

APR 25 2016

U.S. Department of Homeland Security  
601 South 12th Street  
Arlington, VA 20598



Transportation  
Security  
Administration

The Honorable Jaime Herrera Beutler  
U.S. House of Representatives  
Washington, DC 20515

Dear Congresswoman Herrera Beutler:

Thank you for your letter of March 23, 2016, co-signed by Congresswoman Lucille Roybal-Allard, regarding the Transportation Security Administration's (TSA) screening of medically exempt liquids including breast milk, formula, or juice for infants, and the accessories required to keep them at appropriate temperatures. I appreciate your support as the Co-Chair of the Congressional Caucus on Maternity Care, and thank you for recognizing TSA's efforts to accommodate individuals traveling with these items.

As you know well, explosives in the form of liquids, gels, and aerosols continue to pose a risk to aviation; hence the need to properly screen these items while ensuring that all passengers are treated with dignity, respect, and courtesy. We train our officers to screen individuals and their personal items to ensure safe and secure travel, and we endeavor to apply these measures consistently across the country. To that end, TSA remains committed to properly educating our workforce to reduce the likelihood of passengers encountering difficulties or inconsistencies in our processes. While all frontline employees are trained on how to screen medically exempt liquids and accompanying items, reinforcement of the training is key to ensuring professional and respectful interactions with travelers.

I have directed our Office of Security Operations to include a segment on screening medically exempt liquids and accompanying items in an upcoming National Shift Brief, which is delivered to all frontline employees prior to their shift. With the summer peak travel season rapidly approaching, this will give our officers a timely reminder, as we expect a high volume of passengers traveling with small children and these items. Further, TSA will add this topic to the agenda for an upcoming national conference call, which includes all TSA Regional Directors and Federal Security Directors who are responsible for monitoring the day-to-day operations at all of our airports.

TSA recently secured sponsorship of a booth at the Association of Maternal and Child Health Programs (AMCHP) event in Washington, DC, which was held April 7-9, 2016. Staff from TSA's Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement attended the booth event each day to share information about TSA's programs and services, including TSA Cares, the Passenger Support Specialist Program, and TSA Precheck. TSA also listened to attendees concerns and answered questions about the security screening process, including discussions about traveling with breast milk and related supplies.

Since receipt of your letter, we have also reached out to appropriate organizations and groups to invite them to join TSA's Disability and Medical Condition Coalition, which is comprised of 40 national level disability and medical condition organizations as well as more than 300 state and local grassroots organizations. As the result of this outreach, TSA has secured coalition membership of AMCHP as well as the US Breastfeeding Committee and La Leche League

International. TSA will collaborate with these and other organizations that join the coalition to present a Webinar for the frontline workforce on screening breast milk and related supplies and items. With permission of the participating organizations, the Webinar will be recorded and available for viewing on-demand by the workforce.

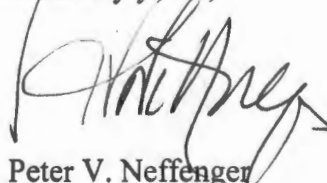
Moreover, we will collaborate with the organizations to develop a "promising practices" publication for the workforce that emphasizes proper security screening of breast milk and other medically necessary items; it will also discuss etiquette and sensitivity in our engagement with individuals traveling with these items. Finally, we will seek the involvement of a representative of one of the members of a local organization to conduct a mock screening event at Reagan National Airport. The event will be recorded for a TSA Television broadcast, which will be issued to our workforce through our internal communications systems.

We have also made resources available to educate passengers on our screening procedures. Our Office of Strategic Communications and Public Affairs has included the proper procedures for screening medically exempt liquids and accompanying items on our public Web site at [www.tsa.gov/travel/special-procedures](http://www.tsa.gov/travel/special-procedures); so passengers know how to prepare these items for travel. We urge travelers to use the TSA helpline, TSA Cares, should they have any difficulties in the future or to assist them in advance with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as a dedicated resource specifically for travelers who want to prepare in advance for TSA security screening. Passengers can contact TSA Cares toll free at (855) 787-2227 (Federal Relay 711) between 8 a.m. and 11 p.m. ET, Monday to Friday and between 9 a.m. and 8 p.m. ET on weekends and holidays. If they choose this option, TSA recommends that passengers contact TSA Cares no later than 72 hours before travel.

Additionally, if passengers have any questions or issues about our procedures while at the checkpoint, they can always ask to speak to a supervisor on duty or a Passenger Support Specialist. TSA has created the Passenger Support Specialist program to assist passengers with disabilities, special needs, and medical conditions. The goal is to have these specialists in the vicinity of an airport's checkpoints to provide proactive assistance and resolve traveler-related screening concerns

Again, thank you for bringing your concerns to my attention and I hope this information is helpful. An identical response was sent to Congresswoman Roybal-Allard. If I can be of further assistance, please do not hesitate to contact me personally or the Office of Legislative Affairs at (571) 227-2717.

Sincerely yours,



Peter V. Neffenger  
Administrator