

Springfield-Branson National Airport Title VI Plan

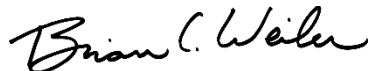
1. Title VI Policy Statement¹

Springfield-Branson National Airport assures that no person shall on the grounds of race, color, national origin (including limited English proficiency (LEP)), sex (including sexual orientation and gender identity), creed, or age, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (PL 100.259), Section 520 of the Airport and Airway Improvement Act of 1982, and related authorities (hereafter, “Title VI and related requirements”), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives U.S. Department of Transportation (DOT) funding. Title VI also prohibits retaliation for asserting or otherwise participating in claims of discrimination.

Springfield-Branson National Airport further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not. Springfield-Branson National Airport agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities the Springfield-Branson National Airport will take action to involve them and the general public in the decision-making process.

Springfield-Branson National Airport requires nondiscrimination assurances, as prescribed by FAA, from each tenant, contractor, and concessionaire providing an activity, service, or facility at the airport. Assurances must be included in any related lease, contract, or franchise agreement between Springfield-Branson National Airport and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Joy Latimer, Airport Legal Counsel, available at (417) 868-0500 and jlatimer@flyspringfield.com, is responsible for overseeing the Airport Sponsor’s compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



Signature
Brian Weiler
Director of Aviation

Effective Date: January 1, 2024

3-Year Expiration Date:

December 31, 2026

¹ This policy statement will be translated into languages other than English, upon request and based on patron and local language demographics.

2. Administration

The Director of Aviation, under the authority of the Springfield-Branson National Airport Board, has reviewed and adopted this Title VI Plan for Springfield-Branson National Airport. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating the Airport Director's or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Airport Board and resubmittal to FAA.

In addition to the Coordinator and airport sponsor's leadership, the following people also assist with our Title VI program requirements: **none**

Springfield-Branson National Airport has the following airport program sub-recipients: **none**

As of the date of this plan, Springfield-Branson National Airport has the following pending applications for Federal financial assistance: **none**

Updated information for pending and awarded grant applications will be available through the following methods: **none**

3. Grant and Procurement Assurances

49 CFR § 21.7 (a)(1); 49 CFR Part 21 Appendix C (b)

Springfield-Branson National Airport will complete standard grant assurances for Title VI and related requirements, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/grant_assurances/#current-assurances.

Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/. Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. Springfield-Branson National Airport requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

The Title VI Coordinator, with the assistance of the Assistant Director of Aviation - Finance and Administration, will randomly select three contracts per year, and review the subcontracts awarded in the prior year to ascertain compliance with all of the above stated requirements.

4. Title VI Coordinator Responsibilities

The Coordinator is responsible for ensuring that they and other staff supporting the Title VI are trained in Title VI requirements. Essential training topics include:

- Basic Title VI requirements
- Airport language assistance resources and practices
- Collecting and assessing demographic data
- Reporting Title VI complaints and other required FAA notifications.

See Training Section for more information for expected training for all staff.

Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to Springfield-Branson National Airport leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints

Sections of this Plan.

The Coordinator has received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

5. Notice

49 CFR Part 21 Appendix C(b)(2)(ii)

Springfield-Branson National Airport will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 Appendix.

Springfield-Branson National Airport has posted the above Title VI policy statement at its staff offices.

Springfield-Branson National Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by February 1, 2024 via email and discussed at the monthly meeting with terminal tenants and concessionaires.

Posters are displayed in the terminal and other areas on airport property, including the following public locations:

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>Roy Blunt Terminal</i>	8	10	
<i>Midwest Premier (FBO)</i>			2

Outreach to Affected Communities

The Administrative Office ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in on the airport website, social media, email broadcast, and on the City of Springfield website. The Administrative Office contacts leaders and representatives in Affected Communities directly to confirm effective media

² For more information about website accessibility, please visit ADA.gov.

platforms to reach all Affected Communities³ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

Springfield-Branson National Airport will create a detailed CPP by March 1, 2024. A copy of the plan will be available at www.flyspringfield.com.

To ensure that the community is effectively informed of and able to participate in public hearings, the Airport Administration Office includes public notices translated into appropriate languages, including for any language spoken by a significant number or proportion of the Affected Community population that has limited English proficiency (LEP). Such social media postings and notices will include direction for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

6. Community Statistics

Title VI regulations require Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, the Springfield-Branson National Airport will be able to identify, understand, and engage with communities. In doing so, the Springfield-Branson National Airport needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by Springfield-Branson National Airport's airport program.

Affected Communities⁴	Population
<i>City of Springfield, Missouri</i>	168,873

(Hereafter, the above community will be referred to collectively as “the Affected Community”).

We have identified the following facts about the Affected Community:

Low Income Communities⁵

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental

³ We will not subject any persons to discrimination based on race, color, national origin, age, sex, or creed. The term “protected communities” is used within this Title VI Plan to highlight the requirements of Title VI, 49 U.S.C. § 47123, the Age Discrimination Act of 1975, and in some instances, includes low-income populations under Executive Order 12898.

⁴ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

⁵ Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

Justice in Minority Populations and Low-Income Populations,” Springfield-Branson National Airport is collecting information about affected and potentially affected low-income communities. According to American Community Survey, data chart *S1701: Poverty Status in the Past 12 Months*, **the overall poverty level for the City of Springfield, Missouri is approximately 20.2%**. The poverty rate is lower than the rest of the State of Missouri (25.3%).

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Community is as follows⁶:

Affected Community: City of Springfield, Missouri
Total Affected Community Population: 168,873

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>133,195</i>	<i>84.1%</i>
<i>Black or African American</i>	<i>6,504</i>	<i>4.3%</i>
<i>American Indian or Alaska Native</i>	<i>504</i>	<i>0.4%</i>
<i>Asian</i>	<i>3,702</i>	<i>1.9%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>352</i>	<i>0.2%</i>
<i>Hispanic or Latino</i>	<i>7,420</i>	<i>4.6%</i>
<i>More than one</i>	<i>9,149</i>	<i>5.5%</i>
<i>Some other race alone</i>	<i>2,071</i>	<i>1.2%</i>

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that Springfield-Branson National Airport communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is American Community Survey data chart *B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older*.

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.⁸ The safe harbor for our community is 1,000. Please refer to the end of this document to find data for all languages in our community.

⁶ Recommend using demographic groups from the U.S. Census.

⁷ Recommend using language groups from the U.S. Census, and using data for the “Speak English less than ‘very well’” category for each language over the threshold.

⁸ See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish</i>	1,456	+/-400

Frequency of contact with LEP individuals at the airport and airport-related activities (all languages):

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
<i>Spanish</i>		X		
<i>Chinese (incl. Mandarin, Cantonese)</i>		X		
<i>Arabic</i>	X			
<i>Korean</i>	X			
<i>French</i>		X		
<i>German</i>		X		
<i>Russian</i>	X			
<i>Swahili</i>	X			
<i>Vietnamese</i>	X			

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include: **none**

This information is updated annually⁹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/table?q=b16001&g=160XX00US2970000
<i>Annual survey of Airport Frontline workers</i>	

Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

⁹ Data should be kept up-to-date, but this plan does not need to be updated for incremental data changes during the Plan's 3-year period.

Description of Beneficiary Demographic Information Collection Methods

- *Airport Public Information Office conducts semi-annual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.*
- *Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.*
- *Businesses that submit bids or offers with a DBE or ACDBE goal are asked to complete a DBE form.*

Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees and members of planning and advisory boards, through voluntary disclosures.

Description of Employee and Advisory Board Demographic Information Collection Methods

- *Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website.*
- *Every 3 years, the airport administration sends an email to all board members asking them to voluntarily and anonymously enter demographic information through an online survey.*

7. Potential or Known Community Impacts

Projects or services receiving federal financial assistance have the potential to touch so many aspects of American life. Thus, in general, no Springfield-Branson National Airport activity must have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented substantial legitimate nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.¹⁰

The following airport facilities are already in use or under construction and expected to be in use within the next 3 years:

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
<i>Roy Blunt Terminal</i>	<i>City of Springfield, Missouri</i>
<i>Midwest Premier (FBO)</i>	<i>City of Springfield, Missouri</i>

The following airport facility projects (including all alternatives) are in construction or

¹⁰ In order to carry out an alternative with a discriminatory impact, the airport sponsor must demonstrate that there was a substantial legitimate justification for the decision. The sponsor must also show that alternatives with less discriminatory impacts were meaningfully considered and rejected for legitimate reasons.

expected to be in construction within the next 3 years:

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
<i>Midwest Premier remodel and expansion</i>	<i>City of Springfield, Missouri</i>
<i>Cargo Apron Reconstruction</i>	<i>None</i>
<i>Taxiways November, Sierra, and Delta reconstruction</i>	<i>None</i>
<i>Passenger boarding bridge replacement</i>	<i>City of Springfield, Missouri</i>

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts: **none**

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the Springfield-Branson National Airport will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In Community Statistics section, we identified the following languages spoken by LEP persons in Affected Communities:

Language
<i>Spanish</i>
<i>Chinese (incl. Mandarin, Cantonese)</i>
<i>Arabic</i>
<i>Korean</i>
<i>French</i>
<i>German</i>
<i>Russian</i>
<i>Swahili</i>
<i>Vietnamese</i>

Springfield-Branson National Airport also collects data for languages spoken by airport guests.¹¹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport language line usage data</i>	<i>www.languageline.com</i>
<i>Annual survey of Airport Frontline workers</i>	

¹¹ We aim to provide appropriate language assistance services to every LEP person encountered. This includes instances when LEP statistical data for a particular language was not available beforehand, or the safe harbor threshold for written translation was not met.

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests: **none**

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the Springfield-Branson National Airport of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

Translation Services:

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations:

Translation Vendors	Languages
<i>Language Line, Inc.</i>	<i>All above languages</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
<i>Airport website request form</i>	<i>All above languages</i>
<i>Airport website translate view</i>	<i>Spanish</i>
<i>Volunteer multi-lingual staff pool</i>	<i>Spanish, Portuguese</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>Language Line, Inc.</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport police officers</i>	<i>All above languages, using Language Line, Inc.</i>
<i>Airport administration</i>	<i>All above languages, using Language Line, Inc.</i>

Description of Interpretation Assistance Processes

- *Airport Customer Service Office maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services.*

- *The airport contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport information desk staff use I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc. and “parks” the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate connect the requesting party to an interpreter for the duration of the call. The completed call is then logged in the Language Line Service binder. This log is kept for one year.*

9. Transportation

49 Part CFR 21 Appendix C (a)(1)(ix)

In the Community Statistics section of this plan, we identified Affected Communities and provided demographic and related data for the community populations. The minority and disadvantaged community areas located within the Affected Communities are identified below. Other minority and disadvantaged community areas that are near the airport but not within Affected Communities are also identified below.

We have coordinated with City Utilities (who runs the city's bus system) to encourage them to provide transit service access between the airport and these areas.

The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
City of Springfield, Missouri	Fixed-route buses	Planned
City of Springfield, Missouri	Demand response transportation	Existing

10. Minority Businesses

49 CFR 21 Appendix C (a)(1)(x)

Bids for airport concessions and other business opportunities are solicited from area minority and woman-owned businesses through the following methods:

Airport Business Opportunity	Minority Business Outreach Methods
<i>Concession agreement for coffee services</i>	<i>Advertise through City Purchasing website, minority and woman owned business outreach email list, and focused individual outreach of local coffee shops</i>
<i>In-terminal advertising services</i>	<i>Advertise through City Purchasing website, post bid opportunity on https://faa.dbesystem.com/, reach out to individual minority and women owned airport advertising companies</i>

Selections are in compliance with Title VI, Part 21, and related requirements. Information on the award process and documentation for specific bid decisions is kept with the City Purchasing Office.

11. Training

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibit discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age
- Title VI complaints must be forwarded to the Coordinator
- Protections against retaliation for filing civil rights complaints or related actions
- Title VI notices must be displayed throughout the airport public facilities
- All contracts must include Title VI clauses
- Language interpretation and translation services
- Cultural and community relations sensitivity training
- Anti-harassment training

Refresher information will be provided annually.

12. Compliance Reviews, Audits, Complaints, Lawsuits, and Other Investigations

FAA Notification. The Coordinator will notify FAA of any pending investigations and reviews, including:

- Compliance reviews or audits concerning civil rights requirements¹²
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹³

As discussed in the Title VI Complaints Section, Title VI complaints must be forwarded to FAA contacts within 15 days of receipt. For all other civil rights investigations, Springfield-Branson National Airport must notify FAA contacts of any new investigations prior to grant execution.

At regular intervals, the Coordinator will provide FAA contacts with status updates for the investigations and reviews, until completed. For each existing investigation or review completed within 5 years of this plan, the Coordinator will also provide a statement about the outcome, unless previously provided.

¹² Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the airport sponsor or any of its sub-recipients by any State, local or Federal agency.

¹³ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor

13. Title VI Complaints

49 CFR 21.11; 49 CFR 21 Appendix C (b)(3); 28 CFR 42.406(d)

Scope. These procedures are for complaints of discrimination under Title VI and related laws (hereafter “Title VI Complaints”). In order to be a Title VI Complaint, the complaint must:

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁴
3. Allege misconduct by Springfield-Branson National Airport, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by Springfield-Branson National Airport including airport employees, contractors, concessionaires, lessees, or tenants.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with Springfield-Branson National Airport.¹⁵ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the City of Springfield City Manager's Office.

Complaints must be filed within 180 days of the discriminatory event, must be in writing, and must be delivered to:

Joy Latimer, Legal Counsel
Title VI Coordinator
2300 N. Airport Blvd Suite 100
Springfield, Missouri 65802
jlatimer@flyspringfield.com
(417) 868-0500

If a complaint is initially made by phone, it must be supplemented with a written complaint

itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

¹⁴ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

¹⁵

within 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Initial Procedure. The Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within 3 days.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload the complaint information to the FAA Civil Rights Connect System, as well as email the airport's civil rights representative. The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

Investigation Procedure

Assignment of Investigator. The Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against Springfield-Branson National Airport, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Coordinator will consult with Legal Counsel regarding the investigation and the report. Airport Legal Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through alternative dispute resolution.

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state Springfield-Branson National Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via the FAA Civil Rights Connect System.

Appeal Rights. The complainant must be notified of their right to appeal the findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to the Director of Aviation, Brian Weiler.
- The written appeal must be received within 30 business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The Director of Aviation will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, Springfield-Branson National Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. Springfield-Branson National Airport employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact Joy Latimer, Title VI Coordinator.

This complaint procedure is shared with the public through the following methods:

Website, In-person, and Other Distribution Methods

1 *Airport website, Title VI page at www.flyspringfield.com/civilrights*

14. Population / Language Data

City of Springfield, Missouri

American Community Survey data chart B16001

Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older

Label	Estimate	Margin of Error
Total:	154,071	±520
Speak only English	144,868	±913
Spanish or Spanish Creole:	4,028	±577
Speak English "very well"	2,572	±436
Speak English less than "very well"	1,456	±400
French (incl. Patois, Cajun):	581	±248
Speak English "very well"	528	±235
Speak English less than "very well"	53	±42
French Creole:	43	±41
Speak English "very well"	43	±41
Speak English less than "very well"	0	±26
Italian:	38	±37
Speak English "very well"	29	±34
Speak English less than "very well"	9	±14
Portuguese or Portuguese Creole:	90	±84
Speak English "very well"	55	±67
Speak English less than "very well"	35	±39
German:	534	±163
Speak English "very well"	438	±155
Speak English less than "very well"	96	±52
Yiddish:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other West Germanic languages:	30	±31
Speak English "very well"	23	±23
Speak English less than "very well"	7	±12
Scandinavian languages:	10	±18

Speak English "very well"	10	±18
Speak English less than "very well"	0	±26
Greek:	11	±19
Speak English "very well"	11	±19
Speak English less than "very well"	0	±26
Russian:	290	±209
Speak English "very well"	275	±203
Speak English less than "very well"	15	±21
Polish:	46	±37
Speak English "very well"	46	±37
Speak English less than "very well"	0	±26
Serbo-Croatian:	8	±16
Speak English "very well"	8	±16
Speak English less than "very well"	0	±26
Other Slavic languages:	71	±81
Speak English "very well"	71	±81
Speak English less than "very well"	0	±26
Armenian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Persian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Gujarati:	42	±52
Speak English "very well"	13	±21
Speak English less than "very well"	29	±47
Hindi:	37	±36
Speak English "very well"	24	±29
Speak English less than "very well"	13	±20
Urdu:	16	±27
Speak English "very well"	16	±27
Speak English less than "very well"	0	±26

Other Indic languages:	65	±81
Speak English "very well"	1	±2
Speak English less than "very well"	64	±81
Other Indo-European languages:	140	±155
Speak English "very well"	66	±87
Speak English less than "very well"	74	±83
Chinese:	1,111	±381
Speak English "very well"	456	±190
Speak English less than "very well"	655	±280
Japanese:	111	±63
Speak English "very well"	90	±60
Speak English less than "very well"	21	±25
Korean:	254	±146
Speak English "very well"	88	±65
Speak English less than "very well"	166	±113
Mon-Khmer, Cambodian:	4	±8
Speak English "very well"	4	±8
Speak English less than "very well"	0	±26
Hmong:	43	±58
Speak English "very well"	31	±53
Speak English less than "very well"	12	±21
Thai:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Laotian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Vietnamese:	784	±441
Speak English "very well"	232	±169
Speak English less than "very well"	552	±296
Other Asian languages:	47	±44
Speak English "very well"	36	±40

Speak English less than "very well"	11	±17
Tagalog:	147	±78
Speak English "very well"	89	±68
Speak English less than "very well"	58	±45
Other Pacific Island languages:	144	±118
Speak English "very well"	56	±51
Speak English less than "very well"	88	±104
Navajo:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Native North American languages:	37	±36
Speak English "very well"	23	±28
Speak English less than "very well"	14	±21
Hungarian:	10	±16
Speak English "very well"	10	±16
Speak English less than "very well"	0	±26
Arabic:	160	±91
Speak English "very well"	34	±39
Speak English less than "very well"	126	±83
Hebrew:	26	±23
Speak English "very well"	26	±23
Speak English less than "very well"	0	±26
African languages:	201	±111
Speak English "very well"	132	±73
Speak English less than "very well"	69	±76
Other and unspecified languages:	44	±50
Speak English "very well"	34	±42
Speak English less than "very well"	10	±16

City of Springfield, Missouri
 American Community Survey data chart S1701
Poverty Status in the Past 12 Months

	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	161,397	±361	32,641	±4,707	20.2%	±2.9
AGE						
Under 18 years	28,615	±2,398	8,225	±2,527	28.7%	±8.1
Under 5 years	7,734	±1,343	2,319	±973	30.0%	±11.8
5 to 17 years	20,881	±2,282	5,906	±1,948	28.3%	±8.6
Related children of householder under 18 years						
18 to 64 years	106,745	±2,588	21,429	±2,961	20.1%	±2.7
18 to 34 years	52,873	±2,195	13,318	±2,586	25.2%	±4.5
35 to 64 years	53,872	±2,871	8,111	±1,849	15.1%	±3.2
60 years and over	35,957	±2,823	4,800	±1,102	13.3%	±3.3
65 years and over	26,037	±2,370	2,987	±719	11.5%	±2.9
SEX						
Male	81,126	±1,924	16,257	±2,739	20.0%	±3.3
Female	80,271	±1,926	16,384	±2,773	20.4%	±3.4
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	136,066	±2,412	26,850	±4,319	19.7%	±3.1
Black or African American alone	6,426	±1,359	1,494	±946	23.2%	±12.8
American Indian and Alaska Native alone	N	N	N	N	N	N
Asian alone	N	N	N	N	N	N
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	N	N	N	N	N	N
Two or more races	10,856	±1,917	2,086	±960	19.2%	±8.7
Hispanic or Latino origin (of any race)	8,590	±1,538	2,410	±1,445	28.1%	±14.8
White alone, not Hispanic or Latino	133,835	±2,309	26,484	±4,240	19.8%	±3.1
EDUCATIONAL ATTAINMENT						

Population 25 years and over	107,449	±2,853	16,152	±2,360	15.0%	±2.3
Less than high school graduate	8,182	±1,562	3,443	±1,084	42.1%	±10.2
High school graduate (includes equivalency)	31,336	±3,202	6,044	±1,611	19.3%	±5.2
Some college, associate's degree	34,087	±2,791	4,430	±1,157	13.0%	±3.2
Bachelor's degree or higher	33,844	±3,262	2,235	±805	6.6%	±2.4
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	86,892	±3,336	11,164	±2,381	12.8%	±2.6
Employed	83,282	±3,412	9,759	±2,308	11.7%	±2.7
Male	41,874	±2,304	4,286	±1,458	10.2%	±3.3
Female	41,408	±2,443	5,473	±1,620	13.2%	±3.8
Unemployed	3,610	±1,179	1,405	±634	38.9%	±14.8
Male	1,953	±775	621	±440	31.8%	±19.8
Female	1,657	±753	784	±506	47.3%	±26.0
WORK EXPERIENCE						
Population 16 years and over	136,041	±2,334	25,301	±3,220	18.6%	±2.4
Worked full-time, year-round in the past 12 months	54,527	±3,423	1,635	±637	3.0%	±1.2
Worked part-time or part-year in the past 12 months	35,396	±3,305	10,526	±2,237	29.7%	±5.3
Did not work	46,118	±3,551	13,140	±2,196	28.5%	±4.5
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	14,139	±2,780	(X)	(X)	(X)	(X)
125 percent of poverty level	45,959	±5,279	(X)	(X)	(X)	(X)
150 percent of poverty level	56,493	±5,130	(X)	(X)	(X)	(X)
185 percent of poverty level	67,592	±4,907	(X)	(X)	(X)	(X)
200 percent of poverty level	72,735	±5,025	(X)	(X)	(X)	(X)
300 percent of poverty level	108,298	±5,065	(X)	(X)	(X)	(X)
400 percent of poverty level	126,292	±4,381	(X)	(X)	(X)	(X)
500 percent of poverty level	138,030	±3,595	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED						
Male	59,014	±3,990	17,613	±2,760	29.8%	±3.7
Female	28,770	±2,588	9,081	±1,749	31.6%	±5.1
15 years	30,244	±2,471	8,532	±1,833	28.2%	±5.0
16 to 17 years	63	±102	63	±102	100.0%	±82.2
18 to 24 years	116	±110	116	±110	100.0%	±60.6
18 to 24 years	16,796	±2,642	7,366	±1,957	43.9%	±8.7

25 to 34 years	11,498	±1,821	2,578	±998	22.4%	±7.6
35 to 44 years	6,717	±1,546	1,393	±706	20.7%	±10.1
45 to 54 years	5,517	±1,502	1,407	±716	25.5%	±10.2
55 to 64 years	6,934	±1,443	2,478	±1,054	35.7%	±12.3
65 to 74 years	5,588	±1,097	1,665	±574	29.8%	±8.2
75 years and over	5,785	±930	547	±293	9.5%	±5.0
Mean income deficit for unrelated individuals (dollars)	8,240	±765	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	24,268	±2,710	460	±320	1.9%	±1.3
Worked less than full-time, year-round in the past 12 months	17,219	±2,857	7,792	±2,129	45.3%	±7.4
Did not work	17,527	±2,076	9,361	±1,856	53.4%	±6.8
Population in housing units for whom poverty status is determined	160,705	±366	32,312	±4,706	20.1%	±2.9

15. Completed 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: Joy Latimer
Phone: (417) 868-0500
Address: 2300 N. Airport Blvd, Suite 100
Springfield, MO 65802

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: Joy Latimer
Teléfono: (417) 868-0500
Dirección: 2300 N. Airport Blvd, Suite 100
Springfield, MO 65802



U.S. Department of Transportation
Federal Aviation Administration