



No FEAR Act

Equal Employment Opportunity (EEO) Data
Fiscal Year 2024, Third Quarter



U.S. Customs and
Border Protection

Office of the Commissioner

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EEO Data Posted Pursuant to the No Fear Act: CBP

For 3rd Quarter 2024, for period ending Jun. 30, 2023

1. Complaint Activity

| Total | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|----------------------------|---------|---------|---------|---------|---------|------------------------------|
| Number of Complaints Filed | 355 | 371 | 364 | 572 | 386 | 260 |
| Number of Complainants | 338 | 352 | 344 | 544 | 374 | 254 |
| Repeat Filers | 16 | 16 | 17 | 26 | 11 | 6 |

2. Complaints by Basis

Note: Complaints can be filed alleging multiple bases. The sum of the bases may not be equal to the total complaints filed.

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|---------|---------|---------|---------|---------|------------------------------|
| Race | 84 | 100 | 81 | 87 | 95 | 72 |
| Color | 16 | 31 | 15 | 31 | 26 | 35 |
| Religion | 19 | 15 | 17 | 184 | 26 | 21 |
| Reprisal | 186 | 198 | 185 | 188 | 161 | 100 |
| Sex | 108 | 119 | 110 | 145 | 122 | 106 |
| PDA | 4 | 2 | 4 | 7 | 7 | 4 |
| National Origin | 70 | 86 | 56 | 62 | 76 | 62 |
| Equal Pay Act | 1 | 1 | 0 | 0 | 0 | 1 |
| Age | 95 | 112 | 95 | 123 | 105 | 96 |
| Disability | 102 | 108 | 101 | 143 | 92 | 67 |
| Genetics | 1 | 2 | 2 | 7 | 1 | 2 |
| Non-EEO | 15 | 31 | 48 | 38 | 36 | 12 |

3. Complaints by Issue

Note: Complaints can be filed alleging multiple issues. The sum of the issues may not be equal to the total complaints filed.

Starting in FY 2022, issues marked with:

* are reported on the new line Other Terms and Conditions of Employment.

** are reported on the new line Discipline: Other.

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|--|---------|---------|---------|---------|---------|------------------------------|
| Appointment/Hire | 27 | 23 | 14 | 15 | 14 | 12 |
| Assignment of Duties* | 68 | 91 | 124 | - | - | - |
| Awards | 10 | 16 | 9 | 15 | 11 | 10 |
| Conversion to Full Time/Perm Status* | 0 | 0 | 0 | - | - | - |
| Discipline: Demotion | 2 | 2 | 2 | 1 | 3 | 1 |
| Discipline: Reprimand** | 16 | 20 | 18 | - | - | - |
| Discipline: Suspension | 10 | 22 | 17 | 14 | 20 | 11 |
| Discipline: Removal | 11 | 5 | 12 | 11 | 5 | 4 |
| Discipline: Other | - | - | - | 59 | 53 | 22 |
| Duty Hours* | 10 | 16 | 15 | - | - | - |
| Perf. Eval. or Appraisal | 11 | 17 | 16 | 15 | 16 | 15 |
| Examination or Test | 11 | 6 | 2 | 6 | 1 | 1 |
| Harassment: Non-Sexual | 166 | 194 | 175 | 192 | 127 | 98 |
| Harassment: Sexual | 22 | 14 | 11 | 18 | 12 | 14 |
| Medical Examination | 10 | 11 | 5 | 129 | 10 | 2 |
| Pay Including Overtime | 22 | 24 | 26 | 20 | 9 | 16 |
| Promotion or Non-Selection | 58 | 69 | 58 | 54 | 62 | 60 |
| Reassignment: Denied | 7 | 8 | 7 | 15 | 10 | 11 |
| Reassignment: Directed | 14 | 10 | 10 | 14 | 6 | 7 |
| Reasonable Accommodation Disability | 35 | 37 | 23 | 28 | 25 | 20 |
| Reinstatement* | 1 | 1 | 2 | - | - | - |
| Religious Accommodation | 2 | 5 | 3 | 14 | 7 | 3 |
| Retirement* | 4 | 3 | 3 | - | - | - |
| Sex-Stereotyping | 0 | 0 | 0 | 0 | 0 | 0 |
| Telework | 2 | 8 | 11 | 13 | 9 | 5 |
| Termination | 23 | 30 | 24 | 21 | 22 | 9 |
| Terms and Conditions of Employment* | 45 | 39 | 36 | - | - | - |
| Time and Attendance | 50 | 45 | 65 | 39 | 46 | 25 |
| Training | 16 | 19 | 10 | 35 | 24 | 15 |
| Other Terms and Conditions of Employment | - | - | - | 246 | 182 | 104 |

4. Processing Time

a. Complaints Pending During Fiscal Year

| Processing Time | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Average Number of Days in Investigation | 225.42 | 239.98 | 395.90 | 521.22 | 562.19 | 612.94 |
| Average Number of Days in Final Action | 90.36 | 162.90 | 181.86 | 96.41 | 34.55 | 40.39 |

b. Complaints Pending During Fiscal Year Where a Hearing was Requested

| Processing Time | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Average Number of Days in Investigation | 230.93 | 228.24 | 370.53 | 487.84 | 517.10 | 573.66 |
| Average Number of Days in Final Action | 60.86 | 94.23 | 68.08 | 65.87 | 28.94 | 40.35 |

c. Complaints Pending During Fiscal Year Where a Hearing was Not Requested

| Processing Time | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Average Number of Days in Investigation | 223.00 | 267.15 | 443.23 | 617.19 | 670.68 | 677.74 |
| Average Number of Days in Final Action | 175.19 | 361.70 | 368.42 | 168.71 | 45.46 | 40.42 |

5. Complaints Dismissed by the Agency

| Complaints Dismissed by Agency | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Total Complaints Dismissed by Agency | 41 | 18 | 14 | 27 | 165 | 41 |
| Average Days Pending Prior to Dismissal | 143 | 225 | 494 | 528 | 381 | 376.65 |

6. Complaints Withdrawn by Complainants

| Complaints Withdrawn by Complainants | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|--|---------|---------|---------|---------|---------|---------------------------|
| Total Complaints Withdrawn by Complainants | 50 | 50 | 48 | 48 | 89 | 66 |

7. Total Final Agency Actions Finding Discrimination

a. Final Agency Actions Finding Discrimination: Breakdown by Number

| Total Final Agency Actions Finding Discrimination | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|----------|-----------|----------|----------|----------|---------------------------|
| Findings Without Hearing | 3 | 8 | 2 | 7 | 1 | 4 |
| Findings With Hearing | 1 | 12 | 0 | 1 | 8 | 3 |
| Total Number of Findings | 4 | 20 | 2 | 8 | 9 | 7 |

b. Final Agency Actions Finding Discrimination: Breakdown by Percentage

| Total Final Agency Actions Finding Discrimination | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Findings Without Hearing | 75% | 40% | 100% | 87% | 11% | 57% |
| Findings With Hearing | 25% | 60% | 0% | 13% | 89% | 43% |

8. Findings of Discrimination Rendered by Basis

Note: Complaints can be filed alleging multiple bases. The sum of the bases may not be equal to the total complaints filed.

a. Total Number of Findings

i. Basis Breakdown by Number

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|----------|-----------|----------|----------|----------|------------------------------|
| Race | 0 | 4 | 0 | 0 | 5 | 2 |
| Color | 0 | 0 | 0 | 0 | 1 | 0 |
| Religion | 0 | 0 | 0 | 0 | 1 | 0 |
| Reprisal | 2 | 11 | 1 | 5 | 3 | 4 |
| Sex | 2 | 4 | 1 | 1 | 6 | 2 |
| PDA | 0 | 1 | 0 | 0 | 0 | 0 |
| National Origin | 0 | 4 | 0 | 2 | 2 | 1 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 1 | 5 | 0 | 1 | 3 | 2 |
| Disability | 1 | 10 | 0 | 5 | 1 | 4 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 2 | 0 | 0 | 1 | 0 |
| Total | 4 | 20 | 2 | 8 | 9 | 7 |

ii. Basis Breakdown by Percentage

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|---------|---------|---------|---------|---------|------------------------------|
| Race | 0% | 20% | 0% | 0% | 56% | 29% |
| Color | 0% | 0% | 0% | 0% | 11% | 0% |
| Religion | 0% | 0% | 0% | 0% | 11% | 0% |
| Reprisal | 50% | 55% | 50% | 63% | 44% | 57% |
| Sex | 50% | 20% | 50% | 13% | 78% | 29% |
| PDA | 0% | 5% | 0% | 0% | 0% | 0% |
| National Origin | 0% | 20% | 0% | 25% | 22% | 14% |
| Equal Pay Act | 0% | 0% | 0% | 0% | 0% | 0% |
| Age | 25% | 25% | 0% | 13% | 22% | 29% |
| Disability | 25% | 50% | 0% | 63% | 11% | 57% |
| Genetics | 0% | 0% | 0% | 0% | 0% | 0% |
| Non-EEO | 0% | 10% | 0% | 0% | 11% | 0% |

b. Findings After Hearing

i. Basis Breakdown by Number

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|----------|-----------|----------|----------|----------|------------------------------|
| Race | 0 | 3 | 0 | 0 | 4 | 1 |
| Color | 0 | 0 | 0 | 0 | 1 | 0 |
| Religion | 0 | 0 | 0 | 0 | 0 | 0 |
| Reprisal | 1 | 8 | 0 | 1 | 3 | 2 |
| Sex | 1 | 1 | 0 | 1 | 6 | 1 |
| PDA | 0 | 1 | 0 | 0 | 0 | 0 |
| National Origin | 0 | 4 | 0 | 1 | 2 | 0 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 0 | 3 | 0 | 0 | 2 | 1 |
| Disability | 0 | 6 | 0 | 1 | 1 | 1 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 0 | 0 | 0 | 1 | 0 |
| Total | 1 | 12 | 0 | 1 | 7 | 3 |

ii. Basis Breakdown by Percentage

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|---------|---------|---------|---------|---------|------------------------------|
| Race | 0% | 25% | 0% | 0% | 57% | 33% |
| Color | 0% | 0% | 0% | 0% | 14% | 0% |
| Religion | 0% | 0% | 0% | 0% | 0% | 0% |
| Reprisal | 100% | 67% | 0% | 100% | 43% | 67% |
| Sex | 100% | 8% | 0% | 100% | 86% | 33% |
| PDA | 0% | 8% | 0% | 0% | 0% | 0% |
| National Origin | 0% | 33% | 0% | 100% | 29% | 0% |
| Equal Pay Act | 0% | 0% | 0% | 0% | 0% | 0% |
| Age | 0% | 25% | 0% | 0% | 29% | 33% |
| Disability | 0% | 50% | 0% | 100% | 14% | 33% |
| Genetics | 0% | 0% | 0% | 0% | 0% | 0% |
| Non-EEO | 0% | 0% | 0% | 0% | 14% | 0% |

c. Findings Without Hearing

i. Basis Breakdown by Number

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|----------|----------|----------|----------|----------|------------------------------|
| Race | 0 | 1 | 0 | 0 | 1 | 1 |
| Color | 0 | 0 | 0 | 0 | 0 | 0 |
| Religion | 0 | 0 | 0 | 0 | 1 | 0 |
| Reprisal | 1 | 3 | 1 | 4 | 0 | 2 |
| Sex | 1 | 3 | 1 | 0 | 0 | 1 |
| PDA | 0 | 0 | 0 | 0 | 0 | 0 |
| National Origin | 0 | 0 | 0 | 1 | 0 | 1 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 1 | 2 | 0 | 1 | 1 | 1 |
| Disability | 1 | 4 | 0 | 4 | 0 | 3 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 2 | 0 | 0 | 0 | 0 |
| Total | 3 | 8 | 2 | 7 | 2 | 4 |

ii. Basis Breakdown by Percentage

| Basis | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|-----------------|---------|---------|---------|---------|---------|------------------------------|
| Race | 0% | 13% | 0% | 0% | 50% | 25% |
| Color | 0% | 0% | 0% | 0% | 0% | 0% |
| Religion | 0% | 0% | 0% | 0% | 50% | 0% |
| Reprisal | 33% | 38% | 50% | 57% | 0% | 50% |
| Sex | 33% | 38% | 50% | 0% | 0% | 25% |
| PDA | 0% | 0% | 0% | 0% | 0% | 0% |
| National Origin | 0% | 0% | 0% | 14% | 0% | 25% |
| Equal Pay Act | 0% | 0% | 0% | 0% | 0% | 0% |
| Age | 33% | 25% | 0% | 14% | 50% | 25% |
| Disability | 33% | 50% | 0% | 57% | 0% | 75% |
| Genetics | 0% | 0% | 0% | 0% | 0% | 0% |
| Non-EEO | 0% | 25% | 0% | 0% | 0% | 0% |

9. Findings of Discrimination Rendered by Issue

a. Total Number of Findings by Issue

i. Issue Breakdown by Number

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|--|----------|-----------|----------|----------|----------|------------------------------|
| Appointment or Hire | 0 | 2 | 0 | 0 | 0 | 0 |
| Assignment of Duties* | 1 | 2 | 0 | - | - | - |
| Awards | 1 | 1 | 0 | 0 | 0 | 0 |
| Conversion to Full Time or Perm Status* | 0 | 0 | 0 | - | - | - |
| Discipline: Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Reprimand** | 0 | 1 | 0 | - | - | - |
| Discipline: Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Removal | 0 | 0 | 0 | 1 | 0 | 0 |
| Discipline: Other | - | - | - | 0 | 0 | 0 |
| Duty Hours* | 0 | 0 | 0 | - | - | - |
| Perf. Eval. or Appraisal | 1 | 1 | 0 | 0 | 0 | 0 |
| Examination or Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Harassment: Non-Sexual | 1 | 10 | 2 | 3 | 4 | 4 |
| Harassment: Sexual | 0 | 3 | 0 | 0 | 1 | 0 |
| Medical Examination | 0 | 1 | 0 | 0 | 0 | 0 |
| Pay Including Overtime | 0 | 0 | 0 | 0 | 0 | 1 |
| Promotion or Non-Selection | 1 | 1 | 0 | 1 | 5 | 4 |
| Reassignment: Denied | 0 | 0 | 0 | 0 | 0 | 1 |
| Reassignment: Directed | 1 | 1 | 0 | 0 | 0 | 0 |
| Reasonable Accommodation Disability | 1 | 0 | 0 | 2 | 0 | 1 |
| Reinstatement* | 0 | 0 | 0 | - | - | - |
| Religious Accommodation | 0 | 0 | 0 | 0 | 0 | 0 |
| Retirement* | 0 | 0 | 0 | - | - | - |
| Sex-Stereotyping | 0 | 0 | 0 | 0 | 0 | 0 |
| Telework | 0 | 1 | 0 | 0 | 0 | 0 |
| Termination | 0 | 1 | 0 | 0 | 1 | 0 |
| Terms and Conditions of Employment* | 0 | 1 | 0 | - | - | - |
| Time and Attendance | 1 | 1 | 0 | 1 | 2 | 2 |
| Training | 0 | 0 | 0 | 0 | 2 | 0 |
| Other Terms and Conditions of Employment | - | - | - | 2 | 2 | 0 |
| Total | 4 | 20 | 2 | 8 | 9 | 7 |

ii. Issue Breakdown by Percentage

| Issue | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|------------------------------|
| Appointment or Hire | 0% | 10% | 0% | 0% | 0% | 0% |
| Assignment of Duties* | 25% | 10% | 0% | - | - | - |
| Awards | 25% | 5% | 0% | 0% | 0% | 0% |
| Conversion to Full Time or Perm Status* | 0% | 0% | 0% | - | - | - |
| Discipline: Demotion | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Reprimand** | 0% | 5% | 0% | - | - | - |
| Discipline: Suspension | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Removal | 0% | 0% | 0% | 13% | 0% | 0% |
| Discipline: Other** | - | - | - | 0% | 0% | 0% |
| Duty Hours* | 0% | 0% | 0% | - | - | - |
| Perf. Eval. or Appraisal | 25% | 5% | 0% | 0% | 0% | 0% |
| Examination or Test | 0% | 0% | 0% | 0% | 0% | 0% |
| Harassment: Non-Sexual | 25% | 50% | 100% | 38% | 44% | 57% |
| Harassment: Sexual | 0% | 15% | 0% | 0% | 11% | 0% |
| Medical Examination | 0% | 5% | 0% | 0% | 0% | 0% |
| Pay Including Overtime | 0% | 0% | 0% | 0% | 0% | 14% |
| Promotion or Non-Selection | 25% | 5% | 0% | 13% | 56% | 57% |
| Reassignment: Denied | 0% | 0% | 0% | 0% | 0% | 14% |
| Reassignment: Directed | 25% | 5% | 0% | 0% | 0% | 0% |
| Reasonable Accommodation Disability | 25% | 0% | 0% | 25% | 0% | 14% |
| Reinstatement* | 0% | 0% | 0% | - | - | - |
| Religious Accommodation | 0% | 0% | 0% | 0% | 0% | 0% |
| Retirement* | 0% | 0% | 0% | - | - | - |
| Sex-Stereotyping | 0% | 0% | 0% | 0% | 0% | 0% |
| Telework | 0% | 5% | 0% | 0% | 0% | 14% |
| Termination | 0% | 5% | 0% | 0% | 11% | 0% |
| Terms and Conditions of Employment* | 0% | 5% | 0% | - | - | - |
| Time and Attendance | 25% | 5% | 0% | 13% | 22% | 29% |
| Training | 0% | 0% | 0% | 0% | 22% | 0% |
| Other Terms and Conditions of Employment* | - | - | - | 25% | 22% | 14% |

b. Findings After Hearing

i. Issue Breakdown by Number

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|----------|-----------|----------|----------|----------|------------------------------|
| Appointment or Hire | 0 | 2 | 0 | 0 | 0 | 0 |
| Assignment of Duties* | 1 | 1 | 0 | - | - | - |
| Awards | 1 | 1 | 0 | 0 | 0 | 0 |
| Conversion to Full Time or Perm Status* | 0 | 0 | 0 | - | - | - |
| Discipline: Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Reprimand** | 0 | 0 | 0 | - | - | - |
| Discipline: Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Removal | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Other** | - | - | - | 0 | 0 | 0 |
| Duty Hours* | 0 | 0 | 0 | - | - | - |
| Perf. Eval. or Appraisal | 0 | 1 | 0 | 0 | 0 | 0 |
| Examination or Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Harassment: Non-Sexual | 0 | 6 | 0 | 1 | 4 | 2 |
| Harassment: Sexual | 0 | 0 | 0 | 0 | 1 | 0 |
| Medical Examination | 0 | 1 | 0 | 0 | 0 | 0 |
| Pay Including Overtime | 0 | 0 | 0 | 0 | 0 | 1 |
| Promotion or Non-Selection | 1 | 1 | 0 | 0 | 4 | 1 |
| Reassignment: Denied | 0 | 0 | 0 | 0 | 0 | 1 |
| Reassignment: Directed | 0 | 1 | 0 | 0 | 0 | 0 |
| Reasonable Accommodation Disability | 0 | 0 | 0 | 0 | 0 | 0 |
| Reinstatement* | 0 | 0 | 0 | - | - | - |
| Religious Accommodation | 0 | 0 | 0 | 0 | 0 | 0 |
| Retirement* | 0 | 0 | 0 | - | - | - |
| Sex-Stereotyping | 0 | 0 | 0 | 0 | 0 | 0 |
| Telework | 0 | 0 | 0 | 0 | 0 | 0 |
| Termination | 0 | 0 | 0 | 0 | 0 | 0 |
| Terms and Conditions of Employment* | 0 | 0 | 0 | - | - | - |
| Time and Attendance | 1 | 0 | 0 | 0 | 2 | 1 |
| Training | 0 | 0 | 0 | 0 | 2 | 0 |
| Other Terms and Conditions of Employment* | - | - | - | 0 | 2 | 0 |
| Total | 1 | 12 | 0 | 1 | 7 | 3 |

ii. Issue Breakdown by Percentage

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|------------------------------|
| Appointment or Hire | 0% | 17% | 0% | 0% | 0% | 0% |
| Assignment of Duties* | 100% | 8% | 0% | - | - | - |
| Awards | 100% | 8% | 0% | 0% | 0% | 0% |
| Conversion to Full Time/Perm Status* | 0% | 0% | 0% | - | - | - |
| Discipline: Demotion | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Reprimand** | 0% | 0% | 0% | - | - | - |
| Discipline: Suspension | 0% | 0% | 0% | 0% | 0% | 100% |
| Discipline: Removal | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Other** | - | - | - | 0% | 0% | 0% |
| Duty Hours* | 0% | 0% | 0% | - | - | - |
| Perf. Eval. or Appraisal | 0% | 8% | 0% | 0% | 0% | 0% |
| Examination or Test | 0% | 0% | 0% | 0% | 0% | 0% |
| Harassment: Non-Sexual | 0% | 50% | 0% | 100% | 57% | 67% |
| Harassment: Sexual | 0% | 0% | 0% | 0% | 14% | 0% |
| Medical Examination | 0% | 8% | 0% | 0% | 0% | 0% |
| Pay Including Overtime | 0% | 0% | 0% | 0% | 0% | 33% |
| Promotion or Non-Selection | 100% | 8% | 0% | 0% | 57% | 33% |
| Reassignment: Denied | 0% | 0% | 0% | 0% | 0% | 33% |
| Reassignment: Directed | 0% | 8% | 0% | 0% | 0% | 0% |
| Reasonable Accommodation Disability | 0% | 0% | 0% | 0% | 0% | 0% |
| Reinstatement* | 0% | 0% | 0% | - | - | - |
| Religious Accommodation | 0% | 0% | 0% | 0% | 0% | 0% |
| Retirement* | 0% | 0% | 0% | - | - | - |
| Sex-Stereotyping | 0% | 0% | 0% | 0% | 0% | 0% |
| Telework | 0% | 0% | 0% | 0% | 0% | 0% |
| Termination | 0% | 0% | 0% | 0% | 0% | 0% |
| Terms and Conditions of Employment* | 0% | 0% | 0% | - | - | - |
| Time and Attendance | 100% | 0% | 0% | 0% | 29% | 33% |
| Training | 0% | 0% | 0% | 0% | 29% | 0% |
| Other Terms and Conditions of Employment* | - | - | - | 0% | 29% | 0% |

c. Findings Without Hearing

i. Issue Breakdown by Number

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|----------|----------|----------|----------|----------|------------------------------|
| Appointment or Hire | 0 | 0 | 0 | 0 | 0 | 0 |
| Assignment of Duties* | 0 | 1 | 0 | - | - | - |
| Awards | 0 | 0 | 0 | 0 | 0 | 0 |
| Conversion to Full Time or Perm Status* | 0 | 0 | 0 | - | - | - |
| Discipline: Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Reprimand** | 0 | 1 | 0 | - | - | - |
| Discipline: Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Discipline: Removal | 0 | 0 | 0 | 1 | 0 | 0 |
| Discipline: Other** | - | - | - | 0 | 0 | 0 |
| Duty Hours* | 0 | 0 | 0 | - | - | - |
| Perf. Eval. or Appraisal | 1 | 0 | 0 | 0 | 0 | 0 |
| Examination or Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Harassment: Non-Sexual | 1 | 4 | 2 | 2 | 0 | 2 |
| Harassment: Sexual | 0 | 3 | 0 | 0 | 0 | 0 |
| Medical Examination | 0 | 0 | 0 | 0 | 0 | 0 |
| Pay Including Overtime | 0 | 0 | 0 | 0 | 0 | 0 |
| Promotion or Non-Selection | 0 | 0 | 0 | 1 | 1 | 3 |
| Reassignment: Denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Reassignment: Directed | 1 | 0 | 0 | 0 | 0 | 0 |
| Reasonable Accommodation Disability | 1 | 0 | 0 | 2 | 0 | 1 |
| Reinstatement* | 0 | 0 | 0 | - | - | - |
| Religious Accommodation | 0 | 0 | 0 | 0 | 0 | 0 |
| Retirement* | 0 | 0 | 0 | - | - | - |
| Sex-Stereotyping | 0 | 0 | 0 | 0 | 0 | 0 |
| Telework | 0 | 1 | 0 | 0 | 0 | 0 |
| Termination | 0 | 1 | 0 | 0 | 1 | 0 |
| Terms and Conditions of Employment* | 0 | 1 | 0 | - | - | - |
| Time and Attendance | 0 | 1 | 0 | 1 | 0 | 1 |
| Training | 0 | 0 | 0 | 0 | 0 | 0 |
| Other Terms and Conditions of Employment* | - | - | - | 2 | 0 | 0 |
| Total | 3 | 8 | 2 | 7 | 2 | 4 |

ii. Issue Breakdown by Percentage

| Issue | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|------------------------------|
| Appointment or Hire | 0% | 0% | 0% | 0% | 0% | 0% |
| Assignment of Duties* | 0% | 13% | 0% | - | - | - |
| Awards | 0% | 0% | 0% | 0% | 0% | 0% |
| Conversion to Full Time or Perm Status* | 0% | 0% | 0% | - | - | - |
| Discipline: Demotion | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Reprimand** | 0% | 13% | 0% | - | - | - |
| Discipline: Suspension | 0% | 0% | 0% | 0% | 0% | 0% |
| Discipline: Removal | 0% | 0% | 0% | 14% | 0% | 0% |
| Discipline: Other** | - | - | - | 0% | 0% | 0% |
| Duty Hours* | 0% | 0% | 0% | - | - | - |
| Perf. Eval. or Appraisal | 33% | 0% | 0% | 0% | 0% | 0% |
| Examination or Test | 0% | 0% | 0% | 0% | 0% | 0% |
| Harassment: Non-Sexual | 33% | 50% | 100% | 29% | 0% | 50% |
| Harassment: Sexual | 0% | 38% | 0% | 0% | 0% | 0% |
| Medical Examination | 0% | 0% | 0% | 0% | 0% | 0% |
| Pay Including Overtime | 0% | 0% | 0% | 0% | 0% | 0% |
| Promotion or Non-Selection | 0% | 0% | 0% | 14% | 50% | 75% |
| Reassignment: Denied | 0% | 0% | 0% | 0% | 0% | 0% |
| Reassignment: Directed | 33% | 0% | 0% | 0% | 0% | 0% |
| Reasonable Accommodation Disability | 33% | 0% | 0% | 29% | 0% | 25% |
| Reinstatement* | 0% | 0% | 0% | - | - | - |
| Religious Accommodation | 0% | 0% | 0% | 0% | 0% | 0% |
| Retirement* | 0% | 0% | 0% | - | - | - |
| Sex-Stereotyping | 0% | 0% | 0% | 0% | 0% | 0% |
| Telework | 0% | 13% | 0% | 0% | 0% | 0% |
| Termination | 0% | 13% | 0% | 0% | 50% | 0% |
| Terms and Conditions of Employment* | 0% | 13% | 0% | - | - | - |
| Time and Attendance | 0% | 13% | 0% | 14% | 0% | 25% |
| Training | 0% | 0% | 0% | 0% | 0% | 0% |
| Other Terms and Conditions of Employment* | - | - | - | 29% | 0% | 25% |

10. Pending Complaints Filed in Previous Fiscal Years by Status¹

a. Total Complaints and Complainants

| Pending Complaints Filed in Previous Years by Status | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|--|---------|---------|---------|---------|---------|---------------------------|
| Total Complaints from Previous Fiscal Year | 458 | 515 | 496 | 447 | 485 | 531 |
| Total Complainants | 416 | 465 | 437 | 405 | 454 | 500 |

b. Number of Complaints Pending

| Status | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|--|---------|---------|---------|---------|---------|---------------------------|
| Investigation | 52 | 65 | 137 | 245 | 313 | 329 |
| ROI Issued, Pending Complainant's Action | 1 | 2 | 13 | 5 | 9 | 12 |
| Hearing | 331 | 334 | 256 | 180 | 140 | 168 |
| Final Agency Action | 71 | 96 | 88 | 18 | 22 | 17 |
| Appeal with EEOC Office of Federal Operations ² | 152 | 178 | 189 | 216 | 161 | 219 |

11. Complaint Investigations

| Complaint Investigation | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 (through 6/30/24) |
|---|---------|---------|---------|---------|---------|---------------------------|
| Pending Complaints Where Investigations Exceed Required Time Frames | 9 | 59 | 188 | 321 | 354 | 301 |

¹ In accordance with 29 CFR §1614.703(f), CBP will publicly post the additional data required by 5 USC §2301.301(b)(9)(C) and §2301.301(b)(11) after the EEOC posts an updated No FEAR reporting template on its website.

² Department of Homeland Security's Office of Civil Rights and Civil Liberties enters appeal-level events in DHS's EEO complaints management system for CBP's cases. CBP has noted that CRCL has not yet entered the appeal closure events for many of CBP's completed cases.