



### Why This Matters

Representatives John Mica and Jason Chaffetz requested a review to determine why a portion of the Transportation Security Administration's (TSA) screener workforce at Honolulu International Airport did not perform critical transportation security screening of baggage. The request came after TSA investigated allegations of improper screening of checked baggage at the airport and took disciplinary and administrative actions.

### DHS Response

TSA agreed with the four recommendations in the report and indicated planned actions to address the recommendations.

TSA had concerns with the report's conclusion that the screening violations might not have occurred if TSA developed changes to its screening procedures more comprehensively and fully evaluated the effects of such changes. TSA also asserted that perceived shortcomings in the process for evaluating changes to the screening procedures is not the cause for officers' decision not to comply with those procedures.

### For Further Information:

Contact our Office of Public Affairs at (202)254-4100, or email us at [DHS-OIG.OfficePublicAffairs@oig.dhs.gov](mailto:DHS-OIG.OfficePublicAffairs@oig.dhs.gov)

## TSA Management and Oversight at Honolulu International Airport

### What We Determined

Although ignoring security procedures is never justified, Transportation Security Officers at one location in Honolulu International Airport did not screen all checked baggage as required during the last few months of 2010. The responsibility for screening the baggage belongs to the individual officers, but this situation might not have occurred if TSA —

- Developed changes in screening procedures comprehensively and thoroughly evaluated the effects of such changes;
- Supervisors provided better oversight of Transportation Security Officers and baggage screening operations; and
- Provided screening operations at the affected location with adequate staff and screening equipment in a timely manner.

Without ensuring that baggage is screened as appropriate, TSA risks the safety of the traveling public by allowing unscreened baggage on passenger aircraft.

### What We Recommend

We recommend that the TSA Deputy Administrator:

1. Create and document protocols to ensure that sufficient information is gathered and used for thorough analysis when deciding to modify standard operating procedures. These protocols should be well documented and ensure comprehensive, transparent, and logical approaches with detailed support, while allowing for flexibility to address urgent threats.
2. Revise the position descriptions to clarify the roles and responsibilities for checked baggage supervisors and managers and define the expectations for direct supervision. This should ensure that assigned staff are performing screening duties in accordance with all standard operating procedures.
3. Ensure that supervisors and managers are trained on their responsibility and accountability to ensure that all screening operations are performed as required.
4. Develop and implement performance metrics to evaluate the supervision of checked baggage areas as part of supervisory performance plans and evaluations. These metrics should include frequent direct observation of baggage screening activities.