

# Air Education and Training Command

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*Sustaining the Combat Capability of America's Air Force*



## Occupational Survey Report AFSC 2T0X1 Traffic Management

**U.S. AIR FORCE**

Lt Joshua Smalley  
24 November 03

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*Integrity - Service - Excellence*

# Report Documentation Page

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# Air Force Occupational Measurement SQ

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# Overview



- Survey background
- Survey results
- Implications and way ahead



# Executive Summary



- Heterogeneous job structure with three clusters and three independent jobs identified
- Technical tasks are performed throughout all skill levels
- Career ladder documents well-supported by survey data
- Job satisfaction indicators are good



# Work Performed



- Receive and pack items for shipment or storage
- Prepare budget estimates for materials and equipment
- Inspect shipments to determine condition
- Counsel personnel and eligible dependents on passenger and personal property movements
- Maintain and issue transportation documents
- Classify and arrange cargo for movement
- Use carrier tariffs and rates to determine mode and cost of commercial transportation



# Current Training Program



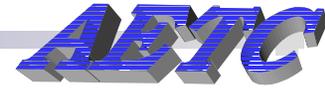
- AFSC-awarding course
  - 345 TRS, Lackland AFB TX
  - L3ABR2T031-003, Traffic Management Apprentice Course, 54 academic days
  - 17 semester hours for CCAF
  - Programmed TPR

FY03: 173 students	FY03: 2%
FY04: 175 students	FY04: 2%
  - Programmed Elimination Rate

FY03: 2%
FY04: 2%



# Survey Background



- Last Occupational Survey Report (OSR) – June 2000
- Current survey developed – October - December 2002
  - Lackland AFB TX (Tech School) (5)
  - Nellis AFB NV (4)
  - Travis AFB CA (6)
  - JPPSO-San Antonio TX (4)
  - Kirtland AFB NM (5)
  - Randolph AFB TX (4)

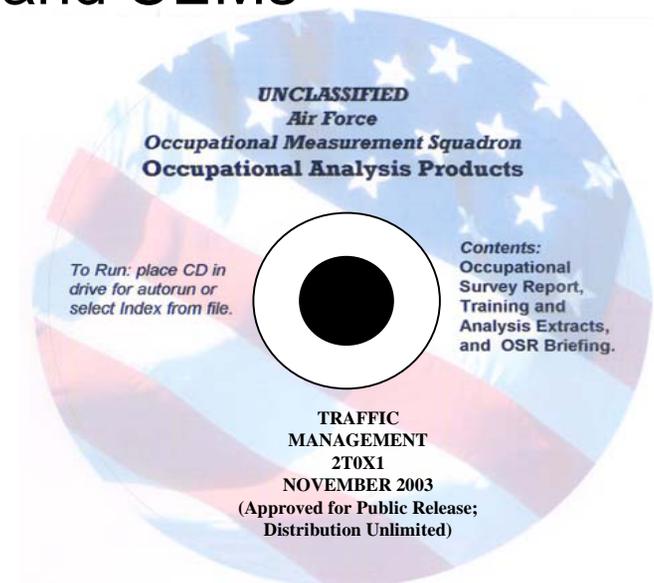




# Survey Background



- Survey initiated to obtain data to:
  - Evaluate current classification and training documents
  - Support promotion test development
- Current survey data collected - March - July 2003
- Components surveyed:
  - Active Duty: 3-, 5-, 7-, 9-Skill Levels and CEMs
  - Guard: 5-, 7- and 9-Skill Levels
  - Reserve: 5-, 7- and 9-Skill Levels





# Survey Sample Characteristics



	<u>AD</u>	<u>ANG</u>	<u>AFRC</u>	<u>Total</u>
Assigned*	1,942	606	398	2,946
Mailed Out	1,675	562	301	2,538
Sample	858	272	100	1,230
Usable Returns	51%	48%	33%	48%

- Average time in career field for AD: 7 yrs 2 months
- Average TAFMS for AD: 7 yrs 8 months
- Percent of AD in first enlistment: 43%

\*Assigned as of Mar 03



# Paygrade Characteristics



## Paygrade Distribution



Assigned\* Sample

	Assigned*	Sample
E-1 - E-2 -	5%	5%
E-3 -	15%	16%
E-4 -	22%	21%
E-5 -	25%	26%
E-6 -	17%	18%
E-7 -	12%	10%
E-8 -	3%	3%
E-9 -	**	**



\* Assigned as of Mar 03

\*\* Indicates less than 1%



# Command Representation



Command	Assigned %*	Sample %
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ACC

15

13

AMC

15

17

USAFE

9

11

PACAF

9

9

AETC

6

7

AFMC

4

4

AFSPC

3

4

ELM

3

4

OTHER

2

1

ANG

21

22

AFRC

13

8



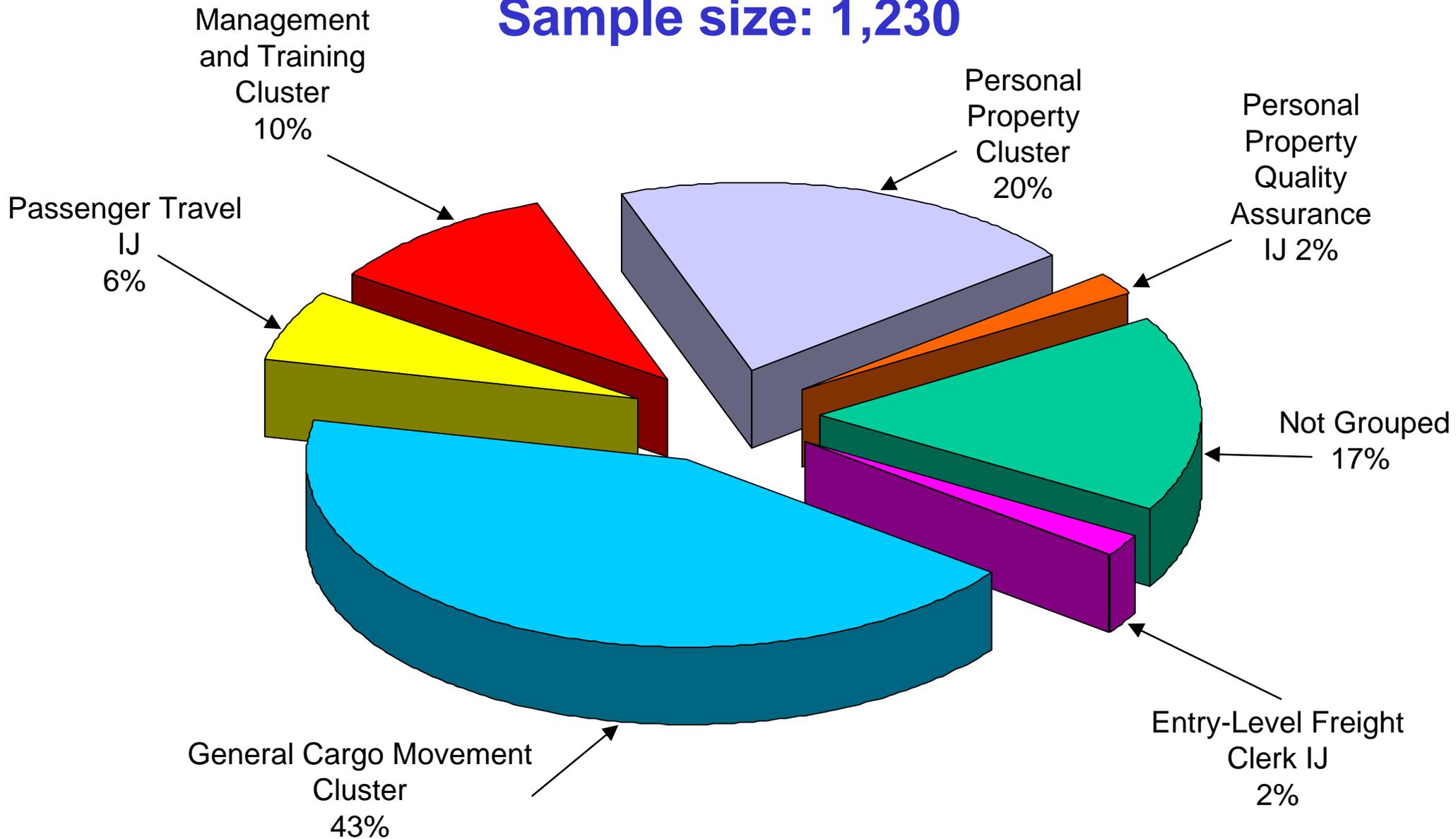
\* Assigned as of Mar 03



# Job Structure



Sample size: 1,230





# General Cargo Movement Cluster (N=525)



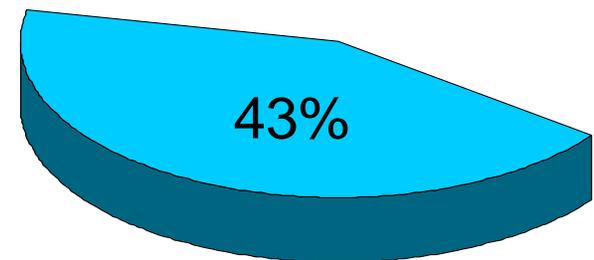
- Attach cargo packing lists
- Band cargo to skids
- Verify shipment weights
- Strap cargo to pallets
- Prepare military shipment labels
- Package general freight for shipment and storage
- Palletize cargo for shipment
- Verify shipment dimensions
- Sign for cargo shipments
- Select shipments for consolidation

Packing and Crating Specialist Job

General Cargo Movement Job

Packing and Crating First-Line Supervisor Job

Outbound Freight Job



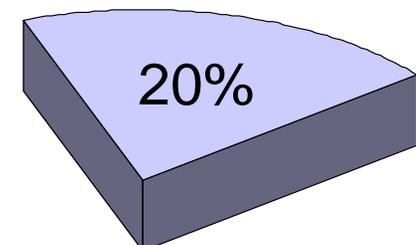


# Personal Property Cluster (N=241)



- Input, retrieve, or edit data using Transportation Operational Personal Property Standard System (TOPS)
- Determine personal property movement entitlements for household goods
- Determine personal property movement entitlements for unaccompanied baggage
- Determine personal property movement entitlements for professional books, papers, or equipment
- Determine personal property movement entitlements for NTS, storage-in-transit (SIT), or additional temporary storage
- Counsel personnel on personal property movements
- Counsel personnel on storage entitlements

Personal Property Outbound Clerk Job
Personal Property Outbound Counselor Job
Personal Property Inbound Clerk Job





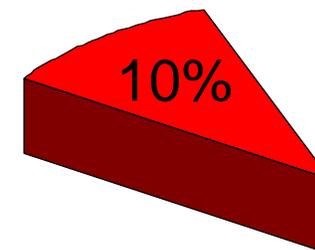
# Management and Training Cluster (N=128)



- Counsel subordinates concerning personal matters
- Counsel trainees on training progress
- Evaluate progress of trainees
- Determine or establish work assignments or priorities
- Conduct on-the-job training (OJT)
- Maintain training records or files
- Determine training requirements
- Write recommendations for awards or decorations
- Conduct supervisory orientations for newly assigned personnel
- Interpret policies, directives, or procedures for subordinates
- Inspect personnel for compliance with performance standards

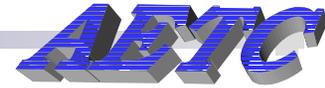
Technical School Instructor Job

Manager Job

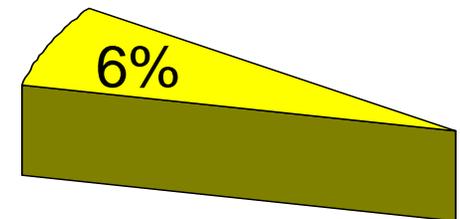
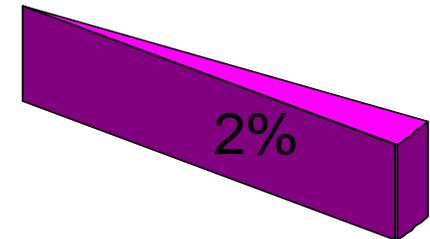




# Independent Jobs



- Entry-Level Freight Clerk IJ (N=30)
  - Incheck inbound cargo
  - Load or unload general cargo
  - Load or unload special handling cargo
  - Load or unload hazardous cargo
  - Inspect cargo for suspected damage
- Passenger Travel IJ (N=73)
  - Confirm passenger reservations
  - Brief passengers on flight itineraries
  - Brief passengers on travel restrictions
  - Determine modes for passenger travel
  - Process commercial air transportation requests

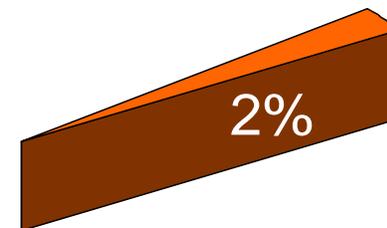




# Independent Jobs



- Personal Property Quality Assurance IJ (N=22)
  - Inspect commercial packers for compliance with contractual specifications
  - Inspect personal property shipments at origin
  - Inspect personal property shipments at destination
  - Input, retrieve, or edit data using Transportation Operational Personal Property Standard System (TOPS)
  - Inspect approved carrier's warehouse, storage facilities, or equipment for physical capability to handle Department of Defense (DoD) shipments





# Career Ladder Progression



- 3- and 5-skill-level personnel
  - Work in the most technical jobs in the career field
  - Spend most of their time on technical tasks
- 7-skill-level personnel
  - Continue to perform technical tasks
  - However, take on supervisory, training, and administrative duties
- 9-skill-level personnel
  - Continue to perform technical tasks
  - Highest percentage of supervisory, training, and administrative tasks



# Percent Across Specialty Jobs

## DAFSC



	DAFSC 2T031 (N=255)	DAFSC 2T051 (N=502)	DAFSC 2T071 (N=416)	DAFSC 2T091 (N=56)
Entry-Level Freight Clerk IJ	6	2	1	*
General Cargo Movement Cluster	33	44	45	59
Passenger Travel IJ	6	7	5	5
Management and Training Cluster	*	4	23	21
Personal Property Cluster	31	24	10	*
Personal Property Quality Assurance IJ	2	2	1	*
Not Grouped	21	17	15	14

\* Less than 1%



# Career Ladder Progression

## Percent Time Spent on Duties



	DAFSC 2T031 (N=255)	DAFSC 2T051 (N=502)	DAFSC 2T071 (N=416)	DAFSC 2T091 (N=56)
Performing Personal Property Activities	37	28	17	2
Performing Passenger Travel Activities	8	10	8	9
Performing Military Freight Activities	34	29	24	22
Performing Packing And Crating Activities	19	21	16	12
Performing Border Clearance, Customs, And Related Activities	*	1	*	*
Performing Water Port Liaison Office (WPLO) Activities	*	*	*	*
Performing Deployment Plans Activities	*	1	4	11
Performing Deployment Operations Activities	*	1	2	5
Performing General Deployment And Contingency Activities	*	1	1	*
Performing General Administrative And Technical Order (TO) System Activities	*	*	1	3
Performing General Supply And Equipment Activities	*	*	2	2
Performing Training Activities	*	3	8	8
Performing Management And Supervisory Activities	*	4	16	25

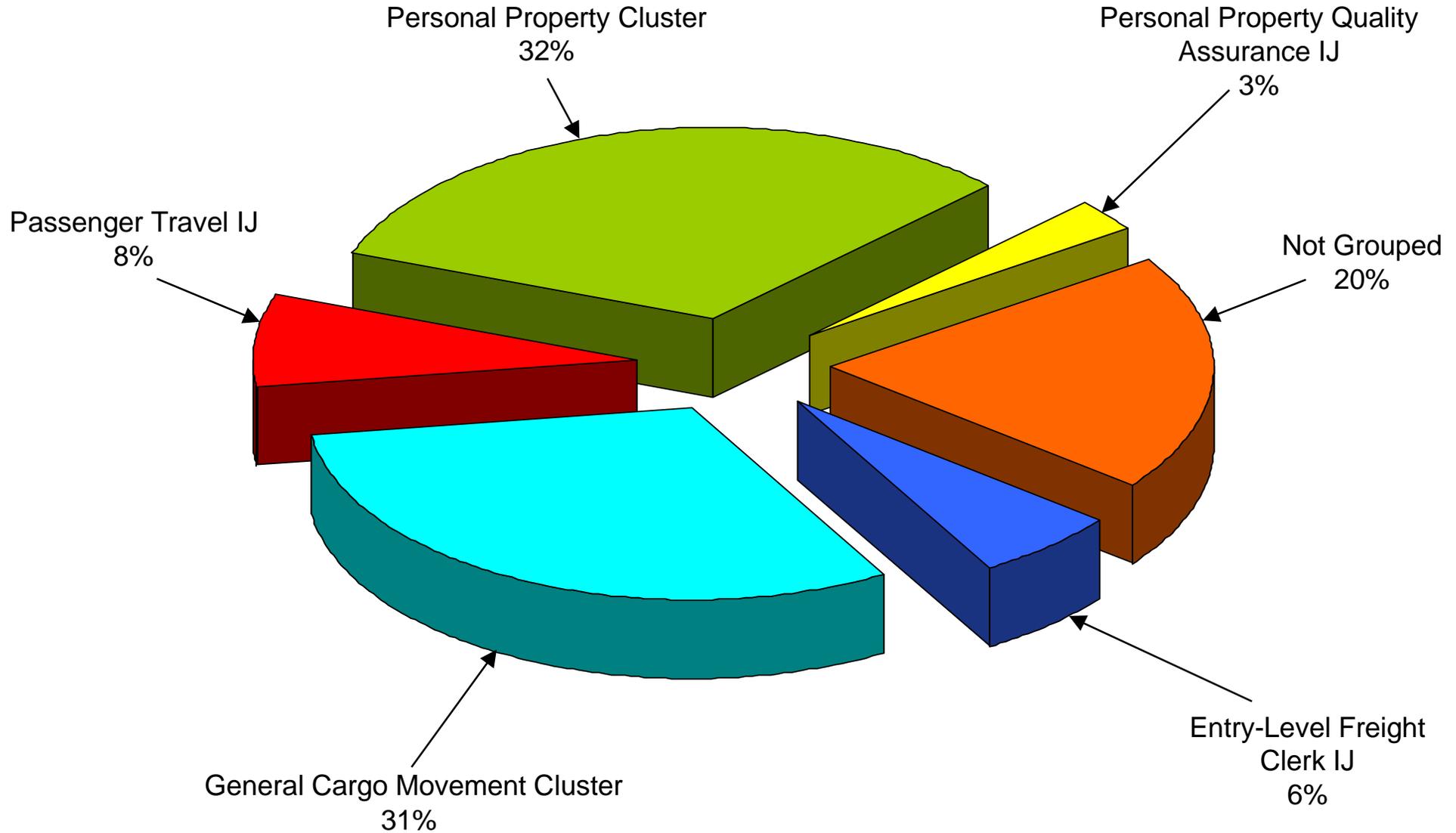
\* Less than 1%



# First-Enlistment Job Structure



Sample size: 370





# First-Enlistment Personnel Representative Tasks



**AETC**

Percent  
Members  
Performing  
(N=370)

## Tasks

Trace cargo shipments	32
Band cargo to skids	31
Load or unload general cargo	30
Verify shipment weights	30
Attach cargo packing lists	30
Prepare military shipment labels	29
Verify shipment destinations	29
Sign for cargo shipments	29
Perform duties as a spotter during loading or unloading operations	29
Input, retrieve, or edit data using Transportation Operational Personal Property Standard System (TOPS)	28
Input, retrieve, or edit data using cargo movement operational system (CMOS)	27
Verify shipment dimensions	26
Package general freight for shipment and storage	26



# First-Enlistment Personnel Vehicles, Systems, and Equipment



Percent  
Members  
Using/Operating  
(N=370)

## Equipment

General Office Equipment, such as Copiers/Phones/Typewriters	56
CMOS	46
Computer Systems, such as PCs, not CMOS/GATES/TOPS	39
Pallet Jacks	39
Forklifts, Adverse Terrain (AT)	37
TOPS	29
Trucks, Pickup, i.e. 1/2-Ton, 3/4-Ton, 1-Ton, 1 1/2-Ton	29
Forklifts, other than AT or RT	28
Power Tools, Hand-Held	27
Scales, for Nonwheeled Cargo	27
Shrink Wrap Machines	26
Commercial Carrier Express Processing Equipment, such as Fed-Ex Powership	25
Dollies	23
GATES	23
Heat Sealers	23



# Specialty Training Standard (STS) Analysis



- STS is generally supported by survey data
- High heterogeneity of career field meant additional STS analysis needed
  - Low percent-members performing values for first-job and first-enlistment incumbents could be mistaken for unsupported STS items
  - STS presented with 3-level by cluster/job data
- No significant tasks not referenced



# Unsupported STS Elements



## Examples

Unit	Learning Objective	Prof Code	Percent Members Performing		Tsk Dif
			1st Job (N=154)	1st Enl (N=370)	
7.5.	Operate Global Airlift Transportation Execution Systems (GATES) for passenger reservations	2b			
Tasks	A0035. Input, retrieve, or edit data using Global Air Transportation Execution System (GATES)		12	14	4.84
	A0081. Trace personal property shipments		15	15	3.92
10.3.1.	Prepare bills of lading	2b			
Task	A0061. Prepare BLs for personal property		10	11	4.59
10.3.2.	Prepare bills of lading correction notice	2b			
Task	A0060. Prepare bills of lading (BLs) correction notices for personal property		10	14	4.31
10.3.3.	Prepare service orders	2b			
Tasks	A0053. Maintain contract service records		1	3	5.06
	A0071. Prepare service orders		1	1	4.82

Mean TD Rating is 5.00, Standard Deviation is 1.00 (HIGH TD= 6.00)



# STS Elements Displayed with 3-skill Cluster/Job Data



## Examples

Unit	Learning Objective	Prof Code	Ent Lev IJ	Percent Members Performing										
				Gen Mvt Clu	Pck Spc Job	Gen Mov Job	Pas Trv IJ	PP Clu	PP Out Job	PP Cns Job	PP In Job	PP QA IJ		
9.2.	Determine mode(s), routing, and cost for passenger travel	2b												
Tasks	B0096. Determine costs of boat transportation		0	0	0	0	0	0	0	0	0	0	0	0
	B0100. Determine costs of rail transportation		0	1	0	4	0	1	0	0	0	0	0	0
10.3.8.	Prepare applications for shipments	2b												
Tasks	A0016. Determine authority for shipments		6	22	23	28	7	42	17	59	17	0		
	A0059. Prepare applications for shipments		0	10	5	20	7	42	33	49	22	0		
	A0068. Prepare personal property document packets or folders		0	2	0	8	0	46	33	55	33	0		
11.4.5.	Bill of Lading	2b												
Tasks	C0146. Audit BLs		13	10	3	16	7	1	0	2	0	0		
	C0214. Maintain BL registers		13	14	0	32	0	0	0	0	0	0		
	C0215. Maintain BLs		19	25	13	40	0	1	0	2	0	0		
	C0236. Prepare BLs for freight		13	23	13	36	0	0	0	0	0	0		



# Plan of Instruction (POI) Analysis



- Traditional POI analysis was not conducted
  - Heterogeneity of career field means almost all tasks have less than 30% members performing
- POI analysis using percent members performing by 3-skill level in clusters/jobs more enlightening
  - Highlights potential areas where technical training school personnel review may be necessary
- Many tasks not referenced warrant technical training school review



# POI Objectives Displayed with 3-skill Cluster/Job Data



## Examples

Unit	Learning Objective	Prof Code	PERCENT MEMBERS PERFORMING									
			Ent Lev IJ	Gen Mvt Clu	Pck Spc Job	Gen Mov Job	Pas Trv IJ	PP Out Job	PP Cns Job	PP In Job	PP QA IJ	
II.2.i.	Given complete travel documents, counsel DOD members and eligible dependents on passenger travel entitlements IAW progress checklist II-2i. STS: 9.1	PC/W										
Tasks	B0085. Brief passengers on flight itineraries		0	2	0	8	100	4	0	6	0	0
	B0086. Brief passengers on foreign clearance guide compliance		0	0	0	0	67	3	0	4	0	0
	B0087. Brief passengers on transportation entitlements		0	1	0	4	87	14	0	20	6	0
	B0088. Brief passengers on travel restrictions		0	0	0	0	87	8	0	10	6	0
IX.3.a	Given appropriate technical references, equipment and shipment information, utilize CMOS to prepare Bills of Lading IAW progress checklist IX-3a. STS: 11.4.5	PC/W										
Tasks	C0214. Maintain BL registers		13	14	0	32	0	0	0	0	0	0
	C0215. Maintain BLs		19	25	13	40	0	1	0	2	0	0
	C0236. Prepare BLs for freight		13	23	13	36	0	0	0	0	0	0
	C0237. Prepare BLs correction notices for freight		0	12	3	24	0	0	0	0	0	0
	C0273. Review BLs		19	13	5	20	0	0	0	0	0	0



# Tasks not Referenced to POI



## Examples

Tasks	Percent Members Performing									
	Ent Lev IJ	Gen Mvt Clu	Pck Spc Job	Gen Mov Job	Pas Trv IJ	PP Clu	PP Out Job	PP Cns Job	PP In Job	PP QA IJ
A0007 Computer chargeable net weight of personal property shipments	6	8	3	16	0	38	67	41	28	0
B0114 Prepare travel itineraries	0	1	0	4	87	3	0	4	0	0
B0127 Process group travel requests	0	0	0	0	93	1	0	2	0	0
C0191 Frustrate improper shipments	56	65	64	80	0	0	0	0	0	0
C0232 Perform vehicle pre- or postoperational inspections	6	46	31	80	0	0	0	0	0	0
D0309 Design skids	0	48	44	80	0	0	0	0	0	0
D0333 Palletize cargo for shipment	6	70	72	88	0	0	0	0	0	0



# Job Satisfaction Indicators (Current vs. Previous Study)



	1-48 Months		49-96 Months		97+ Months	
	2003 (N=370)	2000 (N=392)	2003 (N=144)	2000 (N=227)	2003 (N=344)	2000 (N=398)
Job interesting	54	50	52	57	75	76
Talents well utilized	72	68	72	77	86	83
Training well utilized	89	88	90	86	90	86
Sense of accomplishment	60	61	63	64	77	73
Plan to reenlist	60	54	70	66	74	69



# Job Satisfaction Indicators (Across Specialty Jobs)



	Entry-Level Freight Clerk IJ (N=30)	General Cargo Movement Cluster (N=525)	Passenger Travel IJ (N=73)	Management & Training Cluster (N=128)	Personal Property Cluster (N=241)	Personal Property QA IJ (N=22)
Job interesting	47	66	67	80	64	59
Talents well utilized	63	81	89	87	79	59
Training well utilized	83	89	93	93	94	82
Sense of accomplishment	37	70	75	80	67	50
Plan to reenlist	60	71	78	69	66	59



# Retention Dimensions First-Term Airmen (N=357)



	Percent Responding	Average
<b>Planning to Reenlist (N=225)</b>		
Off-duty education or training opportunities	60	2.64
Pay and allowances	59	2.33
Medical or dental care for AD member	58	2.61
Military-related education/training opportunities	58	2.55
Job security	54	2.77
<b>Planning to Separate (N=132)</b>		
Military lifestyle	61	2.26
Pay and allowances	43	2.18
Recognition of efforts	35	2.41
Location of present assignment	33	2.41
Leadership at unit level	27	2.50

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



# Retention Dimensions Second-Term Airmen (N=141)



	Percent Responding	Average
<b>Planning to Reenlist (N=100)</b>		
Medical or dental care for AD member	64	2.62
Pay and allowances	63	2.38
Job security	62	2.69
Medical or dental care for family members	56	2.73
Off-duty education or training opportunities	56	2.62
<b>Planning to Separate (N=41)</b>		
Military lifestyle	56	2.52
Recognition of efforts	44	2.44
Leadership at unit level	39	2.75
Bonus or special pay	39	2.56
Pay and allowances	39	2.25

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



# Retention Dimensions Career Airmen (N=274)

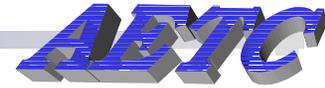


	Percent Responding	Average
<b>Planning to Reenlist (N=252)</b>		
Retirement benefits	63	2.75
Job security	56	2.72
Pay and allowances	55	2.40
Military lifestyle	55	2.36
Off-duty education or training opportunities	53	2.45
<b>Planning to Separate (N=22)</b>		
Military lifestyle	50	2.55
Pay and allowances	36	2.25
Unit manning	32	2.57
Civilian job opportunities	27	2.33
Location of present assignment	27	2.33

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



# Summary of Results



- Career ladder progression
  - Highly technical at 3-skill level progressing to more managerial at 7-skill level and beyond
- Career ladder documents supported by survey data
  - STS and POI provide comprehensive coverage of work performed by career ladder
  - Review of items warranted
- Job satisfaction indicators
  - Overall similar when compared to previous study across all TAFMS groups



# Way Ahead



- OSR Delivery Trip – 25 Nov 03
- Utilization and Training Workshop (U&TW) - TBD
- Next SKT rewrite (minor) - scheduled for Jul 04



# Questions?



Visit our web site at:  
<https://www-r.omsq.af.mil/>

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***Sustaining the Combat Capability of America's Air Force***



***Integrity - Service - Excellence***





# Back-Up Slide



# Predictive Retention Indicators



- Military lifestyle
- Pay and allowances
- Bonus or special pay
- Retirement benefits
- Military-related education/training opportunities
- Off-duty education and training opportunities
- Medical or dental care for active duty member
- Medical or dental care for family members
- Base housing
- Base services
- Childcare needs
- Spouse's career
- Civilian job opportunities
- Equal employment opportunities
- Number of PCS moves
- Location of present assignment
- Number/duration of TDYs or deployments
- Work schedule
- Additional duties
- Job security
- Enlisted Evaluation System
- Promotion opportunities
- Training/experience of unit personnel
- Unit manning
- Unit resources
- Unit readiness
- Recognition of efforts
- Esprit de corps/morale
- Leadership of immediate supervisor
- Senior Air Force leadership