The Humiliating History of the TSA | The Verge

By Darryl Campbell
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People cry at airports all the time. So when Jai Cooper heard sobbing from the back of the security line, it didn't really faze her. As an officer of the Transportation Security Administration (TSA), she had gotten used to the strange behavior of passengers. Her job was to check people's travel documents, not their emotional well-being.

But this particular group of tearful passengers presented her with a problem. One of them was in a wheelchair, bent over with her head between her knees, completely unresponsive. "Is she okay? Can she sit up?" Cooper asked, taking their boarding passes and IDs to check. "I need to see her face to identify her."

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Source: The Humiliating History of the TSA