



**CITY OF TALLAHASSEE  
DEPARTMENT OF AVIATION  
TALLAHASSEE INTERNATIONAL AIRPORT  
TITLE VI NONDISCRIMINATION PLAN**

**PROMULGATION PAGE**

Tallahassee International Airport  
3300 Capital Circle S.W., Suite 1  
Tallahassee, FL 32310

AIRPORT IDENTIFIER CODE: TLH

The Tallahassee International Airport is committed to a policy of nondiscrimination. The Airport's Title VI Nondiscrimination Plan presented herein is consistent with Title VI of the Civil Rights Act of 1964 and other related authorities.

This is the first edition of the Department of Aviation's Title VI Plan adopted by the Airport as of the date set forth below.

  
\_\_\_\_\_  
David J. Pollard, C.M.  
Director of Aviation

  
\_\_\_\_\_  
Effective Date

## **Table of Contents**

<b>I. Policy Statement, Authorities and Citations .....</b>	<b>4</b>
<b>II. Organization, Staffing and Structure .....</b>	<b>5</b>
<b>III. Title VI Plan Implementation and Program Administration .....</b>	<b>5</b>
<b>IV. Education and Title VI Training .....</b>	<b>7</b>
<b>V. Complaint Procedures – Allegations of Discrimination in Federally-Assisted Programs .....</b>	<b>7</b>
<b>VI. Title VI Implementation Activities .....</b>	<b>9</b>
<b>VII. Access to Limited English Proficiency (LEP) Individuals – Airport Measures .....</b>	<b>9</b>

### **Exhibits**

**Exhibit 1: Title VI Complaint Policy, Procedures and Complaint Form**

**Exhibit 2: FAA Title VI Unlawful Discrimination Poster**

**Exhibit 3: TLH Language Assistance Plan**

**Exhibit 4: TLH Service Area Demographics**

## **Title VI Plan**

### **I. Policy Statement, Authorities and Citations**

#### **A. Policy of Nondiscrimination**

The Department of Aviation at the Tallahassee International Airport (TLH or Airport) assures that no person shall, on the basis of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any TLH-sponsored program or activity receiving federal financial assistance. In addition, TLH and the City of Tallahassee (City) prohibit any discrimination based on sex, religion, age, disability or any other characteristic protected by law and related nondiscrimination authorities, whether those programs and activities are federally-funded or not. As a provider of public transportation, TLH recognizes its responsibility to the community and is committed to a policy of nondiscrimination.

Title VI compliance is a condition of receipt for federal funds. TLH and the City are authorized to ensure Airport compliance with provisions of this policy and with the law. TLH does not distribute federal aid funds to other entities; however, should that occur, TLH will include Title VI language in all written agreements and will monitor for compliance.

The Deputy Director of Aviation has been designated as TLH's Title VI Program Coordinator (Coordinator) responsible for civil rights compliance and monitoring to ensure the nondiscriminatory provision of programs and activities at the Airport. Members of the public may contact the Coordinator at the following address to request additional information on TLH's nondiscrimination obligations.

Jim Durwin, C.M., Deputy Director of Aviation  
Tallahassee International Airport  
Title VI Program Coordinator  
3300 Capital Circle SW, Suite #1  
Tallahassee, FL 32310  
(850) 891-7802

#### **B. Authorities**

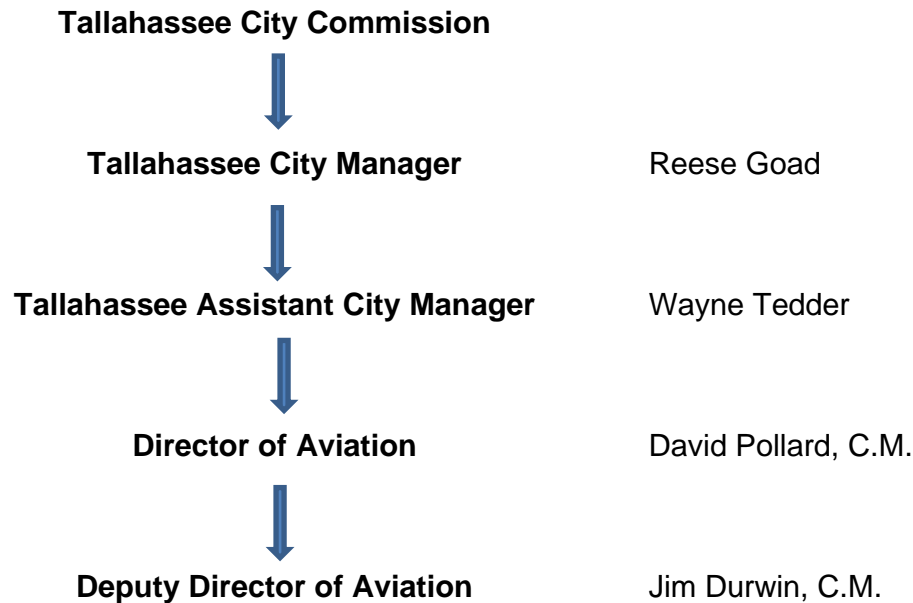
Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance. Other related nondiscrimination authorities include the Age Discrimination Act of 1975, the Airport and Airway Improvement Act of 1982 (49 U.S.C. 47123), the Civil Rights Restoration Act of 1987, Executive Order 12898, Executive Order 13166, and 49 Code of Federal Regulation (CFR) 21. 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; and 28 CFR 50.3.

## II. Organization, Staffing and Structure

### A. Organizational Chart – Reporting Relationships



### B. Staffing and Structure

TLH Administration is authorized to ensure Airport compliance with provisions of the federal policy of nondiscrimination and with the law and related nondiscrimination authorities. TLH's Contract Compliance function and Title VI Plan (Plan) Coordination shall be performed under the authority of the Director of Aviation.

TLH has assigned a **Title VI Program Coordinator** (Coordinator) to perform program coordination duties and ensure implementation of the TLH Title VI Plan. The Deputy Director of Aviation has been designated as TLH's Coordinator.

## III. Title VI Plan Implementation and Program Administration

### Title VI Coordinator's Responsibilities and Program Administration

The TLH Title VI Coordinator is responsible for initiating, monitoring, and ensuring Airport compliance with Title VI requirements as follows:

#### A. 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; and provide recommendations as required to the TLH Director of Aviation.

#### B. Complaints

Review written Title VI complaints that may be received by TLH following the adopted procedural guidelines (see Section V – Complaint Procedures); and ensure every effort is made to resolve complaints informally at the local or regional level.

**C. Data Collection**

Periodically review the statistical data gathering process performed by TLH program staff to ensure sufficiency of data for meeting the requirements of Title VI program administration.

**D. Training Programs**

Coordinate or facilitate training programs on Title VI issues and regulations for TLH employees; and facilitate Title VI training for appropriate staff, contractors and sub-recipients. A summary of training conducted will be reported in the annual update, as required.

**E. Public Dissemination**

Work with TLH staff to develop and disseminate Title VI program information to TLH employees and sub-recipients, including contractors, sub-contractors, 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, annual publication of the TLH Title VI Policy Statement in newspaper(s) having a general circulation, and informational brochures. Ensure public service announcements (PSAs) 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.

**F. Elimination of Discrimination**

Work with the Airport tenants, concessionaires and other TLH 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 TLH processes.

**G. Maintain Legislative and Procedural Information**

Federal laws, rules and regulations, Federal Aviation Administration (FAA) guidelines, the current TLH Title VI Plan, and other resource information pertaining to the implementation and administration of the TLH Title VI program will be maintained and updated by the Program Coordinator; information will be made available to other City departments or to the public as requested or required.

## **IV. Education and Title VI Training**

In keeping with the 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 annual Title VI reports, and will routinely supply the necessary data to the appropriate parties as necessary.

The Coordinator is responsible for coordinating Title VI related training and stakeholder and staff development for employees impacted by Title VI. The Coordinator will organize a minimum of one internal Title VI training session annually, as required. The Coordinator will organize and facilitate the provision of Title VI training sessions for consultants, contractors, and subcontractors periodically. The FAA Office of Civil Rights (FAA – ACR) can provide training, technical assistance and a consultation upon request.

## **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 TLH, 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 TLH and the 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 TLH located at 3300 Capital Circle SW, Suite 1, Tallahassee, Florida 32310 (see Exhibit 1, Complaint Forms attachment). A formal complaint must be filed within one hundred eighty (180) calendar days of the alleged occurrence. TLH will not officially act or respond to complaints made verbally.

2. Upon receiving the written complaint, TLH will determine its jurisdiction, acceptability, need for additional information, and the investigative merit of the complaint. In some situations, TLH may request the City Attorney's Office to conduct the investigation. In the event the City Attorney's Office handles the investigation, they will follow their adopted procedures for investigating discrimination complaints, in accordance with the current federal guidelines of the Title VI Plan. TLH will forward the complaint to the FAA within fifteen (15) calendar days of receipt and a statement describing all actions taken to resolve the matter. The address to which complaints should be forwarded is as follows:

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

3. If the complaint is against a tenant, consultant, contractor, sub-contractor or concessionaire under contract with TLH, the appropriate division and/or organization shall be notified of the complaint, within fifteen (15) calendar days.

4. Once TLH 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 TLH assumes investigation of the complaint, the Department of Aviation 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 TLH with his/her response to the allegations.

6. Within sixty (60) calendar days of receipt of the complaint, the Coordinator will prepare a written investigative report for TLH 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 fifteen (15) calendar 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 TLH investigative report will be issued to FAA - ACR within sixty (60) 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 TLH's decision to the U.S. Department of Transportation (US DOT) or U.S. Department of Justice. The complainant has one hundred eighty (180) calendar days after the appropriate TLH final resolution to appeal to US DOT. Unless new facts not previously considered come to light, reconsideration of the final determination by TLH will not be available.

11. An annual Log of Complaints must be maintained by TLH's Title VI Coordinator. 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

Only qualified, well-trained investigators should conduct these investigations. TLH will not investigate a complaint against itself but will facilitate the investigation in conjunction with the City Attorney's Office.



## **VI. Title VI Implementation Activities**

### **A. Planning**

#### Public Involvement in Planning Activities & Title VI

1. 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 provide public service announcements for all local media, when forming citizen advisory committees or planning boards, and requesting involvement, if applicable.
2. TLH 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, and copies of the completed forms will be provided to Title VI Coordinator after each meeting.
3. To ensure access to public meetings, evening meetings will be conducted in a TLH conference room, translation services will be available if there is an anticipated need, and public meetings will be held in predominantly minority communities when transportation projects will specifically impact those communities, if applicable.

## **VII. Providing Meaningful Access to Limited English Proficiency (LEP) Individuals – Airport Measures**

### **A. Overview**

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered Limited English Proficiency (LEP) individuals and, therefore, are 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 US DOT recipients include public transportation passengers and persons living in areas affected by or potentially affected by transportation projects.

Executive Order 13166, “Improving Access to Services by Persons with Limited English Proficiency,” dated August 11, 2000, requires recipients of federal (e.g., US 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 from those programs and activities. The FAA requires that airport sponsors identify possible LEP populations in their service area and determine the frequency in which these individuals interact with the airport. Potential LEP individuals for this area are identified in Exhibit 4 of this document.

### **B. Four-Factor Analysis**

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 LEP individuals have access to the benefits of the Airport. These measures were established as a result of the analysis of the following four factors (“Four-Factor Analysis”):

1. The number/proportion of LEP persons in a recipient’s area
  - a. The greater the number/proportion of LEP persons served or likely to be encountered, the more likely language services will be needed.

- b. TLH staff will do the following:
  - i. Use census or other statistical data to determine the number of LEP persons in the service area. (The latest statistical data used to determine the number of LEP persons in TLH's service area is identified in Exhibit 4 of this document.)
  - ii. Determine the primary language spoken at origins/destinations of flights to/from the Airport.
  - iii. Consider who will be excluded or denied benefits in the absence of efforts to remove language barriers.
  - iv. Determine written translation needs ("Safe Harbor"): Written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered, is strong evidence of compliance with the Airport's written translations obligations under Title VI.
2. Frequency of contact between LEP individuals and the recipient's services
  - a. The more frequent the contact between the services and the LEP populations, the more likely the need for enhanced language services.
  - b. TLH staff will determine the frequency of contact between all LEP persons and Airport services by using one or more of the following sources: telephonic interpretation service usage data, information booth/Airport Ambassador encounters, tenant/concessionaire encounters, "I Speak" cards, surveys, etc.
3. Importance of the service provided by the recipient
  - a. The more important the activity of service provided by the Airport, or the greater consequences of the contact to LEP persons, the more likely language services are needed.
  - b. If delay or denial of access to a service has serious health or life-threatening implications, it is considered "important."
  - c. DOT LEP guidance considers transportation to be an essential service.
4. Resources available to the recipient and costs
  - a. The greater the sponsor's (Airport) resources, the greater the level of service the sponsor is expected to provide. The less the sponsor's resources, the greater the need for more cost-effective ways of providing meaningful access. The budget of the largest entity responsible for the Airport will be considered.

### **C. Language Assistance Services**

The Airport will provide the following services to assist patrons requiring language assistance:

- Maintain an updated list of employees who speak or write any languages other than English by soliciting volunteers who are bilingual/multilingual who work in the Airport terminal and able to assist in providing interpretation and translation services.
- Identify events and activities for which an interpreter/translator may be required to provide meaningful access by LEP persons.
- Identify critical and essential documents that may need to be provided in other languages.
- Providing meeting notifications in English and Spanish, where appropriate.
- Post signage in the Airport which indicates the availability of interpreter and translator services at the Airport.

Airport patrons requiring LEP assistance should notify an Airport Ambassador at the Visitor's Information Center or contact the Airport Communications Center (ACC) at (850) 891-7830.

## Measures

### 1. Interpretation Services

- **Telephonic Access (240+ Languages):**  
To help serve its LEP community, TLH has contracted with LanguageLine Solutions ([www.language.com](http://www.language.com)), a company which provides on-demand and on-site interpretation services accessible using a toll-free number. Through a three-way call, TLH is able to provide language interpreting services to both the in-terminal and call-in Airport patron.
- **In-Person:**  
The Airport has access to employees who are bilingual and have agreed to provide face-to-face interpreting services in the work environment.

### 2. Translation of Written Communication

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

### 3. Broadcast

Airport terminal PSAs are broadcast in English and in Spanish.

## **D. LEP Authorities**

Title VI of the Civil Rights Act of 1964; Executive Order 13166 (August 11, 2000); U.S. Department of Transportation LEP guidance for recipients (70 Federal Register 74087, December 14, 2005).

**Exhibit 1**  
**Title VI Complaint Policy, Procedures, and Complaint Form**

The Department of Aviation (Department) at TLH hereby gives public notice that it is the Department's 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, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which TLH receives federal financial assistance.

Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities provide that no person in the United States shall, on the grounds of race, color, national origin, sex, religion, age, disability, or any other characteristic protected by law, 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.

TLH assures that no person shall, on the grounds of race, color, national origin, sex, religion, age, disability, 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 TLH sponsored program or activity. TLH further assures every effort will be made to ensure nondiscrimination 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 the Department. Any such complaint must be in writing and filed with the Department's Title VI Coordinator within one hundred eighty calendar (180) days following the date of the alleged discriminatory occurrence. The Title VI Complaint Procedure and Complaint Forms attached to this exhibit may be obtained from the Department at no cost to the complainant by contacting the Airport Communications Center at 850-891-7830 or by visiting the Airport's website at [www.TLHAirport.com](http://www.TLHAirport.com).

## Title VI Complaint Form

Title VI of the Civil Rights Act of 1964, 49 U.S.C. 47123, and the Age Discrimination Act of 1975 (Civil Rights Laws) prohibit discrimination on the basis of race, color, national origin, creed, sex, or age in any program or activity receiving federal financial assistance. The Department of Transportation also prohibits recipients receiving federal financial assistance from intimidating or retaliating against anyone, because he or she acts to secure rights protected by civil rights laws. If you believe your civil rights have been violated as a result of prohibited discrimination, intimidation, or retaliation you have the right to file a complaint.

**When to File:** Complaints of discrimination, intimidation or retaliation must be filed within 180 days of the last date of the prohibited act(s).<sup>1</sup> If you are filing late, you may request a waiver of the 180 day filing requirement by completing Question 11.

**Where to File:** **Federal Aviation Administration  
Office of Civil Rights  
Room 1030, ACR-1  
800 Independence Avenue, SW  
Washington, DC 20591**

This format is intended to assist you in filing your civil rights complaint with the **Federal Aviation Administration**. You may use this format or a letter with the same information.

Provide information for each question, including all Attachments that relate to your complaint. Print all entries except signatures. Add additional sheets, if necessary, to explain your specific circumstances to us. You may use **Attachment A** as the format for additional sheets.

Attachments to this sample format are as follows:

- A – Sample Format for Additional Sheet(s)
- B – Sample Format for Information on Prior Complaint(s) Filed
- C – Notice About Investigatory Uses of Personal Information
- D – Complainant Consent/Release

---

---

### **TYPE OF COMPLAINT:**

#### **1. Does your complaint involve employment discrimination?**

Yes \_\_\_ No \_\_\_

#### **2. Does your complaint involve intimidation or retaliation, separate and apart from civil rights discrimination?**

Yes \_\_\_ No \_\_\_

---

<sup>1</sup> See 49 CFR 21.11(b).

Title VI Complaint Form

**3. Your Contact Information:**

---

Your Name

---

Address

---

City, State and ZIP Code

---

Home E-mail Business E-mail

---

Telephone Home Business Cell

**4. What is the most convenient time and way for us to contact you about this complaint?**

---

**5. Are you represented by an attorney in this matter? Yes \_\_\_ No \_\_\_**  
**If yes, provide his or her contact information below:**

---

Name

---

Company

---

Address

---

City, State and ZIP Code

---

E-mail

---

Telephone Business Cell

**6. Information about person(s) who experienced the prohibited discrimination, intimidation or retaliation, if different from complaint filer (Attach additional sheets, if necessary.):**

---

Name

---

Address

---

City, State and ZIP Code

---

Home E-mail Business E-mail

---

Telephone Home Business Cell

## Title VI Complaint Form

**7. Identify who performed the alleged prohibited act(s)** (Attach additional pages, if necessary.):

Name	Title
Company or Organization	Section, Office, or Department
Address	
City, State and ZIP Code	
Business E-mail	
Telephone Business	Cell

**8. Explain the events that took place and why you believe you or another person was subject to a discriminating, intimidating or retaliating act(s). For example, indicate who was involved and how another person treated you differently than others.** (Attach additional sheets, if necessary. Attach a copy of written materials that support your complaint.)

---

---

---

---

---

---

---

---

**9. Identify the basis on which you believe the discrimination, intimidation, or retaliation occurred.**

Race: \_\_\_\_\_  
Color: \_\_\_\_\_  
National Origin: \_\_\_\_\_  
Creed: \_\_\_\_\_  
Sex: \_\_\_\_\_  
Age: \_\_\_\_\_

**10. When and where did the alleged discrimination, intimidation or retaliation take place? Provide date(s), time(s) and location(s).**

Earliest date: \_\_\_\_\_

Most recent date: \_\_\_\_\_

## Title VI Complaint Form

**11. If the discrimination, intimidation or retaliation occurred more than 180 days ago, and you are requesting a waiver to file late, explain in detail why you filed after 180 days. (Attach additional sheets, if necessary.)**

---

---

---

---

---

---

---

---

---

---

**12. Supporting Contacts/Witnesses - List any person(s) (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support your complaint. (Attach additional sheets, if necessary.)**

Name:
Address:
City, State and ZIP Code:
Telephone:
E-Mail:
Name:
Address:
City, State and ZIP Code:
Telephone:
E-Mail:
Name:
Address:
City, State and ZIP Code:
Telephone:
E-Mail:

**13. Do you have any other information that you think is relevant to the investigation of your complaint? (Attach additional sheets, if necessary.)**

---

---

---

---

---







# Title VI Complaint Form

## ATTACHMENT B – SAMPLE FORMAT FOR INFORMATION ON PRIOR COMPLAINT(S) FILED

---

Your Name

Date

**1. Have you (or the person who experienced the discrimination, intimidation or retaliation) filed the same or any other complaints with our office or another office in the Department of Transportation?**

Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, provide the complaint number(s) \_\_\_\_\_.**

**2. Provide the name and telephone number of the person who investigated the complaint, if known.**

---

**3. Against what individual or organization was the prior complaint filed?**

---

Name

---

Company or Organization

---

Address

---

City, State and ZIP Code

---

Business E-mail

---

Telephone Business

---

Date complaint filed

**4. Briefly, what was the complaint about?**

---

---

---

---

---

# Title VI Complaint Form

**5. What was the outcome of the complaint?**

---

---

---

**6. Have you (or the person who experienced discrimination, intimidation or retaliation) filed a charge or complaint concerning the matters raised in this complaint with any of the following?**

- U.S. Equal Employment Opportunity Commission
- Federal or State Court
- State or Local Human Relations/Rights Commission
- Grievance or Complaint Office
- Airport Sponsor
- Other (specify)

**7. If you have already filed a charge or complaint with any Agency/Court indicated above, provide the following information (attach additional pages if necessary):**

Agency/Court: \_\_\_\_\_

Date filed: \_\_\_\_\_

Case or Docket Number: \_\_\_\_\_

Date of Trial/Hearing: \_\_\_\_\_

Location of Agency/Court: \_\_\_\_\_

Name of Person Investigating Case: \_\_\_\_\_

Status of Case: \_\_\_\_\_

**Comments:**

---

---

---

---

---

---

---

---

# Title VI Complaint Form

## ATTACHMENT C – NOTICE ABOUT INVESTIGATORY USES OF PERSONAL INFORMATION

**U.S. Department of Transportation**  
Departmental Office of Civil Rights

---

---

### **NOTICE ABOUT INVESTIGATORY USES OF PERSONAL INFORMATION**

#### **NOTICE OF COMPLAINANT/INTERVIEWEE RIGHTS AND PRIVILEGES**

Complainants and individuals who cooperate in an investigation, proceeding, or hearing conducted by the Department of Transportation (DOT) are afforded certain rights and protections. This brief description will provide you with an overview of these rights and protections.

— A recipient may not force its employees to be represented by the recipient's counsel nor may a recipient intimidate, threaten, coerce or discriminate against any employee who refuses to reveal to the recipient the content of an interview. An employee does, however, have the right to representation during an interview with DOT. The representative may be the recipient's counsel, the employee's private counsel, or anyone else the interviewee authorizes to be present.

— The laws and regulations which govern DOT's compliance and enforcement authority provide that no recipient or other person shall intimidate, threaten, coerce, or discriminate against any individual because he/she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing conducted under DOT's jurisdiction, or has asserted rights protected by statutes DOT enforces.

— Information obtained from the complainant or other individual which is maintained in DOT's investigative files may be exempt from disclosure under the Privacy Act or under the Freedom of Information Act if release of such information would constitute an unwarranted invasion of personal privacy.

*There are two laws governing personal information submitted to any Federal agency, including DOT: The Privacy Act of 1974 (5 U.S.C. § 552a) and the Freedom of Information Act (5 U.S.C. § 552).*

THE PRIVACY ACT protects individuals from misuse of personal information held by the Federal Government. The law applies to records that are kept and that can be located by the individual's name or social security number or other personal identification system. Persons who submit information to the government should know that:

— DOT is required to investigate complaints of discrimination on the basis of race, color, national origin, sex, disability, age, and, in some instances, religion against recipients of Federal financial assistance. DOT also is authorized to conduct reviews of federally funded recipients to assess their compliance with civil rights laws.

## Title VI Complaint Form

— Information that DOT collects is analyzed by authorized personnel within the agency. This information may include personnel records or other personal information. DOT staff may need to reveal certain information to persons outside the agency in the course of verifying facts or gathering new facts to develop a basis for making a civil rights compliance determination. Such details could include the physical condition or age of a complainant. DOT also may be required to reveal certain information to any individual who requests it under the provisions of the Freedom of Information Act. (See below)

— Personal information will be used only for the specific purpose for which it was submitted, that is, for authorized civil rights compliance and enforcement activities. Except in the instances defined in DOT's regulation at 49 CFR Part 10, DOT will not release the information to any other agency or individual unless the person who supplied the information submits a written consent. One of these exceptions is when release is required under the Freedom of Information Act. (See below)

– No law requires a complainant to give personal information to DOT, and no sanctions will be imposed on complainants or other individuals who deny DOT's request. However, if DOT fails to obtain information needed to investigate allegations of discrimination, it may be necessary to close the investigation.

— The Privacy Act permits certain types of systems of records to be exempt from some of its requirements, including the access provisions. It is the policy of DOT to exercise authority to exempt systems of records only in compelling cases. DOT may deny a complainant access to the files compiled during the agency investigation of

his or her civil rights complaint against a recipient of Federal financial assistance. Complaint files are exempt in order to aid negotiations between recipients and DOT in resolving civil rights issues and to encourage recipients to furnish information essential to the investigation.

— DOT does not reveal the names or other identifying information about an individual unless it is necessary for the completion of an investigation or for enforcement activities against a recipient that violates the laws, or unless such information is required to be disclosed under the Freedom of Information Act (FOIA) or the Privacy Act. DOT will keep the identity of complainants confidential except to the extent necessary to carry out the purposes of the civil rights laws, or unless disclosure is required under FOIA, the Privacy Act, or otherwise required by law.

THE FREEDOM OF INFORMATION ACT gives the public access to certain files and records of the Federal Government. Individuals can obtain items from many categories of records of the Government—not just materials that apply to them personally. DOT must honor requests under the Freedom of Information Act, with some exceptions. DOT generally is not required to release documents during an investigation or enforcement proceedings if the release could have an adverse effect on the ability of the agency to do its job. Also, any Federal agency may refuse a request for records compiled for law enforcement purposes if their release could be an “unwarranted invasion of privacy” of an individual. Requests for other records, such as personnel and medical files, may be denied where the disclosure would be a “clearly unwarranted invasion of privacy.”

# Title VI Complaint Form

## ATTACHMENT D – COMPLAINANT CONSENT/RELEASE

**U.S. Department of Transportation**  
Departmental Office of Civil Rights

---

---

### COMPLAINANT CONSENT/RELEASE

---

Your Name

---

Address

---

City, State and ZIP Code

---

Complaint number(s) (if known)

*Please read the information below, check the appropriate box and sign this page.*

I have read the Notice about Investigatory Uses of Personal Information by the Department of Transportation (DOT). As a complainant, I understand that in the course of an investigation it may become necessary for DOT to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of DOT to honor requests under the Freedom of Information Act. I understand that it may be necessary for DOT to disclose information, including personally identifying details, which it has gathered as a part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by DOT's regulations from intimidation or retaliation for taking action or participating in action to secure rights protected by nondiscrimination statutes enforced by DOT. A complainant's lack of consent does not necessarily prevent investigation of the complaint.

### CONSENT/RELEASE

CONSENT – I have read and understand the above information and authorize DOT to reveal my identity to persons at the organization or institution under investigation. I hereby authorize DOT to receive material and information about me pertinent to the investigation of my complaint. This release includes, but is not limited to, personal records and medical records. I understand that the material and information will be used for authorized civil rights compliance and enforcement activities. I further understand that I am not required to authorize this release, and do so voluntarily.

CONSENT DENIED – I have read and understand the above information and do not want DOT to reveal my identity to the organization or institution under investigation, or to review, receive copies of, or discuss material and information about me, pertinent to the investigation of my complaint. I understand this is likely to impede the investigation of my complaint and may result in the closure of the investigation.

**Acknowledgment by signature is required.**

---

PRINT NAME

---

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:  
Phone:  
Address:

---

### Discriminacion Ilegal

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

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

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

Coordinador:  
Teléfono:  
Dirección:



U.S. Department of Transportation  
Federal Aviation Administration



### **Exhibit 3**

## **TLH Language Assistance Plan (LAP)**

The Department of Aviation has developed this Language Assistance Plan (LAP) in accordance with federal guidelines regarding the provision of transportation services provided to Limited English Proficiency (LEP) populations through an airport facility. In addition, Section 1204.08 of the City's Administrative Policies & Procedures Manual, Limited English Proficiency (LEP) guidance, is incorporated by way of reference to this exhibit. This LAP incorporates the five following elements:

#### **I. Identification of LEP persons**

As indicated in Exhibit 4 of this document, a significant proportion of the area population is Hispanic, some of whom are LEP individuals. The latest traveler demographics for 2019 obtained from the Tallahassee-Leon County Office of Economic Vitality for our service area indicate that sixty-three percent (63%) of TLH passengers are Caucasian/white, thirty-three percent (33%) are African-American/black, and four percent (4%) are Other Races. "Hispanic" is an ethnic classification rather than a racial category; individuals can be classified by both Hispanic origin and race. In 2019, six and one-half percent (6.5%) of Leon County residents were of Hispanic origin. The median age of visitors to TLH is 39 years old, with fifty-three percent (53%) falling within the 30 to 50-year-old age range. The use of LEP "I Speak" cards available at the Visitor's Information Center can further assist the Airport in determining additional language barrier difficulties.

#### **II. Language Assistance Measures**

For the in-terminal Airport patron, language assistance services are available at the Visitor's Information Center in the center concourse, where an Airport Ambassador can assist. Airport patrons may also contact the Airport's Communications Center at (850) 891-7830. "I Speak" cards are available at the Visitor's Information Center to assist the Airport Ambassador and the Airport patron in identifying the type of language assistance needed. Once the language need has been identified, the Airport Ambassador contacts the Airport Communications Center (ACC) to obtain the assistance needed. If the language need is for a language other than one that is spoken by the employees providing volunteer translation services, the ACC places a three-way call to LanguageLine Solutions for assistance.

#### **III. Staff Training**

The Airport provides training to the Airport Ambassadors and staff most likely to encounter an LEP person. All ACC agents have been trained on how to access LanguageLine Solutions.

#### **IV. Provide Notices to LEP Persons**

The availability of language assistance services is posted in prominent areas of the terminal as well as on the Airport's website.

#### **V. Monitoring and Updating the LAP**

The Airport will review on an annual basis the components of the LAP and will continue to work with Airport tenants to ensure that the language needs of Airport patrons and the traveling public are met.

**Exhibit 4**  
**TLH Service Area Demographics**

Area demographic information for 2019 obtained from the Tallahassee-Leon County Office of Economic Vitality identifies the presence of the following major population groups in Leon County:

<i>Race</i>	<i>Population</i>	<i>Percentage</i>
<i>White</i>	186,966	63%
<i>Black or African-American</i>	98,080	33%
<i>*Other Races</i>	11,453	4%
<b><i>Totals</i></b>	<b>296,499</b>	<b>100%</b>

\* "Hispanic" is an ethnic classification rather than a racial category; individuals can be classified by both Hispanic origin and race. In 2019, 6.5% of Leon County residents were of Hispanic origin.

We have identified the following populations in which LEP may exist within the Leon County geographic service area:

- Hispanic/Latino
- Asian