

AGENDA

- ➤ Purpose & Why
- ➤ Tile VI
- ➤ Title VI Complaint Procedure & Forms
- ➤ Limited English Proficiency (LEP)
- ➤ Environmental Justice (EJ)
- Responsibilities
- ➤ Airport Best Practices

49 CFR PART 21

[49 CFR Part 21] applies to any program or activity for which Federal financial assistance is authorized under a law administered by the Department [of Transportation]

PURPOSE

PURPOSE

Provide employees and tenants with an understanding of their responsibilities

WHY?

- Employees and tenants interact with the public
- Employees and tenants have an obligation to ensure nondiscrimination

TITLE VI

- The Department of Aviation operates its programs and services without regard to race, color, national origin, religion, sex, disability, or age, in accordance with the Age Discrimination Act of 1965, and 49 U.S.C. 47123.
- Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the DOA Title VI Coordinator or FAA Office of Civil Rights.

TITLE VI – WHAT IS IT?

- ➤ Title VI of the Civil Rights Act of 1964
- ➤ 49 CFR Part 21, Nondiscrimination in Federally Assisted Programs
 - "No <u>persons</u> in the United States shall, on the grounds of <u>race</u>, <u>color</u>, or <u>national origin</u>*, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any <u>program or activity</u> receiving <u>Federal financial assistance</u>."

* 49 USC § 47123, *Nondiscrimination*, augments the Title VI protected classes to include <u>sex</u> and <u>creed</u> for FAA recipients.

TITLE VI – WHAT DOES IT MEAN FOR YOU?

- Treat everyone equally
- Do not discriminate against anyone
- Do what you can to assist DAS to voluntarily comply with Title VI requirements
- Know how to handle a discrimination complaint if received:
 - Allegations of discrimination should be promptly reported to the DAS Title VI Coordinator (Brian Thompson)
 - Federal Regulatory documents are available in the DAS Main office at 7555 Lemmon Ave and on the Love Field website at http://www.dallas-lovefield.com

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TITLE VI - COMPLAINT PROCEDURE

- A complaint must be filed within <u>180 days</u> of the alleged act of discrimination, or discovery thereof; or where there has been a continuous course of conduct, the date on which that conduct was discontinued.
- Filing means a <u>written complaint must be postmarked</u>
 before the expiration of the 180-day period. Verbal
 complaints made before 180 days will be committed to
 writing. * Refer any complainants who need assistance
 writing their complaint to the Title VI Coordinator.
- The filing date is the date you complete, sign, and mail the complaint form. The complaint form and consent/release form must be dated and signed for acceptance.
- Complaints received more than 180 days <u>after</u> the alleged discrimination <u>will not be processed</u> and will be returned to the complainant with a letter explaining why the complaint could not be processed.

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TITLE VI - COMPLAINT PROCEDURE

- The DAS Title VI Complaint form and instructions can be found on the Dallas Love Field website at http://www.dallas-lovefield.com/title-vi.html; or
- By Emailing the DOA Title VI Coordinator at <u>brian.Thompson@dallascityhall.com</u>

Upon request, reasonable accommodations will be made for persons who are unable to complete the complaint form due to disability or Limited English Proficiency (LEP). A complaint may also be filed by a representative on behalf of a complainant.

Persons who are not satisfied with the findings of the Department of Aviation may seek remedy from other applicable Federal or State agencies.

DEPARTMENT OF AVIATION

DALLAS LOVE FIELD

Dallas Airport System

DALLAS EXECUTIVE AIRPORT

TITLE VI – WHY?

- DOT guidance states that "transportation is considered an essential service to participation in modern society."
- Airports are required to ensure nondiscrimination for air passengers, tenants, Limited English Proficiency (LEP) persons and others affected by issues such as Environmental Justice (EJ)
- It is the Law
- > It is the right thing to do
- > It could be you

LIMITED ENGLISH PROFICIENCY (LEP)



"Title VI and its regulations require recipients to take reasonable steps to ensure 'meaningful' access to the information and services they provide."

Federal Register 50123

LEP - WHAT IS IT?

- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency
- ➤ U.S. Department of Transportation LED guidance in Federal Register, Volume 70, No. 239, Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons

LEP - WHAT DOES IT MEAN FOR YOU?

- Provide language assistance options to LEP persons (verbal translation, written translation, telephonic translation services)
- Know what to do if approached by LEP persons ("I speak cards", offer services)
- Provide translation services if you are bi- or multilingual and willing to assist

I
Icelandic
Ég tala lalenaku
Ilocano
Agasonak ti Ilokano
Indonesian
saya bisa berbahasa Indonesia
Icalian
Parlo italiano

Japanese

私は日本語を話す

Eackchiquel
Quin chagūic kā chābal ruin rī
Entrean
한국어 합니다
Entrelish
Randili zanim

man Kurmandi man Kurmaanjii zaanin

Lagian ຂອຍປາກພາສາລາວ

Latvian Es runăju latviski Lithuanian

German
Ish spreache Deutsch
Greek
MMM TO EAMYNKO
Gretarach

ผู้ วาชาเกี่ย์

Executive Order 13166 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak to provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at CRCLTraining@dhs.gov for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at www.dhs.gov/crel

Mam
Bin chiyols toj kiyol mam
Mandartn
我講義語 (Trelifonal)
我讲国语/普通话 (Imphise)
Mon

35 0ති 3500ර වෙන N Norwegian

Norwegian Jeg snakker norsk

Persian من فار سی صحبت می کنم. Polish Mówiệ po polsku

Porcuguese
Eu falo poetuguês do Brasil
(for Email)
Eu falo poetuguês de Poetugal

Eu falo poetuguês de Poetugal (for Poetugal) Prontabil

ਮੌ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ। Vienamese Tôi nói tiếng Việt

pps to
ppersons
e VI of the
financial

Ndithetha iniVictors

Y

Voruba

Qanjobal

Ayin ti ahi wal q'anjob' al Quiche

In kinch sw k'uin ch'e quich

Romanian Vorbesc româneșie Rossian Я говорю по-русски

Serbtan Ја говорим српски

Waxaan ku hadlaa af-Soomaali.

Maranong akong mag-Tagalog

நான் தமிழ் பேசுவேன்

Ukrainian Я розмовляю українською мовою

Sign Language

Slovak Hovorim p Sloventan

Somali

Spanish

Swahili

Swedish

Tagalog

Turkish

Urdu

Welsh Dwi'n siarad

Xhosa

Yo hablo español

Jag talar svenska

Ninaongca Kiswahili

พูดภาษาไทย

Türkçe konuşurum

میں اردو پولٹا ہو<u>ں</u>

nd Ngiyasikhuluma isiZulu

Mo nao Yooba

7

2004 Census

LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
խուրում հուջ ոչում կատարեջ այս ջառակուսում, եթե խոսում կամ կարդում եջ Հայերես:	2. Armenian
যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন	3. Bengali
្ឋាល្លាប់ ស្នេងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
如果你能读中文或讲中文,请选择此框。	6. Simplified Chinese
如果你能讀中文或講中文,請選擇此框。	7. Traditional Chinese
Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
Mark this box if you read or speak English.	11. English
اگر خواندن و نوشتن فارسی بلد هستند، این مربع را علامت بزنید.	12. Farsi

DEPARTN



cambodian ខំនិយាយរវាសាខែរ

Caralan Parlo catali

Croadan

Danish

Geograpius herestski

Miluvim Česky

Jeg taler danak

من دری حرف می زنم

Ik spreck het Nederlands

Ma raagin costi koolt

Pinnish

Puhun suomea

Je parle français

Haidan Creole

Hungarian Bestélek magyarul

M pale kreyől syisyen

אני מדבר עברית

में हिंदी बोलता हूँ । Hmong Euv has lug Moob

我講廣東話

我讲广东话 (Simplified)

(Traditional)

DB-3309

U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU **VERTIPORT**

LEP - WHY?

- LEP persons may not:
 - Understand English instructions
 - Communicate their need(s)
- There may be an emergency the individual may need to communicate
- Airports are required to ensure nondiscrimination and meaningful access for LEP individuals
- It's the LAW

DALLAS LOVE FIELD

- It's the right thing to do
- It could be you somewhere in the world

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LEP - PLANS & GUIDANCE

- Department of Aviation Language Assistance Plan (LAP). Can be found at http://www.dallas-lovefield.com/word/DAL_LEP_Plan.docx
- Airport and Facility Emergency Plans
 - Shall identify how LEP persons will be assisted during an emergency
 - Alert notifications
 - Warning & Emergency Public Information
 - Protective Actions

ENVIRONMENTAL JUSTICE (EJ)

"Environmental Justice ensures no lowincome or minority population bears a disproportionate burden of effects resulting from Federal [funding recipients] actions."

> FAA Airports Desk Reference Chapter 10

ENVIRONMENTAL JUSTICE (EJ)

- Ensures that discrimination does not occur
- Aids in community involvement / outreach
- Helps in identifying low-income and/or minority communities near the airport
- Must be considered at all stages of airport project development and planning
- Community size does not matter
- It's the LAW

DALLAS LOVE FIFLD

- > It's the right thing to do
- > It could be you living near the airport

DEPT. OF AVIATION RESPONSIBILITIES

- Abide by Title VI Requirements
- Ensure employees and tenants understand their roles and responsibilities related to Title VI requirements
- Ensure all contracts include a nondiscrimination clause and nondiscrimination obligations
- Identify how LEP persons will be assisted during an emergency
- Report discrimination complaints received to the FAA within 15 days of receipt
- Post Unlawful Discrimination Poster



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: Brian Thompson Phone: 214-670-LOVE (5683)

Address: 7555 Lemmon Ave, Dallas, TX 75209

Discriminacion Ilegal

Se prohibe 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 fisico o discapacidad en lo que respecta a servicios p!blicos 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: Brian Thompson Teléfono: 214-670-LOVE (5683)

Dirección: 7555 Lemmon Ave, Dallas, TX 75209



U.S. Department of Transportation Federal Aviation Administration TIVE AIRPORT

DALLAS VERTIPORT

TENANT RESPONSIBILITIES

- Post Unlawful Discrimination Poster
- Ensure nondiscrimination clause is included in all contracts
- Ensure assistance is provided to LEP persons
- Abide by Title VI regulations
- Report discrimination complaints to the Department of Aviation Title VI Coordinator upon receipt

BEST PRACTICES

- Airport Emergency Plan
- Assignment of a Title VI coordinator
- Formal complaint procedures
- Posting of Notices and "Unlawful Discrimination" poster
- All contracts contain nondiscrimination clause
- Formal, period training of employees and tenants
- ➤ LEP assistance services provided / Language Assistance Plan (LAP) / I-Speak translation cards
- Universal signage

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Questions?



DEPARTMENT OF AVIATION

DALLAS LOVE FIELD

Dallas Airport System

DALLAS VERTIPORT