



**Compliments Report:  
October 2021**

**CBP Information Center Monthly Compliments Report**

**Executive Summary**

This document is an attachment to the monthly report which lists all compliment cases received by the CBP Information Center (CIC) throughout the month of October for the United States Border Patrol (USBP).

**USBP Compliment Cases**

Compliment cases are processed and closed out by the Compliments and Complaints Branch (CCB). Closed cases are then forwarded to the appropriate Sector.

For the month of October USBP had a total of 90 compliment case. Below is the list of compliment cases by Sector:

**Big Bend Sector**

Location: Alpine Station

Total Compliments: 1 case

Case Date: 10/29/2021

• Compliment Narrative:

"I am born and raised in south Texas. Our family has friends who run cattle in south Texas. We have always had positive experiences with our border patrol. We salute you and support you. We realize these times must be just awful for you all. But know there are many people who appreciate and pray for you. (b) (6), (b) (7)(C)"

**Del Rio Sector**

Location: Brackettville Station

Total Compliments: 1 case

Case Date: 10/15/2021

• Compliment Narrative:

"These agents on horses weren't using whips on illegal migrants. I'm not blind and know the difference between a whip and reins. Reins are used to control horses. All BSP agents are tasked with an impossible job and they will always have my support 100%. I don't know how they keep going to work every day but their dedication to the protection of this country is amazing."

Location: Carrizo Springs Station

Total Compliments: 7 cases

Case Date: 10/08/2021

• Compliment Narrative:

"In spite of the bad press, I want you to know I support the actions your horse mounted officers took today in protecting our border. As far as I am concerned they should be allowed to use whatever force necessary to protect our country. The Touchy Feely press should be the ones

chastised for making your difficult job even harder. I had never took the time to write the Government about something like this but am fed up with with the anti-police mentality that is happening here. Please keep up the good work and please let those brave officers know that there is a lot of folks that support them!  
God Bless!"

Location: Del Rio Station (Texas)

Total Compliments: 66 cases

Case Date: 10/08/2021

- Compliment Narrative:

"Please do not cave to the current ridiculous backlash regarding agents tactics at the International Bridge. Horses are the most effective and safe means of crowd control and everyone knows it. I haven't been to a large city yet that doesn't have police officers on horseback. Tell Mayorkas to shove it! Trust me, America has your back. We know more than you think. I was proud as a peacock watching that highly skilled agent and his horse drive those migrants back across the river. Absolutely outstanding. Bravo Zulu!!"

Case Date: 10/08/2021

- Compliment Narrative:

"The agent on the horse who attacked the two Haitian men is getting a bum rap in the news. He should be given a stint in the mental health ward, some updated training, and re-entry to his job. He is just as important as the migrants, and should not be treated punitively."

Case Date: 10/08/2021

- Compliment Narrative:

"We are so sorry that we have an Administration that refuses to enforce laws they swore to uphold. Millions of Americans stand behind you & we fight everyday to get something done. We don't buy " whip," narrative btw. You guys are doing the best you can without any support. We do thank allo f you!!!!!"

Case Date: 10/08/2021

- Compliment Narrative:

"Dear U.S. Border Patrol - Del Rio Sector.

Please deliver my sincere gratitude and understanding to the mounted agents and Sector Chief at the U.S. Border near Del Rio, TX. These mounted agents, have acted with the best interests of United States citizens and U.S. security. Any criticism or attempt to reprimand these agents is grossly unfair and unfounded. These agents, with nothing more than a set of bridle reins have done more to ensure the safety and enforce the immigration laws of the U.S, than every single desk-bound policy maker in D.C. , including the President and Vice-President.

Please, THANK THEM on behalf of this country for attempting to stop illegal immigration in the worst of tension filled environments. And, PLEASE DO NOT ALLOW anyone to take even the first sentence of undeserved disciplinary action toward these agents.

To the contrary, they should be awarded for their single-handed attempts to protect this country.

Thank you.

Sincerely, (b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:

"You guys have the most difficult job to do and you should be treated with respect and gratitude. V.P. Harris villified you guys and I want you to know that we, the public, can see through the lies and propaganda. Please keep doing the exemplary job you have always done and know we support you! Thank you and God bless you!"

Case Date: 10/08/2021

- Compliment Narrative:

"I would like to say Thank You to all of our AWESOME Border Patrol Agents, and those that support them, for doing a phenomenal job on our borders, but particularly our Texas borders. You have our support!! ❤️us🙏"

Case Date: 10/08/2021

- Compliment Narrative:

"Hello, I want to thank everyone working at the Del Rio border and the state of Texas. You are doing an amazing job keeping Americans safe. God bless"

Case Date: 10/08/2021

- Compliment Narrative:

"This is to the Border Patrol Officers on horseback who have been wrongly accused of doing something that President Biden and the Fake News wants us to believe because they say so! You should Not be placed on desk duties instead of doing your job on horseback! You did nothing wrong!! We firmly support YOU and can see for ourselves what you have to suffer through to get your job done each day. The media is so wrong, we've watched over and over and can see for ourselves what truly happened and YOU DID NOTHING WRONG!! Trying to protect us, born and raised U.S.A citizens, we want you to know how much we appreciate you and how wrong you're being treated! Please! Please! Get back on your horses and continue doing your job to protect us!!"

Case Date: 10/08/2021

- Compliment Narrative:

"I am a retired Portland, Oregon Police (b) (6), (b) (7)(C) and a horseman. I commanded our (b) (6), (b) (7)(C) a crowd control unit. I FULLY support those boys on horseback in Del Rio. They were using non-violent measures to protect our country from invaders. POTUS and VPOTUS will throw them under the bus, but they ere doing their job-protecting our borders. God bless them. I hope this message gets to their sector and to them individually."

Case Date: 10/08/2021

- Compliment Narrative:

"Despite what certain left leaning politicians say, true Americans are proud of what you all are doing and the difficult work you all do for us. Keep fighting the good fight. We need you. God bless you all."

Case Date: 10/08/2021

- Compliment Narrative:

"I have watched the videos on the agents on horseback and heard Chief Ortiz' comments. The agents were doing their duty in horrible conditions with no support from the White House. Please know that many of us fully support the agents and do not believe the false reports. I have ridden horses for years and those who have no knowledge of how to handle a horse should keep quiet. Personally, I don't know how the agents handle this situation day after day. Stay strong, we will get keep fighting for you."

Case Date: 10/08/2021

- Compliment Narrative:

"I want to compliment the mounted agents on their hard work and offer my support to their overwhelming mission"

Case Date: 10/08/2021

- Compliment Narrative:

"I want to express my support for the agents on horseback who were trying to protect our border from the illegal entry of immigrants. I feel they are being unjustly maligned by the media and Democrats. They have my full confidence and support."

Case Date: 10/08/2021

- Compliment Narrative:

"Just a note to say thank you to EVERY one of the agents on the border. Be assured Americans see what is going on. The current issue with the "cowboys on horses whipping illegal immigrants" is a joke. Those agents need to be commended and honored for doing their job in the safest manner possible. It is clear the "talking heads" are using this issue under a FALSE flag and most, if not all of them, know NOTHING about controlling a horse, or the border for that matter. I am proud of every one of our agents. You are all currently being used as pawns, nothing more. Americans see it and know it. This distraction WILL NOT influence the respect and gratitude the vast majority of this nation has for each of you! Thank you for your service!"

Case Date: 10/08/2021

- Compliment Narrative:

"This is a general message. I want you to know that we citizens of Texas are beyond enraged at our federal government and their despicable treatment of the Border patrol men and women. We love our Border Patrol and are fully behind you and what you do. To ban horses at the boarder is insanity ! It is a direct attack on the men and women of the Border Patrol by or our government. We see the BS and know that you are being used as pawns in a political takeover of the United States. I will be on the phone, faxes and emails to our local reps and our DC reps and they will be hearing from us. This is beyond belief. Abbott better jump on this or he will never be governor again!! Thank you for all you do, and I am so sorry this is happening to our finest! Texas loves you  
A proud citizen of Texas

(b) (6), (b) (7)(C) and my husband too. (b) (6), (b) (7)(C)

Magnolia, Texas

Magnolia, Texas"

Case Date: 10/08/2021

- Compliment Narrative:

"I work in law enforcement in the San Francisco Bay Area. And as an (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) I am in serious awe of your agents (or anyone) who rides with split reins. While I ride my guy in a German hackamore, I am waaaay too uncoordinated to ride with split reins. So bravo to all your agents who use split reins...and NOT whips. OMG. There are plenty of us who know the difference and a whole bunch of morons who don't. I've been telling these idiots that if anyone ever tried to cause my horse or me harm while I'm in the saddle, I would do whatever I'd have to do to protect us both. Again, I applaud all of you with Border Patrol."

Case Date: 10/08/2021

- Compliment Narrative:

"I 100% support your USBP officers who were trying to do their extremely difficult job to keep people from illegally entering the country at Del Rio TX. They displayed excellent horsemanship. Please do not fire those officers. Please do not separate them from their horses. How else are they supposed to get around rough country? These liberal democrat city people don't have a frigging clue. There are millions of Americans like me who support you and these officers who are being unfairly demonised for political purposes. Try your best to hold the line. Maybe we can get Trump or Ron DeSantis in the white house next and stop these insane policies before the country is destroyed."

Case Date: 10/08/2021

- Compliment Narrative:

"Hurray for Border Horse unit!!! Hold your head high! I would love to know where I could participate in public recognition that they are heroes."

Case Date: 10/08/2021

- Compliment Narrative:

"Y'all are doing an AWESOME job in Del Rio, and I am behind you AND your horses 100%. Y'all have more people supporting you than you realize. Keep up the good work. Sincerely, (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)"

Case Date: 10/08/2021

- Compliment Narrative:

"Thank you to those officers and staff who are protecting OUR COUNTRY at the borders!! Please continue to hold the line!!! Be Safe. (b) (6), (b) (7)(C)Lincolnton, NC"

Case Date: 10/08/2021

- Compliment Narrative:

"You are all heroes! Thank you for protecting our country and borders, and for being completely hard-working, ethical professionals. The attacks by clueless politicians are outrageous; you should teach them to ride a horse sometime; although, they could never do it, so never mind. This is a disgrace that the Administration has taken away one of the most important partners and tools for you out there, your horses; this needs to be reversed immediately. The

Congressman and Senators are also aware of this. Thank you again for your incredible work in saving lives and know that you have the love and support of the American People.”

Case Date: 10/08/2021

- Compliment Narrative:  
“Your mounted patrol agents in Del Rio have done NOTHING WRONG. Equestrians understand the methods you must use in order to control the border. Horses are an excellent tool. Excellent! We support you and what you have to do to protect this country from illegal aliens (immigrants) and from the current tyrannical government in which oversees your department. KEEP FIGHTING for us! The idiot sitting in a seat that was stolen from the people, will not be there forever. And when he is gone, we will again see freedom. STAY STRONG. We have your back!”

Case Date: 10/08/2021

- Compliment Narrative:  
“Just finished watching president select Biden, and the statement he made about the horse patrol officer(s) strapping migrants and all those involved will pay! I find his statement absolutely appalling! I just wanted to let, not just the horse patrol, but ALL border patrol officers, know that I support y'all 100%!  
Thank you, and God bless the border patrol!

**(b) (6), (b) (7)(C)**

Farmerville, Louisiana”

Case Date: 10/08/2021

- Compliment Narrative:  
“Hopefully this reaches someone who needs to hear this because of the recent media coverage you've been subjected to. You are doing a great job. I support you. Many around the country support you. Thank you for doing your best to keep us safe. I will continue to send prayers and positive vibes your way <3”

Case Date: 10/08/2021

- Compliment Narrative:  
“Some of us support you, and are thankful for who you are and what you do. Do not let the disgusting behavior of career politicians cause you to question your mission and the appreciation of the American people.”

Case Date: 10/08/2021

- Compliment Narrative:  
“Thank you so much for protecting our borders. We greatly appreciate your hard work. And we fully support your activities on our Southern border. We do not support the negative rhetoric from Biden Administration. We do not believe the lies being told about the agents on horseback. We know they were trying to protect our country by doing their jobs! You have our support! God bless you and keep you safe.”

Case Date: 10/08/2021

- Compliment Narrative:

"Please pass this on to the officers who were on horseback and were trying to stop the migrants, and all border patrol officers. I support you 100% and you are being unfairly judged. You were doing your job, and our current administration is ignorant. Please know that I believe most Americans support your efforts, and feel extremely bad for you in this situation. I think this migration should be called an "invasion" rather than a "crisis". Keep the faith that the American people are behind you."

Case Date: 10/08/2021

- Compliment Narrative:

"Given the number of illegal aliens invading our country in Del Rio via a wide open American border, I think Border Patrol Agents did a great job. It was DC who created the problem and failed to resolve that problem. The politicians in Washington, DC failed not only Border Patrol Agents and Texas by not providing sufficient financial resources, mental support, and additional agents, but they also failed the American people as a whole, our country, and our laws. Those same politicians continue causing harm by running their mouths and passing judgment on agents when they, themselves, know nothing about your jobs, the hardships agents face daily while attempting to enforce our laws at the borders while those politicians attempt to enforce no laws, secure no borders, and take freedoms away from the American people, and obviously know nothing about horses. The twits on Twitter posted a snapshot and labeled it as whipping trying to cause racial division once again. The DC politicians"

Case Date: 10/08/2021

- Compliment Narrative:

"good day,,,my name is (b) (6), (b) (7)(C) and we are from anna maria island in florida. ...i can assure the border patrol that the majority of people down here absolutely support those agents on the horses when trying to deflect those Haitians from coming over...showed great horsemanship, performance and strength.. its a fucking nightmare what biden and harris are saying about them....most do not support our asshole presidents' views on this. please tell all involved down there what a great job they did and we can only hope they are back soon.....for biden to say these guys were whipping people is complete bullshit!!!!!!.....Keep up the great job and tell these guys to keep their heads up....most of america supports what and how they did this..... (b) (6), (b) (7)(C) Florida"

Case Date: 10/08/2021

- Compliment Narrative:

"I have never done this before, but wanted to show my support to the border patrol agents on horses. When I first saw the picture, I did not think for one second the agents were hurting the immigrants, nor did I see whips, but thought they were handling themselves and their horses very well under the mass of people. Again, I just want to say 'Thank you and that I support you, along with many of my friends'. (Not sure if I selected the correct station)"

Case Date: 10/08/2021

- Compliment Narrative:

"This is a strong compliment to show our support for the Del Rio horsemen. We are outraged at the treatment you and law enforcement in general are getting from mainly "adolescents in adult bodies" & the President along with his ill-informed Cabinet choices. I've been through the

immigration process (1970's), am a "old" proud American citizen with a copy of the Constitution in my possession at all times. I personally do not do any social media, it's NOT social by any stretch of the imagination! As a former horseback rider, the agents should be thanked and handed a bonus for their skills. We live in Concan & see what is happening in Uvalde and all around us. We support you, wish I could help in some way. God Bless. (b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:

"I'm not sure I'm sending this to correct place but just want to send my SUPPORT TO THE BORDER PATROL ON HORSES that are doing they job by keeping illegals from crossing our border and getting attacked by our commies in the white house, ignorant people and the usual suspects and now are not allowed to patrol with horses. I'm sorry that you are getting attacked. There are plenty of us citizens that SUPPORT YOU AND THE HARD JOB YOU ARE DOING FOR THIS GREAT COUNTRY!"

Case Date: 10/08/2021

- Compliment Narrative:

"I wouldlike to Thank the US Border Patrol for what you do. You government may have thrown you away. But We The People THANK YOU. Know im praying for every officers safety and know I care about you all. (b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:

"It is shameful and disgraceful how today the President vocalized his negative opinions about our Us Border Patrol Agents working to protect our Texas borders. It is also disgraceful how members of congress and the house have vocalized similar negative opinions. Please let the Agents know that (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) from St. Petersburg, Fl are proud of their hard work for our country."

Case Date: 10/08/2021

- Compliment Narrative:

"I would like to thank and applaud all of the agents that have been abandoned by their president. Try not not to be disheartened by this senile, clueless old man. You people are hard working, honest, patriots. Everyday put on your uniform with pride knowing that you are one of the few who are called on for this mission. You keep our borders safe and I, and countless others are thankful for your efforts.

With greatest sincerity,

(b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:

"Kudos to the professionalism shown by CBP Horse Patrol! Sending my support for all you do!! Thousands of Americans fully back your efforts despite what media and current administration proclaims. Bravo Zulu.

Respectfully (b) (6), (b) (7)(C) USB,(Retired)"



Case Date: 10/08/2021

- Compliment Narrative:

"To All Brave Border Agents at the Southern Border:

We just want to congratulate all of you who are doing a tremendous job at the Southern border. We pray for you during this difficult time.

We are shocked that you did not get support at Del Rio as officers rode horses to maintain our borders while illegal refugees swarm into the country. We are sorry that you are getting so disrespected for upholding the laws of our country. We are especially disappointed that the President did not support you and you are accused you of "whipping" people. Sorry people cant tell a reign from a whip! Even your horses knows the difference!

Stay strong as so many of us support you and respect you. You are among our country's finest and don't let them tell you differently!

Sincerely, (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:

"My thoughts are with you all! You do outstanding work and I cannot thank you enough. My heart aches with the despicable accusations being hurled your way. I know only too well about horses and long reins. Thank you for your service and know that I do not speak alone. Blessings to you and your families and thank you for keeping us safe."

Case Date: 10/08/2021

- Compliment Narrative:

"Congratulations to the agents on horseback trying to protect the Del Rio Sector. Great horsemanship. I think the entire Border Patrol should band together as one and resist the politics being played on them. Illegal orders should be ignored; follow the law to the letter. Enforce the immigration/border codes and regulations to the letter. By the book, period. Let Congress change the "book." if they have the nerve."

Case Date: 10/08/2021

- Compliment Narrative:

"I want to compliment and thank the mounted border patrol agents for their professionalism and protection. During these times its reassuring to know they are at the border protecting the USA. Keep up the good work our country needs you all the most now. Thank you."

Case Date: 10/13/2021

- Compliment Narrative:

"As a former LAW ENFORCEMENT OFFICER I want to compliment the Mounted Patrol in DelRio for doing the job they are paid to do--stop illegal aliens from entering this country. These officers put Their live son the line each and every day and should not be demeaned by the clueless media and MORE CLUELESS PRESIDENT OF THE UNITED STATES BIDEN AND HIS USELESS VP HARRIS. THE ONLY ONE WHO SHOULD BE DISCIPLINED IN THIS BIDEN CREATED BORDER CRISIS IS BIDEN HIMSELF NOT THE DEDICATED BORDER PATROL OFFICERS. THANK YOU FOR YOUR SERVICE CBP!!"

Case Date: 10/14/2021

- Compliment Narrative:

“My family and friends thank you for your service and for trying to handle an out of control situation as best you could under the circumstances. We are appalled at the lack of government support you are receiving.”

Case Date: 10/14/2021

- Compliment Narrative:

“Dear Del Rio Mounted Patrol - THANK YOU for protecting the great state of Texas!!! Eff those pictures by the lame people that obviously know nothing about horsemen or the AMAZING and thankless job y'all do. Y'all are APPRECIATED!!!”

Case Date: 10/14/2021

- Compliment Narrative:

“Unable to reach you by phone, but HUGE ‘THANK YOU!’ to your horses and their agents for doing a really super job on border control. Please know there are MANY of us US citizens out here who respect and support you!!! Hang in there, folks - God’s got this. Thank you for doing your parts well. I want to see those horses back out there - what a great complement to the force. May you know God’s peace and strength EVERY day. We love you guys!!!”

Case Date: 10/14/2021

- Compliment Narrative:

“Simply showing my support for your officers who are in Del Rio. I am disgusted at the language being used against the mounted officers who are doing what they are trained to do. I am a proud American and support the work of the officer on the horse being torn into for political gain.”

Case Date: 10/14/2021

- Compliment Narrative:

“WHERE EVER THIS HAPPENED: We are WITH the agents on horseback 100% and find the comments by the incompetent President, the deplorable and agenda driven Mayorkas and the useless and absent VP absolutely and unequivocally disgusting and despicable! Bless you ALL for what you do day after day to TRY to enforce the laws of the United States and protect our sovereignty and our citizens. They will never admit to the compassion and life saving actions of all border agents. We are extremely grateful you are on the job and for your service under these difficult conditions. It must be like banging your head against the wall under this administration. They ALL should resign for aiding and abetting in this unlawful behavior sacrificing the rights and health of American citizens. There are millions of us here that support you and thank you.”

Case Date: 10/14/2021

- Compliment Narrative:

“I don't live anywhere near your area, but I feel so badly for all the border patrol officers - especially recently with the ones on horseback. I don't blame any of the border patrol officers to be offended by the President and others. I support all of you and the hard work you do. I notice the President doesn't seem quite so concerned for the Americans left in Afghanistan. If you need a petition for anything - sign me up! Good Luck and God Bless.”

Case Date: 10/14/2021

- Compliment Narrative:

"I want you to know Americans support you. We saw the Haitian invasion and the officer used his horse per his training. If the officer or his family needs anything, let me know. I live in Arizona and the border is a mess."

Case Date: 10/14/2021

- Compliment Narrative:

"Please, don't listen to the lies that the Democrats are telling. You all are doing a fantastic job all over our southern border. My family and I think about all of you frequently. We support you in the extraordinary efforts that you have given to your jobs. I don't think that there are many people who could endure the extra duties that have been thrust upon you since President Biden destroyed our southern border! I find it most disheartening when I think about you having to disregard the laws of our Sovereign Nation. I am a USAF Veteran and I remember that you do NOT have to obey an unlawful order under the Uniform Code of Military Justice "a military member has the duty to not obey an unlawful order." The UCMJ actually protects the soldier in this situation as he/she has a moral and legal obligation to the Constitution and not to obey unlawful orders and the people who issue them."

Case Date: 10/14/2021

- Compliment Narrative:

"America loves you. Hold your head high. We appreciate you."

Case Date: 10/14/2021

- Compliment Narrative:

"Please let these border agents know that there A LOT of Americans who DO NOT SUPPORT what the ridiculous president and administration are trying to tell us. There are A LOT of us who are beyond angry and frustrated with what we know is happening at the border. Please know that there are many of us with no voice who respect and support what these border agents are dealing with, despite what the liberal media want us to believe. I'm SO angry with what this president and administration are doing to our country. God bless our border patrol agents! We support your efforts!"

Case Date: 10/14/2021

- Compliment Narrative:

"I have only seen what you have to deal with on TV. I'm sorry the geriatric-in-charge has abandoned you and asked you to no longer use horses. May I suggest continuing to use horses regardless. In most of America's eyes, asking you to do your job this way is like asking a ship captain to sail without a boat or a skydiver without a parachute. WE AMERICANS SEE YOU AND THANK YOU FOR WHAT YOU ARE DOING. God bless you, (b) (6), (b) (7)(C) (California)"

Case Date: 10/14/2021

- Compliment Narrative:

"I was want to say that you men and women are HEROS. Ultimate HEROS!! Do Not Listen to the media and your ultimate bosses. You all are the best people in this country! FORGET the ignorant haters. FORGET them! You are HEROS!! Do not ever forget that. You all are holding our country together. FORGET the ignorant haters and your ultimate bosses!!!"

Case Date: 10/14/2021

- Compliment Narrative:

“Regarding the mounted CBP agents in Del Rio trying to prevent Haitians from entering our country I just wanted to say thank you. I, for one, appreciate your efforts in trying your best to do your job protecting the United States citizens. I saw absolutely nothing wrong in using the horses and saw no one being mistreated. The agents were simply doing their best to prevent a crime. I also think that negative comments coming from the president, vice president and DHS were very unfortunate in that they didn't even take time to give the agents the benefit of doubt. The agents deserve praise rather than criticism. Their job is indeed a very tough one. Again, thank you, job well done and please keep up the good work. We all need you.”

Case Date: 10/14/2021

- Compliment Narrative:

“We have been so upset by the statements regarding the Border agents on horseback by Biden and Harris that I couldn't sleep last night. We support and appreciate your efforts more than I can convey here. Please know you are all in our prayers. I can't imagine how you are feeling and it grieves me. Please know you are supported and we do care about what you are going thru. We will be writing our representatives demanding an apology to your agents. I don't have a word bad enough to attribute to the comments made about the incident on horse back. Any idiot with an ounce of common sense should know better than to accuse these fellows of such an atrocity with out viewing all of the evidence. My goodness.”

Case Date: 10/14/2021

- Compliment Narrative:

“Besides the Hullabaloo, regarding the use of mounted officers, as a Horseman myself, after carefully viewing the news footage (on Al Jazeera, btw), I wanted to personally commend and compliment the riders and their mounts, for a proper use of horses to control a crowd. While people up the chain of command may have reacted to the first viewing, not taking the time to see expert cutting horses doing their job, controlled by men who know their mounts and their position to protect our borders while observing human rights...

Yes the Haitian people have had a raw deal for 200 years. But if they cannot gather the courage to form a useful government and safe society, they come to a place of real laws, like here. Well, sometimes that means respecting the directions of mounted officers. That is where the law meets the river. One thing they may not yet know, is that horses made the West.”

Case Date: 10/14/2021

- Compliment Narrative:

“I want you to know you are doing a great job and screw biden and harris and mayorkus”

Case Date: 10/14/2021

- Compliment Narrative:

“I just want all of you to know that most good Americans support and appreciate you guys. I know times are rough right now for yall, but we need you more than ever! Thank you for all you do to keep America safe!”

Case Date: 10/14/2021

- Compliment Narrative:

"I stand with cowboy on horseback ,72 year old American who loves America Don't give up many people stand by you at del rio checkpoint"

Case Date: 10/14/2021

- Compliment Narrative:

"I would like to leave a compliment to our police and border patrol agents. I am so sorry for the treatment of all of you from our government and hack news station."

Case Date: 10/14/2021

- Compliment Narrative:

"You are doing an outstanding job with ZERO support from the current administration. The use of horses is common in crowd control, and there was nothing wrong with what transpired during the invasion of illegal immigrants from Haiti.

ALL illegal immigrants must be found and deported back to their country of origin. It is destroying our country on every level imaginable.

I hope our current government comes to their senses, but it is doubtful. Our biggest hope is impeachment of numerous elected and appointed officials, and resignations, so new government officials can take their place.

Best regards"

Case Date: 10/14/2021

- Compliment Narrative:

"THANK YOU ALL FOR ALL YOU DO!!! WE LOVE YOU AND GOD BLESS!!!"

Case Date: 10/14/2021

- Compliment Narrative:

"Thank you to the mounted patrol officers and their outstanding horsemanship skills in Del Rio Texas. Thank you and all of our border patrol officers for putting your own lives between our families and those who may bring them harm. Thank you to your families who know the risks you take everyday to keep the rest of us safe. I have never witnessed finer horsemanship nor a better portrait of national defense. I would like to see a national mural of those mounted patrol officers painted somewhere and those beautiful horses. I will also be making my U.S. Senator Roger Marshall of Kansas aware of my thought.

Most respectfully yours

A grateful citizen

(b) (6), (b) (7)(C)

Case Date: 10/14/2021

- Compliment Narrative:

"The men and women of the CBP should be complimented for the work they are attempting to do on the Southern Border. The work is tough and thankless and they have boss (Pres) who

doesn't have their back. I wear a Cbp hat with a CBP badge to celebrate the fine work they are attempting to do. The riders on horseback deserve our thanks. (b) (6), (b) (7)(C)

Case Date: 10/14/2021

- Compliment Narrative:

"The insane reaction to the border patrol was awful. They were doing their jobs which the photographer tried to explain. But no the President, VP, and media did a witch hunt. They did a wonderful job!!!!!"

Location: Eagle Pass South Station

Total Compliments: 1 case

Case Date: 10/14/2021

- Compliment Narrative:

"I 100 % support the mounted border patrol teams, and do not support Biden, Kamala's horrible comments about them. The horses and men and women of the Border Patrol are doing their jobs. The Haitians illegal violent criminals need to be kindly dropped off in Cost Rica, Mexico and Chile."

Location: HWY 277 Checkpoint (Del Rio)

Total Compliments: 15 cases

Case Date: 10/08/2021

- Compliment Narrative:

"GOD BLESS YOU ALL. THANK YOU. ALL AMERICANS"

Case Date: 10/08/2021

- Compliment Narrative:

"I fell the agents are doing a tremendous job given the situation Joe Biden put them in. The press will portray them in a bad light just to shift the BS going on at the border. I just want all the hard working agents have my respect and everyone I talk with mirror that respect. Don't let the fake wimpy news people get in your heads. Stand tall and please don't lower your heads. Thank you for your time."

Case Date: 10/08/2021

- Compliment Narrative:

"Keep up the good work in Del Rio. I especially LOVE seeing the male BP agents on their horses. True Americans and true cowboys. What a sight!!!! So amazing and makes me so proud. Keep up the great work and know the people who love this country are praying for you men and women. Godspeed!!!"

Case Date: 10/08/2021

- Compliment Narrative:

"You are doing a wonderful job!!! Thank you for helping to protect our Southern Border. The bad press about the horse reins is Unacceptable. Any one knows that reins are for horses and are used as a tool for riding. It appears to me that you are shamefully unappreciated by the Biden Administration. I just want to let you know that I'm an ordinary citizen and Grateful for

your service. I can't imagine what a hard job you have. THANK YOU THANK YOU THANK YOU,  
(b) (6), (b) (7)(C)

Case Date: 10/08/2021

- Compliment Narrative:  
"To the officers on horses at the border. Thank you for what you are doing!"

Case Date: 10/08/2021

- Compliment Narrative:  
"Thank you for protecting our borders! You all work so hard and get so much criticism, but just know that the majority of Americans are behind you and support you.  
We would not have a nation without you trying to keep all the illegals out of our Country.  
Keep up the good work, stay safe, stay healthy and hopefully we will soon get rid of all these corrupt politicians that make your job so hard.  
Thank you and we all need to keep fighting!"

Case Date: 10/08/2021

- Compliment Narrative:  
"Please give my heartfelt thanks to the heroic men and women who are keeping us safe. They are Americas heroes!!!"

Case Date: 10/08/2021

- Compliment Narrative:  
"I 100% support the Border Patrol's horse team that were doing their jobs of preventing illegal Haitians, possibly violent, from crossing borders."

Case Date: 10/14/2021

- Compliment Narrative:  
"Great job Del Rio Sector Horse Patrol!!!  
Do NOT let DHS penalize these brave men on horseback.  
STAND UP FOR THEM!  
Also your PR team needs to stop being wimps and go on the offensive.  
WE SUPPORT YOU!!!  
Love y'all,  
LEO Mom"

Case Date: 10/14/2021

- Compliment Narrative:  
"The measures taken by our mounted agents at the border are greatly appreciated by innumerable American citizens. Thank you for doing what you do. Imagine if you all just gave up and walked away. We need you. THANK YOU."

Case Date: 10/14/2021

- Compliment Narrative:  
"Please know that you are all so appreciated and that we stand behind you. So sick the way this worthless administration try to vilify you for protecting our borders when they created the

chaos and the mainstream media for the way they are portraying y'all. God bless you all. The Texas and American people know the truth."

Case Date: 10/14/2021

- Compliment Narrative:  
"I probably do not have the correct border location, I'm recognizing the excellent work of the Border agents horseback team detail.

Dear Customs & Border Patrol, Thank you for your sacrifice and service to protect our southern border.

Border agents are brave and performing their jobs to protect our border with limited resources while facing overwhelming numbers of illegal aliens.

The Border horseback team performed their job and did not attack the illegals who were entering our country without permission and proper documentation, the Border agents were protecting our country. Again, thank you for your service. (b) (6), (b) (7)(C)

Case Date: 10/14/2021

- Compliment Narrative:  
"Seeing what you all go thru both physically and emotionally in your job..I just wanna say cbp..have some pretty awesome people there. Please tell the horse riders to shrug off the shit from the WH. They are awesome. TY all for trying. We will get it back..Peace (b) (6), (b) (7)(C)

Case Date: 10/14/2021

- Compliment Narrative:  
"My husband and I are both moderate Democrats. The video of Border Patrol agents on horseback at Del Rio, TX crossing has excoriated the agents. We think they were just doing their jobs - keeping illegal immigrants out of the United States. We hope fervently that the agents will not be punished for doing their jobs."

Case Date: 10/15/2021

- Compliment Narrative:  
"I wanted to personally thank every one of the agents working in utter disaster at our Southern Border. The videos and images I saw were of a group of dedicated professionals who had been given and put into an almost impossible situation. To have our President, who's policy decisions have created this disaster, falsely disparage your fine work, is just appalling. Please know that the majority of citizens of our country think you all are doing a fantastic job considering the circumstances, and it is such a shame that the fine members of the US Border Patrol have been turned into a political issue. Keep up the great work, and may God Bless you all as well as your families. Thank You!!"

## **El Paso Sector**

Location: Alamogordo Station

Total Compliments: 1 case

Case Date: 10/14/2021

- Compliment Narrative:



"Hi. Thanks U.S Border Patrol Agents, employees, for your steadfast commitment to service! Tumultuous, dangerous, unprecedented, times. Americans know democrat-marxists spewing propaganda (horse reins). Worst, most evil, administration in U.S. history. Sadists, pathological liars. Plan NO border, border patrol, ice, cops, military. Creating federal forces one party system. Heart goes out to those living near border exposed to alien, parasitic scum with ACTIVE COVID, contagious diseases! Fuhrer biden, his marxist jihad-nazi regime, represent themselves NOT American citizens. Fight for your rights. Stay safe, healthy. Sincerely."

### Laredo Sector

Location: Laredo Sector (Texas)

Total Compliments: 1 case

Case Date: 10/15/2021

- Compliment Narrative:

"Horse patrol rescued a "migrant" lost on a ranch. The legal status of this person is not important. What is important is the rescue of a person who would have most certainly died without your people intervening. Your enemies most certainly will not acknowledge this and similar acts of kindness that likely occur much more often than will ever be reported. Though I live many hundreds of miles north of our southern border, I'm grateful for the protection you provide us. I suspect there many more people thankful for your presence than those few who malign and seek to disparage your efforts and your character. This story was found on this website: <https://www.breitbart.com/border/2021/10/02/horse-mounted-agents-in-texas-rescue-lost-migrant-50-miles-from-border/>"

### San Diego Sector

Location: Boulevard Station

Total Compliments: 1 case

Case Date: 10/22/2021

- Compliment Narrative:

"Greetings,

My name is (b) (6), (b) (7)(C) and I am a Police Officer with the (b) (6), (b) (7)(C) Police Department.

Currently; I am assigned as a (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) in the city of Huntington Beach, California.

Our Police Academy is planning a Peace Officer Memorial / Pride 5k Run for Monday, December 13th, 2021, at Huntington Beach for 1400 hours.

Our Staff would like to respectfully offer a personal invitation to the family or representative of Border Patrol Agent (b) (6), (b) (7)(C) who unfortunately passed away during time period of the current Police Academy Class (b) (6), (b) (7)(C)

Planning and coordination are still being made, however for logistical purposes this notification is being sent out at this time to provide adequate time for family members or department representative if possible to arrange and attend the event.

The proposal is to have a family member or representative of each fallen Officer for a brief moment be recognized at the start of the event outdoors to the front of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Huntington Beach, CA 92648)

Border Patrol Agent (b) (6), (b) (7)(C) will be recognized and a folded American flag will be presented to a family member or agency representative.

It would be preferred if communication and confirmation of family members or representatives can be established within the upcoming weeks and prior to Monday, November 29th, 2021.

It's with tremendous humility and regard I send this request.

Respectfully

(b) (6), (b) (7)(C)

### Tucson Sector

Location: Sonoita Station

Total Compliments: 1 case

Case Date: 10/22/2021

- Compliment Narrative:

"I just want to say THANK YOU to (b) (6), (b) (7)(C) who was at the XRay station. I had a horrible experience with the Mexican officers harassing me and turned around to come back. The officer at who checked IDs from the U.S. side was so rude and I was pretty upset, but she was very kind and one of the only friendly faces at this entry point. I really want to stress how grateful I am for her not having an awful attitude like the rest of the officers there."



## CBP Information Center Monthly Complaints Report

### Executive Summary

This document is an attachment to the monthly report which lists complaint cases received by the CBP Information Center (CIC) throughout the month of October for the United States Border Patrol (USBP).

### USBP Complaints Cases

The majority of complaint cases are processed and closed out by the Compliments and Complaints Branch (CCB). Any complaints that must be escalated or looked into further than CCB's capabilities are then sent to the appropriate Sector to handle.

The below listed complaints (9) are cases specifically for the Del Rio Sector regarding the "horseback" incident in October:

### Del Rio Sector

Location: Brackettville Station

Total Complaints: 1 case

Case Date: 10/19/2021

- Complaint Narrative:

"I am disgusted. The way the border patrol agents handled the Haitians at Del Rio was appalling and totally unprofessional. "This is why your country is \*\*\*\*" was something an agent said to a migrant that was caught on video. Showing their teeth, grabbing these people who are fleeing their country that is in shambles is not the American way. Your salary is paid with my tax dollars. This is not what I, nor the majority of American taxpayers represents.

I want to know who instructed this kind of behavior to our agents. Their name, badge number, and a copy of their disciplinary paperwork. If this was not instructed by anyone, I'd like the name, badge number, and disciplinary paperwork of each agent that is being reprimanded for this incident to be made public - which should be at LEAST one person.

You are employed by American taxpayers and we deserve nothing less than a complete investigation, explanation, and resolution follow-up so this does not happen again. I cannot believe it is 2021 and migrants are treated this way. They deserve better. I deserve better as an American taxpayer.

Do not think you can hide from this incident.

Fess up, acknowledge the wrong doing, reprimand those for their actions, and let the world know that this will not be tolerated. This is a global embarrassment."

Location: Del Rio Sector (Texas)

Total Complaints: 4 cases

Case Date: 10/12/2021

- Complaint Narrative:

"The Boarder agent's that involved themselves in the torment and abuse of the Haitian immigrants, have to be suspended for at least one week for making the entire agency look ridiculous. Make sure the all Boarder agents conduct themselves with grace and show dignity."

Case Date: 10/13/2021

- Complaint Narrative:

"There is inhuman treatment of Haitians at the border. This must stop immediately."

Case Date: 10/12/2021

- Complaint Narrative:

"DHS concern over reported whipping of illegal migrants charging agents on horseback is wrong. When somewhat charges a horse it puts the rider in jeopardy. Claiming illegals are abused is nonsense, The problem is that illegals are charging across the border and aided and abetted by Government officials. The head of DHS is stupid in his criticism and comments otherwise. DHS is failing in it's role of securing the United States. I challenge the Director to come to Wyoming and explain to me crowd control with horses and show me how he can control anyone on horseback (but I am sure he is a coward to take me up, even if I pay his way). Majorca's comments do nothing but suggest wrong has occurred and show his complete ignorance and motivation to discredit border patrol agents. I challenge DHS to come to Cheyenne, Wyoming and prove that Majorca's it right in his actions regarding the border and his treatment of border agents."

Case Date: 10/08/2021

- Complaint Narrative:

"Investigate the Border Patrol Agents in Del Rio Texas who were on horseback photographed and videotaped harassing and terrorizing Haitian refugees. This has the optics of white supremacy written all over it. As a concerned Texan, I was disgusted and horrified and those officers need to be held accountable and fired."

Location: Del Rio Station

Total Complaints: 3 cases

Case Date: 10/08/2021

- Complaint Narrative:

"The use of whips is modern day slave cracking. Absolutely unacceptable. I am a US citizen - (b) (6), (b) (7)(C) born (b) (6), (b) (7)(C) in New Jersey - and I DEMAND the termination OF ALL AGENTS who partook in this horrific action."

Case Date: 10/08/2021

- Complaint Narrative:

"Tuesday, September 21, 2021

Dear CPB:

I am a Black American who is horrified to see a white man whip a Black Haitian on the border. I have been to El Paso, Texas where I can visibly see the Mexican border. I have also been in Houston George Bush airport where I have seen Border Patrol Agents and none of them have whips.

This man needs to be fired and in the US Merit System Protection Board ASAP with his behavior. No looking into this or 'reviewing the situation'. This is the immigrant version of George Floyd being caught on video.

That scene is straight off of slavery looking like your Border Patrol Agent was chasing a runaway slave! That agent needs to be named and fired for violating that UN human rights (which America is a charter member), 13th amendment against slavery and whipping people, and the Civil Rights Act.

We need an answer as to why any federal agent needs a whip in the first place. Second, we don't the Border Patrol display this behavior with Latinos which makes me think that the Latino illegal immigrants are okay but not the Black Haitians seeking asylum.

This is a black eye with the Border Patrol and needs to be addressed.

Sincerely,

**(b) (6), (b) (7)(C)**

Case Date: 10/04/2021

- Complaint Narrative:

"I hope that you review your practices with the treatment of Haitian people seeking asylum. This is a human right to be able to seek asylum. You have border agents on horseback whipping black people. Do you know what trauma a message that you are sending to the black people who are citizens here in the united states. You offer refuge to afghan people but cannot offer the same refuge to a group of people that have seen way more despair. Do not think for one instance that black people in the US will continue to sit a be silent when it comes to you delivering this ill-treatment of our people."

Location: HWY 277 Checkpoint (Del Rio)

Total Complaints: 1 case

Case Date: 10/04/2021

- Complaints Narrative:

"Tell your sector chief and the chief of the USBP to speak up and defend the horse patrol agents who are being treated unfairly by the media and CBP leadership. These "chiefs" seem to care more about their job titles than having an ounce of integrity."