

## Request for Records Disposition Authority

Records Schedule Number      DAA-0560-2013-0008

Schedule Status                Approved

  

Agency or Establishment      Transportation Security Administration

Record Group / Scheduling Group   Records of the Transportation Security Administration

Records Schedule applies to    Agency-wide

Schedule Subject                TSA Contact Center (TCC)

Internal agency concurrences will be provided      No

**Background Information.**      TSA Contact Center System (TCC) provides a central point of contact for all public inquiries and complaints. TCC is the primary incoming portal from the public and receives inquiries from the traveling public, Transportation Security Administration (TSA) employees, private industry, other government organizations, Members of Congress, and the White House. The TCC responds to inquiries that cover a variety of topics concerning TSA. The objective of the data collection from this population is to collect, analyze and interpret information gathered to identify strengths and weaknesses of current customer service and make improvements.

The system was designed to provide TSA with the ability to maintain records of customer contacts via telephone, email and web forms. Live assist calls are recorded. Records are created and entered into a database for live assist calls and emails/web forms. These records and recordings are saved for later review in the event of an inquiry as well as for the quarterly contractor performance review.

**NOTE: System Inputs, Outputs, and Documentation – GRS 20**

**Item Count**

| Number of Total Disposition Items | Number of Permanent Disposition Items | Number of Temporary Disposition Items | Number of Withdrawn Disposition Items |
|-----------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 1                                 | 0                                     | 1                                     | 0                                     |

**GAO Approval**

## Outline of Records Schedule Items for DAA-0560-2013-0008

| Sequence Number |
|-----------------|
|-----------------|

|   |
|---|
| 1 |
|---|

|                      |
|----------------------|
| Master File/Database |
|----------------------|

|   |
|---|
| Disposition Authority Number: DAA-0560-2013-0008-0001 |
|---|

## Records Schedule Items

| Sequence Number |   |
|-----------------|---|
| 1               | <p data-bbox="363 415 656 443"><b>Master File/Database</b></p> <p data-bbox="363 464 1138 491">Disposition Authority Number      <b>DAA-0560-2013-0008-0001</b></p> <p data-bbox="363 516 1414 621">Includes but not limited to, inquiries and responses from employees, private industry, government organizations, Members of Congress, White House and traveling public related to TSA's customer service.</p> <p data-bbox="363 642 915 669">Final Disposition                      <b>Temporary</b></p> <p data-bbox="363 695 850 722">Item Status                                <b>Active</b></p> <p data-bbox="363 747 818 774">Is this item media neutral?            <b>Yes</b></p> <p data-bbox="363 800 802 905">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?          <b>No</b></p> <p data-bbox="363 957 667 984"><b>Disposition Instruction</b></p> <p data-bbox="363 1010 1179 1037">Cutoff Instruction                        <b>Cut off at end of calendar year</b></p> <p data-bbox="363 1062 1240 1089">Retention Period                         <b>Destroy/Delete 3 years after cutoff.</b></p> <p data-bbox="363 1136 662 1163"><b>Additional Information</b></p> <p data-bbox="363 1188 948 1215">GAO Approval                              <b>Not Required</b></p> |

## Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

## Signatory Information

| Date       | Action                 | By                  | Title   | Organization  |
|------------|------------------------|---------------------|---|---|
| 04/19/2013 | Certify                | Anthony Ferguson    | Records Management Specialist                 | Department of Homeland Security<br>- Department of Homeland Security                  |
| 09/05/2014 | Submit for Concurrence | Elizabeth Greenberg | Appraiser                                     | National Archives and Records Administration<br>- Records Management Services         |
| 09/11/2014 | Concur                 | Margaret Hawkins    | Director of Records Management Services       | National Records Management Program<br>- Records Management Services                  |
| 09/11/2014 | Concur                 | Laurence Brewer     | Director, National Records Management Program | National Archives and Records Administration<br>- National Records Management Program |
| 09/16/2014 | Approve                | David Ferriero      | Archivist of the United States                | Office of the Archivist -<br>Office of the Archivist                                  |