

Request for Records Disposition Authority

Records Schedule Number DAA-0560-2016-0006
 Schedule Status Approved

Agency or Establishment Transportation Security Administration
 Record Group / Scheduling Group Records of the Transportation Security Administration
 Records Schedule applies to Major Subdivision
 Major Subdivision Office of Civil Rights and Liberties, Ombudsman and Travel Engagement (CRL/OTE)
 Schedule Subject Passenger Complaints
 Internal agency concurrences will be provided No

Background Information

The Office of Civil Rights and Liberties, Ombudsman and Travel Engagement (CRL/OTE) is responsible for ensuring that TSA employees and the traveling public are treated in a fair and lawful manner. The Disability and Multicultural Branches receive intakes from passengers alleging discrimination in the delivery of TSA's security screening activities on the bases of race, color, national origin, gender, sexual orientation, gender identity, disability, and religion. When an intake meets the jurisdictional requirements, it is accepted for investigation, and converted to a complaint. An inquiry is conducted (the passenger is interviewed, the airport is asked to provide CCTV footage and witness statements), and a resolution is achieved or a determination is issued by CRL/OTE. Appeals of determinations issued by CRL/OTE's Multicultural and Disability Branches in response to discrimination complaints filed by the traveling public with regard to TSA's security screening activities must be filed within 60 days of the date of issuance of CRL/OTE's determination to the U.S. Department of Homeland Security Office of Civil Rights and Civil Liberties (DHS CRCL).

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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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-0560-2016-0006

Sequence Number

1

Passenger Complaints

Disposition Authority Number: DAA-0560-2016-0006-0001

Records Schedule Items

Sequence Number	
1	<p data-bbox="354 421 665 459">Passenger Complaints</p> <p data-bbox="354 472 1127 510">Disposition Authority Number DAA-0560-2016-0006-0001</p> <p data-bbox="354 523 1471 753">All documentation, such as the initial discrimination allegation of the traveler(s), any additional correspondence, incident reports, fact-finding investigations, reports of inquiry, correspondence with the Department, CCTV coverage, etc., and any other documents pertaining to the traveler's concern. In some cases, copies of appeal decisions are included. This item also covers records related to complaints that do not relate to discrimination (customer service).</p> <p data-bbox="354 766 906 804">Final Disposition Temporary</p> <p data-bbox="354 817 841 855">Item Status Active</p> <p data-bbox="354 868 812 906">Is this item media neutral? Yes</p> <p data-bbox="354 919 812 1051">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p data-bbox="354 1064 812 1157">Do any of the records covered by this item exist as structured electronic data? Yes</p> <p data-bbox="354 1187 659 1225">Disposition Instruction</p> <p data-bbox="354 1238 1172 1276">Cutoff Instruction Cutoff at the end of fiscal year.</p> <p data-bbox="354 1289 1149 1327">Retention Period Destroy 6 year(s) after cutoff</p> <p data-bbox="354 1366 656 1404">Additional Information</p> <p data-bbox="354 1417 938 1455">GAO Approval Not Required</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
06/06/2017	Certify	Glenn Stoll	Agency Records Officer	Office of Information Technology - Operations and Engineering Division
01/11/2018	Return for Revision	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1
03/01/2018	Submit For Certification	Nicole Adkinson-Calopietro	Management and Program Analyst	Office of Information Technology - Information Management Programs Division
03/01/2018	Certify	Glenn Stoll	Agency Records Officer	Office of Information Technology - Operations and Engineering Division
04/23/2018	Return for Revision	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1
04/27/2018	Submit For Certification	Nicole Adkinson-Calopietro	Management and Program Analyst	Office of Information Technology - Information Management Programs Division
05/01/2018	Certify	Glenn Stoll	Agency Records Officer	Office of Information Technology - Operations and Engineering Division
08/01/2018	Submit for Concurrence	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1

08/07/2018	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
08/07/2018	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
08/08/2018	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist