



*Association of Professional Flight Attendants*

*Office of the National President*

August 28, 2019

Honorable Bennie G. Thompson  
Chairman, Committee on Homeland Security  
Room H2-176 Ford House Office Building  
Washington, D. C. 20515

Dear Chairman Thompson:

On Saturday, the Transportation Security Administration (TSA) arbitrarily announced changes to the Known Crewmember Program (KCM). The announcement took airline and union stakeholders by surprise and spiked worries among crewmembers as to why the policy changed and why it was posted outside of normal business hours. Normally when the Department of Homeland Security and TSA make announcements outside normal business hours it reflects an emergency or an increase in the threat status.

The Association of Professional Flight Attendants (APFA) and other unions were not noticed about the upcoming changes that were supposed to take effect within five days as of the posting. Over the past 72 hours, TSA has flip-flopped how the policy would change, while leaked reports even indicated that the entire program was under threat of being shut down. Late last night, TSA posted on the KCM website a reversal to the initial policy change, restoring the current procedures.

The past several days have been a jumble of policy changes, rumors, and reversals with no background information and only selected communications with stakeholders. To truly enhance the KCM program, the APFA Safety and Security Department and the safety departments of all unions must be part of the discussion.

Furthermore, the timing of the announcement left APFA members wondering whether something specific or security-related prompted the changes to KCM. As the last line of defense on an aircraft, we need to know what is going on and whether to be on the lookout for something specific. It is unsettling that Saturday's announcement left crewmembers confused and worried.

APFA has reached out with concerns and frustrations as to the nature of TSA's announcement. APFA members recognize that the KCM program is a privilege and it is highly valued by our members who are trusted with the safety and security of all passengers in the cabin. It is an important program that supports the efficient operation of our airspace. Our aviation security system is multilayered, and Flight

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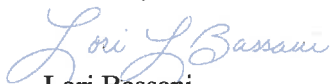
Attendants are, in fact, tasked with being one of the layers that keep air travel safe. TSA has undergone a fair share of criticism in recent years, and we believe that TSA Administrator Pekokse should focus any safety enhancements on strengthening the security checks of the traveling public.

Finally, the past 72 hours raises questions about the operation, management, and leadership of TSA. Our members reported that sporadic enforcement of the new policy began early in various airports across the country. Flight Attendants were put in an awkward position of informing TSA agents of the details on the KCM website posting. It was obvious that the left hand had no idea what the right hand was doing.

APFA is requesting an oversight hearing to investigate the management of TSA and the reason behind these policy changes and reversals.

Thank you for your consideration of this request. APFA continues to support your leadership and your dedication to Homeland Security.

Sincerely,

A handwritten signature in blue ink that reads "Lori L. Bassani". The signature is written in a cursive style with a large initial "L".

Lori Bassani  
National President  
Association of Professional Flight Attendants