

Congress of the United States
House of Representatives
Washington, DC 20515-4403

March 19, 2015

Mr. Melvin Carraway
Acting Administrator
Transportation Security Administration

Dear Mr. Carraway,

Recently a number of complaints have been raised regarding the Transportation Security Administration (TSA) procedures at the Salt Lake City International Airport in Salt Lake City, Utah. According to these complaints and my own personal experience, passengers often face unexpected and significant delays when attempting to board flights. In one recent instance, I witnessed passengers offering upwards of \$50 to other passengers in return for being allowed to move ahead in line so as not to miss flights. During this particular episode, the TSA “pre-check” line was closed despite the large number of passengers attempting to board flights. I personally waited more than 45 minutes to move through the line to the security checkpoint on this particular occasion.

Unfortunately, my personal experience does not appear to be an isolated incident. Although others frequently traveling through this airport have raised similar concerns, it is the concerns raised by airlines that are perhaps most troubling. My office has received complaints suggesting that the delays experienced by passengers may be the result of inadequate TSA staffing in recent months. This situation has caused concerns that not only travel times but also airport and flight security have been jeopardized. Although it is believed that TSA is aware of the impact insufficient staffing is having on travel and safety, airlines are concerned that TSA is not responding with sufficient urgency – thereby leaving passengers vulnerable to security risks and delayed or missed flights at significant cost.

In order to satisfy my concerns that these complaints are not the result of TSA inattention or negligence, please provide responses to the following questions as soon as possible, but no later than Tuesday, March 31 at 5:00 pm:

1. Is the current TSA staffing level at the Salt Lake City International Airport sufficient for the volume of passengers traveling on a daily basis?
2. What factors lead to closure of the “pre-check” lines at this airport?
3. How do average line times during the first quarter of 2015 compare with average line times in the first quarter of 2014?
4. How does the average TSA staffing level at this airport during the first quarter of 2015 compare with the average TSA staffing level in the first quarter of 2014?

5. What steps is TSA taking to address staffing needs and longer wait times?

If you have any questions about this request, please contact Amber Talley of my staff at (202) 226-7714. Your prompt attention to these questions is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jason Chaffetz". The signature is fluid and cursive, with a large initial "J" and "C".

Jason Chaffetz
Member of Congress