

EXEMPTIONS APPLY TO THIS SYSTEM (see paragraph 9)

SORN No. 370

Date of Last Revision: October 3, 2019

1. System Name: Office of Inspector General (OIG) Investigation and Complaint System.
2. System Location: Jackson Graham Building, 600 Fifth Street, NW, Washington, DC 20001.
3. Categories of Individuals Covered by System: Complainants (members of public, employees and contractors), witnesses, sources, and subjects.
4. Categories of Records in the System: Names, home addresses, home/cell phone numbers, non-work email addresses, union affiliations, photographs, emails, investigation reports, statements (recorded and written), and warning notices.
5. Principal Purpose: To investigate whistleblower complaints; allegations of fraud, waste, and abuse of WMATA resources; and potential violations of applicable laws, rules, and regulations.
6. Routine Uses of Records Maintained in the System: General Routine Use A (Disclosure for Law Enforcement Purposes); General Routine Use B (Disclosure Incident to Requesting Information); General Routine Use C (Disclosure to Requesting Agency); General Routine Use D (Disclosure to Congressional Offices or Offices of Elected Officials in the Transit Zone); General Routine Use E (Disclosure to Courts or Administrative Bodies); General Routine Use F (Disclosure to Contractors, Grantors, Grantees, Federal Government Agencies, and Others); General Routine Use G (Disclosures for Administrative Claims, Complaints, and Appeals); General Routine Use H (Disclosure in Connection with Litigation); and General Routine Use J (Disclosure to the Government Accountability Office (GAO), Federal Transit Authority (FTA), or other Government Oversight Agencies).
7. Policies and Practices for Storing, Retrieving, Accessing, Retaining and Disposing of Records in the System:
 - Retrieved by: Name and Employee ID.
 - Storage: Electronic database.
 - Safeguards: Electronic records are maintained in an access-controlled database (password-protected).
 - Retention and Disposal: Indefinitely.
8. Systems Manager/Administrator: Special Agent in Charge.
9. Procedure for Notice, Access, and Contesting: Any individual who wants to know whether this system of records contains a record about him/her, who wants access to his/her record, or who wants to contest the contents of a record, should make a written request to the Privacy Administrator, Office of General Counsel, 600 Fifth Street, NW, Washington, DC 20001. Requesters will be required to provide adequate identification, such as a driver's license, contractor identification card, or a government issued identification document. Requests for correction or amendment must identify the record to be changed and the corrective action sought. Complete Privacy Policy procedures are set out in WMATA's Privacy Policy

Instruction 9.2, which is posted on WMATA's website. To the extent permitted under WMATA's Privacy Policy Instruction 9.2, paragraph 9.0, "Exemptions," and applicable statutes and court rules, this system may contain information that is exempt from the provisions that permit notice, access or contesting. Exemptions may be complete or partial, depending on the applicable exemption. WMATA may in its discretion grant individual requests for access or to contest a record if it determines that the exercise of these rights will not interfere with an interest that the exemption is intended to protect. However, WMATA may not exercise discretion in a manner inconsistent with statutes or court rules.

10. Records Source Categories: Hotline (email, telephone, and U.S. Mail); internal mail; complainants; witnesses; sources; subjects; and investigators.