TSA Workforce Initiatives

Improving TSA

Transportation Security Administration

Aug 09 — **ICMS** launched at TSA headquarters, including an **Employee Advisory Council**.

Jul 09 — The **Career Evolution Program** provides current TSA field employees with an opportunity to advance their career at TSA. It was designed to streamline the hiring process. The initial goal is to complete "100 Hires" of field staff for career positions at the F, G, and H pay bands. Web-based **Realistic Job Preview (RJP)** video gives potential applicants an honest and objective portrayal to share information with prospective candidates to ensure that the individuals want to continue the hiring process.

May 09 — **New Horizons Program** initially recruited 35 entry level employees, of which 72% are minorities. The initiative is central to the TSA's 20 year plan to recruit and develop a professional workforce that is reflective of America.

Dec 08 — TSO **pay for performance** awards (for 2008) issued, totaling **$98M in pay raises and bonuses**.

Sept/Oct 08 — **Revolutionary new intel and threat-based training and new uniforms** have been rolled out in every airport in a concerted effort to increase security.

Sept 08 — **Peer Review Program** implemented for the TSO workforce which will allow officers to have workforce issues and selected actions reviewed by a panel of their peers. **Enhanced whistleblower protection rights for TSOs**, which enable them to appeal whistleblower retaliation complaints to the Merit Systems Protection Board, a second independent unit.

Jun 08 — **The Next Generation Screening Checkpoint Standard Operating Procedures (SOP)** now uses video clips to better demonstrate previously text-based instructions for officers.

Feb 08 — **ICMS Standards** established. **Employee Advisory Councils at all hub airports** with mandatory training in conflict management for field employees and cooperative problem solving for all management staff.

Jan 08 — TSO **pay for performance** awards (for 2007) issued, totaling **$87M in pay raises and bonuses**. **NAC II meets and expands to include Transportation Security Managers.**

Oct 07 — **Full-time health benefits for all part-time TSOs** is offered. Health insurance coverage at a lower cost results in salary increase.

May/Jun 07 — **TSO optimization program** allows part-time TSOs to volunteer for full-time split shifts, increasing their hours and government benefits. Financial incentive piloted at eight airports proved successful.

Apr 07 — The **IdeaFactory was created** to empower TSA employees to suggest and promote ideas to improve their workplace and the way TSA does business. TSOs invited to comment on **upcoming national screening procedures**. More than 10,000 comments received from thousands of TSOs - many were used to make changes.

Feb 07 — TSO **pay for performance** awards (for 2006) issued, totaling **$72M in pay raises and bonuses**.; **Integrated Conflict Management System (ICMS)** mandated for all field locations.

Nov 06 — **Foundations of Leadership** training provides first-line supervisory skills to newly promoted TSA managers at headquarters and the field. Since the program's inception, more than 3,176 employees have completed the program.

Sept 06 — New Jobs: **Behavior Detection by Observation, Bomb Appraisal Officer, and Screening Technical Instructor**. TSOs given **discretion** to determine threat items at the checkpoint in response to the UK liquid and gel plot.

Aug 06 — TSO **career progression** allows TSOs to develop long-term careers within TSA and DHS. **21,000 promoted to E-band since implementation**. TSOs begin screening for **fraudulent ID** and travel documents. Random screening of airport employees and vehicles **anywhere** on airport property.

Apr 06 — **Pay for Performance incentive program** for all TSOs. **Annual certification process** from one-time pass/fail to a coaching process/cash incentive. TSO **Retention** and Recognition Incentive Program bonuses to 41,041 TSOs.

Mar 06 — **Local hiring:** cut hire time from six months to six weeks.

Jan 06 — **Nurse Case Management** program available in **every** airport. **TSA National Advisory Council**, made up of Transportation Security Officers and Assistant Federal Security Directors for Screening, holds inaugural meeting.

Dec 05 — Developed program to surge unpredictable security support (43 operations in 2006). **$40 million** in ergonomic chairs, anti-fatigue mats, roller conveyor tables and baggage handling equipment.

Nov 05 — Announced intent to create **TSA National Advisory Council** for field screening workforce. New **TSO** job category is a feeder for law enforcement jobs. **IED** training delivered to 18,000 TSOs in three weeks.

Sept 03 — Launch of **Model Workplace initiative** and **Integrated Conflict Management System (ICMS)**.