TSA Workplace Initiatives Improving TSA



- TSO pay for performance awards (for 2008) issued, totaling \$98M in pay raises and bonuses
 - Revolutionary new intel and threat-based training and new uniforms have been rolled out in every airport in a concerted effort to increase security.
- Peer Review Program implemented for the TSO workforce which will allow TSOs 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.
- The Next Generation Screening Checkpoint Standard Operating Procedures (SOP)

 now uses video clips to better demonstrate previously text-based instructions for officers.
- TSO pay for performance awards (for 2007) issued, totaling \$87M in pay raises and bonuses.

Sept 08

Jan 08

- Full-time health benefits for all part-time TSOs is being offered. Health insurance coverage at a lower cost will result in salary increase.
- 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.
- 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 (for 2006) issued, totaling \$72M in pay raises and bonuses.
- 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.

Nurse Case Management program available in every airport.

anti-fatigue mats, roller conveyor tables and baggage handling equipment.

- Developed program to surge unpredictable security support (43 operations in 2006).; **\$40 million** in ergonomic chairs,
- 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.