



TSA's Section 504 Component Plan for Nondiscrimination of Individuals with Disabilities 2019



Transportation
Security
Administration

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I. Introduction

The Transportation Security Administration's (TSA) Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) developed this Plan to strengthen nondiscrimination for individuals with disabilities encountered and served by the TSA pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504) and the U.S. Department of Homeland Security (DHS) Directive 065-01, *Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-Employment)* (Sept. 25, 2013). The Directive requires each DHS Component to designate a lead Disability Access Coordinator (DiAC), conduct a Self-Evaluation of programs and activities to identify barriers and gaps to access for individuals with disabilities, and develop a Component Plan to address the results of the Self-Evaluation. The TSA appointed a lead DiAC and supporting DiACs, conducted a Self-Evaluation, and took steps to address barriers and gaps that were identified through the Self-Evaluation. This document is the TSA's Component Plan.

II. Executive Summary

The TSA's mission is to protect the nation's transportation systems to ensure freedom of movement for people and commerce, supported by the Administrator's core values of integrity, respect, and commitment. With 60,000 employees, the TSA delivers public-facing security, custody, and customer service programs and activities world-wide. Nearly 45,000 TSA Officers screen over 2.2 million passengers each day at nearly 450 federalized airports. An average of 145,000 individuals seek the services of over 350 TSA Pre✓[®] enrollment centers each month. And, the TSA's Contact Center (TCC) responds to more than one million inquiries from the public each year.

The TSA's Self-Evaluation was conducted pursuant to DHS Instruction 065-01-001, *Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-Employment)* (Mar. 13, 2015), during Fiscal Year (FY) 2017. The TSA's Self-Evaluation Report was timely submitted to DHS on September 6, 2017. Beginning in FY 2017 and continuing, CRL/OTE launched robust engagement, training, monitoring, and policy initiatives to promote access and opportunity for individuals with disabilities across the TSA enterprise.

In support of the Self-Evaluation, the CRL/OTE secured supporting DiACs and conducted numerous briefings and training sessions with headquarters (HQ) program offices to promote awareness of Section 504 requirements in the TSA's delivery of public-facing programs, and to share resources developed by DHS's Office for Civil Rights and Civil Liberties (CRCL) and CRL/OTE in support of Section 504 compliance. Supporting HQ DiACs disseminated resources and information to HQ and field level staff for their various program offices.

The CRL/OTE secured nondiscrimination commitments from several Assistant Administrators (AA), including AAs for CRL/OTE, Security Operations, the Law Enforcement Federal Air Marshal Service (LE/FAMS), Training and Development (T&D), Contracting and Procurement, Acquisitions, and Legislative Affairs. The TSA Self-Evaluation also identified gaps and barriers to program access (e.g., local airport rules, development of standard operating procedures and

training products), physical access (e.g., checkpoint design, TSA Pre✓® enrollment center design, accessibility of public meetings and events), and effective communications (e.g., lack of alternative effective communication wherever a phone number is listed, security screening communication aids for deaf/blind travelers, identifying available resources for HQ and the field to secure auxiliary aids and services), which have been the focus of CRL/OTE efforts. Moreover, the CRL/OTE identified that a public portal was needed to allow individuals with disabilities access to request modifications of the TSA's policies, practices, and procedures outside the discrimination complaints process.

From October 1, 2015, through June 22, 2018, a total of 2,433 matters filed by travelers alleging discrimination under Section 504 in the security screening process were referred to CRL/OTE's Disability Branch for review. Of these, inquiries were conducted in a total of 532 complaints. The remaining matters, totaling 1,901 intakes, were referred to TSA management at the appropriate airports for handling.¹ Of the inquiries conducted, 437 complaints were resolved through informal resolutions to deliver refresher training, or closed for failure of the travelers to respond. A total of five formal determination letters were issued to travelers based on review of inquiry materials. None of the formal determination letters contained findings of a violation under Section 504.

III. Component Plan to Address Barriers and Gaps

A. Responsible Staff

The CRL/OTE's **Disability Branch** focuses on policy, engagement, training, and outreach to ensure nondiscriminatory delivery of security, custody, and customer service programs and activities for members of the traveling public with disabilities as required by Section 504 of the Rehabilitation Act through the following activities:

- Promote respect for civil rights in policy and training creation and implementation;
- Educate TSA personnel at headquarters and in the field on TSA's Section 504 responsibilities to the public;
- Collaborate with organizations and advocacy groups through the TSA's Disability and Medical Conditions Coalition to identify promising practices for nondiscriminatory delivery of security, custody, and customer-service programs and activities;
- Collaborate with DHS and TSA stakeholder partners to embed Section 504 equities through policies, procedures, communications, training, and messaging to our workforce and the public;

¹ Pursuant to TSA Management Directive No. 900.1, *Passenger Complaints* (2013), matters were referred to the airport for further handling where the passenger alleged rude or unprofessional conduct, or where the intake demonstrated that *Standard Operating Procedures* (SOP) were followed. In these matters, TSA management at the airport contacted the traveler to discuss the incident. Intakes where complainants requested monetary damages were referred to TSA's Claims Management Branch. Intakes alleging assault, rape, or other criminal activities were referred to TSA's Office of Inspections.

- Investigate and resolve disability-based complaints filed by the public alleging discrimination in the TSA's security screening activities at federalized airports; and
- Propose refresher training on civil rights and liberties along with etiquette and sensitivity in response to an inquiry.

The **TSA Lead DiAC** is the Manager of the CRL/OTE's Disability Branch. The Lead DiAC serves as the primary resource for guidance in support of the TSA's Section 504 compliance. She/he directs national initiatives promoting physical access, program access, effective communication, and accommodations across the TSA enterprise at HQ and in the field, and directs execution of the TSA Compliance Plan activities. The Lead DiAC also consults with the TSA's Equal Employment Opportunity Disability Program Manager, who is situated in CRL/OTE's Civil Rights Division.

The **TSA Supporting DiACs** were appointed by executives and senior leadership across HQ program offices. Supporting DiACs provide information and data about their offices' program operations in support of identifying gaps and barriers during the Self-Evaluation, and communicate updates, promising practices, and guidance to HQ and field level staff to close the gaps and barriers in support of the Compliance Plan. Supporting DiACs were appointed from the following offices:

Acquisition Program Management
 Administrator
 Chief Performance & Enterprise Risk Officer
 Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
 Chief Counsel
 Contracting & Procurement (C&P)
 Finance & Administration
 Global Strategies
 Human Capital
 Inspections
 Intelligence & Analysis
 Information Technology
 Legislative Affairs
 Law Enforcement/Federal Air Marshal Service (LE/FAMS)
 Strategic Communications and Public Affairs (SCPA)
 Chief Operating Officer
 Professional Responsibility
 Requirements and Capabilities Analysis (RCA)
 Security Operations
 Security Policy & Industry Engagement
 Training & Development (T&D)
 TSA Pre✓® Enrollment Centers Point of Contact

As the TSA reorganizes to promote efficiencies and out-pace evolving threats to our nation's transportation systems, the CRL/OTE will secure appointments of Supporting DiACs, as appropriate.

To promote a sense of community across the Supporting DiACs, in FY 2017, the CRL/OTE launched a periodic newsletter. Newsletters typically feature an article from an Assistant Administrator on the cover, an article from a member of TSA's Disability and Medical Conditions Coalition, and useful tips for ensuring access and opportunities for individuals with disabilities in the TSA's security, custody, and customer service programs and activities. In FY 2018, the CRL/OTE expanded the distribution list to include TSA management at airports. Supporting DiACs are also invited to attend the TSA's Annual Disability and Multicultural Coalition Conference.

B. Overview of the TSA's Public-Facing Programs and Activities

The TSA operates public-facing programs and activities in the areas of security screening, LE/FAMS custody, and customer service.

Public-facing means any program or activity conducted by TSA, or on behalf of TSA (*e.g.*, private security screening contractors, TSA Contact Center operations, TSA Pre✓® enrollment centers) that develop and/or implement activities, policies and procedures that impact how and when members of the public engage with the agency.

C. Program Interactions

During the initial stages of the Self-Evaluation, the CRL/OTE Assistant Administrator requested that all TSA HQ executive leadership provide a list of the public-facing activities in which they participate, or for which they are responsible, for engaging with one or more members of the public in-person or by: (1) telephone; (2) postal mail; (3) Internet (*e.g.*, social media, internet-based application processes); (4) facsimile; or (5) electronic mail. The TSA's public-facing programs and activities and supporting functions include, but are not limited to, the following:

- Security screening at federalized airports (*e.g.*, operations, lane design, policy and procedures development, training, effective communication tools and resources);
- LE/FAMS custody activities (*e.g.*, operations, policy and procedures development, training, effective communication tools and resources);
- TSA Pre✓® programs and activities (*e.g.*, lane design, accessibility and effective communication at enrollment centers, application processes and adjudications);
- The TCC operations (*e.g.*, alternative methods of effective communication, handling complex inquiries from members of the public);
- Outreach and engagement activities with individuals and groups (*e.g.*, industry stakeholders, academia, private companies, job fairs, tours of TSA's Systems Integration Facility);
- CRL/OTE programs and activities (*e.g.*, engagements with the Disability and Multicultural Coalition, industry engagements, privacy and redress activities, customer service activities, employment engagement and outreach such as job fairs, Freedom of Information Act activities, handling public complaints and concerns);
- Industry stakeholder engagements (*e.g.*, airlines, associations, airport operators, academia);

- Acquisitions, contracting and procurement activities (*e.g.*, accessible processes, accessible technology checkpoint solutions);
- Vetting and clearance programs and activities (*e.g.*, Identification Verification Communications Center, TSA Pre✓[®] applications, security threat assessments for commercial drivers, FAA airmen, hazardous materials endorsements, SIDA badges, I&A product development, biometrics, credential authentication);
- Visitor's Center activities at TSA Headquarters buildings;
- TSA.gov content (*e.g.*, accessible and accurate information, Section 508 compliance, alternative methods of effective communication methods provided);
- Hosting conferences, teleconferences, meetings, tours, and other events open to one or more members of the public; and
- Operating booths and/or presenting at conferences or events hosted by the TSA's Disability and Medical Conditions Coalition, academia, or industry stakeholders as they conduct public-facing programs and activities.

Given the changing TSA structure and organization, the CRL/OTE continually monitors enterprise activity for new public-facing programs and engagements to ensure Section 504 responsibilities are understood by the program offices.

D. Addressing Existing Policy Gaps and Barriers

DHS Directive 065-01 established a policy that affirms the DHS's commitment to Section 504's nondiscrimination obligations, which applies to all TSA-conducted programs and activities:

- The TSA promotes nondiscrimination based on disability in its conducted programs and activities, and promotes equal opportunity for qualified individuals with disabilities served or encountered in its conducted programs and activities, through:
 - Program accessibility, including by providing equal opportunity to access programs, services, and activities and delivering these in the most integrated setting appropriate to the individual's needs;
 - Physical access, including by providing accessible new construction and alterations in accordance with the Architectural Barriers Act of 1968 (as amended) and the DHS's Section 504 regulations at 6 C.F.R. Part 15; and
 - Effective communication, including providing auxiliary aids and services for persons who are deaf, hard of hearing, or are blind or have low vision; and by modifying practices and materials to ensure effective communication with persons with intellectual or developmental disabilities and speech disabilities.
- It is the policy of the TSA to provide reasonable modifications or accommodations to afford a qualified individual with a disability full enjoyment of the program or activity, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to the TSA.
- It is the policy of the TSA to engage in an interactive and individualized process to identify reasonable accommodations and modifications. Further, the TSA gives primary consideration to the auxiliary aid or service requested by the individual with the disability.

For more information about the nondiscrimination obligations of Section 504 and about DHS Directive 065-01, go to <https://www.dhs.gov/disability-access-department-homeland-security#content>.

E. Program Accessibility

Listed below are highlights of the TSA's methods to improve access to programs and activities for individuals with disabilities in the most integrated setting appropriate:

- During FY 2016 and 2017, CRL/OTE partnered with the Contracting & Procurement (C&P) to secure mandatory inclusion of Section 504 nondiscrimination clauses in the TSA's contracts for delivery of its public-facing programs and activities;
- In FY 2017, CRL/OTE partnered with the TSA's Innovation Task Force and RCA to embed Section 504 equities in solicitations to industry (e.g., Broad Agency Announcements) and testing and deployment of people, process, and technology solutions at the checkpoints;
- From FY 2014 and continuing, CRL/OTE conducts onsite and online training and monitoring of the TSA's operations at federalized airports to promote compliance with Section 504;
- In FY 2017, CRL/OTE achieved incorporation of Section 504 physical access equities in the TSA's *Checkpoint Design Guide*; and
- In FY 2018, CRL/OTE promoted review of screening protocols around both screening medically-necessary liquids and the Identification Verification Communications Center (IVCC) process; Security Operations committed to review of these protocols in FY 2019 along with consideration of intelligence and risk factors when screening individuals with disabilities.

F. Interaction Procedures/Protocols

Listed below are highlights of the TSA's processes for modifying existing or developing new procedures or protocols to improve access for individuals with disabilities encountered or served by the Agency:

- Dissemination of DHS CRCL guidance publications, such as: (1) *Guidance for Conducting Accessible Meetings*, which describes protocols for ensuring equal access for interacting with persons with disabilities; and (2) *A Guide to Interacting with People Who Have Disabilities*, which is designed to assist DHS personnel, contractors, and grantees in their interactions with people who have disabilities;
- Dissemination of CRL/OTE-created publications covering a variety of topics including, but not limited to, proper portrayal of individuals with disabilities, access and communication, development of Sections 504 and 508-compliant training products, guidance on types and uses of auxiliary aids and services, taglines, reasonable accommodations resources, and nondiscrimination notices.
- Establishment by Security Operations of a formal, collaborative process to include CRL/OTE and other TSA program offices in the development of security screening protocols in FY 2018, to include soliciting input from relevant Coalition members through use of focus group discussions facilitated by the CRL/OTE. For example, on March 13, 2018, CRL/OTE facilitated a discussion with Security Operations and Coalition organizations to discuss TSA

Pre✓® protocols for individuals with prostheses, bandages, and ports among other items. A follow-up teleconference was convened with focus group members on May 29, 2018, to share upcoming changes. Coalition member feedback regarding the new process was very positive.

G. Reasonable Accommodation Policies/Procedures

Listed below are highlights of the TSA's plan for modifying existing or developing new policies and procedures for providing reasonable accommodations and modifications to qualified individuals with disabilities.

- Since FY 2014 and continuing, CRL/OTE delivers in-person and webinar-based training to the TSA program offices at headquarters and in the field regarding receiving requests for, and providing, reasonable accommodations. The TSA's security screening protocols do not cover every possible scenario, so the training focuses on empowering TSOs to use their critical thinking skills and adjusting the security screening protocols (*e.g.*, reordering the steps) to provide accommodations that are reasonable; that is, the accommodation is effective and security is maintained.
- In FY 2016, the TSA updated and improved the *TSA Disability Notification Card* based on feedback from Coalition members, and placed a disability icon on the TSA.gov landing page to reduce the number of clicks required to access relevant information.
- In FY 2017, the TSA:
 - Embedded reasonable accommodations policies, including the requirement for an interactive dialogue, in standard operating procedures for checkpoint security screening;
 - Incorporated reasonable accommodations requirements across the T&D-generated training products for the security screening workforce; and
 - Developed guidance for LE/FAMS on engaging with individuals with disabilities, including receiving and providing reasonable accommodations.

H. Auxiliary Aids and Services Policies/Procedures

In addition to content at other sections of this Plan, listed below are highlights of the TSA's activities and strategy for modifying existing or developing new policies and procedures to furnish auxiliary aids and services to ensure effective communication for qualified individuals with disabilities.

- During FY 2017 and FY 2018, the CRL/OTE:
 - Partnered with the TSA's Reasonable Accommodations (RA) office to expand its scope from providing support to the TSA employees with disabilities to also supporting the TSA's public-facing programs and activities to ensure members of the public have access (*e.g.*, a member of the public submits a request to a TSA official for captioning at an upcoming TSA-hosted conference, and the TSA official contacts the RA office to secure the requested accommodation).
 - Partnered with Security Operations to deploy:
 - A Braille addition to Language Access Binders at federalized airports; and

- UbiDuo communication devices at the largest airports and conduct training on their use to facilitate communication for individuals who are deaf or hard of hearing and individuals with speech disabilities.
- Partnered with LE/FAMS to develop a general resource explaining how to receive requests for, and provide, reasonable accommodations.
- Partnered with program offices to ensure effective communication, such as:
 - Ensuring the TCC, SCPA, and program offices promote the federal relay as an alternative for telephone communications;
 - Facilitating collaboration with LE/FAMS and Coalition member, National Alliance on Mental Illness, to develop mental illness awareness training for the FAMs in compliance with the 21st Century Cures Act; and
 - Ensuring TSA.gov content:
 - Includes the federal relay number on each web site page; and
 - Contains Section 508-compliant content, including captioning for videos.

The TSA plans to continue to monitor its public-facing programs and activities to ensure effective communications for qualified individuals with disabilities, and to conduct ongoing training regarding how to secure and use auxiliary aids and services.

I. Dissemination of Policies and Procedures

The TSA launched its plan to make resources related to Directive 065-01 more readily available to personnel who interact with or provide information to the public in conducted programs and activities, which incorporates multiple dissemination methods and ongoing training including, but not limited to, dissemination through the following:

- Supporting DiACs;
- Networks of TSA management at airports;
- Personnel involved in the TSA Pre✓[®] program;
- T&D and CRL/OTE training product developers and instructors;
- An iShare library of available resources, including the DHS Directive, DHS Instruction, DHS and TSA publications, and a link to the DHS CRCL-hosted Disability Access Web site;
- Webinar recordings from Coalition members, which are available through the TSA's Online Learning Center for convenient, easy access;
- Town Hall presentations; and
- *DiAC Digest* newsletter.

The TSA Component Plan (Plan) will be posted to the CRL/OTE Disability Branch's SharePoint page as well as TSA.gov at <https://www.tsa.gov/travel/passenger-support/civil-rights>, and it will be disseminated across the TSA enterprise at headquarters and the field through the network of supporting DiACs. The Plan will also be issued through an e-broadcast to the TSA Coalition. In FY 2019, CRL/OTE will develop and deliver additional guidance and training to TSA personnel involved in the TSA Pre✓[®] program.

J. Training

The TSA conducts initial and ongoing training to personnel and contractors on disability access responsibilities. Highlights include, but are not limited to, the following:

- T&D-developed basic and advanced training for TSA Officers, supervisors, and managers at airports as well as personnel delivering customer service programs and activities;
- CRL/OTE-delivered training for HQ and the field covering social engineering, reasonable accommodations, and disability etiquette and sensitivity featuring Coalition members and/or Disability Branch staff;
- CRL/OTE-delivered training for Passenger Support Specialist (PSS) qualification, including a sensitivity and etiquette presentation from a member of the TSA's Disability and Medical Conditions Coalition;
- Mental illness awareness training for LE/FAMS;
- The *Awareness Series*, which consists of a Section 504 publication issued to the security screening workforce featuring promising practices for screening different disabilities and medical conditions in alignment with disability-related awareness months. For example, in May 2018, CRL/OTE issued a publication in recognition of Melanoma/Skin Cancer Detection and Prevention Month that addressed proper engagement with, and screening of, individuals who have, or had, skin cancer; and
- The *TSA in the Know* series, which is developed in collaboration with a Coalition member and contains promising practices for successfully engaging with individuals with various disabilities in the security screening process.

Up-to-date contact information for the supporting DiACs is maintained and available to the TSA personnel on the Disability Branch's SharePoint page, and is disseminated to personnel through the network of supporting DiACs.

K. Notification to the Public

The TSA has taken steps to provide and/or improve how it provides notice to members of the public of their rights under Section 504 and how to file a complete complaint under Section 504. Highlights include the following:

- Develop, disseminate, and prominently display Section 504 nondiscrimination notices (Appendices A-D), which are translated in the top five languages encountered by the TCC:
 - During FY 2017, CRL/OTE:
 - Secured the security screening nondiscrimination notice as required signage at the TSA security checkpoints;
 - Disseminated the custody-related nondiscrimination notice through the LE/FAMS Supporting DiAC;
 - Disseminated the customer-service related nondiscrimination notices at HQ and the field by supporting DiACs; and
 - Collaborated with the Strategic Communications and Public Affairs (SCPA) to post a Section 504 nondiscrimination notice on TSA.gov.
 - During FY 2018, CRL/OTE:

- Identified Washington, DC area buildings and facilities (*i.e.*, the TSA HQ buildings, HQ Visitor Center, the Walker Lane building, and the TSA Systems Integration Facility (TSIF)) where one or more members of the public may enter and:
 - Prominently displayed a 2' by 3' nondiscrimination poster at each public entrance; and
 - Deployed the following items at the security location for each public entrance: (1) a UbiDuo (including training regarding its use); (2) Braille copies of the Section 504 nondiscrimination notice; and (3) a guide of resources available to secure auxiliary aids and services.
- Collaborated with SCPA to post the Federal Relay information in the header of the TSA.gov Web site so that it appears on every page.
- Collaborate with SCPA to improve the clarity and content on TSA.gov, including information about differences between TSA Pre✓® and standard screening for different disabilities and medical conditions.
- Include information regarding how to file a discrimination complaint in the CRL/OTE-created talking points for public speaking engagements, which are used by HQ and field personnel.
- Issue a monthly e-broadcast, *What to Expect*, to Coalition members, which features a different disability or medical condition as part of the *Awareness Series*.
- Attend Washington, DC area conferences and events, as well as events outside the area, hosted by Coalition organizations to present and/or operate a booth and share information about the TSA's services (*e.g.*, TSA Cares, the PSS Program, the TSA *Disability Notification Card*, the TSA Pre✓® Program).

L. Resources

The TSA is committed to providing the resources necessary to ensure compliance with Section 504 and implementation of this Plan with respect to individuals with disabilities the TSA encounters and serves. The TSA has resources in place to provide reasonable accommodations and auxiliary aids and services as requested by members of the public who have disabilities. As noted above, it is the policy of the TSA to provide any necessary modifications to afford a qualified individual with a disability full enjoyment of the program or activity, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service or activity, or result in undue financial and administrative burdens to the TSA.

M. Implementation Steps

1. Steps to continue to address gaps and barriers

In addition to the steps taken by the TSA, as noted in the prior sections of this Plan, the TSA is continuing to address the results of its Self-Evaluation. Highlights for FY 2019 include, but are not limited to, the following:

- Partner with CSB and SCPA to launch a portal for members of the public with disabilities to make recommendations for modifications of security screening, LE/FAMS, technology, and customer service programs and activities outside the discrimination complaint process;
- Continue embedding Section 504 equities in people, process, technology and systems solutions;
- Explore and launch VTC solutions to deliver training to more airports;
- Develop and disseminate guidance for receiving and providing reasonable accommodations or modifications in the TSA Pre✓® program activities;
- Launch a strategy to secure greater visibility of Section 504 responsibilities with Federal Security Directors;
- Continue robust PSS expansion efforts, including incorporation of PSS-qualification as part of the TSO career progression initiative announced by the TSA Administrator on July 10, 2018;
- Continue expansion of industry engagements to build awareness of TSA's programs and activities with airports and airline operators;
- Continue Coalition engagements (*e.g.*, e-broadcasts, teleconferences, focus groups, annual conference) to share information with members of the public regarding procedures changes, and deployment of new checkpoint technologies;
- Complete development of a checklist of Section 504 accessibility considerations for the TSA's use when engaging with industry for people, process, and technology solutions, and deliver to the appropriate program offices;
- Develop a guidance resource for TSA Pre✓® enrollment centers; and
- Continue onsite regional training and monitoring at airports, including follow-up for corrective actions.

2. Timeframes and milestones for next steps to address gaps and barriers

A. Program Accessibility

In FY 2019, CRL/OTE will:

- Continue onsite regional training and monitoring at airports;
- Partner with TSA program offices, the Coalition, and industry stakeholders, to market and strengthen its two flagship programs—TSA Cares and the PSS Program.

With regard to the PSS Program, the TSA continues to further develop and expand this Program nationally. CRL/OTE, in collaboration with T&D, is developing an integrated module training that can be taken at any time in the OLC application. OLC is the primary record for monitoring PSS numbers nationally and the new training module will allow for automated completion recording once the PSS has taken the required training. Training for PSS qualification includes an overview of Section 504 and how it applies to the TSA's security screening activities, a Coalition member presentation on disability etiquette and sensitivity, and knowledge checks based on checkpoint security screening scenarios.

CRL/OTE is collaborating with Security Operations to develop a national standard PSS identifier that will help both the workforce and the public to be able to easily identify a PSS at the checkpoint. Lastly, CRL/OTE is cultivating a sense of community among all PSS nationally by providing a mechanism where PSSs around the country can communicate with each other and with CRL/OTE to share and learn about promising practices (*e.g.*, PSS iShare page, PSS Facebook group).

- Engage with Security Operations to review medically-necessary liquids and IVCC protocols.

B. Dissemination of Policies and Procedures

In FY 2019, highlights of CRL/OTE's activities will include, but are not limited to, the following:

- Partner with Coalition members and the supporting DiACs for TSA Pre✓® enrollment center operations to develop and disseminate guidance for TSA Pre✓® center operations, which will cover physical access, program access, effective communication, and accommodations; and
- Disseminate a comprehensive Section 504 checklist for program offices (*e.g.*, Innovation Task Force, RCA, Security Operations, C&P) to apply when soliciting, piloting, or implementing the people, process, or technology solutions at the checkpoint, and conduct training on use of the checklist.

C. Training

In FY 2019, highlights of CRL/OTE's activities will include, but are not limited to, the following:

- The TSA's incorporation of PSS qualification into the TSO Career Progression initiative. The qualification will be available for eligible TSOs who have: (1) completed required basic training, which includes training on engaging with, and screening, individuals with disabilities; and (2) been on the job for a period of one year; and
- Launch OLC-based PSS training, which can be taken on-demand, to promote greater access to training required for PSS qualification and in support of the TSO Career Progression initiative.
- Continue collaboration with T&D to ensure training development and delivery at HQ and in the field complies with the requirements of Section 504.

D. Notification to the Public

In FY 2019, highlights of CRL/OTE's activities will include, but are not limited to, the following:

- Launch a new public portal on TSA.gov for individuals with disabilities to generally request modifications to the TSA policies, practices, or procedures.² Presently, the TSA does not have a process in place for individuals to request modifications of policies, practices, and procedures, except to file a discrimination complaint regarding a specific screening event at a checkpoint. It is the policy of the TSA to provide any necessary modifications to afford a qualified individual with a disability full enjoyment of the program or activity, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burden to DHS.

CRL/OTE, in partnership with SCPA and CSB, will launch a centralized portal for members of the public to provide general modification recommendations for policies and procedures for security screening, technology, LE/FAMS, and customer service programs and activities. The new portal is anticipated to be located at <https://www.tsa.gov/contact/contact-forms>. On submission, the individual will receive an acknowledgement confirming receipt of his or her recommendation. Given the sensitive nature of security- or safety-related information, the requestor may not receive additional communications on the subject. However, all requests received will be forwarded to the appropriate program offices for consideration and handling. Records of the requests will be tracked and maintained by the CSB through the TCC operations.

- Launch robust industry stakeholder engagement strategy. Currently, industry stakeholders (e.g., airlines, airport authorities, associations) as well as other TSA program offices and federal stakeholder partners have limited awareness of TSA's programs and services for individuals with disabilities. CRL/OTE seeks to improve passenger screening experiences, as well as utilize new direct coordination avenues with airport stakeholders to increase traveler awareness of the TSA programs in place to assist individuals with disabilities and medical conditions, such as TSA Cares, the PSS Program, how to file a complaint, and the TSA Disability Notification Card.

Goals of this initiative include assisting local/regional authorities, airline associations, airlines and airline contractors to improve the quality and quantity of resources provided to their traveling populations. CRL/OTE will also market TSA resources at the local level, such as through printed materials and improved presence on stakeholder websites.

- Continue collaboration with SCPA and Security Operations to upgrade clarity and content of information on TSA.gov, including providing more specific information about distinctions between standard screening and TSA Pre✓® screening. The improvements will also include an improved web page for the Disability Branch, which provides a direct link if an individual would like to file a complaint, seek redress, request assistance at the checkpoint, or file a claim for monetary damages.

² This is not a portal for filing discrimination complaints involving a particular securing screening event. Discrimination complaints are filed at <https://www.tsa.gov/contact-center/form/complaints>.

APPENDIX A: Security Checkpoint Notice

Equal Opportunity Notice

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 (Section 504) and implementing regulations at 6 C.F.R. Part 15 apply to TSA's security screening activities. Individuals with disabilities must have access to, and an equal opportunity to participate in, TSA's security screening activities.

TSA Cares is a helpline that provides travelers with disabilities and medical conditions assistance during the security screening process. Contact TSA Cares 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint:

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227
Federal Relay: 711
Weekdays: 8 a.m. to 11 p.m. ET
Weekends/Holidays: 9 a.m. to 8 p.m. ET

If you feel you have been discriminated against on the basis of a disability or medical condition, you may file a discrimination complaint at:

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673
Federal Relay: 711
Weekdays: 8 a.m. to 11 p.m. ET
Weekends/Holidays: 9 a.m. to 8 p.m. ET

Or by mail to: Disability Branch
Office of Civil Rights and Liberties
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

You must file your complaint within 180 days of the alleged discriminatory act; failure to do so may result in dismissal of the complaint.

Transportation Security Administration Logo/Icon

إشعار الفرص المتكافئة

الجزء 504 من قانون إعادة التأهيل لعام 1973

الجزء 504 من قانون إعادة التأهيل لعام 1973 (الجزء 504) والأحكام التنفيذية في المادة 6 من قانون الأحكام الفدرالية، الجزء 15، تنطبق على نشاطات التفتيش الأمني الخاص بالإدارة. يجب أن يتمتع الأشخاص ذوي الإعاقة بقدرة الوصول إلى هذه البرامج والنشاطات، وأن تتاح لهم فرصة المشاركة في نشاطات التفتيش الأمني الخاص بالإدارة.

يوفر خط المساعدة TSA Cares للمسافرين من ذوي الإعاقة أو ممن لديهم حالة طبية المساعدة خلال عملية التفتيش الأمني. اتصل بخط المساعدة TSA Cares قبل 72 ساعة من سفرك للاستفسار عن سياسات وإجراءات التفتيش الأمني، وما هي الأمور التي عليك توقعها عند منطقة التفتيش الأمني:

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227

خدمة الهاتف الفدرالية لذوي الإعاقة: 711

أيام العمل: 8 صباحاً وحتى 11 مساءً بتوقيت شرق أمريكا

عطلة نهاية الأسبوع/الإجازات: 9 صباحاً إلى 8 مساءً بتوقيت شرق أمريكا

إذا كنت تظن بأنه تم التمييز ضدك على أساس الإعاقة أو الحالة الطبية فيمكنك أن تقدم شكوى تمييز عن طريق:

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673

خدمة الهاتف الفدرالية لذوي الإعاقة: 711

أيام العمل: 8 صباحاً إلى 11 مساءً بتوقيت شرق أمريكا

عطلة نهاية الأسبوع/الإجازات: 9 صباحاً إلى 8 مساءً بتوقيت شرق أمريكا

أو عبر البريد على العنوان: Disability Branch
Office of Civil Rights and Liberties
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

عليك أن تقدم شكواك خلال فترة 180 يوماً من واقعة التمييز المزعومة. قد يتسبب الإخفاق في ذلك في رفض الشكوى.

平等机会通知

1973 年康复法案第 504 节

1973 年康复法案第 504 条（504 条）和实施条例 6 C.F.R. 第 15 部分适用于 TSA（美国运输安全管理局）的安全检查活动。残疾人必须能够并有平等机会参与 TSA 的安全检查活动。

TSA Cares 是帮助热线，在安全检查过程中为旅行者提供残疾和医疗帮助。在旅行前 72 小时联系 TSA Cares，询问有关安检政策、程序以及在安全检查点会出现的情况：

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227

联邦接力：711

工作日：东部时间上午 8 点至晚上 11 点

周末/假期：东部时间上午 9 点至晚上 8 点

如果您认为自己因残疾或健康状况而受到歧视，您可以在以下方面提出歧视投诉：

TSA 联系中心

TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673

联邦接力：711

工作日：东部时间上午 8 点至晚上 11 点

周末/假期：东部时间上午 9 点至晚上 8 点

或邮寄至：Disability Branch
Office of Civil Rights and Liberties
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

或邮寄至：运输安全管理局
监察员和旅行者管理处
公民权利与自由办公室
残疾人分会
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

您必须在涉嫌歧视行为发生后 180 天内提出投诉；如果不这样做，可能会导致投诉不予受理。

Aviso de Igualdad de Oportunidades

Artículo 504 de la Ley de Rehabilitación de 1973

El Artículo 504 de la Ley de Rehabilitación de 1973 (Artículo 504) y su reglamentación prevista en el Artículo 6 del Código de Regulaciones Federales (C.F.R.), Apartado 15, se aplican a las actividades de control de la TSA (Administración de Seguridad en el Transporte de EE. UU.). Las personas discapacitadas deben tener acceso a las actividades de control de seguridad de la TSA e igualdad de oportunidades de participar en las mismas.

TSA Cares es la línea telefónica que proporciona asistencia a los viajeros con discapacidades y afecciones médicas durante el proceso de control de seguridad. Llame a TSA Cares 72 horas antes del viaje si tiene alguna pregunta sobre políticas de control de seguridad, procedimientos y qué esperar en el puesto de control:

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227
Servicio Federal de Retransmisión: 711
Días de semana: 8 a.m. a 11 p.m. (hora del Este)
Fines de semana/Feriados: 9 a.m. a 8 p.m. (hora del Este)

Si considera que ha sufrido discriminación por discapacidad o afección médica, puede presentar una queja por discriminación ante el:

Centro de Contacto de TSA
TSA-Contactcenter@tsa.dhs.gov
(866) 289-9673
Servicio Federal de Retransmisión: 711
Días de semana: 8 a.m. a 11 p.m. (hora del Este)
Fines de semana/Feriados: 9 a.m. a 8 p.m. (hora del Este)

O por correo postal a: Disability Branch
Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

Debe presentar su queja dentro de los **180 días** de la presunta práctica discriminatoria; de lo contrario, su queja podría desestimarse.

Notification sur l'égalité des chances

Article 504 de la loi de 1973 sur la réadaptation

L'article 504 de la loi de 1973 sur la réadaptation (Article 504) et la mise en place des règlements du 6 C.F.R Partie 15 s'appliquent aux activités de contrôle de sûreté de TSA. Les personnes handicapées doivent pouvoir bénéficier et participer de manière égale aux activités de contrôle de sûreté de TSA.

TSA Cares est une ligne de secours qui, tout au long du processus de contrôle de sûreté, offre une aide aux voyageurs en situation de handicap ou avec une condition médicale. Contactez TSA Cares 72 heures avant votre voyage pour toute question concernant les règles et procédures de contrôle et ce à quoi vous attendre au portique de contrôle :

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227
Federal Relay : 711
En semaine : de 8H à 23H ET
Le weekend/Jours fériés : 9 H à 20H ET

Si vous pensez avoir fait l'objet d'une discrimination suite à votre handicap ou condition médicale, vous pouvez porter plainte pour discrimination au :

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673
Federal Relay : 711
En semaine : de 8H à 23H ET
Le weekend/Jours fériés : 9H à 20H ET

Ou par courrier au : Disability Branch
Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

Vous devez porter plainte dans les 180 jours de l'acte soi-disant discriminatoire ; dans le cas contraire, il pourrait en résulter le rejet de la plainte.

Thông báo về cơ hội bình đẳng

Phần 504 của Đạo luật về Phục hồi ban hành năm 1973

Phần 504 của Đạo luật về Phục hồi ban hành năm 1973 (viết tắt là Phần 504) và các quy định thực thi thuộc điều 6 C.F.R. Phần 15 áp dụng cho các hoạt động thuộc thủ tục kiểm tra bảo vệ an ninh của TSA. Cá nhân có khuyết tật phải được đối xử bình đẳng trong các hoạt động thuộc thủ tục kiểm tra bảo vệ an ninh của TSA.

TSA Cares là đường dây trợ giúp khách du lịch có khuyết tật và tình trạng y tế trong thủ tục kiểm tra bảo vệ an ninh. Vui lòng gọi đường dây TSA Cares 72 giờ trước khi đi du lịch nếu quý vị có thắc mắc về các quy định, thủ tục kiểm tra và những gì sẽ xảy ra tại điểm kiểm tra an ninh:

TSA-ContactCenter@tsa.dhs.gov
(855) 787-2227

Đường dây chuyển tiếp liên bang: 711

Ngày trong tuần: 8 giờ sáng đến 11 giờ tối, theo giờ miền Đông

Cuối tuần/Ngày lễ: 9 giờ sáng đến 8 giờ tối, theo giờ miền Đông

Nếu quý vị cảm thấy bị kỳ thị vì tình trạng khuyết tật hoặc tình trạng y tế, quý vị có thể nộp đơn khiếu nại về kỳ thị tại:

TSA Contact Center

TSA-Contactcenter@tsa.dhs.gov
(866) 289-9673

Đường dây chuyển tiếp liên bang: 711

Ngày trong tuần: 8 giờ sáng đến 11 giờ tối, theo giờ miền Đông

Cuối tuần/Ngày lễ: 9 giờ sáng đến 8 giờ tối, theo giờ miền Đông

Hoặc gửi thư về: Disability Branch
Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration
701 S. 12th Street, Mail Stop TSA-33
Arlington, VA 20598

Quý vị phải nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày xảy ra hành động kỳ thị cáo buộc; nếu không, khiếu nại của quý vị có thể bị bác.

APPENDIX B: TSA Buildings Notice



Equal Opportunity Notice

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 (Section 504) and implementing regulations at 6 C.F.R. Part 15 apply to TSA-conducted customer service programs and activities. Individuals with disabilities must have access to, and an equal opportunity to participate in, these programs and activities. This requires that TSA:

- Not offer lesser, different, or segregated treatment to individuals with disabilities as compared to individuals without disabilities
- Provide reasonable accommodations and reasonable modifications on request by individuals with disabilities or medical conditions

If you feel you have been discriminated against on the basis of a disability or medical condition, you may file a discrimination complaint at:

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
TTY Toll-free: (866) 644-8361

You must file your complaint within **180 days** of the alleged discriminatory act; failure to do so may result in dismissal of the complaint.

Transportation Security Administration Logo/Icon

أيقونة الإعاقة - مقعد بكرسي متحرك، صعوبات ذهنية، فقدان السمع، مكفوف
ميزان العدالة

إشعار الفرص المتكافئة

الجزء 504 من قانون إعادة التأهيل لعام 1973

الجزء 504 من قانون إعادة التأهيل لعام 1973 (الجزء 504) والأحكام التنفيذية في المادة 6 من قانون الأحكام الفدرالية، الجزء 15، تنطبق على برامج ونشاطات خدمة العملاء التي تقوم بها الإدارة. يجب أن يتمتع الأشخاص ذوي الإعاقة بقدرة الوصول إلى هذه البرامج والنشاطات، وأن تتاح لهم فرصة متكافئة فيها. ويتطلب هذا الأمر من إدارة أمن النقل (TSA):

- عدم عرض معاملة أقل أو مختلفة أو منفصلة على الأشخاص ذوي الإعاقة مقارنةً بأولئك من غير ذوي الإعاقة.
- توفير ترتيبات مقبولة وتعديلات مقبولة عند طلبها من قبل أشخاص من ذوي الإعاقة أو ذوي الحالات الطبية.

إذا كنت تظن بأنه تم التمييز ضدك على أساس الإعاقة أو الحالة الطبية فيمكنك أن تقدم شكوى تمييز عن طريق:

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crl@dhs.gov
(866) 644-8360
الآلة الطابعة الهاتفية (TTY) مجاناً: (866) 644-8361

عليك أن تقدم شكواك خلال فترة 180 يوماً من واقعة التمييز المزعومة. قد يتسبب الإخفاق في ذلك في رفض الشكوى.

شعار/أيقونة إدارة أمن النقل شعار إدارة أمن النقل

残障图标 - 轮椅，认知问题，失聪，失明

正义天平

平等机会通知

1973 康复法案第 504 条

1973 康复法案第 504 条（504 条）和实施条例 6 C.F.R. 第 15 部分适用于 TSA 开展的客户服务计划和活动。残疾人必须能够获得参与这些计划和活动的平等机会。这要求 TSA：

- 与非残疾人相比，不得向残疾人提供少于，不同或隔离的治疗
- 根据残疾人士或医疗条件的要求提供合理的便利和合理的调整

如果您认为自己因残疾或健康状况而受到歧视，您可以在以下方面提出歧视投诉：

公民权利和公民自由办公室

美国国土安全部

410 号楼，邮件站 #0190

华盛顿特区，20528

crcl@dhs.gov

(866)644-8360

TTY 免费电话：（866）644-8361

您必须在涉嫌歧视行为的 180 天内提出投诉; 如果不这样做，可能会导致驳回投诉。

运输安全管理标志/图标

Icône de handicap- fauteuil roulant, problèmes cognitifs, perte d'audition, perte de vue

La balance de la Justice

Notification sur l'égalité des chances

Article 504 de la loi de 1973 sur la réadaptation

L'article 504 de la loi de 1973 sur la réadaptation (Article 504) et la mise en place des règlements du 6 C.F.R Partie 15 s'appliquent aux programmes et activités de service aux consommateurs menés par la TSA. Les personnes handicapées doivent pouvoir bénéficier et participer de manière égale à ces mêmes programmes et activités. Ceci implique que la TSA :

- Ne doit pas offrir de traitement moindre, différent, distinct à des personnes handicapées qu'à des personnes sans handicap.
- Doit fournir des accommodations et des modifications raisonnables sur demande des personnes handicapées ou ayant des problèmes de santé

Si vous pensez avoir fait l'objet d'une discrimination suite à votre handicap ou condition médicale, vous pouvez porter plainte pour discrimination au :

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
TTY Numéro gratuit : (866) 644-8361

Vous devez porter plainte dans les 180 jours de l'acte soi-disant discriminatoire; dans le cas contraire, il pourrait en résulter le rejet de la plainte.

Logo – Administration de la sécurité des transports

Icono de discapacidad – silla de ruedas, problemas cognitivos, pérdida de la audición, no vidente
y Balanza de la Justicia
Balanza de la Justicia

Aviso de Igualdad de Oportunidades **Artículo 504 de la Ley de Rehabilitación de 1973**

El Artículo 504 de la Ley de Rehabilitación de 1973 (Artículo 504) y las reglamentaciones de implementación del Art. 6 del Código de Reglamentaciones Federales (C.F.R.), Parte 15, se aplican a los programas y actividades de servicio para clientes a cargo de TSA. Las personas discapacitadas deben tener acceso a estos programas y actividades y contar con oportunidades igualitarias de participación en los mismos. Esto requiere que TSA:

- No ofrezca tratamiento inferior, diferente o segregado a personas discapacitadas en comparación con el ofrecido a personas sin discapacidades
- Proporcione adaptaciones y modificaciones razonables a solicitud de las personas con discapacidades o afecciones médicas

Si usted considera que ha recibido un trato discriminatorio por razones de discapacidad o afecciones médicas, puede presentar una reclamación de discriminación en:

Oficina de Derechos Civiles y Libertades Civiles (*Office for Civil Rights and Civil Liberties*)
Departamento de Seguridad Nacional de EE.UU. (*U.S. Department of Homeland Security*)
Edificio 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
Núm. gratis (personas con problemas auditivos; TTY): (866) 644-8361

Debe presentar su reclamación dentro de los **180 días** de la presunta acción discriminatoria; no hacerlo podría ocasionar la desestimación de la reclamación.

Logotipo de la Administración de Seguridad del Transporte de EE. UU.

Khuyết tật biểu tượng - phải ngồi xe lăn, có vấn đề về nhận thức, khiếm thính, mù
Cán cân công lý

Thông báo về Cơ hội bình đẳng
Phần 504 của Đạo luật Phục hồi ban hành năm 1973

Phần 504 của Đạo luật Phục hồi ban hành năm 1973 (Phần 504) và thi hành các quy định của 6 C.F.R. Phần 15 áp dụng cho các hoạt động và chương trình dịch vụ dành cho thân chủ do TSA thực hiện. Người khuyết tật phải được quyền sử dụng và có cơ hội bình đẳng tham gia các chương trình và hoạt động này. Điều này đòi hỏi TSA phải:

- Không được đối xử kém hơn, khác hơn hoặc cách biệt đối với người khuyết tật so với người không khuyết tật
- Cung cấp những phương tiện thích nghi hợp lý và những sửa đổi hợp lý theo yêu cầu của người khuyết tật hoặc người đang có tình trạng y tế

Nếu quý vị cảm thấy là quý vị bị kỳ thị căn cứ theo tình trạng khuyết tật hoặc tình trạng y tế, quý vị có thể nộp đơn khiếu nại sự kỳ thị tại:

Văn phòng Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crl@dhs.gov
(866) 644-8360
Điện thoại TTY miễn phí: (866) 644-8361

Quý vị phải nộp đơn khiếu nại trong vòng **180 ngày** kể từ khi sự việc kỳ thị xảy ra; nếu không, khiếu nại của quý vị có thể bị bác bỏ.

Cơ quan Bảo vệ an ninh giao thông biểu trưng/Biểu tượng

APPENDIX C: Federal Air Marshal Service Notice



Equal Opportunity Notice Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 (Section 504) and implementing regulations at 6 C.F.R. Part 15 apply to the Office of Law Enforcement/Federal Air Marshal Services (OLE-FAMS) - conducted programs and activities. Individuals with disabilities must have access to, and an equal opportunity to participate in, OLE-FAMS program and activities. This requires that OLE -FAMS:

- Not offer lesser, different, or segregated treatment to individuals with disabilities as compared to individuals without disabilities
- Provide reasonable accommodations and reasonable modifications on request by individuals with disabilities or medical conditions

If you feel you have been discriminated against on the basis of a disability or medical condition, you may file a discrimination complaint at:

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673
Federal Relay: 711
Weekdays: 8 a.m. to 11 p.m. ET
Weekends/Holidays: 9 a.m. to 8 p.m. ET

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
TTY Toll-free: (866) 644-8361

You must file your complaint within **180 days** of the alleged discriminatory act; failure to do so may result in dismissal of the complaint.

Transportation Security Administration Logo/Icon

درع الشرطة الفيدرالية للطيران الجوي

إشعار الفرص المتكافئة

الجزء 504 من قانون إعادة التأهيل لعام 1973

الجزء 504 من قانون إعادة التأهيل لعام 1973 (الجزء 504) والأحكام التنفيذية في المادة 6 من قانون الأحكام الفدرالية، الجزء 15، تنطبق على برامج ونشاطات خدمة العملاء التي يقوم بها مكتب إنفاذ القانون/الشرطة الفدرالية للطيران الجوي (OLE-FAMS). يجب أن يتمتع الأشخاص ذوي الإعاقة بقدرة الوصول إلى هذه البرامج والنشاطات، وأن تتاح لهم فرصة متكافئة فيها. ويتطلب هذا الأمر من مكتب إنفاذ القانون/الشرطة الفدرالية للطيران الجوي (OLE-FAMS):

- عدم عرض معاملة أقل أو مختلفة أو منفصلة على الأشخاص ذوي الإعاقة مقارنةً بأولئك من غير ذوي الإعاقة.
- توفير ترتيبات مقبولة وتعديلات مقبولة عند طلبها من قبل أشخاص من ذوي الإعاقة أو ذوي الحالات الطبية.

إذا كنت تظن بأنه تم التمييز ضدك على أساس الإعاقة أو الحالة الطبية فيمكنك أن تقدم شكوى تمييز عن طريق:

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673

خدمة الهاتف الفدرالية لذوي الإعاقة: 711
أيام العمل: 8 صباحاً وحتى 11 مساءً بتوقيت شرق أمريكا
عطلة نهاية الأسبوع/الإجازات: 9 صباحاً إلى 8 مساءً بتوقيت شرق أمريكا.

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
ocr@hhs.gov
(866) 644-8360
الآلة الطابعة الهاتفية (TTY) مجاناً: (866) 644-8361

عليك أن تقدم شكواك خلال فترة 180 يوماً من واقعة التمييز المزعومة. قد يتسبب الإخفاق في ذلك في رفض الشكوى.

شعار/أيقونة إدارة أمن النقل شعار إدارة أمن النقل

平等机会通知

1973 康复法案第 504 条

1973 年康复法案第 504 条（504 条）和实施条例 6 C.F.R. 第 15 部分适用于执法办公室/联邦空警（OLE-FAMS）开展的计划和活动。残疾人必须能够获得参与 OLE-FAMS 计划和活动的平等机会。这要求 OLE-FAMS:

- 与非残疾人相比，不得向残疾人提供少于，不同或隔离的治疗
- 根据残疾人士或医疗条件的要求提供合理的便利和合理的调整

如果您认为自己因残疾或健康状况而受到歧视，您可以在以下方面提出歧视投诉：

TSA 联系中心
TSA-ContactCenter@tsa.dhs.gov
(866)289-9673
联邦接力：711
工作日：东部时间上午 8 点至晚上 11 点
周末/假期：东部时间上午 9 点至晚上 8 点 ET

公民权利和公民自由办公室
美国国土安全部
410 号楼，邮件站 #0190
华盛顿特区，20528
crcl@dhs.gov
(866)644-8360
TTY 免费电话：（866）644-8361

您必须在涉嫌歧视行为的 180 天内提出投诉; 如果不这样做，可能会导致驳回投诉。

运输安全管理标志/图标

Notification sur l'égalité des chances

Article 504 de la loi de 1973 sur la réadaptation

L'article 504 de la loi de 1973 sur la réadaptation (Article 504) et la mise en place des règlements du 6 C.F.R Partie 15 s'appliquent aux programmes et activités de service aux consommateurs menés par la TSA. Les personnes handicapées doivent pouvoir bénéficier et participer de manière égale à ces mêmes programmes et activités. Ceci implique que la TSA :

- Ne doit pas offrir de traitement moindre, différent, distinct à des personnes handicapées qu'à des personnes sans handicap.
- Doit fournir des accommodations et des modifications raisonnables sur demande des personnes handicapées ou ayant des problèmes de santé

Si vous pensez avoir fait l'objet d'une discrimination suite à votre handicap ou condition médicale, vous pouvez porter plainte pour discrimination au :

TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673
Federal Relay: 711
En semaine: de 8H à 23H ET
Le weekend/Jours fériés: 9 H à 20H ET

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
TTY Numéro gratuit: (866) 644-8361

Vous devez porter plainte dans les **180 jours** de l'acte soi-disant discriminatoire; dans le cas contraire, il pourrait en résulter le rejet de la plainte.

Logo – Administration de la sécurité des transports

Aviso de Igualdad de Oportunidades

Artículo 504 de la Ley de Rehabilitación de 1973

El Art. 504 de la Ley de Rehabilitación de 1973 (Artículo 504) y sus reglamentaciones de implementación del Art. 6 del Código de Reglamentaciones Federales (C.F.R.), Parte 15, se aplican a los programas y actividades conducidos por la Oficina de Ejecución de la Ley/Servicios de la Agencia Federal Aérea (OLE-FAMS). Las personas discapacitadas deben tener acceso a los programas y actividades OLE-FAMS y contar con oportunidades igualitarias de participación en los mismos. Esto requiere que OLE-FAMS:

- No ofrezca tratamiento inferior, diferente o segregado a personas discapacitadas en comparación con el ofrecido a personas sin discapacidades
- Proporcione adaptaciones y modificaciones razonables a solicitud de las personas con discapacidades o afecciones médicas

Si usted considera que ha recibido un trato discriminatorio por razones de discapacidad o afecciones médicas, puede presentar una reclamación de discriminación en:

Centro de Contacto de TSA (*TSA Contact Center*)

TSA-ContactCenter@tsa.dhs.gov

(866) 289-9673

Servicio Federal de Transmisión (*Federal Relay*): 711

Días de semana: 8 a.m. a 11 p.m. (Hora del Este)

Fines de semana/Feriados: 9 a.m. a 8 p.m. (Hora del Este)

Oficina de Derechos Civiles y Libertades Civiles (*Office for Civil Rights and Civil Liberties*)

Departamento de Seguridad Nacional de EE.UU. (*U.S. Department of Homeland Security*)

Edificio 410, Mail Stop #0190

Washington, D.C. 20528

crcl@dhs.gov

(866) 644-8360

Núm. gratis (personas con problemas auditivos; TTY): (866) 644-8361

Debe presentar su reclamación dentro de los **180 días** de la presunta acción discriminatoria; no hacerlo podría ocasionar la desestimación de la reclamación.

Logotipo de la Administración de Seguridad del Transporte de EE. UU.

Thông báo về Cơ hội bình đẳng

Phần 504 của Đạo luật Phục hồi ban hành năm 1973

Phần 504 của Đạo luật Phục hồi ban hành năm 1973 (Phần 504) và thi hành các quy định của 6 C.F.R. Phần 15 áp dụng cho các hoạt động và chương trình do Văn phòng Cơ quan Công lực/Dịch vụ Không cảnh Liên bang (Office of Law Enforcement/Federal Air Marshal Services, OLE-FAMS) thực hiện. Người khuyết tật phải được quyền sử dụng và có cơ hội bình đẳng tham gia các chương trình và hoạt động này của OLE-FAMS. Điều này đòi hỏi OLE-FAMS phải:

- Không được đối xử kém hơn, khác hơn hoặc cách biệt đối với người khuyết tật so với người không khuyết tật
- Cung cấp những phương tiện thích nghi hợp lý và những sửa đổi hợp lý theo yêu cầu của người khuyết tật hoặc người đang có tình trạng y tế

Nếu quý vị cảm thấy là quý vị bị kỳ thị căn cứ theo tình trạng khuyết tật hoặc tình trạng y tế, quý vị có thể nộp đơn khiếu nại sự kỳ thị tại:

Trung tâm TSA Contact Center
TSA-ContactCenter@tsa.dhs.gov
(866) 289-9673

Dịch vụ chuyển tiếp liên bang: 711

Ngày làm việc trong tuần: 8 giờ sáng đến 11 giờ đêm, giờ Miền Đông

Cuối tuần/Ngày lễ: 9 giờ sáng đến 8 giờ tối, giờ Miền Đông

Văn phòng Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
ocr@dhhs.gov
(866) 644-8360
Điện thoại TTY miễn phí: (866) 644-8361

Quý vị phải nộp đơn khiếu nại trong vòng **180 ngày** kể từ khi sự việc kỳ thị xảy ra; nếu không, khiếu nại của quý vị có thể bị bác bỏ.

Cơ quan Bảo vệ an ninh giao thông biểu trưng/Biểu tượng

APPENDIX D: Customer Service Notice



Equal Opportunity Notice Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 (Section 504) and implementing regulations at 6 C.F.R. Part 15 apply to TSA-conducted customer service programs and activities. Individuals with disabilities must have access to, and an equal opportunity to participate in, these programs and activities. This requires that TSA:

- Not offer lesser, different, or segregated treatment to individuals with disabilities as compared to individuals without disabilities
- Provide reasonable accommodations and reasonable modifications on request by individuals with disabilities or medical conditions

If you feel you have been discriminated against on the basis of a disability or medical condition, you may file a discrimination complaint at:

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528 crcl@dhs.gov
(866) 644-8360
TTY Toll-free: (866) 644-8361

You must file your complaint within **180 days** of the alleged discriminatory act; failure to do so may result in dismissal of the complaint.

Transportation Security Administration Logo/Icon

إشعار الفرص المتكافئة

الجزء 504 من قانون إعادة التأهيل لعام 1973

الجزء 504 من قانون إعادة التأهيل لعام 1973 (الجزء 504) والأحكام التنفيذية في المادة 6 من قانون الأحكام الفدرالية، الجزء 15، تنطبق على برامج ونشاطات خدمة العملاء التي تقوم بها الإدارة. يجب أن يتمتع الأشخاص ذوي الإعاقة بقدرة الوصول إلى هذه البرامج والنشاطات، وأن تتاح لهم فرصة متكافئة فيها. ويتطلب هذا الأمر من إدارة أمن النقل (TSA):

- عدم عرض معاملة أقل أو مختلفة أو منفصلة على الأشخاص ذوي الإعاقة مقارنةً بأولئك من غير ذوي الإعاقة.
- توفير ترتيبات مقبولة وتعديلات مقبولة عند طلبها من قبل أشخاص من ذوي الإعاقة أو ذوي الحالات الطبية.

إذا كنت تظن بأنه تم التمييز ضدك على أساس الإعاقة أو الحالة الطبية فيمكنك أن تقدم شكوى تمييز عن طريق:

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
الآلة الطابعة الهاتفية (TTY) مجاناً: (866) 644-8361

عليك أن تقدم شكواك خلال فترة **180 يوماً** من واقعة التمييز المزعومة. قد يتسبب الإخفاق في ذلك في رفض الشكوى.

شعار/أيقونة إدارة أمن النقل شعار إدارة أمن النقل

平等机会通知

1973 康复法案第 504 条

1973 康复法案第 504 条（504 条）和实施条例 6 C.F.R. 第 15 部分适用于 TSA 开展的客户服务计划和活动。残疾人必须能够获得参与这些计划和活动的平等机会。这要求 TSA：

- 与非残疾人相比，不得向残疾人提供少于，不同或隔离的治疗
- 根据残疾人士或医疗条件的要求提供合理的便利和合理的调整

如果您认为自己因残疾或健康状况而受到歧视，您可以在以下方面提出歧视投诉：

公民权利和公民自由办公室

美国国土安全部

410 号楼，邮件站 #0190

华盛顿特区，20528

crcl@dhs.gov

(866)644-8360

TTY 免费电话: (866) 644-8361

您必须在涉嫌歧视行为的 **180 天**内提出投诉; 如果不这样做，可能会导致驳回投诉。

Notification sur l'égalité des chances

Article 504 de la loi de 1973 sur la réadaptation

L'article 504 de la loi de 1973 sur la réadaptation (Article 504) et la mise en place des règlements du 6 C.F.R Partie 15 s'appliquent aux programmes et activités de service aux consommateurs menés par la TSA. Les personnes handicapées doivent pouvoir bénéficier et participer de manière égale à ces mêmes programmes et activités. Ceci implique que la TSA:

- Ne doit pas offrir de traitement moindre, différent, distinct à des personnes handicapées qu'à des personnes sans handicap.
- Doit fournir des accommodations et des modifications raisonnables sur demande des personnes handicapées ou ayant des problèmes de santé

Si vous pensez avoir fait l'objet d'une discrimination suite à votre handicap ou condition médicale, vous pouvez porter plainte pour discrimination au :

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360
TTY Numéro gratuit: (866) 644-8361

Vous devez porter plainte dans les **180 jours** de l'acte soi-disant discriminatoire; dans le cas contraire, il pourrait en résulter le rejet de la plainte.

Aviso de Igualdad de Oportunidades

Artículo 504 de la Ley de Rehabilitación de 1973

El Artículo 504 de la Ley de Rehabilitación de 1973 (Artículo 504) y las reglamentaciones de implementación del Art. 6 del Código de Reglamentaciones Federales (C.F.R.), Parte 15, se aplican a los programas y actividades de servicio para clientes a cargo de TSA. Las personas discapacitadas deben tener acceso a estos programas y actividades y contar con oportunidades igualitarias de participación en los mismos. Esto requiere que TSA:

- No ofrezca tratamiento inferior, diferente o segregado a personas discapacitadas en comparación con el ofrecido a personas sin discapacidades
- Proporcione adaptaciones y modificaciones razonables a solicitud de las personas con discapacidades o afecciones médicas

Si usted considera que ha recibido un trato discriminatorio por razones de discapacidad o afecciones médicas, puede presentar una reclamación de discriminación en:

Oficina de Derechos Civiles y Libertades Civiles
(*Office for Civil Rights and Civil Liberties*)
Departamento de Seguridad Nacional de EE.UU.
(*U.S. Department of Homeland Security*)
Edificio 410, Mail Stop #0190
Washington, D.C. 20528
crcl@dhs.gov
(866) 644-8360

Núm. gratis (personas con problemas auditivos; TTY): (866) 644-8361

Debe presentar su reclamación dentro de los **180 días** de la presunta acción discriminatoria; no hacerlo podría ocasionar la desestimación de la reclamación.

Thông báo về Cơ hội bình đẳng

Phần 504 của Đạo luật Phục hồi ban hành năm 1973

Phần 504 của Đạo luật Phục hồi ban hành năm 1973 (Phần 504) và thi hành các quy định của 6 C.F.R. Phần 15 áp dụng cho các hoạt động và chương trình dịch vụ dành cho thân chủ do TSA thực hiện. Người khuyết tật phải được quyền sử dụng và có cơ hội bình đẳng tham gia các chương trình và hoạt động này. Điều này đòi hỏi TSA phải:

- Không được đối xử kém hơn, khác hơn hoặc cách biệt đối với người khuyết tật so với người không khuyết tật
- Cung cấp những phương tiện thích nghi hợp lý và những sửa đổi hợp lý theo yêu cầu của người khuyết tật hoặc người đang có tình trạng y tế

Nếu quý vị cảm thấy là quý vị bị kỳ thị căn cứ theo tình trạng khuyết tật hoặc tình trạng y tế, quý vị có thể nộp đơn khiếu nại sự kỳ thị tại:

Văn phòng Office for Civil Rights and Civil Liberties
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Building 410, Mail Stop #0190
Washington, D.C. 20528
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(866) 644-8360
Điện thoại TTY miễn phí: (866) 644-8361

Quý vị phải nộp đơn khiếu nại trong vòng **180 ngày** kể từ khi sự việc kỳ thị xảy ra; nếu không, khiếu nại của quý vị có thể bị bác bỏ.