TSA Workplace Initiatives Improving TSA



Revolutionary new intel and threat-based training and new uniforms will be rolled out in every airport in a concerted effort to increase security.

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

Enhanced whistleblower protection rights for TSOs, which enable them to appeal whistleblower retaliation complaints to the Merit Systems Protection Board, a second independent unit.

 Full-time health benefits for all part-time TSOs is being offered. Health insurance coverage at a lower cost will result in salary increase.

 Voluntary leave transfer program revised to allow for the donation of sick leave and compensatory time to eligible recipients.

for full time split shifts, increasing their hours and government benefits. Financial incentive piloted at eight airports proved successful.

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TSO optimization program allows part-time TSOs to volunteer

The **Idea Factory 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.

 TSO pay for performance awards issued, totaling \$72M in pay raises and bonuses.

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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.

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.

• 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.

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.

Local hiring: cut hire time from six months to six weeks.

-o **Nurse Case Management** program available in **every** airport.

— 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.

Transportation Security Officer (TSO) Advisory Council begins quarterly meetings with TSA Administrator.; New TSO job category is a feeder for law enforcement jobs.; IED training delivered to 18,000 TSOs in three weeks.