Universal Access in Aviation
Traveler Engagement Division (TED)
October 2022
Traveler Engagement Division (TED) Agenda

• Traveler Engagement Division (TED)
  o Customer Service Branch (CSB)
  o Disability and Multicultural Branch (DMB)
  o Freedom of Information Act (FOIA) Branch
  o Transportation Security Redress Branch (TSRB)
The Customer Service Branch (CSB) is part of the Traveler Engagement Division (TED), under Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE):

• Manage the TSA Contact Center (TCC), which includes TSA Cares and receives 1.4 million contacts per FY via phone and email contact channels (live chat on TSA.gov in development). The TCC is TSA’s hub for passenger inquiries, and the CSB creates reports and maintains data tools that highlight the number and nature of phone call and email contacts received by the TCC at various intervals (i.e. weekly, monthly, yearly).

• Provide HQ support to ~200 Customer Support Managers (CSMs) covering ~440 federalized airports across TSA
Executive Order (EO) 14058 directs Federal agencies to put people at the center of everything the Government does. Specifically, the EO includes 36 CX improvement commitments across 17 Federal agencies, all of which aim to improve people’s lives and the delivery of Government services. Since 2018, TSA has been designated by OMB as a High Impact Service Provider (HISP) due to the scale and impact of our public-facing services:

TSA’s (2) EO Commitments are:

• Test the use of innovative technologies at airport security checkpoints to reduce passenger wait times

• Provide new opportunities for customers to connect with the Transportation Security Administration, including as appropriate, online chat, improved communication during additional screenings, and additional mechanisms to provide customer feedback
CSB maintains a SharePoint site to enhance collaboration with its many stakeholders, such as CSMs / FSDs, HQ Offices, Screening Workforce, and TCC:

- CSMs / FSDs – CX Signage / Handouts, Response Templates
- HQ Offices – Metrics and Reports, Airport CSM Listings
- Screening Workforce – CX Training, CX Support Links
- TCC – SOPs, Training and Reference Materials

CSB is continually working to expand its SharePoint presence to ensure that information is easily accessible and easy to find.
This is an example of the data analysis conducted by the CSB:

- Shared with Domestic Aviation Operations (DAO) (e.g. Executive Directors, Federal Security Directors)
- Organized by Executive Director (Large, Medium, Small Hub)
- Highlights the Top-5 and Bottom-5 airports in each Hub for complaints per 100,000 passengers
- Highlights the Top-5 complaint categories and the Top-5 civil rights complaint categories by total volume

The report creates accountability in the field and provides actionable data for leadership.
Disability and Multicultural Branch (DMB) Branch Presentation
Supriya Raman, Branch Manager
DMB is responsible for safeguarding the civil rights and liberties of all members of the public and ensuring nondiscriminatory delivery of all public-facing programs across the enterprise in accordance with Federal laws, Executive Orders, DHS Directives, to enhance

TSA’s mission to ensure freedom of movement of people and commerce.
UAIA
Disability and Multicultural Branch (DMB) – Authorities: Laws, Policies

- U.S. Constitution
- 6 U.S.C § 345
- Section 504 of the Rehabilitation Act of 1973 (6 CFR Part 15)
- Age Discrimination Act of 1975
- Title VI of the Civil Rights Act of 1964 (6 CFR Part 21)
- Title IX of the Educational Amendments Act of 1972 (6 CFR Part 17)
- Executive Order 13166
- Executive Order 13175
- Executive Order 13985
- DHS Delegation 19003
- DHS Directive 065-01
- TSA Management Directive 900.1
Complaint Trends

- Communication
- Engagement
- Reasonable Modification Request
- Articulable Belief
- Critical Thinking

DMB Resources

- Onsite Training
- Webinar
- National Shift Brief (NSB)
- SharePoint Library
- Mass Movement Notices
Traveler Engagement Division (TED) – Contact Information

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