



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

REVISION: This revised directive supersedes TSA MD 100.0-1, *OSC Roles and Responsibilities*, dated April 5, 2011.

SUMMARY OF CHANGES: Office of the Special Counselor (OSC) was renamed the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement (CRL/OTE) pursuant to the 2012 TSA Organizational Transformation Initiative, approved by the Administrator; and Section 5, Responsibilities, revised to reflect changes in sub-organizations and responsibilities including realignment of the Executive Secretariat and Audit Liaison sub-organizations, now under the Office of the Chief of Staff.

1. **PURPOSE:** This directive defines the roles and responsibilities of the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement (CRL/OTE).
2. **SCOPE:** This directive applies to all TSA organizational components.
3. **AUTHORITIES:**
 - A. Aviation and Transportation Security Act (Public Law 107-71)
 - B. The Homeland Security Act of 2002 (Public Law 107-196)
 - C. [TSA MD 100.0, TSA Roles and Responsibilities](#)
4. **DEFINITIONS:** Stakeholders include TSA organizational components and DHS component offices.
5. **RESPONSIBILITIES:** CRL/OTE is primarily responsible for ensuring that TSA employees and the traveling public are treated in a fair and lawful manner, consistent with Federal laws and regulations protecting civil rights, civil liberties and privacy, affording redress, governing freedom of information, and prohibiting discrimination and reprisal, while promoting diversity and inclusion.
 - A. The Assistant Administrator is responsible for:
 - (1) Providing leadership, direction, and guidance to CRL/OTE components, including the Civil Rights Division, Disability and Multicultural Division, Diversity and Inclusion Division, Ombudsman Division, Traveler Engagement Division, Privacy Officer and the Business Management Office.

- (2) Serving as the focal point in TSA to develop and coordinate agency wide policy on passenger screening complaint processes, to include the collection and analysis of complaint data, and the sharing of screening complaint information with TSA offices, airports and the public.
- (3) Establishing management controls over program activities, measuring and evaluating program accomplishments, and correcting program deficiencies.
- (4) Representing CRL/OTE at TSA senior leadership forums and meetings, and representing TSA at meetings with DHS and other agencies regarding CRL/OTE functions, programs and activities.

B. Civil Rights Division is responsible for:

- (1) Developing and implementing policies and procedures regarding civil rights under Federal law.
- (2) Managing TSA's Equal Employment Opportunity (EEO) program.
- (3) Counseling, investigating and resolving EEO complaints.
- (4) Conducting barrier analyses to ensure equality of opportunity in recruitment, promotion, termination, and other personnel actions.
- (5) Overseeing implementation of EEO settlement agreements and findings of discrimination.
- (6) Providing training and guidance to TSA managers on implementing EEO policies.
- (7) Providing training and guidance to TSA personnel on civil rights topics and issues.
- (8) Serving as the primary point of contact with the DHS Office for Civil Rights and Civil Liberties.

C. Disability and Multicultural Division is responsible for:

- (1) Ensuring that TSA security screening policies, procedures and practices comply with all applicable civil rights and civil liberties laws, regulations, Executive Orders and policies and do not discriminate against travelers on the basis of disability, race, ethnicity, national origin, religion or gender.
- (2) Advising the Assistant Administrator and other offices within TSA regarding the impact or potential impact of new and existing screening procedures on members of the disability and multicultural communities and collaborating with the appropriate TSA offices to mitigate these impacts.
- (3) Resolving complaints alleging infringement of civil rights or liberties, discrimination, or other inappropriate treatment during security screening on the basis of disability race, ethnicity, national origin, religion or gender.

- (4) Providing training and guidance to TSA personnel on civil rights and civil liberties topics and issues.
- (5) Developing, managing and strengthening partnerships and outreach with leaders from the disability and multicultural communities, DHS Components, and the DHS Office for Civil Rights and Civil Liberties.
- (6) Assisting and educating travelers by providing information and customer service through electronic media, publications and presentations.

D. Diversity and Inclusion Division is responsible for:

- (1) Managing the implementation of TSA's Diversity and Inclusion Strategic Plan and related action plans.
- (2) Establishing and implementing programs, practices and/or policies that promote accountability for diversity and inclusion.
- (3) Managing the Diversity Advisory Council (DAC) to promote diversity and inclusion in leadership, management and the workplace.
- (4) Providing guidance and oversight to TSA components regarding their local diversity, inclusion and employee engagement programs and activities.
- (5) Facilitating and supporting the formation of employee resource or affinity groups that have a role in initiatives such as employee networking, mentoring, recruitment, retention and career development.
- (6) Engaging and partnering with major diversity organizations and stakeholders, to include facilitating systematic diversity outreach with law enforcement, professional and academic partners.
- (7) Conducting empirical research to inform and support diversity and inclusion strategic goals, to include conducting ongoing analyses of diversity workforce metrics with quantitative and qualitative analyses to evaluate diversity programs, concerns and recommendations.
- (8) Serving as the primary point of contact for DHS diversity and inclusion efforts.

E. Ombudsman Division is responsible for:

- (1) Providing neutral, informal, confidential and independent conflict resolution services to employees and the public for issues and concerns involving TSA policies or personnel.
- (2) Providing information to TSA leadership and program offices about the types of inquiries the office receives, advocating fair process in the resolution of issues and concerns, and recommending options for the resolution of issues and concerns.
- (3) Conducting trend, policy and program analysis of concerns and issues

(4) Providing outreach and education activities for TSA management, employees and the public.

F. Traveler Engagement Division is responsible for:

- (1) Managing the TSA redress process, to include functioning as the DHS Office of Appeals and Redress and managing the DHS Traveler Redress Inquiry Program (TRIP) to provide a single portal for travelers to seek redress for adverse screening experiences resulting from delayed or denied boarding or entry into the United States at a port of entry; or having been subject to additional (secondary) screening or inspection based on Watch List misidentification issues.
- (2) Operating the TSA Contact Center (TCC) to serve as the central point of contact for all non-media public inquiries and complaints from the public, TSA employees and other Government organizations, providing information in response to questions, concerns or complaints regarding security procedures; reports and claims of lost, stolen or damaged items; programs and policies; and employment issues.
- (3) Responding to Freedom of Information Act (FOIA) and Privacy Act (PA) requests from the public, Congress and other Government agencies.

G. Privacy Officer is responsible for:

- (1) Providing advice on TSA compliance with all privacy laws and regulations.
- (2) Developing TSA privacy policies, and informing and training employees on TSA privacy policies and OMB privacy guidance.
- (3) Providing guidance to managers regarding the development of programs and activities that may have privacy implications.
- (4) Overseeing the coordination and approval by DHS of privacy impact assessments and Privacy Act System of Records Notices for TSA.
- (5) Serving as the primary point of contact with the DHS Privacy Office.

H. Business Management Office is responsible for:

- (1) Providing administrative support, to include time and attendance, space management, records management and supplies.
- (2) Coordinating the delivery of other resource support, including human resources, finance and acquisition services, and information technology.
- (3) Implementing activities in accordance with [TSA MD 100.3, *Business Management Office Roles and Responsibilities*](#).

6. POLICY:

- A. Pursuant to authorities set forth in Section 3, CRL/OTE is responsible for all policy and procedures related to the responsibilities described in this document and referenced in related documents.
 - B. Stakeholders shall reference applicable policy documents specific to the program functions described in this directive.
7. **PROCEDURES:** Stakeholders may reference applicable guides, manuals, standard operating procedures and instructions, and other process directions specific to the program functions described in this directive.
8. **APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed

July 10, 2013

Kimberly Walton
Assistant Administrator

Date

EFFECTIVE

Date

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