

Request for Records Disposition Authority

Records Schedule Number DAA-0560-2016-0006

Schedule Status Appraiser Working Version

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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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

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Records Schedule Items

Sequence Number	
1	<p data-bbox="342 380 667 411">Passenger Complaints</p> <p data-bbox="342 432 1149 464">Disposition Authority Number DAA-0560-2016-0006-0001</p> <p data-bbox="342 485 1518 716">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="342 737 919 768">Final Disposition Temporary</p> <p data-bbox="342 789 878 821">Item Status Pending</p> <p data-bbox="342 842 821 873">Is this item media neutral? Yes</p> <p data-bbox="342 894 821 1020">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="342 1041 821 1125">Do any of the records covered by this item exist as structured electronic data? Yes</p> <p data-bbox="342 1167 659 1199">Disposition Instruction</p> <p data-bbox="342 1230 1195 1262">Cutoff Instruction Cutoff at the end of fiscal year.</p> <p data-bbox="342 1283 1170 1314">Retention Period Destroy 6 year(s) after cutoff</p> <p data-bbox="342 1356 659 1388">Additional Information</p> <p data-bbox="342 1419 951 1451">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

Executive Summary

Summary

Permanent Item Numbers

Federal Register Notice

Publication Date

Copies Requested 0

Comments Received 0