



OFFICE OF INSPECTOR GENERAL
Department of Homeland Security

Washington, DC 20528 / www.oig.dhs.gov

FOR IMMEDIATE RELEASE
Monday, July 13, 2015

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**TSA's Actions Insufficient to Address Inspector General
Recommendations to Improve its Office of Inspection**

The Department of Homeland Security Office of Inspector General (DHS OIG) today advised the Transportation Security Administration (TSA) that its actions to address two recommendations from a September 2013 OIG report, *Transportation Security Administration Office of Inspection's Efforts to Enhance Transportation Security* (OIG-13-123), do not meet the intent of the OIG's recommendations and are not sufficient.

In its September 2013 audit of TSA's Office of Inspection (OOI), the DHS OIG concluded that TSA OOI did not ensure that its criminal investigators performed criminal investigations the majority of the time, as required by Federal regulations. Criminal investigators are a more expensive resource than noncriminal investigator positions because investigators receive an extra 25 percent in pay, known as Law Enforcement Availability Pay. Thus, the OIG concluded in its 2013 audit that TSA OOI was not cost-effective because other OOI employees could have performed the same work as the criminal investigators at a lower cost.

The OIG's 2013 audit contained two recommendations to address the problems found with OOI's position classifications. In short, the OIG recommended that TSA: (1) conduct an objective and independent workforce analysis of OOI to determine the appropriate staffing level and ensure that all staff positions were properly classified as investigators or non-investigators; and (2) after completion of the analysis, reclassify criminal investigator primary positions that were not properly classified.

In response to the Inspector General's recommendations, TSA awarded a \$330,000 contract to a private consulting firm to conduct a workforce analysis. After reviewing the analysis and discussing it with TSA and its contractor, the OIG concluded that TSA's actions do not meet the intent of the audit recommendations, for the following reasons:



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- The DHS OIG recommendation required a position classification review of OOI; TSA's contracted analysis did not include such a review.
- The contractor did not consider that some of the work being conducted by TSA OOI may be performed by individuals other than criminal investigators.
- The contractor did not validate TSA-provided data used to support its conclusions and recommendations.
- The contractor did not evaluate the complexity and type of OOI's criminal investigative cases.
- The contractor based its analysis on questionable assumptions about OOI's future workload.

“Despite awarding a contract for more than \$330,000, TSA's actions do not meet the intent of the recommendations in our 2013 audit,” said Inspector General John Roth. “These two recommendations will remain open until TSA provides evidence that an independent workforce analysis addressing the issues we identified in our report are addressed.”