

MicroPact icomplaints System

Equal Employment Opportunity Data Posted Pursuant to the No Fear Act:

U.S. Customs and Border Protection 3rd Quarter 2015 for period ending June 30, 2015

			Compara	ative Data		
Complaint Activity		Previou	ıs Fiscal Ye	ear Data		2015
	2010	Thru 06-30				
Number of Complaints Filed	316	328	259	247	220	174
Number of Complainants	293	294	245	229	207	171
Repeat Filers	18	28	14	16	10	3

Complaints by Pagis		C	ompara	ative Da	ıta	
Complaints by Basis	Р	revious	Fiscal `	Year Da	r Data 21 2014 71 64 3 16 1 11 14 111 80 65 2 2 14 50 1 0 75 47 11 49 2	2015
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.	2010	2011	2012	2013	2014	Thru 06-30
Race	91	94	59	71	64	<u>41</u>
Color	30	17	19	13	16	<u>11</u>
Religion	17	21	13	11	11	<u>8</u>
Reprisal	141	166	118	114	111	<u>76</u>
Sex	91	99	87	80	65	<u>58</u>
PDA	0	2	4	2	2	<u>5</u>
National Origin	76	77	57	44	50	<u>41</u>
Equal Pay Act	0	1	0	1	0	<u>0</u>
Age	97	90	87	75	47	<u>59</u>
Disability	79	72	55	41	49	<u>35</u>
Genetics	0	1	0	2	2	<u>0</u>
Non-EEO	12	19	12	9	9	11

Compleints by Issue	Comparative Data									
Complaints by Issue	Р	revious	Fiscal `	Year Da	ıta	2015				
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.	2010	2011	2012	2013	2014	Thru 06-30				
Appointment/Hire	13	22	9	8	9	<u>10</u>				
Assignment of Duties	42	43	45	26	33	<u>17</u>				
Awards	6	5	5	3	4	<u>6</u>				
Conversion to Full-time	0	0	0	0	0	<u>0</u>				
Disciplinary Action	•	•	•	•	•					
Demotion	0	2	3	0	1	1				
Reprimand	16	29	10	18	14	<u>5</u>				
Suspension	13	26	15	13	14	<u>5</u>				
Removal	4	5	3	1	1	<u>2</u>				
Other	8	2	1	0	1	<u>0</u>				
Duty Hours	6	10	5	5	2	4				
Evaluation Appraisal	10	13	4	6	2	<u>5</u>				
Examination/Test	3	4	1	4	2	1				
Harassment										
Non-Sexual	87	122	91	91	103	<u>66</u>				
Sexual	11	9	7	10	11	11				
Medical Examination	3	4	7	3	6	4				
Pay (Including Overtime)	7	10	10	10	15	<u>5</u>				
Promotion/Non-Selection	59	60	55	48	41	<u>31</u>				
Reassignment										
Denied	10	13	10	13	8	<u>11</u>				
Directed	13	11	8	5	6	2				
Reasonable Accommodation	14	14	11	10	14	<u>5</u>				
Reinstatement	1	3	1	0	2	2				
Retirement	3	2	2	3	3	1				
Termination	66	56	16	8	8	<u>10</u>				
						<u>8</u>				

MicroPact Internet Complaints System - No Fear

Terms/Conditions of Employment	31	61	28	15	14	
Time and Attendance	20	25	22	8	8	<u>6</u>
Training	12	14	6	9	5	2
Other	32	6	4	2	1	<u>0</u>

		Comparative Data							
Processing Time		Previou	s Fiscal Y	ear Data		2015			
	2010	2011	2012	2013	2014	Thru 06-30			
Complaints pending during fiscal year									
Average number of days in investigation	140.40	146.34	176.80	209.23	189.43	166.62			
Average number of days in final action	256.44	149.33	87.41	71.77	51.45	47.81			
Complaint pending during fiscal year where hearing	was reque	sted	•	•					
Average number of days in investigation	141.99	144.37	177.64	206.17	191.69	168.02			
Average number of days in final action	78.57	81.67	33.20	35.42	36.55	36.89			
Complaint pending during fiscal year where hearing	was not re	quested	•	•					
Average number of days in investigation	134.96	153.43	175.41	218.10	184.36	163.26			
Average number of days in final action	673.17	242.48	171.84	121.15	103.64	67.54			

	Comparative Data											
Complaints Dismissed by Agency		Previous	Fiscal Y	ear Data		2015						
	2010	2011	2012	2013	2014	Thru 06-30						
Total Complaints Dismissed by Agency	40	43	29	31	37	22						
Average days pending prior to dismissal	277	74	72	97	103	76						
Complaints Withdraw	n by Con	nplainant	S									
Total Complaints Withdrawn by Complainants	38	33	52	18	28	24						

Total Final Agency Actions Finding Discrimination	Comparative Data												
			Pr	eviou	s Fi	scal Y	ear	Data				2015	
	2010		2011		2012		2	013	2			Thru 06-30	
	#	%	#	%	#	%	#	%	#	%	#	%	
Total Number Findings	1		2		5		7		4		2		
Without Hearing	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0	
With Hearing	1	100	2	100	5	100	7	100	4	100	1	100	

Findings of Discrimination Rendered by Basis	Comparative Data											
i manigs of biscimmation itendered by basis			Pre	viou	s F	iscal `	Yea	r Data				015
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints	2	010	20	011	2	012	2	013	2	014		hru 6-30
and findings.	#	%	#	%	#	%	#	%	#	%	#	%
Total Number Findings	1		2		5		2		5		2	
Race	1	100	0	0	0	0	0	0	1	20	0	0
Color	0	0	0	0	1	20	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	3	60	1	50	1	20	0	0
Sex	0	0	0	0	3	60	0	0	2	40	0	0
PDA	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
National Origin	0	0	1	50	1	20	0	0	2	40	<u>0</u>	0
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	0	0
Age	1	100	0	0	1	20	0	0	2	40	2	100
Disability	0	0	1	50	0	0	1	50	3	60	0	0
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	1	20	0	0	0	0	0	0
Findings After Hearing	1		2		4		1		3		1	
Race	1	100	0	0	0	0	0	0	1	33	<u>0</u>	0
Color	0	0	0	0	0	0	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	3	75	1	100	1	33	<u>0</u>	0
Sex	0	0	0	0	3	75	0	0	0	0	<u>0</u>	0
PDA	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	1	50	0	0	0	0	1	33	0	0
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Age		100	0	0	1	25	0	0	1	33	1	100
Disability	0	0	1	50	0	0	0	0	2	67	<u>0</u>	0
<u> </u>	-		<u> </u>								H	
Genetics	0	0	0	0	0	0	0	0	0	0	0	0

Non-EEO	0	0	0	0	1	25	0	0	0	0	0	0
Findings Without Hearing	0		0		1		1		2		1	
Race	0	0	0	0	0	0	0	0	0	0	0	0
Color	0	0	0	0	1	100	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	0	0	0	0	0	0	0	0
Sex	0	0	0	0	0	0	0	0	2	100	0	0
PDA	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	0	0	1	100	0	0	1	50	0	0
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	0	0	0	0	0	0	1	50	1	100
Disability	0	0	0	0	0	0	1	100	1	50	0	0
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0	0	0	0	0	0	0

					C	ompar	ativ	e Data	1			
			Pr	evio	ıs F	iscal \	ear/	Data				015
Findings of Discrimination Rendered by Issue	2	2010	20	011	2	012	2	013	2	2014		hru 6-30
	#	%	#	%	#	%	#	%	#	%	#	%
Total Number Findings	1		2		5		2		5		2	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	1	20	0	0	2	40	0	0
Awards	0	0	0	0	0	0	0	0	0	0	0	0
Conversion to Full-time	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	0	0	1	20	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Evaluation Appraisal	0	0	0	0	1	20	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment												
Non-Sexual	0	0	0	0	1	20	0	0	3	60	1	50
Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	1	20	0	0	0	0	0	0
Promotion/Non-Selection	1	100	0	0	2	40	0	0	2	40	1	50
Reassignment	•	•		•								
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	0	0	0	0	1	50	1	20	0	0
Reasonable Accommodation	0	0	1	50	0	0	1	50	0	0	0	0
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0

Termination	0	0	1	50	0	0	0	0	0	0	1	50
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	1	20	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other - User Defined	0	0	0	0	1	20	0	0	0	0	<u>0</u>	0
Findings After Hearing	1		2		4		1		3		1	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	1	25	0	0	1	33	<u>0</u>	0
Awards	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Conversion to Full-time	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	0	0	1	33	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Evaluation Appraisal	0	0	0	0	1	25	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment	-			•								
Non-Sexual	0	0	0	0	0	0	0	0	3	100	1	100
Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	1	25	0	0	0	0	0	0
Promotion/Non-Selection	1	100	0	0	2	50	0	0	1	33	0	0
Reassignment		•		•								
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	0	0	0	0	1	100	0	0	0	0
Reasonable Accommodation	0	0	1	50	0	0	0	0	0	0	0	0
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
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Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	1	50	0	0	0	0	0	0	1	100
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	1	33	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other - User Defined	0	0	0	0	1	25	0	0	0	0	<u>0</u>	0
Findings Without Hearing	0		0		1		1		2		1	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Assignment of Duties	0	0	0	0	0	0	0	0	1	50	<u>0</u>	0
Awards	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Conversion to Full-time	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Disciplinary Action	•											
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	0	0	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Evaluation Appraisal	0	0	0	0	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Harassment												
Non-Sexual	0	0	0	0	1	100	0	0	0	0	<u>0</u>	0
Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Promotion/Non-Selection	0	0	0	0	0	0	0	0	1	50	1	100
Reassignment												
Denied	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Directed	0	0	0	0	0	0	0	0	1	50	<u>0</u>	0
Reasonable Accommodation	0	0	0	0	0	0	1	100	0	0	<u>0</u>	0
									\Box			

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Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	0	0	0	0	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Training	0	0	0	0	0	0	0	0	0	0	<u>0</u>	0
Other - User Defined	0	0	0	0	0	0	0	0	0	0	0	0

Pending Complaints Filed in Previous Fiscal Years by Status		Comparative Data								
		Previous Fiscal Year Data								
		2011	2012	2013	2014	Thru 06-30				
Total complaints from previous Fiscal Years	162	160	171	168	207	<u>255</u>				
Total Complainants	133	132	136	142	177	215				
Number complaints pending										
Investigation	5	8	7	2	0	4				
ROI issued, pending Complainant's action	0	0	0	0	0	2				
Hearing	98	130	149	153	189	<u>235</u>				
Final Agency Action	49	18	12	13	17	<u>13</u>				
Appeal with EEOC Office of Federal Operations	34	71	79	84	96	71				

Complaint Investigations	Comparative Data								
	Pr	2015							
		2011	2012	2013	2014	Thru 06- 30			
Pending Complaints Where Investigations Exceed Required Time Frames	4	3	2	0	0	2			