



Transportation
Security
Administration

JUL 08 2016

The Honorable Sanford D. Bishop, Jr.
U.S House of Representatives
Washington, DC 20515

Dear Congressman Bishop:

Thank you for your letter of May 27, 2016, co-signed by your Georgia congressional colleagues, regarding your concerns with the Transportation Security Administration's (TSA) allocation of resources including staffing levels and wait times at Hartsfield-Jackson Atlanta International Airport (ATL).

I am pleased to report that TSA checkpoint wait times at ATL have reduced significantly in recent weeks. For the week of June 26 - July 2, for example, 100 percent of non-TSA Pre✓[®] passengers waited less than 30 minutes, and 100 percent of TSA Pre✓[®] passengers waited less than 5 minutes.

We have made significant changes at ATL and are seeing results. We partnered with airport and airline stakeholders to identify opportunities for optimization and improvement. We adjusted TSA staffing levels during peak times and gave the Federal Security Director the flexibility to incorporate Behavior Detection Officers into front-end checkpoint functions. Following Congressional reprogramming of TSA funds, we authorized resource increases at ATL which are the equivalent of approximately 85 additional full time Officers above what was already planned for the summer months. Specifically, we authorized ATL to hire 43 additional Officers, convert up to 69 frontline Officers from part-time to full-time, and utilize more than 28,000 additional overtime hours. Earlier this month, TSA conducted an in depth review of summer staffing needs at 20 critical airports, including ATL, and as a result, TSA plans to temporarily deploy an additional 25 Officers to ATL from other airports to augment staffing during a high volume 30-day period of the summer from early July to early August.

To further expedite passenger screening, ATL currently operates seven Passenger Screening Canine (PSC) teams, with an additional eight teams in various stages of hiring or training. Our PSC teams are currently utilized at the Main Checkpoint, and we are in the process of certifying additional checkpoints for canine operations. In addition, installation of automated screening equipment at the T South Checkpoint in May resulted in more efficient screening and improved passenger throughput.

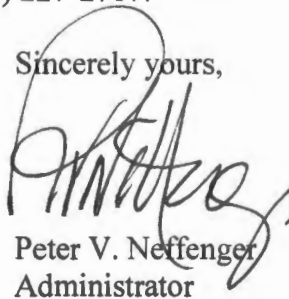
We must always remain focused on our mission and ensure the security of the traveling public. An increase in screening volume combined with reduced TSA staffing over the past few years and our renewed focus on security are significant contributors to the situation we face today. To help face these challenges, we established a National Incident Command Center to specifically monitor operations at our busiest airports, including ATL, 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. We conduct daily calls with airports and airlines. Our shared goals are to ensure effective screening and to maximize our screening capacity to achieve shorter wait times.

I am confident that all of these initiatives together will continue to generate positive results for ATL passengers. I will closely monitor the situation at ATL, and TSA will make adjustments as necessary.

Thank you for sharing your concerns with me. Identical responses were sent to the cosigners of your letter. If you have any questions, please do not hesitate to contact me personally or TSA's Office of Legislative Affairs, at (571) 227-2717.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Peter V. Neffenger", written over the typed name and title.

Peter V. Neffenger
Administrator