(b) (6) complaint was not about being asked inappropriate questions. (b) (6) was in that category. (b) has been asked about what tribe he came from in Somalia, what mosque he prays at, how often he prays and whether any family members
From: [redacted]
Sent: Tuesday, March 15, 2011 4:05 PM
To: [redacted]
Subject: RE: Boston CBP Issues
Attachments: Ahmed dhs letter july 2010.doc

(b) (6) complaint was sent to your office too. Letter attached. We have some other incidents but may not be able to give you the names by the end of this week. Many of the groups at the Bridges meetings said they had people complain to them. Are you asking them too? I think (b) (6) has a few people complaining to him, (b) (6) had some, and some other people mentioned incidents at Logan as well. I'll check with (b) (6).

From: [redacted]
Sent: Tuesday, March 15, 2011 3:26 PM
To: [redacted]
Subject: Boston CBP Issues

This is a project that I am hoping you might be able to help me with. CRCL Officer Margo Schlanger has asked my colleagues and I to collect specific cases where travelers have had problems with CBP at Boston Logan Airport. If possible, it would be good to have information such as name (if the individual is willing to share, otherwise we can submit an anonymous entry), date of incident, and some details. I've already included reports from (b) (6) and Mr. (b) (6). My colleague is collecting more stories from the Somali community in Boston and in Portland, Maine.

Specifically are there incidents where:
- Travelers have been told they cannot call relatives while held in secondary inspection
- Travelers have been told they cannot use the restroom while in secondary
- Travelers have not been provided appropriate interpretation services
- Travelers have been asked offensive/inappropriate questions

But if you have other incidents that are noteworthy, we'd like to hear about them as well.

I need to compile this data by the end of the week for finalizing early next week. If it might be easier to do this over the phone, I am happy to call any of you at a time that's convenient.

I am hoping that collecting this information will perhaps lead to some broader policy initiatives or at least local directives to CBP Boston. Thus any info would be much appreciated!

Thanks,

(b) (6) Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528

(b) (6)
From:  
Sent:  
To:  
Subject:  

— It looks like we’ll be able to continue to collect stories for the next week or so. If you hear of anything please let us know. Thanks!

Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528

From:  
Sent:  
To:  
Subject:  

Absolutely. We’ll keep quiet. Will check in with you later on.

From:  
Sent:  
To:  
Subject:  

— just a quick request. We know CBP Boston can get pretty defensive, and thus would you mind keeping my request below under wraps? I think we’ll be able to accomplish more that way...Can explain more over the phone if you’d like.

Thanks!

Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528

From:  
Sent:  

PRIV 11-0292 - 000360

BQ_000362
To: (b) (6) (b) (6) (b) (6)
Subject: RE: Boston CBP Issues

Thank you (b) (6) I will include the details of (b) (6) complaints. And yes, I do plan on contacting (b) (6) and (b) (6) (I already have some cases from (b) (6) but several of these are JFK related rather than BOS). But yes, if you could get me whatever you can, that would be great...and once again, if names are not available, we can submit the entry anonymously if the date of the incident and some details are provided. Thanks!

From: (b) (6) (b) (6)
Sent: Tuesday, March 15, 2011 4:05 PM
To: (b) (6) (b) (6)
Subject: RE: Boston CBP Issues

(b) (6) complaint was sent to your office too. Letter attached. We have some other incidents but may not be able to give you the names by the end of this week. Many of the groups at the Bridges meetings said they had people complain to them. Are you asking them too? I think (b) (6) has a few people complaining to him, (b) (6) had some, and some other people mentioned incidents at Logan as well. I'll check with (b) (6) (b) (6)

From: (b) (6) (b) (6)
Sent: Tuesday, March 15, 2011 3:26 PM
To: (b) (6) (b) (6) (b) (6)
Subject: Boston CBP Issues

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Specifically are there incidents where:
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But if you have other incidents that are noteworthy, we'd like to hear about them as well.

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I am hoping that collecting this information will perhaps lead to some broader policy initiatives or at least local directives to CBP Boston. Thus any info would be much appreciated!

Thanks,

(b) (6) Esq.
Community Engagement Section

2

PRIV 11-0292 - 000361

BQ_000363
Thank you!

Absolutely. We'll keep quiet. Will check in with you later on.

— just a quick request. We know CBP Boston can get pretty defensive, and thus would you mind keeping my request below under wraps? I think we'll be able to accomplish more that way...Can explain more over the phone if you'd like.

Thanks!

Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528

Thank you. I will include the details of complaints. And yes, I do plan on contacting (I already have some cases from but several of these are JFK related rather than BOS). But yes, if you could get me whatever you can, that would be great...and once again, if names are not available, we can submit the entry anonymously if the date of the incident and some details are provided. Thanks!
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From: (b) [mailto: (b)]
Sent: Tuesday, March 15, 2011 3:26 PM
To: (b), (b)
Subject: Boston CBP Issues

This is a project that I am hoping you might be able to help me with. CRCL Officer Margo Schlanger has asked my colleagues and I to collect specific cases where travelers have had problems with CBP at Boston Logan Airport. If possible, it would be good to have information such as name (if the individual is willing to share, otherwise we can submit an anonymous entry), date of incident, and some details. I’ve already included reports from (b) and Mr. (b). My colleague is collecting more stories from the Somali community in Boston and in Portland, Maine.

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I am hoping that collecting this information will perhaps lead to some broader policy initiatives or at least local directives to CBP Boston. Thus any info would be much appreciated!

Thanks,

(b) Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528
(b)
From: Shora, Kareem  
Sent: Wednesday, December 22, 2010 5:18 PM  
To: 'Schlanger, Margo'  
Cc: Gersten, David; Kessler, Tamara; (b) (6)  
(b) (6)  
Subject: Boston CBP Memo.  
Attachments: Community CBP Concerns Related to Entering through Boston Logan Airport (CRCL Community Engagement).docx; CBP DIR 3340-030b Secure detention, transport and escort procedures at POEs.doc

Margo,

Per your request during a recent meeting, attached please find a memo outlining the consistent, repeated, and comparatively widespread concerns we’ve been able to document from the community groups related to CBP at Boston Logan International Airport. Also attached please find the CBP Telephone Access policy referenced in the memo. Thanks to (b) and (b) for their work on this effort. Please let us know if you have any questions.

Sincerely,

Kareem.

Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)  
(b) (Office)  
(b) (Mobile)  
(b) (6)

http://www.dhs.gov/crcl

This message may contain agency deliberative communications, privacy information or other information that may be privileged and exempt from disclosure outside the agency or to the public. Please consult with the US Department of Homeland Security, Office for Civil Rights and Civil Liberties and the Office of General Counsel before disclosing any information contained in this email.
Hey {b)

Just made a really quick and informal list of issues/concerns we've heard from Boston/Portland. If you could get as many details as you can about as many of these stories as you can, that would be great.

I'll be adding my list of stuff I've heard from the Boston Bridges Meetings.

Thanks,

{b) (6) Esq.
Community Engagement Section
Office for Civil Rights & Civil Liberties
US Department of Homeland Security
Washington DC 20528
{b) (6)