NUMBER OF COMPLAINTS ALLEGING DISCRIMINATION OR IMPROPER PROCEDURE FILED IN 2012

Using FlyRights

157

According to DHS

8

FLYRIGHTS COMPLAINTS BY COMMUNITY

- Religion: 150 complaints or 53%
- Disability: 17 complaints or 9%
- Race: 58 complaints or 29%
- Nationality: 71 complaints or 26%
- Ethnicity: 47 complaints or 16%
- Gender: 32 complaints or 16%

*Number of complaints filed since launch of FlyRights in April 2012 to November 2013

WHAT THE PUBLIC IS SAYING WHEN THEY FILE COMPLAINTS

- "I believe that I was targeted for an unnecessary search... because I am a Black woman with my hair in its natural state."
- "A male TSA officer touched my buttocks and I'm a female, I reported to his supervisor but she didn't take any action."
- "He took one look at me and assumed I am Hispanic and harassed me."
- "A woman with a hat certainly less form fitting than my turban goes through without taking it off or getting secondary screened in any way."
- "He passed me off to another agent who wanted my turban and then had me do a self pat down and test. While this was happening at least 4 people with sweatshirts sailed pass in my line and the adjacent one."
- "I am in a wheelchair, have gone through lots of airports... The agent never asked me if I wanted to have privacy. She groped, and jammed her hands to my private, in front of everyone. People were shocked glancing by watching my arms out and her totally disregard with the tears in my eyes."

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