



# Office for Civil Rights and Civil Liberties

## Summary of CRCL's Recommendations and CBP's Response *U.S. Border Patrol Tucson Sector*

On April 15, 2022, U.S. Customs and Border Protection (CBP) responded to an *Expert Recommendation Memorandum* issued in December 2021 by the Office for Civil Rights and Civil Liberties (CRCL) that followed an onsite investigation within the U.S. Border Patrol (USBP) Tucson Sector. CBP concurred with seven recommendations, partially concurred with three, and non-concurred with two.

### Background

Between July 2019 and April 2021, CRCL opened 15 complaint investigations involving noncitizens in USBP custody in the Tucson Sector. The allegations raised concerns related to language access, care of minors, medical care, telephone access, return of property, and COVID-19 protocols. As a result of these complaints, CRCL conducted an onsite investigation in August 2021 within the Tucson Sector, including at the Tucson Coordination Center (TCC) and the Brian A. Terry and Nogales Border Patrol Stations, to examine the facility's operations and assess issues raising civil rights and civil liberties concerns.

### Findings and Recommendations

On December 17, 2021, CRCL issued CBP an *Expert Recommendation Memorandum* based on its investigation conducted with the assistance of contract subject matter experts. The memo includes 12 recommendations about conditions of detention and medical care. The following highlights the top three findings and actions that CBP agreed to take as a result of CRCL's recommendations.

#### **Medical Staffing**

CRCL found that the contracted medical care provider was not meeting the targeted staffing levels due to backlogs in background checks for newly hired staff. CBP agreed to expedite the hiring of medical staff, including the prioritization of background checks for medical personnel.

#### **Language Access**

CRCL found that TCC failed to display the *I Speak Indigenous Language Identification Poster* near the telephone. In response, CBP agreed to ensure that the poster was properly displayed.

#### **Medical Space**

CRCL determined that the medical space at the USBP stations and TCC lacked adequate privacy, examination space, and sinks. CBP acknowledged that modifying existing space for medical examinations has been difficult; however, CBP agreed to continue to consider appropriate medical space for any newly built or remodeled facilities.

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

February 8, 2024