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Date: June 27, 2018
Appraiser: Jeremy P. Schmidt, ACR1
Agency: Transportation Security Administration (TSA)
Subject: DAA-0560-2016-0006

تسليم
6/27/18

INTRODUCTION

Schedule Overview Passenger Complaints

Additional Background Information

Other records related to passenger complaints are found in multiple collections of records at TSA. Most notably, the Disability and Multicultural branches of the Office of Civil Rights and Liberties, Ombudsman and Travel Engagement (CRL/OTE) send quantitative, and more recently, qualitative reports on passenger complaints to the TSA Assistant Administrator for CRL/OTE. These reports and the other records of the Assistant Administrator for CRL/OTE are currently unscheduled, and until they are scheduled, must be retained by the agency.

If a passenger complaint alleges criminal misconduct, it is referred to the TSA Office of Inspections. These records are covered by the N1-560-12-003 schedule. The U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties, may at its discretion, assume responsibility for handling a complaint received by TSA. Generally, these are significant cases, which may result in policy change. These records are covered by the N1-563-07-006 schedule. Complaints received by the TSA that fall outside of TSA's jurisdiction are referred to the appropriate entity based on the nature of the complaint. For example, a complaint arising from an incident at a border crossing inspection after an international flight arriving in the United States would be referred to U.S. Customs and Border Protection.

Overall Recommendation

I recommend approval of the attached schedule.

APPRAISAL

Item 0001: Passenger Complaints

Proposed Disposition: Temporary

Appropriateness of Proposed Disposition: Appropriate

Appraisal Justification:

- * Has little or no research value.
- * Aggregate data / information about complaints is captured at a high level in the agency.
- * Records do not have sufficient value to warrant ongoing preservation by the National Archives.

Adequacy of Proposed Retention Period: Adequate from the standpoint of legal rights and accountability. The retention period meets statute of limitations requirements for filing a civil rights violation claim.

Media Neutrality: Approved

A handwritten signature in black ink, appearing to read 'J. Schmidt', with a long horizontal flourish extending to the right.

JEREMY P. SCHMIDT
Appraiser