not have the highest non-price factor rating."* (emphasis added)

TSA followed this language exactly in making its award decision for MCI and other SPP airports. This language requires TSA to conduct a trade-off analysis to determine the best value for the Government. Such a trade-off analysis often requires the Government to consider whether the specific benefits offered by a higher-rated technical proposal are worth a specific price premium, when compared to a lower-rated technical proposal offered at a lower price. TSA performed such an analysis prior to making the MCI contract award; this award was not based on accepting the lowest priced, technically acceptable (LPTA) offer.

In responding to an SPP Request for Proposals, potential offerors are required to provide proof of American ownership, Aviation and Transportation Security Act (ATSA) wage rate compliance, and a small business sub-contracting plan, if applicable, as Pass/Fail criteria for performing contract screening services. If an offeror receives a "Pass" in all of these areas, it is then evaluated on its management approach, as well as the approach that it proposes to use in performing screening services, security training, and transition. Offerors are also evaluated on past performance and proposed price. Complete descriptions of the grading and terminology used in each SPP source selection are detailed in a Source Selection Plan individually developed for each acquisition; however, a typical description of all factors and sub-factors and their relationships, based on the solicitation for screening services at MCI, is provided in the following table.

Factor	Subfactor	Criterion	Type of Review
<b>1.0</b>		<b>COMPLIANCE</b>	Pass / Fail
	1.1	Proof of American Ownership	
	1.2	ATSA Wage Rate Compliance	
	1.3	Small Business Sub-contracting Plan (if applicable)	
<b>2.0</b>		<b>MANAGEMENT APPROACH</b>	Adjectively Rated
	2.1	Program Management	
	2.2	Workforce Management	
	2.3	Onboarding	
	2.4	Quality Control	
	2.5	Uniform Control	
	2.6	Equipment and Consumables	
	2.7	Facilities	
<b>3.0</b>		<b>SCREENING SERVICES</b>	Adjectively Rated
	3.1	Passenger and Baggage Screening	
	3.2	Layered Security Activities	
	3.3	Claims and Passenger Property	
<b>4.0</b>		<b>SECURITY TRAINING</b>	Adjectively Rated
<b>5.0</b>		<b>PRE-TRANSITION AND TRANSITION</b>	Adjectively Rated
<b>6.0</b>		<b>PAST PERFORMANCE</b>	Adjectively Rated
<b>7.0</b>		<b>PRICE</b>	As defined in Federal Acquisition Regulation 15.404

Factor 1 is evaluated on a Pass/Fail basis. Within Factor 1, each of the subfactors is of equal importance and is also evaluated on a Pass/Fail basis. A “Fail” for any subfactor results in the Factor being evaluated as a “Fail.” If Factor 1 is evaluated as a “Fail,” the offeror may be removed from consideration for award.

With the exception of Factor 7.0 – Price, all factors and subfactors are evaluated and provided an adjectival rating.

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Factor 1.0 is a minimal evaluation factor and is, therefore, the most important factor. Trade-offs made in order to determine the best value awardee are done based upon the evaluation results of Factors 2 through 7 and the relative order of importance of Factors 2 through 7, as defined below:

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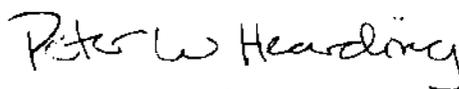
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As the technical merits of competing offers approach equal, price becomes more important in any trade-off decision.

The SPP award for MCI is currently in litigation at the U.S. Court of Federal Claims, and TSA is not able to provide further details at this time. However, if you like we would be glad to provide a general briefing on how the Agency conducts a best value procurement, without addressing the specifics of the MCI award.

We appreciate you took the time to share your concerns with us and hope this information is helpful. An identical response has been sent to the co-signees of your letter. If we may be of further assistance, please call the Office of Legislative Affairs at (571) 227-2717.

Sincerely yours,



Peter W. Hearing  
Legislative Director



Transportation  
Security  
Administration

AUG 31 2011

The Honorable Jim Cooper  
Member, U.S. House of Representatives  
605 Church Street  
Nashville, TN 37219

Dear Congressman Cooper:

Thank you for your letter of June 14, 2011, co-signed by your congressional colleagues, regarding the recent Transportation Security Administration (TSA) Screening Partnership Program (SPP) contract award at Kansas City International Airport (MCI).

The SPP solicitation for security screening services at MCI (as well as other SPP solicitations) specified that award would be made on a best value basis, and included the following language:

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	2.1	Program Management	
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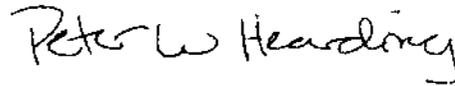
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Sincerely yours,



Peter W. Hearing  
Legislative Director



Transportation  
Security  
Administration

AUG 31 2011

The Honorable Marsha Blackburn  
U.S. House of Representatives  
Washington, DC 20515-4207

Dear Congresswoman Blackburn:

Thank you for your letter of June 14, 2011, co-signed by your congressional colleagues, regarding the recent Transportation Security Administration (TSA) Screening Partnership Program (SPP) contract award at Kansas City International Airport (MCI).

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	2.1	Program Management	
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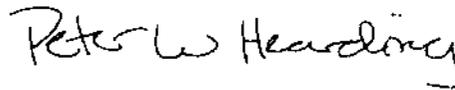
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Sincerely yours,



Peter W. Hearing  
Legislative Director



Transportation  
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AUG 31 2011

The Honorable Phil Roe  
U.S. House of Representatives  
Washington, DC 20515

Dear Congressman Roe:

Thank you for your letter of June 14, 2011, co-signed by your congressional colleagues, regarding the recent Transportation Security Administration (TSA) Screening Partnership Program (SPP) contract award at Kansas City International Airport (MCI).

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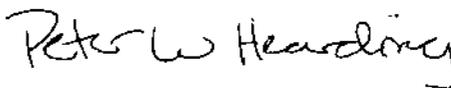
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Sincerely yours,



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Legislative Director



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AUG 31 2011

The Honorable Diane Black  
U.S. House of Representatives  
Washington, DC 20515

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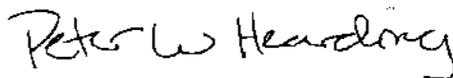
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U.S. House of Representatives  
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<b>2.0</b>		<b>MANAGEMENT APPROACH</b>	Adjectively Rated
	2.1	Program Management	
	2.2	Workforce Management	
	2.3	Onboarding	
	2.4	Quality Control	
	2.5	Uniform Control	
	2.6	Equipment and Consumables	
	2.7	Facilities	
<b>3.0</b>		<b>SCREENING SERVICES</b>	Adjectively Rated
	3.1	Passenger and Baggage Screening	
	3.2	Layered Security Activities	
	3.3	Claims and Passenger Property	
<b>4.0</b>		<b>SECURITY TRAINING</b>	Adjectively Rated
<b>5.0</b>		<b>PRE-TRANSITION AND TRANSITION</b>	Adjectively Rated
<b>6.0</b>		<b>PAST PERFORMANCE</b>	Adjectively Rated
<b>7.0</b>		<b>PRICE</b>	As defined in Federal Acquisition Regulation 15.404

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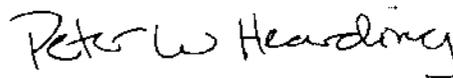
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We appreciate you took the time to share your concerns with us and hope this information is helpful. An identical response has been sent to the co-signees of your letter. If we may be of further assistance, please call the Office of Legislative Affairs at (571) 227-2717.

Sincerely yours,



Peter W. Hearing  
Legislative Director



Transportation  
Security  
Administration

AUG 31 2011

The Honorable Chuck Fleischmann  
U.S. House of Representatives  
Washington, DC 20515

Dear Congressman Fleischmann:

Thank you for your letter of June 14, 2011, co-signed by your congressional colleagues, regarding the recent Transportation Security Administration (TSA) Screening Partnership Program (SPP) contract award at Kansas City International Airport (MCI).

The SPP solicitation for security screening services at MCI (as well as other SPP solicitations) specified that award would be made on a best value basis, and included the following language:

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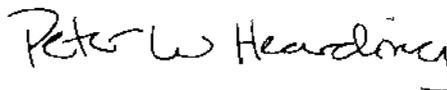
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Peter W. Hearing  
Legislative Director



Transportation  
Security  
Administration

AUG 31 2011

The Honorable Stephen Fincher  
U.S. House of Representatives  
Washington, DC 20515

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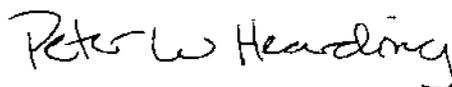
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Peter W. Hearing  
Legislative Director



TRANSPORTATION  
SECURITY  
ADMINISTRATION

# TSA CLEARANCE SHEET

ORIGINATOR

Ryan Oswald

DOCUMENT FOR ACTION

- Action Memo       Letter  
 Info. Memo       Other

OFFICE

OSO

PHONE

71955

DATE

**SUBJECT:** URGENT: Administrator Correspondence: TN Congressmen write TSA regarding the MCI SPP Award

TSA  
CONTROL  
NUMBER

TSA-110701-019

## ACTION REQUIRED

REVIEWERS		OFFICE	DIRECT PHONE NO.	INITIAL	DATE	CORRECTION REQUIRED
1.	Ray Williams, AGM SPP	OSO	71420	RW	7/14/11	
2.	Kim Hutchinson, GM Mission Supp	OSO	72464	KH	7/15/11	
3.	JohnLenihan, Deputy AA	OSO	72537	JL	7/15/11	
4.	Lee Kair	OSO	72537	JL	7/15/11	
5.						
6.						
7.						

EXECUTIVE SECRETARIAT		INITIAL	DATE	CORRECTION REQUESTED
Logging				
Review				
OFFICE OF THE ADMINISTRATOR		INITIAL	DATE	CORRECTION REQUESTED
1.				
2.				
3.				
4.				
5.				

Explanation, Special Instructions, Comments:

# Congress of the United States

Washington, DC 20515

June 14, 2011

John S. Pistole, Administrator  
TSA-1  
601 South 12<sup>th</sup> Street  
Arlington, VA 20598

TRANSPORTATION SECURITY  
ADMINISTRATION  
2011 JUN 30 P 2:22  
OFFICE OF THE  
EXECUTIVE SECRETARIAT

Dear Administrator Pistole:

We write you today about an issue of critical importance with regard to the Transportation Security Administration's (TSA) process for awarding contracts to companies that provide airport security screening for airports participating in the Screening Partnership Program (SPP).

Specifically, we request a briefing from the TSA to expand our understanding of the process through which private airport security screening contractors are selected. We are particularly concerned whether the TSA is giving the proper weight to the performance capabilities of SPP contractors in the selection process, based on your own procurement criteria, or are awarding contracts to the lowest cost bidders with insufficient regard to their inferior performance capabilities.

As we understand it, the TSA's stated criteria in recent SPP contract solicitations was that contract awards would be based on best value, meaning that SPP contractors would be selected that were most advantageous to the Government, based on an integrated evaluation of technical capabilities and price, with price being the least important factor. This approach appears to reflect the TSA's acknowledgement that a SPP contractor must be able to safeguard the safety of the flying public, and must be able to do so in an efficient and effective manner, and that such requirements are non-negotiable. We are quite concerned, though, that the TSA's recent SPP contract awards have been inconsistent with those important requirements.

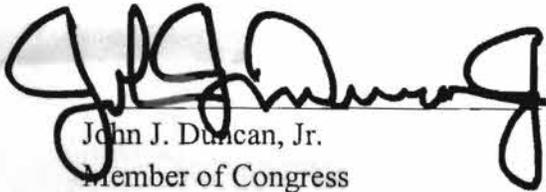
It is our further understanding that in the TSA's recent SPP solicitations, the most important criteria for evaluating competing bids were to be five technical factors, as opposed to price, and that the TSA advised that price would only become more important if the five technical factors among the competing proposals were evaluated to be the same. As such, according to the solicitations' own evaluation criteria, price would become dispositive only if the competing technical ratings were deemed to be of equal merit.

We have received information that indicates the TSA has awarded contracts inconsistent with these stated criteria. Rather, it appears that the TSA is effectively disregarding significantly different technical ratings among competing bidders and is instead using slightly differing price proposals among these same competing bidders to determine contract awards. If so, the TSA is acting in a manner that violates its own stated evaluation criteria, and essentially turns what was intended to be a contract award based on a best value source selection, in which price was to be determinative only if the competing technical ratings were equivalent, into a lowest bid price, technically acceptable contract award.

The SPP is a public-private partnership that we believe has been a tremendous success in providing efficient, effective and vital airport security screening for our traveling public. At this point we have serious concerns as to whether the TSA is selecting SPP contractors that have a proven capability to provide excellent security at our nation's airports. We are particularly concerned with the selection process that took place at the Kansas City International Airport (MCI), and look forward to discussing this with you in the near future.

Our goal, which is the same as the TSA's, is to ensure that a proper best value procurement will be conducted under the terms of the TSA's SPP solicitations and that we are making the best use of taxpayer dollars. Thank you for your consideration.

Sincerely,



John J. Duncan, Jr.  
Member of Congress



Jimp Cooper  
Member of Congress



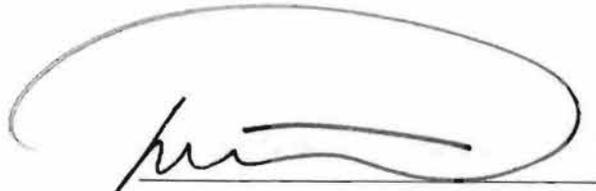
Marsha Blackburn  
Member of Congress



Phil Roe  
Member of Congress



Diane Black  
Member of Congress



Scott DesJarlais  
Member of Congress



Chuck Fleischmann  
Member of Congress



Stephen Fincher  
Member of Congress



Transportation  
Security  
Administration

JUL 22 2016

The Honorable Diane Black  
U.S. House of Representatives  
Washington, DC 20515

Dear Congresswoman Black:

Thank you for your letter of June 1, 2016 to Administrator Neffenger regarding staffing and wait times at our Nation's airports, the Screening Partnership Program (SPP), and employee attrition rates at the Transportation Security Administration (TSA). The Administrator asked that I respond on his behalf.

I am pleased to report that we have made significant changes and are seeing results. TSA checkpoint wait times have reduced significantly in recent weeks. Nationwide for the week of June 27 – July 2, 99 percent of passengers waited less than 30 minutes, and 96 percent of TSA Pre✓® passengers waited less than 5 minutes.

We are addressing your concerns regarding recruitment by converting more than 2,700 officers from part-time to full-time positions. Since the attrition rate for full-time officers is significantly lower than that of part-time officers, this conversion will help stabilize our workforce.

Responses to your specific questions are enclosed. Again, thank you for sharing your concerns with us. I hope this information is helpful. If you have any additional questions, please do not hesitate to contact me.

Sincerely yours,

A handwritten signature in black ink that reads "Huban A. Gowadia".

Huban A. Gowadia, Ph.D.  
Deputy Administrator

Enclosure

**Responses to Representative Diane Black's June 1, 2016 Letter to Administrator Neffenger**

**1) Why have only 22 of the approximately 450 commercial airports been awarded private contracts under the Screening Partnership Program?**

The Screening Partnership Program (SPP) is a voluntary program. Under 49 U.S.C. §44920, airport operators are authorized to make a decision on whether or not they pursue private screening contracts. Since inception of the program, 32 airports have applied to the SPP program. Of these, 21 are participating; five airports ceased commercial operations; four airports retracted their application; and two airports were denied prior to the passage of the FAA Modernization and Reform Act. The two airports that were denied have not since reapplied.

**2) How many companies have applied for a contract under the Screening Partnership Program?**

None. Companies are not authorized to apply to the Screening Partnership Program. Per 49 U.S.C. §44920, only airport operators have the authority to apply.

**3) How many commercial airports have submitted an application to the local airport Federal Security Director for the Screening Partnership Program?**

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**4) How does the TSA pair airports with private screening contractors under the SPP?**

Prior to 2015, any company was allowed to bid on a contract under the SPP. In 2015, TSA embarked on a new 10-year acquisition strategy featuring an Indefinite Delivery, Indefinite Quantity (IDIQ) contract vehicle with follow-on task orders for airport-specific contract awards. This acquisition strategy allows TSA to create a pool of qualified security screening services vendors that are eligible to compete for task order contract awards. Companies that are not part of the IDIQ will not be able to bid on SPP airports as they are re-competed or on new airports that opt-out of Federal screening and join SPP. However, the IDIQ contains a rolling admissions clause, which allows TSA to conduct a new competition to add additional IDIQ holders, should the need arise.

When competing airport-specific task orders, TSA follows the Federal Acquisition Regulation (FAR). Additionally, TSA will only make an award to an Offeror if its proposal meets the criteria defined in 49 U.S.C. §44920 and the statement of work in the solicitation. Awards are evaluated by several Source Selection Evaluation teams, and an award decision is made on a best value determination in accordance with the factors in the solicitation.

**5) Has the TSA considered the GAO’s findings in November of 2015 and what changes are being implemented to see their recommendations made in order?**

TSA concurred with all the three recommendations made by GAO in their November 2015 report. TSA revised its cost estimating methodology document to incorporate GAO’s recommendations. Additionally, TSA will provide to Congress, on an annual basis, a cost comparison of SPP and Federal costs, which will include imputed costs such as general liability insurance, retirement liabilities, and corporate tax adjustments. GAO is currently reviewing the changes TSA has made to our methodology for analyzing cost comparisons to ensure consistency with their recommendation. TSA will continue to work with GAO to close out the recommendations.

**6) What has been the turnover rate amongst TSA employees in the past 5 years?**

Turnover rates are determined by calculating the ratio of separations from personnel actions, and interagency transfers divided by the average employee headcount within the fiscal year.

The turnover rate amongst TSA employees in the past 5 years is listed below:

	TOTAL	Part-Time	Full-Time
2012	12.11%	22.54%	8.11%
2013	13.65%	25.88%	9.24%
2014	14.88%	28.54%	10.69%
2015	14.95%	27.73%	11.38%
2016*	14.66%	27.48%	11.16%

\*The 2016 turnover rate is annualized, which assumes the same rate of separation would continue through the remainder of the fiscal year.

As part of the \$62 million in funds that Congress authorized for reprogramming, TSA plans to convert up to 2,784 part-time TSOs to full-time. It is our hope that converting these part-time officers will improve our overall attrition rate.

**7) How many TSA Personnel have left in the past 3 years?**

From fiscal year (FY) 2014 to FY 2016, 21,299 employees left TSA. The count includes employees separated from a personnel action and TSA employees who have departed TSA through a DHS interagency transfer.

The total counts by fiscal year are provided below. Separation counts for FY 2016 are through pay period 10.

	2014	2015	2016	Total:
Number of TSA Personnel	8,208	8,067	5,024	21,299

**8) What has been the retention rate of private contractors operating under the SPP?**

SPP contracts are performance based contracts. Vendors are not required to provide certain human resources metrics such as attrition, absenteeism, or workers' compensation/injury rates. SPP contractors have flexibility in how they manage their workforce as long as they meet the Acceptable Quality Level defined in their contracts.

**9) Are there any plans to improve the SPP program due to the recent wait times?**

TSA is continually looking for ways to improve the SPP program. We recently awarded an Indefinite Delivery, Indefinite Quantity contract to multiple vendors, which will provide several benefits including a streamlined procurement process, increased consistency amongst contracts, and other additional efficiencies related to contract administration.

**10) What policies and procedures are in place to address the longer wait times?**

TSA established a comprehensive plan to address the increase in passenger volume at airports, and we have seen significant results. Due to Congress's swift action in approving the reprogramming of \$62 million within the current FY 2016 budget, we increased overtime and part-time hours for our officers. In some cases, we will be tripling the amount of available overtime to our officers at high-volume airports. We are converting more than 2,700 officers to full-time employment, and we have received authority to hire an 1,368 additional officers.

We have additional Passenger Screening Canine (PSC) teams coming on board at several high-risk and high-volume airports, and we are cross training existing cargo and multi-modal canines with the PSC skill set. We deployed extra PSC teams to seven key airports, allowing TSA to facilitate the efficient and effective screening of approximately 25 percent of the Nation's originating passenger volume. By deploying more canine teams at checkpoints, we will be able to provide additional expedited screening of passengers, which in turn reduces wait times while preserving security.

TSA has incorporated Behavior Detection Officers into the Travel Document Check and Divestiture functions at the checkpoint, which frees up Transportation Security Officers to perform x-ray duties, bag checks, and patdowns. Additionally, administrative staff members at airports across the country are helping with non-screening duties such as monitoring the queue and divestiture duties at the checkpoint.

We deployed additional officers to critical airports as supplemental checkpoint staff. TSA Federal Security Directors (FSDs) can deploy these resources as warranted during regular and peak travel times throughout the airports, and we are working closely with airline stakeholders to best align our workforce staffing and scheduling with peak passenger departure hours.

Some airlines and airports have also hired contract staff to provide divesting instructions to passengers and to enforce the limit of one carry-on bag and one smaller item per passenger, thereby helping to make the screening process more efficient.

The current environment requires that TSA use an intelligence-driven, risk-based approach to security. That is why growing the population of fully-vetted travelers such as TSA Pre✓<sup>®</sup> is so critical. We are aggressively marketing the program through partnerships with the travel industry and are currently averaging more than 13,000 per day in enrollments up from 3,500 per day just a year ago.

Further, we established a national Incident Command Center to specifically monitor operations at our busiest airports on an hourly basis. We are tracking projected volume, staffing and lane availability, and actual wait times, allowing us to address concerns in real time. Through the national Incident Command Center, we conduct daily calls with the focus airports and critical industry partners. Our shared goals are to ensure effective screening and to maximize our screening capacity to achieve shorter wait times. The Incident Command Center's actions are complementary of local TSA and stakeholder partnership to help manage checkpoint flows, manage lines and communicate with the traveling public. Our shared goals are to ensure effective screening and to maximize our screening capacity to achieve shorter wait times.

Finally, we are working to improve the efficiency of our checkpoint technology by partnering with companies that have technology or processes they would like TSA to demonstrate, such as automated bin return systems and multi-station divesting, which will increase checkpoint effectiveness and efficiency. We look forward to working with these industry partners to strengthen security, increase operational efficiency, and improve the passenger experience.

DIANE BLACK  
6<sup>TH</sup> DISTRICT OF TENNESSEE

COMMITTEE ON  
WAYS AND MEANS

SUBCOMMITTEE ON HEALTH

COMMITTEE ON THE BUDGET



CONGRESS OF THE UNITED STATES  
HOUSE OF REPRESENTATIVES  
WASHINGTON, DC 20515

June 1, 2016

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OFFICE OF THE  
EXECUTIVE SECRETARIAT

2016 JUN 8 PM 3:40

TSA

Peter V. Neffenger  
Administrator  
Transportation Security Administration  
601 12<sup>th</sup> Street S,  
Arlington, VA 22202

Dear Administrator Neffenger:

I write today to request information from the Transportation Security Administration (TSA) regarding the longer than normal security wait times at airports across the country. Recent reports of delays up to 90 minutes are concerning for several reasons, however, this letter seeks to obtain information regarding the lack of use of the TSA's Screening Partnership Program (SPP).

According to the TSA, the SPP contracts security screening services at commercial airports to qualified private companies. These companies run screening operations under federal oversight and must comply with all TSA security screening procedures.<sup>1</sup> However, as of today, only 22 of the 450 commercial airports use private screeners.

Further, in November 2015 the United States Government Accountability Office (GAO) examined the TSA's use of SPP at airports and recommended the TSA revise its 2013 cost estimating methodology to conform to best practices. . . and compare and update estimates when major changes to contact values occur.<sup>2</sup> These findings demonstrate that TSA can do more to better estimate the costs associated with SPP contracts and our concern is the sincerity of TSA to change its methodology in estimating costs to "not limit its selection of contractors."<sup>3</sup>

The above mentioned shortcomings should also bring to question the reported high turnover within the TSA.<sup>4</sup> For years now the TSA has suffered a high rate of turnover and a lack of diligent efforts to recruit top employees. Therefore, due to these inefficiencies and recommendations from the GAO, I ask the TSA to provide a response to the addendum attached to this letter.

<sup>1</sup> Screening Partnership Program, Transportation Security Administration, (<https://www.tsa.gov/for-industry/screening-partnerships>).

<sup>2</sup> TSA Can Benefit from Improved Cost Estimates, Screening Partnership Program, GAO Highlights, <http://gao.gov/assets/680/673660.pdf>.

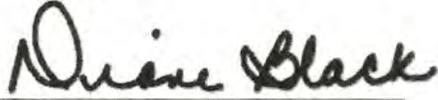
<sup>3</sup> *Id.*

<sup>4</sup> TSA, an 'abominable failure', Politico, <http://www.politico.com/story/2015/06/tsa-airport-security-failure-jeh-johnson-118557>.

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My goal is to work with the TSA to remove any barriers and encourage the Administration to improve cooperation with the most qualified private companies to screen our nation's airports. I look forward to working with you and the Administration to resolve these service problems and improve private partnership.

Sincerely,

A handwritten signature in black ink that reads "Diane Black". The signature is written in a cursive style with a large initial "D".

DIANE BLACK

Member of Congress

### **Definitions**

- 1) Any – means more than one.
- 2) Commercial airport(s) – means any airport within the United States.
- 3) Private Screening Contractor(s) – means any security screening service as understood within the Screening Partnership Program.
- 4) Private Contractor(s) – means any security screening service as understood within the Screening Partnership Program.
- 5) Policies and Procedures – means any formal or informal statement of intent, principle(s), standard(s), or set of guideline(s) that provide for addressing a matter within the jurisdiction of the TSA. This can also mean any discussions held internally to discuss the relevant matter.
- 6) Wait times – means the time patrons wait to be screened by the TSA at airports.

### **Questions for Administrator Neffenger**

- 1) Why have only 22 of the approximately 450 commercial airports been awarded private contracts under the Screening Partnership Program?
- 2) How many companies have applied for a contract under the Screening Partnership Program?
- 3) How many commercial airports have submitted an application to the local airport federal security director for the Screening Partnership Program?
- 4) How does the TSA pair airports with private screening contractors under the SPP?
- 5) Has the TSA considered the GAO's findings in November of 2015 and what changes are being implemented to see their recommendations made in order?
- 6) What has been the turnover rate amongst TSA employees in the past 5 years?
- 7) How many TSA personnel have left in the past 3 years?
- 8) What has been the retention rate of private contractors operating under the SPP?
- 9) Are there any plans to improve the SPP program due to the recent wait times?
- 10) What policies and procedures are in place to address the longer wait times?