

Dear Ms. Coleman:

I am writing to follow up on our August 15 and October 16, 2014 telephone conversations regarding the complaint that you filed on behalf of your client, Malaika Singleton, with the Transportation Security Administration. Your complaint was forwarded to the Disability and Multicultural Division (DMD), a division of the Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE), for review. The Multicultural Branch (MB) administers Federal civil rights and civil liberties laws, regulations and policies per TSA Management Directives. E.g., TSA Management Directive No. 100.0, TSA Roles and Responsibilities, (2012), No.100.0-1, Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement Roles and Responsibilities (2013), and No. 900.1, Passenger Screening Complaints (2013); see also Transportation Security Act of 2001, PL 107-71 (2001).

In her complaint, your client, Malaika Singleton, explains that at the time of her security screening she wore her hair in the style known as "sister locks" and received hair patdowns at both Los Angeles International Airport (LAX) and Minneapolis Saint Paul International Airport (MSP). Ms. Singleton believes that this practice is discriminatory.

In telephone conversations on August 15, 2014 and October 16, 2014, you indicated that your client was willing to resolve this matter through an informal resolution process. You expressed over the telephone, and in a letter dated April 3, 2014, that your client would like several remedial measures taken by TSA including, but not limited to, training TSA employees at LAX and MSP regarding best practices to avoid discrimination while conducting African-American female hair screening.

The Federal Security Director for MSP and the Federal Security Director for LAX, through his Field Counsel, also agreed to participate in the informal resolution process. MSP and LAX will both provide retraining to their respective TSA workforce to stress TSA's commitment to race neutrality in its security screening activities **with special emphasis on hair patdowns of African-American female travelers**. MB will also commit to conducting an onsite training at LAX, subject to coordination with TSA LAX leadership, during the 2015 calendar year. In addition, even though TSA does incorporate nondiscrimination principles into its regular training, MB will work with the TSA's Office of Training and Workforce Engagement to make certain that current training related to nondiscrimination is clear and consistent for TSA's workforce. Furthermore, in light of recent concerns, MB will diligently work with TSA secured airports and monitor them for consistent implementation of DHS and TSA policies. **MB will specifically track hair pat-down complaints filed with MB from African-American females throughout the country to assess whether a discriminatory impact may be occurring at a specific TSA secured location.**

The informal resolution process is an informal and voluntary process to resolve complaints filed by the traveling public against TSA with CRL/OTE. MB does not issue a formal decision for informal agreements that are reached between a complainant and TSA personnel at the location in question and expressly does not decide or conclude the merits of any allegations made within the complaint.

For MB to close this matter, please submit a brief statement confirming that you agree to resolve

your complaint through the informal resolution process under the terms presented in this e-mail. If we do not receive a response from you within ten (10) business days of this proposed resolution, MB may consider the proposed resolution agreed to unless you can show good cause for no response during the timeframe.

**Bryan W. Hudson, Esquire\***

**Policy Advisor**

**Disability and Multicultural Division**

**Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement**

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