Schedule Number: N1-560-03-004

Some items in this schedule are either obsolete or have been superseded by new NARA approved records schedules. This information is accurate as of: 12/3/2021

ACTIVE ITEMS
These items, unless subsequently superseded, may be used by the agency to disposition records. It is the responsibility of the user to verify the items are still active.

Items 1 and 2, 3B, 4, 5 (in part), 6A, 6B, 6D (in part), and 7.

SUPERSEDED AND OBSOLETE ITEMS
The remaining items on this schedule may no longer be used to disposition records. They are superseded, obsolete, filing instructions, non-records, or were lined off and not approved at the time of scheduling. References to more recent schedules are provided below as a courtesy. Some items listed here may have been previously annotated on the schedule itself.

DAA-0563-2019-0001 supersedes items 3A, 5 (in part only: internal matters only), 6D (in part only: internal matters only),

DAA-0563-2019-0008-0002 supersedes item 6C

DAA-GRS-2016-0016-0002 supersedes item 8.
REQUEST FOR RECORDS DISPOSITION AUTHORITY

To: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR)  
WASHINGTON, DC 20408

1. FROM (Agency or establishment)  
Department of Homeland Security

2. MAJOR SUBDIVISION  
Transportation Security Administration

3. MINOR SUBDIVISION  
Office of Ombudsman (OMBUDS)

4. NAME OF PERSON WITH WHOM TO CONFER  
Arthur McCune, Jr.

5. TELEPHONE  
571/227-2076

6. 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 on the attached 6 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO manual for Guidance of Federal Agencies, is not required; is attached; or has been requested.

<table>
<thead>
<tr>
<th>DATE</th>
<th>SIGNATURE OF AGENCY REPRESENTATIVE</th>
<th>TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/03</td>
<td>Arthur McCune Jr.</td>
<td>Records Management Officer</td>
</tr>
</tbody>
</table>

7. Item No.  
8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION  
**See Attached**

9. GRS OR SUPERSEDED JOB CITATION  

10. ACTION TAKEN  

**See Attached**

STANDARD FORM SF 115 (REV. 3-91)  
Prescribed by NARA 36 CFR 1228
This category is for specific disposition guidelines in connection with Transportation Security Administration records created by Ombudsman.

<table>
<thead>
<tr>
<th>Title</th>
<th>Description of Records</th>
<th>Disposition</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMBUDS 2300 ADMINISTRATIVE FILES</td>
<td>Correspondence, letters, memorandums, reports, and other records which are pertinent to routing internal administrative and housekeeping activities and not the particular function for which the holding office exists.</td>
<td>Cut off at end of calendar year. <strong>Destroy</strong> when 5 years old.</td>
<td></td>
</tr>
<tr>
<td>OMBUDS 2300.1 SUBJECT MATTER FILES</td>
<td>a. Memorandum and analysis regarding systematic workplace and customer service systematic issues.</td>
<td>Cut off at end of fiscal year. <strong>Destroy</strong> when 5 years old.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Reports from field office and Mission Support Centers.</td>
<td>Cut off at end of calendar year. <strong>Destroy</strong> when 5 years old.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Travel arrangements to field, not including travel for marketing/outreach purposes.</td>
<td>Cut off at end of fiscal year. <strong>Destroy</strong> when 6 years old.</td>
<td></td>
</tr>
<tr>
<td>OMBUDS 2300.2 OMBUDSMAN INQUIRIES</td>
<td>a. Internal inquiries and resolutions. Includes investigations, reviews, correspondence, stated reasons for cases not accepted, status updates, informal complaint resolutions, opportunity for subjects of complaints to respond and notices to parties when a case is closed.</td>
<td>Cut off at the end of the fiscal year. <strong>Destroy</strong> when 3 years old.</td>
<td><strong>Superseded by job / item number:</strong> DAA-0563-2019-0001-0002 <strong>Date (MM/DD/YYYY):</strong> 11/04/2019</td>
</tr>
<tr>
<td></td>
<td>b. External inquiries and resolutions. Includes investigations, reviews, correspondence, stated reasons for cases not accepted, status updates, informal complaint resolutions,</td>
<td>Cut off at the end of the fiscal year. <strong>Destroy</strong> when 3 years old.</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Description of Records</td>
<td>Disposition</td>
<td>Authority</td>
</tr>
<tr>
<td>-------</td>
<td>------------------------</td>
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<td>-----------</td>
</tr>
<tr>
<td>OMBUDS 2300.3 CONTACT CENTER INQUIRIES</td>
<td>a. Inquiries and contacts from employees and the public.</td>
<td>Cut off at the end of the fiscal. <strong>Destroy</strong> when 3 years old.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Responses to inquiries from employees and the public.</td>
<td>Cut off at the end of the fiscal year. <strong>Destroy</strong> when 3 years old.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Contact Center generated statistics and reports.</td>
<td>Cut off at end of calendar year. <strong>Destroy</strong> when 5 years old.</td>
<td></td>
</tr>
<tr>
<td>OMBUDS 2300.4 WORKPLACE AND CUSTOMER SERVICE RECORDS</td>
<td>Policy recommendations, findings, reports and issue papers regarding workplace-related and customer service issues, investigations and inquires. Includes publicized results of investigations, weekly, monthly, semi-annual and annual reports.</td>
<td><strong>PERMANENT.</strong> Cut off at end of calendar year. Transfer to FRC when, 3 years old. Transfer to NARA when 10 years old.</td>
<td></td>
</tr>
</tbody>
</table>

**Superseded by job / item number:**

DAA-0563-2019-0001-0001

Date (MM/DD/YYYY):

11/04/2019

IN PART - INTERNAL MATTERS ONLY
<table>
<thead>
<tr>
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</table>
| **OMBUDS 2300.5**         | a. Conferences, seminars and meetings. Material from training programs and classes, including alternative dispute resolution classes. Training and support materials including alternative dispute resolution materials created by the office.  
   b. Travel arrangements to conferences.  
   c. Standard operating procedures and final policy documents. Includes procedures and policies for the treatment of confidential information, for manner and process of complaints, inquiries, and investigations, Ombudsman's independent review, jurisdiction, delegation authority, informal complaint resolutions.  
   d. Independent reviews conducted not resulting as a informal inquiry. | Destroy when superseded or obsolete.  
   Cut off at end of fiscal year. Destroy when 6 years old.  
   Destroy when superseded or obsolete.  
   Cut off at end of fiscal year. Destroy when 3 years old.  
   Destroy when superseded or obsolete.  
   Cut off at end of fiscal year. Destroy when 6 years old.  
   Destroy when superseded or obsolete.  
   Cut off at end of fiscal year. Destroy when 6 years old. |           |
| **OMBUDS 2300.6**         | a. Brochures, Sentinel articles, presentations, briefing materials, and all other marketing materials.  
   b. Travel arrangements for marketing outreach. | Destroy when superseded or obsolete.  
   Cut off at end of fiscal year. Destroy when 6 years old. |           |
| **OMBUDS 2300.7**         | (a) Copies that have no further administrative value after the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared— | Delete/destroy within 180 days after the recordkeeping copy has been produced. |           |

**Superseded by Job / Item number:**

**GRS 5.1 incm 020** (DAA-GRS-2016-0016-0062)

**Date (MM/DD/YYYY):**

**ISSUED** **GRS TRANSMITTAL 28, JULY 2017**
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>OMBUDS – 2300 OMBUDSMAN</td>
<td>network drives that are used only to produce the recordkeeping copy.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(b) Copies used for dissemination, -- Delete when revision, or updating that are maintained in addition to the recordkeeping copy. -- complete.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TSA Records Disposition Schedules 23-4