

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		LEAVE BLANK (NARA use only)	
To NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD, COLLEGE PARK, MID 20740-6001		JOB NUMBER <i>NI-563-09-8</i>	
1 FROM (Agency or establishment) <b>Department of Homeland Security</b>		Date Received <i>4/30/09</i>	
2 MAJOR SUB DIVISION <b>Department Wide</b>		In accordance with the provisions of 44 U S C 3303a, the disposition request, including amendments is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
3 MINOR SUBDIVISION			
4 NAME OF PERSON WITH WHOM TO CONFER <b>Kathy Schultz</b>	5 TELEPHONE <b>202-447-5075</b>	DATE <i>9-16-09</i>	ARCHIVIST OF THE UNITED STATES <i>Adrian Thomas</i>
6 <b>AGENCY CERTIFICATION</b> 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 <u>3</u> page(s) are not needed now 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 the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested			
DATE <b>4/20/09</b>	SIGNATURE OF AGENCY REPRESENTATIVE <i>Kathy Schultz</i>		TITLE <b>Senior Records Officer</b>
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
<b>1</b>	<b>See attached sheet(s) for: Agency Wide Schedule for Traveler Redress Inquiry Program (TRIP) (inputs covered by GRS 20)</b>		

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**Traveler Redress Inquiry Program (TRIP)**

NARA # N1-503-09-8

On January 17, 2006, DHS Secretary Chertoff and DoS Secretary Rice announced the Rice-Chertoff Initiative. One objective of this initiative is to "accelerate efforts to establish a government-wide traveler screening redress process to resolve questions if travelers are incorrectly selected for additional screening."

The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a customer service web-based initiative developed as a voluntary program to provide a one-stop mechanism for individuals to request redress who believe they have been (1) denied or delayed boarding transportation due to DHS screening programs, (2) denied or delayed entry into or departure from the United States at a port of entry, or (3) identified for additional (secondary) screening at our Nation's transportation facilities, including airports, seaports, train stations and land borders.

DHS TRIP will coordinate and process the intake and close-out requests for redress or assistance, while DHS components will maintain responsibility for resolving the requests.

Components operating within this system include the following: Transportation Security Administration (TSA), U.S. Customs and Border Protection (CBP), U.S. Citizenship and Immigration Services (USCIS), U.S. Immigration and Customs Enforcement (ICE), U.S. Visitor and Immigrant Status Indicator Technology Program (US-VISIT), DHS Office for Civil Rights and Civil Liberties (CRCL), the DHS Office for Policy's Screening Coordination Office (SCO) and the DHS Privacy Office (PRIV).

To facilitate the handling of redress requests, visitors to the DHS TRIP website will have the opportunity to review a series of Frequently Asked Questions (FAQs) that are designed to address those questions that do not require individualized responses. For those individuals who do not find a response to their question or who wish to file a redress request, they can complete an electronic, customized "smart" form that collects the personal information necessary to process and address their request. Using the smart form, DHS TRIP will review the request and forward it to the appropriate DHS component or federal agency.

For an individual using the web-based application and completing a form online, identity verification information may be sent via hard copy, or e-mail. For a minor, only a custodial parent or guardian may submit the information on behalf of the minor. For anyone using a representative, the DHS form 590 "Authorization to Release Information to Another Person" must be submitted.

Once the request is addressed, the component annotates the disposition making it available to the other participating components and agencies.

DHS TRIP will maintain a case management system of traveler redress requests. This case management function will be utilized to track case progress, to provide metrics of redress operations, to identify areas in need of additional support, and to develop lessons learned regarding the overall DHS traveler redress process.

Subsection (d) of the Privacy Act of 1974 (5 U.S.C. 552a, as amended) provides authority to enable individuals to access and request to amend their records. Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 provides for security measures to be taken to protect travel as well as the ability for airline passengers who are delayed or prohibited from boarding as a result of a screening program determination that they might

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pose a security threat to appeal the determination and correct erroneous information which may have resulted in delay or misidentification See Section 4012 (a)(1) and (2), 49 U S C §§44903(j)(2)(G) and 44909(c)(6)(B)

This system may contain records or information recompiled from or created from information contained in other systems of records, which are exempt from certain provisions of the Privacy Act For these records or information only, in accordance with 5 U S C 552a(j)(2), (k)(1), (k)(2), and (k)(5), DHS will also claim the original exemption for these records or information from subsections (c)(3) and (4), (d)(1), (2), (3), and (4), (e)(1), (2), (3), (4)(G) through (l), (5), and (8), (f), and (g) of the Privacy Act of 1974, as amended, as necessary and appropriate to protect such information Such exempt records or information may be law enforcement or national security investigation records, law enforcement activity and encounter records, or terrorist screening records

**① Master File / Data:**

**Information Collected from Traveler**

Information contained in the individual subject files on individuals who request redress

(1) contact information to enable DHS TRIP to communicate with the individual, such as name, address, telephone number, and email address,

(2) information about the individual's experience to assist DHS TRIP in identifying which component is best able to address the request, and

(3) information and/or documentation to verify the identity of the individual if necessary to authenticate the individual or to address a redress request involving misidentification

**Disposition:**

TEMPORARY Cut off at end of calendar year upon final determination of the request for redress or when case is closed, whichever is later Destroy or delete 7 years from cutoff

**② Output:**

**Statistical and Tracking Reports**

Data from TSA's Redress Management System (RMS) is exported to an MS Access database to gather statistical and tracking information Reports are generated and distributed to TRIP POCs and to other Agency and Congressional officials upon request Reports include, but are not limited to, requests for redress, aging reports, processing results, and additional ad hoc reports

**Disposition (Media Neutral):**

TEMPORARY Cut off at end of calendar year in which report is generated Destroy or delete 5 years after cutoff or when no longer needed for business or audit purposes, whichever is later

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**3** Output:

Redress Correspondence

Communications with individuals regarding the redress process  
Information may be maintained either in hard copy or electronic  
format (This schedule item excludes correspondence associated  
exclusively with DHS Office of Civil Rights and Civil Liberties (CRCL),  
which is maintained within the CRCL case management system # N1-  
563-07-6, Item 1)

**Disposition (Media Neutral):**

TEMPORARY Cut off at end of calendar year upon final  
determination of the request for redress or when case is  
closed, whichever is later Destroy or delete 7 years from cutoff