



**Privacy Impact Assessment Update  
for the**

# **DHS Traveler Redress Inquiry Program (DHS TRIP)**

**DHS/ALL/PIA-002(a)**

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## Abstract

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 make inquiries, or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs (such as airports and train stations), or crossing U.S. borders. DHS TRIP provides traveler redress intake and processing support while working with relevant DHS components to review and respond to requests for redress. This PIA update is necessary because the documentation required to resolve a request is now based upon the nature of the traveler's complaint, rather than the previous requirement of a traveler submitting "at least three" documents for all requests.

## Introduction

On January 17, 2006, Secretary of Homeland Security Michael Chertoff and Secretary of State Condoleezza 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." DHS TRIP was created to provide a web-based central gateway for individuals who seek to submit an inquiry regarding difficulties they have experienced during travel, and to petition to have erroneous information corrected. DHS TRIP coordinates and processes the intake and close-out requests for redress or assistance, while the Department of Homeland Security (DHS) components continue to maintain responsibility for resolving the requests.<sup>1</sup> DHS TRIP shares information provided by individuals seeking redress with the appropriate DHS component, as well as with other federal agencies such as the Department of State (DoS) and Terrorist Screening Center (TSC) when necessary to process the redress request.

To facilitate the handling of redress requests, visitors to the DHS TRIP website have the opportunity to review a series of Frequently Asked Questions (FAQ) that are designed to address those questions that do not require individualized responses, such as "Why does DHS screen travelers?" or "How can travelers obtain access to information held about them?" Individuals who do not find a response to their question or who wish to file a redress request can complete an electronic, customized, smart form that collects the personal information necessary to process and address their request. Appendix A of the Privacy Impact Assessment (PIA) contains a copy of the web pages containing the information collection screens that individuals see upon visiting

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<sup>1</sup> The component redress processes are described in the PIAs for the various operational programs.



DHS TRIP. Each individual filing a request receives an acknowledgement by email, unless his or her request identifies a preference for a different method of communication. This communication will include a unique control number that the individual can use to learn the status of his or her request.

Using the smart form, DHS TRIP reviews the request and forwards it to the appropriate DHS component or federal agency to address the request. DHS TRIP is operated and managed by the Transportation Security Administration (TSA), with assistance from staff of various participating components. The system maintains (1) the intake information collected from individuals in support of their redress requests (whether submitted on the redress request smart form or in supporting documentation submitted by mail or fax), (2) the current status of each redress request received, and (3) information about the response to the request. Each participating component continues to conduct and control the resolution process for redress requests forwarded to them by DHS TRIP.

## Reason for the PIA Update

The case management system used for DHS TRIP has been updated to improve tracking, workflow, document management, interoperability, and reporting. The updated case management system now provides more efficiency for DHS and the traveler who seeks assistance. As a result of updating the case management system, there have been modifications to how PII is collected, and the amount of PII collected has been minimized. The PIA is being updated to reflect that DHS TRIP no longer requires “at least three” documents to resolve a complaint. Instead, the DHS TRIP smart form varies the type and amount of documents requested, depending upon the nature of the traveler’s complaint. The documentation may either be a copy of a U.S. passport, non-U.S. Passport, or Passport Card; copies of a birth certificate, driver’s license, immigrant/non-immigrant visa, naturalization certificate, certificate of citizenship, government identification card, or military identification card; or another acceptable form of identification.<sup>2</sup> Additionally, the retention schedule for information used during the redress process has been approved by NARA, and is included in this update.

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<sup>2</sup> A list of acceptable identification is available on the DHS.gov website at <http://www.dhs.gov/step-2-how-use-dhs-trip>.



## Privacy Impact Analysis

### **The System and the Information Collected and Stored within the System**

The system collects and stores information needed to assist in addressing instances of misidentification and to authenticate the redress inquiry. The individual will be asked to submit to DHS TRIP supporting documentation by mail or fax. The documentation may either be a copy of a U.S. passport, non-U.S. Passport, or Passport Card; copies of a birth certificate, driver's license, immigrant/non-immigrant visa, naturalization certificate, certificate of citizenship, government identification card, or military identification card; or another acceptable form of identification depending on the nature of the traveler's complaint.<sup>3</sup> The documentation must be submitted within 30 days of filing the redress request. If a birth certificate is submitted, it must be a certified copy of the original. Depending upon the redress request, supplemental information (in addition to the original documents submitted) may be requested later during the processing to help the appropriate component effectively respond to the request. Supplemental information may be shared with a DHS component or other federal agency as needed to process the redress request. The type and amount of PII collected will depend upon the details in the documentation provided by an individual in order to resolve his or her complaint.

### **Uses of the System and the Information**

No change.

### **Retention**

The information contained in the DHS TRIP system includes the information collected from individuals in support of their redress requests, the current status of redress requests received, and information about the resolution of the request. NARA schedule NI-563-09-8 dated April 30, 2009, was approved on September 16, 2009, and is used cover the information collected from individuals who avail themselves of the redress process. DHS TRIP will to retain these records for a period of up to seven years.

### **Internal Sharing and Disclosure**

No change.

### **External Sharing and Disclosure**

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<sup>3</sup> *Ibid.*



No change.

## **Notice**

No change.

## **Individual Access, Redress, and Correction**

No Change.

## **Technical Access and Security**

No change.

## **Technology**

No change.

## **Responsible Official**

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## **Approval Signature**

Original signed and on file at the DHS Privacy Office.

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