

# Title VI Compliance - How To Be Better Prepared When FAA Calls

ACI-NA Business of Airports  
June 2019

# 49 CFR Part 21

- Purpose: To effectuate the provisions of title VI of the Civil Rights Act of 1964 (to the end that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.

# Title VI Plan

- Signed policy
- Coordinator
- Assurances
- Training
- Access to Employment Opportunities,  
Transportation
- Outreach to businesses
- Complaint Process
- LEP
- EJ

# Records and Reports

- Records and data necessary to report compliance accurately
  - LEP populations
  - EJ populations
- Sources
  - Census ([census.gov](https://www.census.gov))
  - Data USA ([datausa.io](https://datausa.io))
  - EJ Screen
  - Aviation Environmental Design Tool (AEDT)
  - Metropolitan Planning Organizations
  - Other transportation agencies

# Records and Reports

- Complaint procedures
- System for collecting complaint records from contractors/concessionaires
- Forward complaints to FAA within 15 days with description of actions taken and results
- Review programs and services to ensure nondiscriminatory provision

# Notification

- Copy of 49 CFR part 21 available for inspection by anyone requesting it (usually maintained in the office or information desk and website)
- “Unlawful discrimination” poster must be conspicuously displayed in the main public areas of the airport (including other public buildings – FBOs, Hotels, ConRACs)

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## **Unlawful Discrimination**

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

Coordinator:  
Phone:  
Address:

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## **Discriminacion Ilegal**

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administrador del Aeropuerto o a:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

Coordinador:  
Teléfono:  
Dirección:



U.S. Department of Transportation  
**Federal Aviation Administration**

# Methods of Assuring Nondiscrimination

- Title VI Program – Policy Statement
- Training
- Title VI Program reviewed with employees
- Employee/contractor training
- Representation on non-elected Boards



# Nondiscrimination Assurances

- Should be contained in ALL leases, contracts, and other agreements
- Solicitation notices

# Access to Employment Opportunities

- Public transportation accessible to disadvantaged areas of nearby communities
- Efforts to coordinate with local transit authority

# Access to Business Opportunities

- Outreach to minority/women-owned businesses (website, media, FAA matchmaking system, etc.)
- Solicitation of bids without regard to race, color, national origin, sex or creed

# Limited English Proficiency

- LEP Plan
- Data collection (Census, Data USA, other agencies)
- Analyze needs using 4-factor analysis (Number of LEP persons, frequency of contact, importance of the service, resources available)
- Language Assistance Resources (Language Line Solutions, Google Translate, I Speak cards)
- Inform LEP beneficiaries of services (signage, outreach to LEP communities)
- Staff, emergency personnel trained to assist LEP persons
- Airport Emergency Plan (AC 150/5200-31C) – Procedures used to warn LEP individuals

# Environmental Justice

- Collection, maintenance of racial and ethnic data (EJ Screen, Census)
- Public involvement plan
  - Meetings
  - Notices
  - Outreach
- Projects with EJ impact

# Best Practices

- Documented Title VI Plan
- Post Title VI information, including compliant procedures, on website
- Periodic re-training of employees/contractors/concessionaires, including knowledge of location of a copy of the regulation and complaint procedures
- Provide tenants with complaint procedures
- Post opportunities in the FAA DBE System

- Tracking of language assistance requests
- Public meetings to keep community informed
- Discuss Title VI at tenant meetings (periodically)
- Language Ambassadors
- Translation of website and notices
- Universal wayfinding