



One Hundred Tenth Congress
U.S. House of Representatives
Committee on Homeland Security
Washington, DC 20515

May 29, 2008

The Honorable Michael Chertoff
Secretary
U.S. Department of Homeland Security
Washington, D.C. 20528

Dear Secretary Chertoff:

I am writing to you today to inquire about the steps the Transportation Security Administration (TSA) has taken against the contractor responsible for implementing the Transportation Worker Identification Card (TWIC) Helpdesk.

Transportation workers around the country have called my office to complain about the Helpdesk. The Helpdesk was supposed to provide assistance to the 1.2 million transportation workers who are required to attain a TWIC. Instead, the Helpdesk has proven to be a yet another poorly designed and managed program that is negatively impacting those individuals who comprise the valuable eyes and ears of our nation's transportation system.

I have been informed that workers are being asked to stay on hold for hours at a time to receive advice that is often incorrect and misleading. Additionally, employers have told me that they are considering hiring administrative personnel just to address TWIC related problems experienced by employees. This situation is unacceptable and must be fixed immediately.

Due to the serious nature of this issue, please respond in writing to the following no later than June 2, 2008:

- It is my understanding that TSA has taken contractual actions against the contractor for problems related to the TWIC Helpdesk. Please provide a narrative explaining the problems that TSA has asked the contractor to address and the contractor's suggested remediation actions.

- For each remediation action proposed, please indicate whether TSA has approved of the suggested remediation action and whether the cost of the remediation will be borne by TSA or the contractor.
- If the cost of the remediation action will be borne by TSA, please indicate the estimated cost.
- For each remediation action proposed, please indicate the date which it was proposed and the current status of its implementation.
- In the interim between acknowledgement of a necessary remediation and completed implementation of the remediation, please indicate what steps TSA has taken to correct the significant problems which are continuing to plague the TWIC Helpdesk.

Thank you for your attention to this matter. If you have any questions regarding this request, please contact Denise Krepp, Senior Counsel at 202 226-2616.

Sincerely,

A handwritten signature in black ink that reads "Bennie G. Thompson". The signature is written in a cursive style with a large, stylized initial "B".

Bennie G. Thompson
Chairman