



Office for Civil Rights and Civil Liberties

Summary of CRCL's Recommendation and CBP's Response *Interacting with Passengers with Disabilities at the Miami International Airport*

On November 29, 2023, U.S. Customs and Border Protection (CBP) responded to a *Recommendation Memorandum* issued in September 2023 by the Office for Civil Rights and Civil Liberties (CRCL) about interacting with passengers with disabilities at the Miami International Airport (MIA). CBP concurred with CRCL's one recommendation.

Background

In June 2021, CRCL received a complaint from a traveler at MIA alleging that a CBP Officer (CBPO) inappropriately questioned her use of a wheelchair while she was undergoing primary inspection. The complainant further alleged that the CBPO asked her to show proof of her disability.

Investigation

CRCL reviewed a video and audio recording of the complainant's inspection at MIA. CRCL found that the CBPO devoted a significant portion of the complainant's primary inspection to inappropriate questions and comments about her disability and physical appearance. CRCL also reviewed local and national CBP training materials and DHS guidance about interacting with travelers with disabilities. CRCL found that local training materials at MIA at the time of the inspection lacked sufficient detail and practical examples on how to interact appropriately with passengers using wheelchairs.

Subsequent to CRCL's initiation of this investigation when CRCL solicited CBP's feedback on draft recommendations, CBP informed CRCL that it had launched a national training on Disability Access for Law Enforcement Professionals, which is now required for CBPOs to take every two years. CRCL found the 2022 training materials to be a significant improvement. The new training instructs CBP law enforcement professionals to not ask for proof of a disability or medical documentation and that disabilities may not be apparent.

Recommendations

On September 26, 2023, CRCL sent CBP a *Recommendation Memorandum* with one recommendation. On November 29, 2023, CBP concurred with the recommendation, agreeing to distribute additional guidance and resources relating to disability access and nondiscrimination at MIA.

CRCL provides the public with documents related to complaint investigations. After it has been prepared and reviewed, CRCL will post a redacted version of this Recommendation Memorandum on our [website](#) that will contain additional information about the complaint investigation and CRCL's findings and recommendations.

January 30, 2024