



City of Dallas

**CITY OF DALLAS
DEPARTMENT OF AVIATION
TITLE VI PLAN**

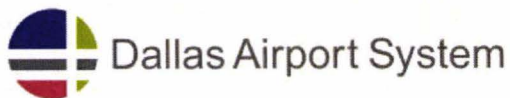


TABLE OF CONTENTS

I. Policy Statement, Authorities and Citations 2

 A. Policy of Nondiscrimination 2

 B. Authorities 2

 C. Additional Citations..... 2

II. Organization, Staffing and Structure 3

 A. Organizational Chart – Reporting Relationships (Title VI Only) 3

 B. Staffing and Structure 4

III. Title VI Plan Implementation and Program Administration..... 4

 A. Title VI Coordinator's Responsibilities and Program Administration..... 4

IV. Education and Title VI Training 5

V. Complaint Procedures -Allegations of Discrimination in Federally Assisted Programs or Activities 6

 A. Overview 6

 B. Procedures 6

VI. Title VI Implementation Activities 7

 A. Planning 7

 B. Design & Engineering / Environmental Activities 8

 C. Right-of-way Activities..... 9

 D. Construction and Maintenance Activities..... 9

VII. Providing Meaningful Access to Limited English Proficiency (LEP) Individuals -Airport Measures... 10

 A. Measures 10

EXHIBIT 1 --Title VI Complaint Policy, Procedures and Complaint Form

EXHIBIT 2 - FAA Title VI Unlawful Discrimination Poster

EXHIBIT 3 - Standard Title VI Non-Discrimination Assurances

EXHIBIT 4 - Language Assistance Plan for Limited English Proficiency (LEP) Persons

I. Policy Statement, Authorities and Citations

A. Policy of Nondiscrimination

The Department of Aviation at Dallas Love Field (DAL) assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under any Department of Aviation at Dallas Love Field (DAL) sponsored program or activity.

The Department of Aviation at Dallas Love Field (DAL) does not distribute Federal aid funds to other entities, however, should that occur, the Department of Aviation at Dallas Love Field (DAL) will include Title VI language in all written agreements and will monitor for compliance.


Title VI compliance is a condition of receipt for Federal funds. The Department of Aviation at Dallas Love Field (DAL) and the City of Dallas are authorized to ensure airport compliance with provisions of this policy and with the law, including the requirements of 23 Code of Federal Regulation (CFR) 200 and 49 CFR 21.

B. Authorities

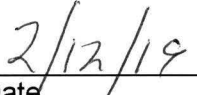
Title VI of the 1964 Civil Rights Act provides that no person in the United States shall on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub- recipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100-259 [S. 557] March 22, 1988).

C. Additional Citations

Title VI of the Civil Rights Act of 1964; 42 USC 2000d to 2000d-4; 42 USC 4601 to 4655; 23 USC 109(h); 23 USC 324; DOT Order 1050.2; EO 12250; EO 12898; 28 CFR 50.3.



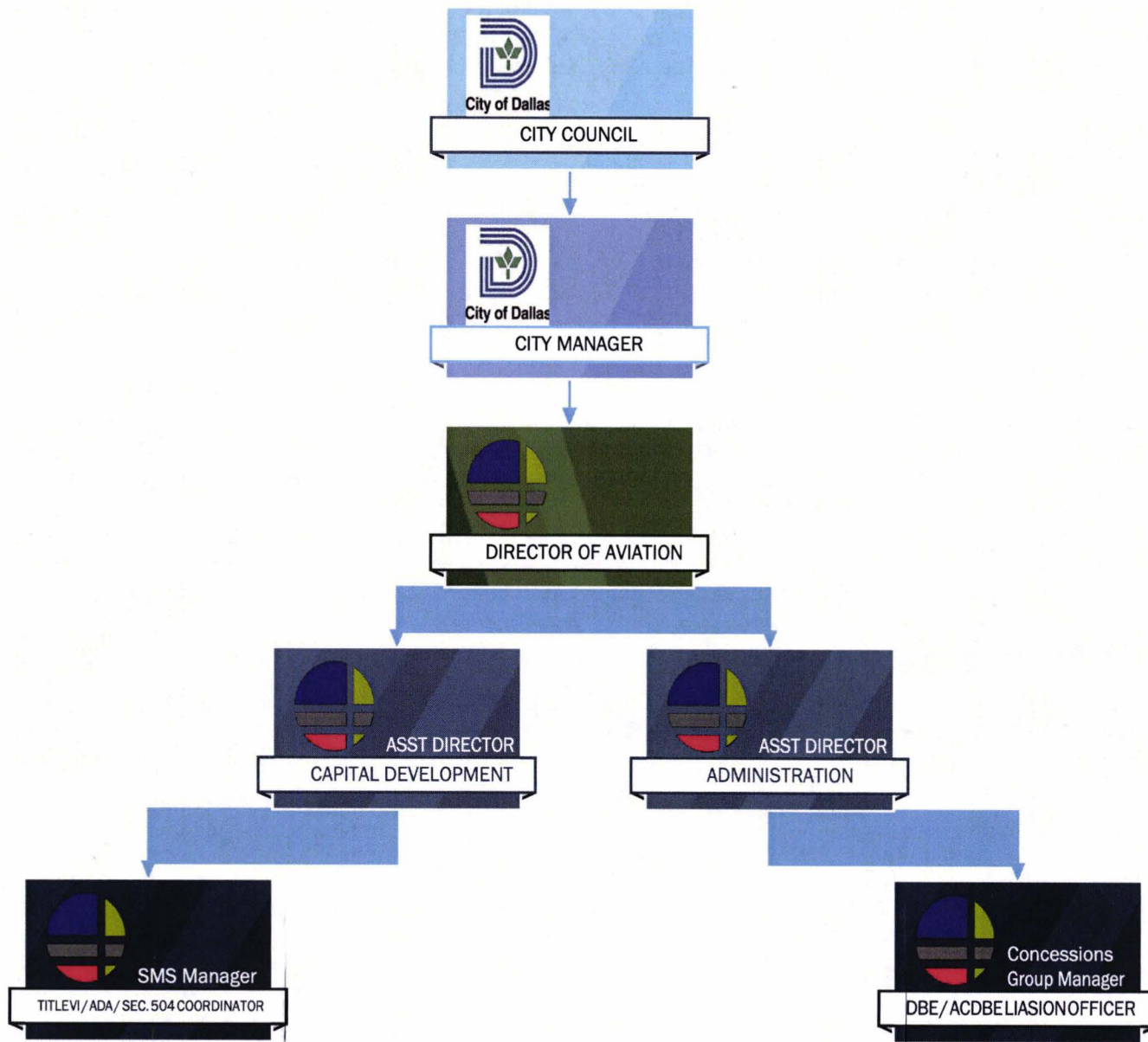
Mark Duebner
Director of Aviation



Date

II. Organization, Staffing and Structure

A. Organizational Chart – Reporting Relationships (Title VI Only)



B. Staffing and Structure

1. Department of Aviation at Dallas Love Field (DAL)

The Capital Development Group of the Department of Aviation at Dallas Love Field (DAL) is authorized to ensure airport compliance with provisions of the Federal policy of non-discrimination and with the law, including the requirements of 23 CFR Part 200 and 49 CFR Parts 21 and 26. The DAL Title VI Plan Coordination shall be performed under the authority of the Assistant Director of the Department of Aviation – Capital Development and The DAL Contract Compliance, including Disadvantaged Business Enterprise (DB)E uniform reporting, function shall be performed by the Concessions Management Group under the authority of the Assistant Director of the Department of Aviation - Administration. All AC/DBE reporting requirements under Title VI Part 26 will be managed by this group.

2. Title VI Coordinator

DAL has designated a Title VI Program Coordinator to perform program coordination duties and ensure implementation of the DAL Title VI Plan under Part 21 requirements. The Title VI Program Coordinator has other duties and responsibilities in addition to Title VI. Although the Title VI Program Coordinator reports to their direct supervisor, this position has an indirect reporting relationship and access to the Assistant Director of the Department of Aviation -Capital Development.

III. Title VI Plan Implementation and Program Administration

A. Title VI Coordinator's Responsibilities and Program Administration

As authorized by the Assistant Director of the Department of Aviation – Capital Development, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring airport compliance with Title VI requirements as follows:

Program Administration. Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess administrative procedures, staffing, and resources; provide recommendations as required to the Assistant Director of the Department of Aviation -Capital Development.

Complaints. Review written Title VI complaints that may be received by Department of Aviation at Dallas Love Field (DAL) following the adopted procedural guidelines (see Section V - Complaint Procedures). Ensure every effort is made to resolve complaints informally at the local or regional level.

Data Collection. Review the statistical data gathering process performed by Department of Aviation at Dallas Love Field (DAL) program staff periodically to ensure sufficiency of data for meeting the requirements of Title VI program administration.

Environmental Impact Statements. Ensure that available census data are included as a part of all Environmental Impact Statements/Assessments (EIS/EIA) conducted by the Project Manager, Capital Development Group of the Department of Aviation at Dallas Love Field (DAL) for projects receiving Federal Aviation Administration or other Federal assistance.

Training Programs. will conduct or facilitate training programs on Title VI issues and regulations for DAL employees; and facilitate Title VI training for appropriate staff.

Title VI Plan Update. Review and update the DAL Title VI Plan as needed or required. Present updated plan to the Assistant Director of the Department of Aviation – Capital Development for approval; submit amended Plan to the FAA Office of Civil Rights (FAA-ACR) as required.

Annual Accomplishment Report. Prepare an annual report of Title VI DBE accomplishments and changes to the program in the preceding Federal fiscal year as required; identify goals and objectives for the upcoming year as required; and submit to the FAA-ACR as required.

Public Dissemination. Work with DAL staff to develop and disseminate Title VI program information to DAL employees and sub-recipients, including contractors, subcontractors, consultants, and sub-consultants and beneficiaries, as well as the general public. Public dissemination may include postings of official statements, inclusion of Title VI language in contracts or other agreements, website postings, and annual publication of the DAL Title VI Policy Statement in newspaper(s) having a general circulation, and informational brochures. Ensure public service announcements or notices are posted of proposed projects, hearings, meetings, or formation of public advisory boards, in newspapers or other media reaching the affected community. Ensure the full utilization of available minority publications or media; and, where appropriate, provide written or verbal information in languages other than English.

Elimination of Discrimination. Work with the airport tenants, concessionaires and other DAL contractors and sub-contractors to establish procedures for promptly resolving deficiencies, as needed. Recommend procedures to identify and eliminate discrimination that may be discovered in any DAL processes.

Maintain Legislative and Procedural Information. Federal laws, rules and regulations, FAA guidelines, the current DAL Title VI Plan, Annual Accomplishment Reports, and other resource information pertaining to the implementation and administration of the DAL Title VI program will be maintained and updated by the Program Coordinator. Information will be made available to other City of Dallas departments or to the public as requested or required.

IV. Education and Title VI Training

In keeping with adopted Federal policy of nondiscrimination, departmental procedures will be established or followed for employees to have equal access to applicable educational and training opportunities. The Title VI Coordinator and/or appropriate staff will maintain program administration documentation and data necessary for preparation of any annual Title VI reports and will routinely supply the necessary data to the appropriate parties as necessary.

The Coordinator is responsible for overall Title VI related training and staff development for employees impacted by Title VI and for other Department of Aviation at Dallas Love Field (DAL) employees. The Coordinator will organize or conduct a minimum of one internal Title VI training session annually. The Coordinator will organize and facilitate the provision of Title VI training sessions for consultants, contractors, and subcontractors periodically. The FAA-ACR may be asked to provide applicable training.

V. Complaint Procedures -Allegations of Discrimination in Federally Assisted Programs or Activities

A. Overview

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by Department of Aviation at Dallas Love Field (DAL), as well as to sub-recipients, consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law.

The procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints informally at the Department of Aviation at Dallas Love Field (DAL) and sub-recipient level. The option of informal mediation meeting(s) between the affected parties and a designated mediator may be utilized for resolution.

B. Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by nondiscrimination requirements may file a written complaint with Department of Aviation at Dallas Love Field (DAL) located at 7555 Lemmon Ave, Dallas, TX 75209 (see Exhibit 1 Complaint Forms attachment). A formal complaint must be filed within 180 calendar days of the alleged occurrence. The Department of Aviation at Dallas Love Field (DAL) will not officially act or respond to complaints made verbally.
2. Upon receiving the written complaint, Department of Aviation at Dallas Love Field (DAL) will determine its jurisdiction, acceptability, need for additional information, and the investigative merit of the complaint. In some situations, the Department of Aviation at Dallas Love Field (DAL) (Agency) may request the City Attorney's (ATT) Office of the City of Dallas to conduct the investigation. In the event ATT handles the investigation, they will follow their adopted procedures for investigating discrimination complaints, per the current federal guidelines of the Title VI Plan.
3. If the complaint is against a tenant, consultant, contractor, sub-contractor or concessionaire under contract with the Department of Aviation at Dallas Love Field (DAL) the appropriate division and/or Department of Aviation at Dallas Love Field (DAL) shall be notified of the complaint, within 15 calendar days.
4. Once the Department of Aviation at Dallas Love Field (DAL) decides its course of action, the complainant and the respondent will be notified in writing of such determination within five (5) calendar days. The complaint will be logged into the records of the Title VI Coordinator, and the basis for the allegation identified including race, color, national origin, handicap/disability, age or sex.
5. In cases where Department of Aviation at Dallas Love Field (DAL) assumes investigation of the complaint, the Department of Aviation at Dallas Love Field (DAL) will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days upon receipt, to furnish the Department of Aviation at Dallas Love Field (DAL) with his/her response to the allegations.
6. Within 60 days of receipt of the complaint, the Coordinator will prepare a written investigative report for the Department of Aviation at Dallas Love Field (DAL) executive staff. The report shall include a narrative

description of the incident, identification of persons interviewed, findings and recommendations for disposition.

7. The recommendation shall be reviewed by the airport's executive staff. Executive staff may discuss the report and recommendations with the Coordinator and other appropriate City staff. The report will be modified as needed and made final for its release to the parties.

8. Once the investigative report becomes final, briefings will be scheduled with each party within 15 days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.

9. A copy of the complaint and Department of Aviation at Dallas Love Field (DAL) investigative report will be issue to FAA Office of Civil Rights within 15 calendar days of the receipt of the complaint.

10. If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s) he or she shall be advised of their rights to appeal the Department of Aviation at Dallas Love Field (DAL) decision to the U.S. Department of Transportation or U.S. Department of Justice. The complainant has 180 calendar days after the appropriate Department of Aviation at Dallas Love Field (DAL) final resolution to appeal to USDOT. Unless new facts not previously considered come to light, reconsideration of the final determination by the investigating Department of Aviation at Dallas Love Field (DAL) will not be available.

11. An annual Log of Complaints must be maintained by the Title VI Coordinator of the Department of Aviation at Dallas Love Field (DAL). The Log of Complaints must contain the following information for each complaint filed:

- The name and address of the person filing the complaint
- The date of the complaint
- The basis of the complaint
- The disposition of the complaint
- The status of the complaint

Department of Aviation at Dallas Love Field (DAL) will not investigate a complaint against itself but will facilitate the investigation in conjunction with the City Attorney's Office for the City of Dallas.

VI. Title VI Implementation Activities

A. Planning

Public Involvement in Planning Activities & Title VI

- A) Invite participation of a cross section of the populace from social, economic, and ethnic groups in the planning process by disseminating written program information to minority media and ethnic organizations, and providing public service announcements for all local media, when forming citizen advisory committees or planning board, and requesting involvement, if applicable.
- B) Department of Aviation at Dallas Love Field (DAL) staff will obtain demographic statistics at applicable community meetings and public hearings involving airport planning sessions, if applicable. Data will be gathered through use of a voluntary self-reporting form which includes race, gender, and national origin. Copies of the completed forms will be provided to Title VI Coordinator after each meeting.

- C) To ensure access to public meetings, evening meetings will be conducted in the airport Conference Center of the Department of Aviation at Dallas Love Field (DAL), if available, and ensure translation services are available if anticipated, and ensure public meetings are held in predominantly minority communities when transportation projects will specifically impact those communities, if applicable.

B. Design & Engineering / Environmental Activities

1. The Capital Development Division of the Department of Aviation is responsible for airport improvement projects and environmental permitting for projects. Studies are performed to assess various environmental factors evaluating demographic data.

2. Authorities. Title 23, USC 109(d), 14(a), 217, 315 and 402(a); 23 CFR 1204.4; 23 CFR 771; EO 12898; 49 CFR 1.48(b)(33) and 1.48(c)(2); National Environmental Policy Act of 1969, 42 USC 4321; 40 CFR Part 1500; 49 CFR Part 622;

3. Design/Environmental Review Process and Title VIC

- A) Depending on the scope, complexity, and impacts of a project, if applicable, a National Environmental Policy Act (NEPA), NEPA Categorical Exclusion, NEPA Environmental Assessment, State Environmental Policy Act (SEPA) checklist, SEPA Determination of Non- Significance, or NEPA and/or SEPA Environmental Impact Statement will be completed.
- B) Monitor compliance with Title VI requirements in all aspects of conducting Environmental Impact Statements or Assessments, if applicable. Provide a comprehensive summary of the demographic and environmental data elements to be considered by the EIS/EIA process to the Coordinator; including updated summary lists as applicable. Incorporate into the review process, adequate time for the Coordinator to review and comment, as applicable, on the draft EIS/EIA to ensure there are no violations of the Federal Civil Rights Act, as amended, as a result of the Department of Aviation at Dallas Love Field (DAL) Federal- aid airport activities.
- C) In order to ensure dissemination of information and foster participation from affected populations, staff will place public notices in applicable general and minority media; select accessible locations and times for public hearings or meetings and arrange for translation services as needed; particularly in projects impacting predominantly minority communities, if applicable. Ensure the public has information pertaining to their rights to call or write the department to view plans and discuss environmental problems.
- D) Staff will obtain demographic data at community meetings and public hearings pertaining to the airport design phase, if applicable. Data will be gathered through use of a voluntary sign-up form which includes race, gender, and national origin. Copies of the voluntary self-reporting forms will be provided to the Coordinator after each meeting.
- E) Capital Development staff shall provide project Disadvantaged Business Enterprise (DBE) data to the AC/DBE coordinator annually for inclusion in the FAA Title VI DBE Part 26 Achievement Report.

C. Right-of-way Activities

1. Ensure equal opportunity in all aspects of procuring real estate service contracting and appraisal agreements. Follow adopted City of Dallas - Department of Aviation at Dallas Love Field (DAL) vendor procurement policies in the acquisition of contracted services.
2. Maintain data on awards to minority and female appraisers and provide data to the ACDBE coordinator for reporting and record-keeping purposes as necessary.
3. Follow the City's guidelines for property acquisition as well as applicable laws and regulations, including Title VI and Section 504.
4. Adhere to City policy of apprising affected property owners, tenants, and others involved in right-of-way acquisition of their rights and options regarding negotiation, relocation, condemnation and other aspects of the acquisition process. Provide copies of relocation assistance literature produced by the City of Dallas and a copy of the Department of Aviation at Dallas Love Field (DAL) Title VI Compliance brochure to all affected parties.
5. Incorporate Title VI language and assurance statements in all surveys of property owners and tenants after the conclusion of all business. Coordinate the preparation of deeds, permits and leases to ensure the inclusion of the appropriate clauses, including Title VI Assurances.
6. Ensure that appraised values and communications associated with the appraisal and negotiation operations result in equitable treatment.
7. Ensure comparable replacement dwellings are available and assistance is given to all displaced persons and entities by the property acquisition process.
8. Maintain statistical data including race, color, national origin, and sex on all relocates affected by Federally funded projects and provide Title VI Coordinator upon request.

D. Construction and Maintenance Activities

Sections #1. - 4. Not Applicable - The Department of Aviation at Dallas Love Field (DAL) does not engage in bridge, non-airport roadway, or parks/grounds transportation related construction activities.

5. Construction and Maintenance Activities and Title VI

- A) Review all Federally funded projects for application of DBE goals. As appropriate, include DBE provisions in those projects with designated goals. Include Title VI language in bid announcements and applicable construction documents, as stipulated in the Department of Aviation at Dallas Love Field (DAL) Title VI Policy Statement (p. 2) and Assurances (Addendum 2, p. 14-15) herein.
- B) Award airport construction contracts on the basis of lowest responsive bidder, as well as meeting DBE requirements. Include Title VI language in prime contract award letters to encourage utilization of DBE subcontracts and vendors.
- C) Ensure that prime contractors with DBE requirements award contracted work to qualified DBEs which perform commercially useful functions.
- D) Monitor all maintenance and construction operations to ensure nondiscrimination throughout all operations.

- E) Coordinate the gathering of maintenance and construction information regarding DBE participation for the Annual Title VI Report; and provide to the AC/DBE LO.

VII. Providing Meaningful Access to Limited English Proficiency (LEP) Individuals - Airport Measures

Executive Order 13166 "improving Access to Services by Persons with Limited English Proficiency" requires recipients of Federal (e.g., DOT) funds to take reasonable steps to ensure meaningful access to federally conducted programs and activities to persons who, due to limited English proficiency, cannot fully and equally participate in or benefit those programs and activities. Potential LEP individuals for this area are identified in Exhibit 5 of this document.

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient or "LEP" and therefore entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Examples of populations likely to include LEP persons who are served or encountered by DOT recipients include public transportation passengers and persons living in areas affected by or potentially affected by transportation projects.

Public transportation services such as those provided by an Airport facility are considered an essential service to modern society. In an effort to ensure that our services are accessible to LEP individuals, the airport incorporates several measures to ensure that LEP individuals have access to the benefits of Dallas Love Field. These measures were established as a result of the analysis of the following (the four-factor analysis):

1. The number/proportion of LEP persons in a recipient's area
2. Frequency of contact between LEP individuals and the recipient's services
3. Importance of the service provided by the recipient
4. Resources available to the recipient and costs

Airport patrons requiring LEP assistance should notify an airport customer service agent at one of the customer service booths or contact the Airport Communication Center (ACC) at 214.670.LOVE (5683).

A. Measures

Verbal Translation Services

Two methods for delivery of Translation Services on-site exist free of charge to airport patrons via the Airport Communications Center:

Telephonic Access (30+ Languages)

We have contracted with AT&T to provide telephonic interpretation services accessible via a 1-800 number. Via three-way call, telephonically we are able to provide language interpreting services to both the in-terminal and call-in airport patron.

In-Person

The Department of Aviation has access to a number of City employees, both internal to the department and city-wide, who are bi-lingual. Some receive Language Skills Pay as a part of their compensation plan to provide face to face interpreting services in the work environment. In addition, the City contracts via master agreement, on-site interpreting services for City-sponsored events and public meetings.

Translation of Written Communication

Written notices, forms, and documents for public access are made available in Spanish. The City's PIO (Public Information Office) is tasked with providing this service for written City government materials.

Broadcast

Airport terminal PSAs (Public Service Announcements) are broadcast in English and in Spanish.

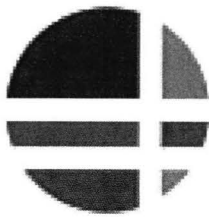
EXHIBIT 1**Department of Aviation at Dallas Love Field (DAL)
Title VI Complaint Policy, Procedures, and Complaint Form**

Department of Aviation at Dallas Love Field (DAL) hereby gives public notice that it is the Department of Aviation at Dallas Love Field's (DAL) policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, sex, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any airport Federal Aid program or other activity for which Department of Aviation at Dallas Love Field (DAL) receives Federal financial assistance.

Title VI of the 1964 Civil Rights Act and its statues provide that no person, in the United States, shall on the grounds of race, color, national origin, sex, age or disability 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. It requires recipients of federal funding to take reasonable steps to ensure "meaningful" access to the information and services they provide. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal aid recipients, sub-recipients, and contractors whether such programs and activities are federally assisted or not.

The Department of Aviation at Dallas Love Field (DAL) assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Department of Aviation at Dallas Love Field (DAL) sponsored program or activity. The Department of Aviation at Dallas Love Field further assures every effort will be made to ensure non-discrimination in all its programs and activities, whether those programs and activities are federally funded or not.

Any patron of airport services, programs or activities who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Department of Aviation at Dallas Love Field (DAL). Any such complaint must be in writing and filed with the Department of Aviation at Dallas Love Field (DAL) Title VI Coordinator within one hundred, eighty (180) days following the date of the alleged discriminatory occurrence. The Title VI Complaint Policy, Procedure and Complaint Forms attached to this exhibit may be obtained from the Department of Aviation at Dallas Love Field (DAL) at no cost to the complainant by contacting the Airport Communications Center at 214.670.LOVE or by visiting the website link: <http://www.dallas-lovefield.com/title-vi.html>.



Dallas Airport System

TITLE VI COMPLAINT POLICY PROCEDURES & COMPLAINT FORM

DEPARTMENT OF AVIATION
DALLAS LOVE FIELD

Introduction

The City of Dallas, and the Department of Aviation (AVI), as a recipient of Federal funding for the operation of its airport system, assures full compliance with the prohibitions defined in Title VI of the Civil Rights Act of 1964, as amended, and its related statutes and regulations to ensure that no person shall, on the grounds of race, religion, color, sex, national origin, age or disability, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any airport program or other activity administered by the Department of Aviation, regardless of the funding source. These prohibitions extend to any and all business relationships established with tenants, contractors, sub-contractors, consultants, concessionaries, transportation providers, and other airport service providers.

The policy and procedures described therein provide the process by which complainants alleging discrimination in airport services, programs or activities are to follow in filing a complaint. These procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination. This policy pertains only to public patrons of airport services, activities and programs (non-employees). Any patron who believes they have been subjected to an unlawful discriminatory practice by the airport system or by any airport service provider (i.e., tenants, contractors, sub-contractors, consultants, etc.) under Title VI has a right to file a formal complaint with the Dallas Airport System. Any such complaint must be in writing. AVI will not officially act or respond to complaints made verbally.

AVI Title VI Discrimination Complaint Forms are included as a part of this information packet and follow the procedures described here. Printed copies of the complaint forms may be obtained at no cost by contacting the Airport Communications Center (ACC) at 214.670.LOVE (5683). Forms are also available via the DAL website <http://www.dallas-lovefield.com/> under the Title VI Compliance link. If you require assistance completing the forms or have questions regarding complaint procedures, please contact the ACC.

Any airport service provider (tenant, concessionaire, contractor, consultant, etc.) who receives a Title VI complaint **MUST** notify the ACC and the Title VI coordinator immediately upon receipt of the complaint. The City of Dallas will follow the protocol established by the Federal Aviation Administration (FAA) for processing Title VI discrimination complaints. AVI will forward, within fifteen (15) days of receipt, a copy of each Title VI complaint received, and notification of any actions taken regarding the complaint.

When to File

A complaint of discrimination must be filed within 180 calendar days of the alleged act of discrimination, or discovery thereof; or where there has been a continuing course of conduct, the date on which that conduct was discontinued. Filing means a written complaint must be postmarked before the expiration of the 180-day period. 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 after the alleged discrimination will not be processed and will be returned to the complainant with a letter explaining why the complaint could not be processed and alternative agencies to which a report may be made.

Where to File

In order to be processed, signed original complaint forms must be mailed to:

City of Dallas - Department of Aviation Attn: Title VI Coordinator
7555 Lemmon Ave, Dallas, TX 75209

Or hand delivered to:

Department of Aviation Administration Office 7555 Lemmon Ave.
Dallas, TX 75209

Upon determination that the criteria for a complaint is met, a copy of the complaint will be forwarded to:

Federal Aviation Administration
Office of Civil Rights, ACR - 4
Rockaway Blvd, Room 217
Jamaica, N.Y. 11434

Required Elements of a Complaint

In order to be processed, a complaint must be in writing and contain the following information:

- Name, address and phone number of the complainant.
- Name, address and contact information of the person filing a complaint on behalf of the complainant due to the complainant's disability or limited English proficiency.
- Name(s) and address(es) and business(es)/organization(s) of person(s) who allegedly discriminated.
- Date of alleged discriminatory act(s).
- Basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability).
- A statement of complaint.
- Signed consent release form.

Incomplete Complaints

Upon initial review of the complaint, the Title VI Coordinator will ensure that the form is complete and that any initial supporting documentation is provided. Should any deficiencies be found, the Title VI Coordinator will notify the complainant within 10 working days. If reasonable efforts to reach the complainant are unsuccessful or if the complainant does not respond within the time specified in the request (30 days), AVI may close the complainant's file. The complainant may resubmit the complaint provided it is re-filed within the original 180-day period.

Should the complaint be closed due to lack of required information, AVI will notify the complainant at their last known address. In the event the complainant submits the missing information after the file has been closed, the complaint may be reopened provided it has not been more than 180 days since the date of the alleged discriminatory action.

Records of Complaints

The Title VI Coordinator will keep a record of all complaints received. The log will include such information as:

- Basic information about the complaint such as when it was filed, who filed it, and who it was against.
- A description of the alleged discriminatory action.
- Findings of the investigation.

Complaint Process Overview

The following is a description of how a discrimination complaint will be handled once it is received by AVI.

1. A complaint is received by AVI:

Complaints must be in writing and signed by the complainant or their designated representative. If the complainant is unable to complete the form in writing due to disability or limited-English proficiency, upon request reasonable accommodations will be made to ensure the complaint is received and processed in a timely manner.

Complainants wishing to file a complaint that do not have access to the Internet or the ability to pick up a form will be mailed a complaint form to complete. The complainant will be notified if the complaint form is incomplete and asked to furnish the missing information. AVI will notify the FAA within fifteen (15) days of receiving the completed complaint that a complaint has been received.

2. Complaint is logged into tracking database:

Completed complaint forms will be logged into the complaint tracking database; basic data will be maintained on each complaint received, including name of complainant, contact information, name and organization of person(s) who allegedly discriminated, date of alleged discriminatory act(s), basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability), and description of the alleged discriminatory action. Once the investigation is complete, the findings of the investigation will be logged into the complaint tracking database.

3. Determine Eligibility:

Within 10 calendar days of the receipt of the complaint, the AVI Title VI Coordinator will complete an initial review of the complaint. The purpose of this review is to determine if the complaint meets basic criteria.

Criteria required for a complete complaint:

- The activity in which the alleged discrimination occurred will be examined to ensure that AVI is the appropriate entity that the complaint should be filed with. During this process, if a determination is made in which the program or activity that the alleged discrimination occurred is not conducted by AVI or an entity who receives federal financial assistance through AVI (i.e., Contractors, Sub-contractors, or Concessionaires), every attempt will be made to establish the correct entity. Whenever possible, and assuming consent was granted on the Consent/Release form, the complaint will be forwarded to the appropriate entity.
- Basis of alleged discrimination (i.e., race, religion, color, national origin, sex, age or disability). Determination of timeliness will also be made to ensure that the complaint was filed within the 180-day time requirement.

The AVI Title VI Coordinator will confer with the Director of Aviation on the determination of a complete complaint and on any deferrals to other agencies. Once the Title VI Coordinator completes an initial review of the complaint and determines that the criteria for a complete complaint is met, AVI will forward the complaint to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.

4. Initial written notice to complainant:

Within 10 working days of the receipt of the complaint, AVI will send notice to the complainant confirming receipt of the complaint; if needed the notice will request additional information, notify complainant that the activity is not related to a AVI program or activity, or does not meet deadline requirements. Conclusions made in step three will determine the appropriate response to the complaint. If any additional information is needed from the complainant, it will be communicated at this point in the process.

5. Investigation of complaint:

The Title VI Coordinator will confer with the Director of Aviation to determine the most appropriate fact-finding process to ensure that all available information is collected in an effort to reach the most informed conclusion and resolution of the complaint. The type of investigation techniques used may vary depending on the nature and circumstances of the alleged discrimination. An investigation may include but is not limited to:

- Internal meetings with AVI Executive staff and the City Attorney's office (legal counsel).
- Consultation with state and federal agencies.
- Interviews of complainant(s).
- Review of documentation.
- Interviews and review of documentation with other AVI entities involved.
- Review of technical analysis methods.
- Review of demographic data.

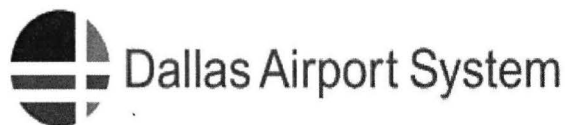
6. Determination of investigation:

An investigation will be completed within 60 days of receiving the complete complaint, unless the facts and circumstances warrant otherwise. A determination will be made based on information obtained. The Title

VI Coordinator, Director of Aviation and/or designee will render a recommendation for action, including formal and/or informal resolution strategies in a report of findings to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.

7. Notification of determination:

Within 10 days of completion of an investigation, the complainant will be notified by the AVI Department Director of the final decision. The notification will advise the complainant of his/her appeal rights with state and federal agencies if he/she is dissatisfied with the final decision. A copy of this letter, along with the report of findings, will be forwarded to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance, for information purposes.



AVI TITLE VI COMPLAINT FORM

Please read the information on this page before you begin.

The City of Dallas, Department of Aviation (AVI), as a recipient of federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall, on the grounds of race, religion, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any agency programs or activities. These prohibitions extend from the Department of Aviation as a direct recipient of federal financial assistance, to the business relationships established with contractors, sub-contractors, concessionaires, consultants, etc. All programs funded in whole or in part from federal financial assistance are subject to Title VI requirements.

AVI is required to implement measures to ensure that persons with limited-English proficiency or disability have meaningful access to the services, benefits and information of all its programs and activities under Executive Order 13166. Upon request, assistance will be provided if you are limited-English proficient or disabled. Complaints may be filed using an alternative format if you are unable to complete the written form. If you require assistance in completing this form, please contact the Airport Communications Center (ACC) at 214.670.LOVE.

The filing date is the day you complete, sign, and mail this complaint form. Your complaint must be filed no later than 180 calendar days from the most recent date of the alleged act of discrimination. The complaint form and consent/release form must be dated and signed for acceptance. You have 30 calendar days to respond to any written request for information. Failure to do so will result in the closure of the complaint.

Submit the forms by mail to:

Department of Aviation - City of Dallas
Attn: Title VI Coordinator
7555 Lemmon Ave
Dallas, TX 75209

Or in Person at:
Department of Aviation - Administration Office
7555 Lemmon Avenue
Dallas, TX 75209

If you have any questions or need additional information, please call (214) 670-LOVE (5683).



**AVI TITLE VI
COMPLAINT FORM**

Please read the information on this page before you begin.

1 _____
 First Name MI Last Name

 Street Address City State Zip Code

 Telephone Number Email Address

Please identify the entity you believe discriminated against you

2 _____
 Name of Person & Position / Title

 Name of Business / Organization

 Street Address City State Zip Code

 Name of Airport Service, Program, Activity, Vendor Contractor, Consultant, etc.

When did the alleged act(s) of discrimination occur? Please list dates/times

3 _____
 Date(s):

Is the alleged discrimination ongoing? Yes No

Where did the alleged act(s) of discrimination occur? (Attach additional pages as necessary)

4 _____
 Name of Location

Please indicate the basis of your grievance of discrimination:

5

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Race | <input type="checkbox"/> Color: |
| <input type="checkbox"/> National Origin: | <input type="checkbox"/> Sex: |
| <input type="checkbox"/> Age: | <input type="checkbox"/> Disability: |
| <input type="checkbox"/> Religion: | |

6

Describe in detail the specific incident(s) that is the basis of the alleged discrimination. Please describe each incident of discrimination separately. Attach additional pages as necessary.

If applicable, please explain how other persons or groups were treated differently by the alleged Violator (entity identified in question #2) who discriminated against you.

If applicable, please list, describe and attach all supporting documents, e-mails, or other records and materials pertaining to your complaint.

Please list and identify any witness(es) to the incidents or persons who have personal knowledge of information pertaining to your complaint.

Have you previously reported or otherwise complained about this incident or related acts of discrimination? If so, please identify the individual to whom you made the report, the date on which you made the report, and the resolution. Please provide supporting documentation.

Has this complaint been filed with the Department of Justice or any other State or Federal agency? If yes, please identify the date filed and the agency filed with.

Please provide any additional information about the alleged discrimination.

7 If someone will be assisting you in the complaint process, please provide his/her name and contact information.

First Name	MI	Last Name	
Name of Business	Position/Title	Telephone Number	
Street Address	City	State	Zip Code

8 This complaint form must be signed and dated in order to address your allegations. Additionally, this office will need your consent to disclose your name, if needed, in the course of our investigation. The Discrimination Complaint Consent / Release form is attached. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. I also understand that if I will be assisted someone I have authorized on my behalf, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

Signature

Date



**AVI TITLE VI
COMPLAINT FORM CONSENT/RELEASE**

Please read the information on this page before you begin.

1_____
First Name_____
MI_____
Last Name_____
Street Address_____
City_____
State_____
Zip Code_____
Telephone Number_____
Email Address

As a complainant, I understand that in the course of an investigation it may become necessary for the Department of Aviation to reveal my identity to persons at the entity under investigation. I am also aware of the obligations of the Department of Aviation to honor requests under the Freedom of Information Act. I understand that as a complainant I am protected from retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the Federal Aviation Administration (FAA) of the U.S. Department of Transportation.

Please check one:

I CONSENT and authorize the Department of Aviation (AVI), as part of its investigation, to reveal my identity to persons at the entity, which has been identified by me in my formal complaint of discrimination. I also authorize AVI to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release and do so voluntarily.

I DENY CONSENT to have the Department of Aviation (AVI), reveal my identity to persons at the organization, business, or institution under investigation. I also deny consent to have AVI disclose any information contained in the complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing AVI to discuss, receive, nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

Signature_____
Date

EXHIBIT 2

FAA Title VI 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 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: Brian Thompson
Teléfono: 214-670-LOVE (5683)
Dirección: 7555 Lemmon Ave, Dallas, TX 75209



U.S. Department of Transportation
Federal Aviation Administration

HC-101068

EXHIBIT 3

Department of Aviation at Dallas Love Field (DAL)
Standard Title VI Non-Discrimination Assurances.

Appendix A - Contractor Assurances

Appendix B - Clauses for Deeds Transferring US Property

Appendix C - Clauses for Transfer of Real Property

Appendix D - Clauses for Construction/Access to Real Property

Appendix E - Contractor Additional Non-Discrimination Authorities

The United States Department of Transportation {USDOTI

Standard Title VI/Nondiscrimination Assurances

DOT Order No. 1050.2A

The CITY OF DALLAS – AVI (herein referred to as the "Recipient"), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Office of the Assistant Secretary for Research and Technology (OST-R), is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation - Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. § 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects;
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209, (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Title II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and " Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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" for which the Recipient receives Federal financial assistance from DOT, including the OST-R.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Nondiscrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its federally assisted University Transportation Centers Program:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated or will be (with regard to a "facility") operated or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all University Transportation Centers Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The City of Dallas – AVI, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 US. C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively insure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.

4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.

5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a) for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b) for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, CITY OF DALLAS -AVI also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the OST-R access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by OST-R. You must keep records, reports, and submit the material for review upon request to OST-R, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

City of Dallas – AVI gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the University Transportation Centers Program. This ASSURANCE is binding on City of Dallas – AVI other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the Airport programs. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

City of Dallas – Department of Aviation at Dallas Love Field
(Name of Recipient)

By 
(Signature of Authorized Representative)

DATED 2/12/19

Appendix A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

Compliance with Regulations: The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Office of the Secretary for Research and Technology (OST-R), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

Non-discrimination: The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, sex, age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.

Information and Reports: The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the OST-R to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the OST-R, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the OST-R may determine to be appropriate, including, but not limited to:

- a) withholding payments to the contractor under the contract until the contractor complies; and/or
- b) cancelling, terminating, or suspending a contract, in whole or in part.

Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the OST-R may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests

of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Appendix B**CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY**

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the CITY OF DALLAS-AVI will accept title to the lands and maintain the project constructed thereon in accordance with the Uniform Administrative Requirement, Cost Principles, and Audit Requirements for Federal Awards (2 C.F.R. Part 200), the regulations for the administration of the University Transportation Centers Program, and the policies and procedures prescribed by the Office of the Secretary of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim, and convey unto the CITY OF DALLAS-AVI all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto CITY OF DALLAS -AVI and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the CITY OF DALLAS -AVI its successors and assigns.

The CITY OF DALLAS-AVI, in consideration of the conveyance of said lands and interest in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will 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 with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed[,] [and]* (2) that the CITY OF DALLAS -AVI will use the lands and interests in lands and interest in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

Appendix C**CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTMITY, FACILITY, OR PROGRAM**

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the CITY OF DALLAS-AVI pursuant to the provisions of Assurance 7(a):

The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:

In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, CITY OF DALLAS- AVI will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*

With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the CITY OF DALLAS-AVI will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the CITY OF DALLAS – AVI and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix D**CLAUSES FOR CONSTRUCTION/USE.ACCESS TO REAL PROPERTY ACQUIRED UNDER THE
ACTMTY. FACILITY OR PROGRAM**

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by (Title of Recipient) pursuant to the provisions of Assurance 7(b):

The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits or, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.

With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above of the above Non-discrimination covenants, CITY OF DALLAS -AVI will have the right to terminate the (license, permits, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*

With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, CITY OF DALLAS -AVI will there upon revert to and vest in and become the absolute property of CITY OF DALLAS – AVI and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix E

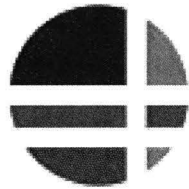
During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities, including, but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat.252), prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, prohibits discrimination on the basis of disability; and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 471, Section 47123, as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 - 12189) as implemented by Department of Transportation regulations 49 C.F.R. parts 37 and 38.
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).

EXHIBIT 4

LANGUAGE ASSISTANCE PLAN



Dallas Airport System

***LANGUAGE ASSISTANCE PLAN
FOR LIMITED ENGLISH PROFICIENCY
PERSONS***

**DALLAS LOVE FIELD
DALLAS, TEXAS**

Para solicitar una copia de este documento en español, comuníquese con el Centro de Comunicaciones del Aeropuerto al (214) 670-LOVE (5683) o por correo electrónico a 214670love@dallascityhall.com

Table of Contents

Introduction	1
Title VI of the Civil Rights Act of 1964	1
Limited English Proficiency (LEP) Individuals	1
Language Assistance Plan Overview	1
Identification of LEP Individuals	2
Language Assistance Measures	3
Providing Notice to LEP Individuals	3
Discrimination Complaint Procedures	4
Staff Notification and Training	5
Monitoring and Updating the LAP	5



December 18, 2018

Public transportation services, such as those provided by Dallas Love Field, are considered an essential service to modern society. In an effort to ensure that our services are accessible to Limited English Proficiency (LEP) individuals, the airport incorporates several measures to ensure that LEP individuals have access to the benefits of Dallas Love Field.

This plan, prepared in accordance with Department of Transportation requirements, outlines Dallas Love Field's commitment to ensuring a discrimination-free environment and to providing services that benefit all of our patrons and guests, including those with limited English proficiency.

Should you feel that you have been discriminated against due to your limited use of the English language you are kindly urged to submit a written complaint in accordance with our Title VI complaint process outlined later in this document. Our team will look into any and all complaints of discrimination and will take appropriate action as necessary to resolve any issues.

Dallas Love Field is here to Lead the Evolution of the Airport Experience and this includes ensuring all patrons of our airport receive the highest level of service possible regardless of their background.

If you need any assistance during your visit, please contact any member of our dedicated staff.

Thank you for choosing Dallas Love Field!

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Duebner". The signature is fluid and cursive, with a prominent vertical stroke on the right side.

Mark Duebner
Director of Aviation

Introduction

Dallas Love Field (DAL) is a medium-hub airport located in North Central Texas, centrally located in the City of Dallas. DAL provides airline passenger services, air cargo, and general aviation services. DAL is located approximately 5 miles north of downtown Dallas and 1.75 miles east of Interstate 35E.

DAL served over 15.7 million passengers in 2017, with three (3) major airlines. Additionally, DAL is served by six full service Fixed Base Operators (FBOs) that offer maintenance, fuel sales, hangar rental, and charter services.

As a recipient of federal assistance, DAL (City of Dallas Department of Aviation) is required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Additionally, the Civil Rights Restoration Act of 1987 defines the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal assistance.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 provides that "no persons 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 subjected to discrimination under any program or activity receiving Federal Financial assistance." from the Department of Transportation. To ensure compliance DAL must also comply with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*. The Federal Aviation Administration has issued compliance guidance that includes the development of a Language Assistance Program under the Limited English Proficiency (LEP) provisions. These provisions require recipients of federal financial assistance to take reasonable steps to ensure "meaningful" access to the information and services provided by the agency.

Limited English Proficiency (LEP) Individuals

LEP individuals are those who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English as a result of their national origin. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

The City of Dallas, Department of Aviation Limited English Proficiency Plan ensures information and services are accessible to LEP individuals by providing guidance on translation, interpretation, and outreach services for LEP individuals seeking access to DAL services and programs. The plan applies the four-factor framework, which is consistent with the TXDOT LEP provisions.

Language Assistance Plan Overview

The purpose of Language Assistance Plan (LAP) is to address the identified needs of the Limited English Proficiency (LEP) populations served by Dallas Love Field. DAL is committed to making its services, programs, and activities available to everyone regardless of language barriers.

Therefore, the LAP includes the following elements: Identification of LEP persons; Language Assistance Measures, Providing Notice to LEP Persons, Complaint Procedure, Staff Training

and Monitoring and Updating the Plan.

DAL used as resource the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP)* to prepare this LAP. DAL will periodically review and update this LAP in order to continue providing users equal opportunity and access to services and needs as well as remain complaint with Title VI of the Civil Rights Act of 1964.

Identification of LEP Individuals

The identification of LEP individuals is a factor of the DOT's recommended four-factor analysis under the Limited English Proficiency (LEP) plan. This will illustrate the number or proportion of LEP individuals eligible to be served or likely to be encountered by a program, activity, or service at DAL.

To better determine the local demographics of the City of Dallas, the US Census Bureau 2017 American Community Survey (ACS) Language Spoken at Home and Ability to Speak English for Population over 5 years and older was referenced which demonstrated that out of 2,357,598 persons (total population) within Dallas County, 1,057,559 or 44.86% speak a language other than English at home.

To identify the LEP population, the census category "Speak English less than well" was used as the point of reference. The demographic distribution under this category cited that 496,985 or 21.1% of the *total population* in Dallas County speaks "English Less than Well" indicating that the primary language for this population is another language other than English. The following provides a breakdown of the "other primary languages spoken" other than English in the Dallas County area:

- 36.21 % Spanish or Spanish Creole (5% LEP Threshold)
- 2.64% Other Indo-European languages
- 4.08 % Asian and Pacific Island languages
- 1.92% Other languages

This information provides a framework to help establish the Language Assistance Measures needed to ensure that LEP persons that come into contact with DAL have equal access and opportunities to its services, programs and activities without regard to language barriers or national origin.

Language Assistance Measures

The following resources will be made available to accommodate LEP individuals, upon request, at one of two customer information booths located in both public and secured locations, or by calling the Airport Communications Center at (214) 670-LOVE (5683).

1. Oral Interpretation Services

Formal Interpreters – For scheduled programs, presentations, and activities, DAL has access to a number of City employees who are bi-lingual. Some receive Language Skills Pay as a part of their compensation plan to provide face to face interpreting services in the work environment. In addition, the City contracts via master agreement, on-site interpreting services for City-sponsored events and public meetings.

2. Over-the-Phone Language Assistance Services

DAL will distribute and/or make available the US Census “I Speak” cards to be used especially at the customer information booths to assist staff in identifying languages spoken by a customer. Once the language has been identified, free translation services will be provided through an over-the-phone language assistance service line. This service provides a certified translator in the customer’s native language. The majority of the DAL’s tenants/partners have the ability to provide access to a 24-hour language assistance line through their own contracted service. DAL will provide assistance to those agencies that do not have an internal language assistance service in place.

3. Public Address Announcements

DAL will broadcast security messages in both English and Spanish to ensure the public address announcements reach the largest audience possible and can be heard throughout the terminal including outdoors at curbside.

4. Universal & Wayfinding Signage

Universal signage and symbols will be displayed throughout the passenger terminal and airport footprint including curbside, parking lots (long and short term), and other publicly accessible locations. Additionally, wayfinding signage will be available in the terminal area to help customers figure out where they are in the building, locate their desired destination, and work out how to get there from their present location.

Providing Notice to LEP Individuals

DAL will conspicuously display the U.S. Department of Transportation/FAA Unlawful Discrimination poster on Flight Information Display Systems (FIDS) throughout the airport to ensure that LEP individuals as well as the general public are informed that discrimination based on race, color, or national origin is prohibited at DAL. This notification also includes the Title VI Coordinator contact information for DAL.

DAL will employ the following media outlets to disseminate information on its programs, services, activities and events: public service announcements, briefings, brochures, media

interviews, social media (Facebook), advertisements, and website at <http://www.dallas-lovefield.com/>. DAL Title VI information can be found at <http://www.dallas-lovefield.com/title-vi.html>.

Discrimination Complaint Procedures

DAL has established a process for customers to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, national origin or any other protected status may file a Title VI complaint.

Inquiries or complaints from the public during normal business hours can be reported verbally at (214) 670-LOVE (5683) or via the DAL Title VI complaint process, which can be found at http://www.dallas-lovefield.com/pdf/Title_VI_Complaint_Procedures.pdf. The Discrimination Complaint Form that will be available at DAL's customer information booths. Additionally, complaints may be submitted directly to the Title VI Coordinator for DAL tenants, concessionaires, and other contractors.

All complaints will be investigated promptly. Reasonable measures will be taken to keep information confidential during the investigation process. The Title VI Coordinator will review every complaint, and when necessary, assign a neutral party to investigate. The investigator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e. the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information
- Complete a final report of findings for the Aviation Director with a copy to the City of Dallas's Title VI Coordinator.

If a Title VI violation is found to exist, remedial and reasonable steps will be taken immediately. The Complainant will receive a formal response in writing that will include a description of the remedial actions that were taken to ensure that similar violations do not occur in the future. The investigation process and final report should take no longer than twenty-five (25) business days.

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly in writing to:

City of Dallas / Department of Aviation
Aviation Director
7555 Lemmon Ave
Dallas, TX 75209

Complaints may also be filed with the Federal Aviation Administration Office of Civil Rights, no later than 180 days after the date of the alleged discrimination to:

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

Copies of all Title VI complaints, statements and resolution/response documents handled by

DAL's tenants, concessionaires and other contractors must be forwarded to the DAL Title VI Coordinator. Within 15 days of receipt, DAL will forward correspondence to the FAA's Office of Civil Rights in compliance with 49 CFR Part 21.

The Title VI Coordinator will maintain a log for tracking purpose of all Title VI complaints received through the complaint process. The log will include the following information: the date the complaint was filed; a summary of the allegation; the status of the complaint; and actions taken in response to the complaint.

Staff Notification and Training

The LAP will be made available electronically to all DAL department staff. Additionally, all Aviation tenants/partners will be given a copy of the LAP by their respective department liaisons.

The following training will be provided to customer service personnel and volunteers working at the airport's Customer Information Booth:

- _ Information on the Title VI Policy and LAP procedures
- _ Description of language assistance services offered to the public
- _ Documentation of language assistance requests
- _ How to use the I-Speak cards and access the language assistance service line
- _ How to handle a potential Title VI/LEP complaint using DAL's complaint Procedures

Monitoring and Updating the LAP

DAL will review the LAP on an annual basis to ensure that existing services are sufficient to meet the needs of LEP customers and comply under the provisions of Title VI Civil Rights Act of 1964. However, on an as needed basis, DAL has the authority to make revisions and/or updates to the LAP in response to complaints or changes in the LEP community.