



AUSTIN-BERGSTROM INTERNATIONAL AIRPORT (AUS)

TITLE VI PLAN

Federal Aviation Administration

3201A Presidential Blvd.

Austin, TX 78719

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Austin-Bergstrom International Airport



Title VI Policy Statement¹

The Austin-Bergstrom International Airport (AUS), owned by the City of Austin and managed by the Department of Aviation, 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.

The Austin-Bergstrom International 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. The 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 Austin-Bergstrom International Airport will take action to involve their leaders and the general public in the decision making process.

The Austin-Bergstrom International 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 the Austin-Bergstrom International Airport and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

The Airport Deputy Chief – Talent serves as the Austin-Bergstrom International Airport’s Title VI Coordinator and is responsible for coordinating the Airport’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.

Austin-Bergstrom International Airport Kevin
Russell, Airport Deputy Chief - Talent
3201A Presidential Blvd
Austin, TX 78719
512-530-6364 (office) 512-530-7686 (fax)
EMAIL: AUS.TitleVI@FlyAustin.com



Signature
Jim Smith
Interim Airport Chief Executive Officer

July 14, 2023
Effective Date

July 13, 2026
3-Year Expiration Date

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



Introduction

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d provides that: “No person in the United States shall, on the ground 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.” The broader application of nondiscrimination law is found in other statutes, executive orders, and regulations, which provide additional protections based on age, sex, religion, and disability, including the 1987 Civil Rights Restoration Act, which extended nondiscrimination coverage to all programs and activities of federal-aid recipients, subrecipients, and contractors, including those that are not federally-funded.

Austin-Bergstrom International Airport (AUS) is a recipient of Federal financial assistance from the United States Department of Transportation (USDOT), receiving Federal Aviation Administration funds. As recipient of USDOT funds, the Airport’s comprehensive Title VI Nondiscrimination Program includes compliance oversight

AUS establishes this Title VI Nondiscrimination Plan for the purpose of complying with Title VI of the Civil Rights Act of 1964, as required by CFR 49, Part 21. This document details the nondiscrimination program, policies, and practices administered by this organization, and will be updated periodically to incorporate changes and additional responsibilities as they are made.

Description of Program Services

Located in the southeast portion of Travis County Texas, Austin-Bergstrom International Airport is the one of the fastest growing airports, averaging nearly 265 flights per day and serving 21+ million passengers a year. AUS provides non-stop service to 97 domestic and international destinations worldwide.

Austin-Bergstrom International Airport is managed by the Aviation Department which is a department within the City of Austin. The City of Austin operates under a “Council-Manager” system of government. In this model, one Mayor and City Council (10 members) are responsible for all legislative functions of the City. They appoint a City Manager who is tasked with carrying out City Council’s legislative and policy objectives. The City Manager appoints department heads to manage each department for the various functions within the City.

The City of Austin has established the Office of Civil Rights (OCR) which provides a centralized entity to enforce civil rights anti-discrimination ordinance and federal statutes. The Office of Civil Rights focuses on enforcement of Title VI. The Office of Civil Rights will work strategically with the Austin-Bergstrom International Airport to promote visibility, transparency, accountability, and responsibility.

The City of Austin has also established a Small and Minority Business Resources Department (SMBR) that administers the Minority-Owned, Women-Owned, and Disadvantaged Business Enterprise Procurement Programs for the City of Austin. Their mission is to promote access and



equity on City of Austin contracts, providing economic opportunity to small, minority-owned, women-owned, and disadvantaged businesses. SMBR works with the Austin-Bergstrom International Airport staff on these Disadvantaged Business Enterprise Programs and on an Airport Concession Disadvantaged Business Enterprise (ACDBE) program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26 and 23.

It is the policy of AUS to ensure that DBE and ACDBE firms as defined in Part 26 and 23, have an equal opportunity to receive and participate in contracting and concession opportunities. It is also our policy:

1. To ensure nondiscrimination in the award and administration of opportunities for contracting and concessions at our airport;
2. To create a level playing field on which DBE and ACDBE firms can compete fairly for business opportunities;
3. To ensure that our DBE and ACDBE Programs are narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet this part's eligibility standards are permitted to participate as DBE and ACDBE firms at our airport;
5. To help remove barriers to the participation of DBE and ACDBE firms in business opportunities at our airport; and
6. To provide appropriate flexibility to our airport in establishing and providing opportunities for DBE and ACDBE firms.



Grant Administration

The Austin-Bergstrom International Airport has reviewed and adopted this Title VI Plan for Austin-Bergstrom International 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 Chief Executive Office or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by Austin-Bergstrom International Airport and resubmittal to FAA.

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

Austin-Bergstrom International Airport has the following airport program sub-recipients: none

As of the date of this plan, Austin-Bergstrom International Airport has the following pending applications for Federal financial assistance:

| Federal Source | Grant Number | Amount |
|----------------|--|---------------------|
| <i>FAA AIP</i> | <i>AUS 64 – BHS Multi Year Grant</i> | <i>\$11,300,000</i> |
| <i>FAA AIP</i> | <i>AUS 62 – Airfield Electrical and Pavement</i> | <i>\$8,000,000</i> |
| <i>FAA AIP</i> | <i>AUS 67 – Cargo</i> | <i>\$3,600,000</i> |
| <i>FAA AIP</i> | <i>AUS 68 – APRA grant</i> | <i>\$54,100,000</i> |
| <i>FAA AIP</i> | <i>AUS 69 – APRA grant</i> | <i>\$7,300,000</i> |
| <i>FAA AIP</i> | <i>AUS 70 – ARFF Cart</i> | <i>\$46,000</i> |
| <i>FAA AIP</i> | <i>AUS 71 – ATP Grant for West Infill</i> | <i>\$15,000,000</i> |
| <i>FAA AIP</i> | <i>AUS 72 – Demolition</i> | <i>\$2,000,000</i> |

Updated information for pending and awarded grant applications will be available through the following methods:

| Federal Source | Grant Award Information Available at: |
|----------------|---|
| DHS | www.DHSgrantinfo.gov |
| DOJ | www.USgrantsinfo.net |
| FAA AIP | https://www.faa.gov/airports/aip/ |



Grant and Procurement Assurances

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

The Austin-Bergstrom International 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. Austin-Bergstrom International Airport requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. The Austin-Bergstrom International Airport requires this provision to be included in all subcontracts, subleases, and other agreements at any tier. The Austin-Bergstrom International Airport will review all subcontracts, subleases, and other agreements for compliance.

Description of Oversight Methods for Subcontracts

Subcontract template must be used in all subcontracts related to the airport program. Subcontracts are audited by the Procurement Dept. to verify they include the template language, for not less than 10 percent of contractors each year.

Title VI Program Administration

The Title VI Coordinator or designee is responsible for initiating and monitoring Title VI activities, preparing required reports and other required responsibilities, and ensuring that Austin-Bergstrom International Airport meets other related responsibilities. This includes ensuring training is conducted, language interpretation and translation resources are available, and appropriate notices are posted. This also includes updating community statistics, and corresponding with the FAA, as necessary.

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.



Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport is in compliance with nondiscrimination requirements of Title VI and reports to the Austin-Bergstrom International 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'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)).

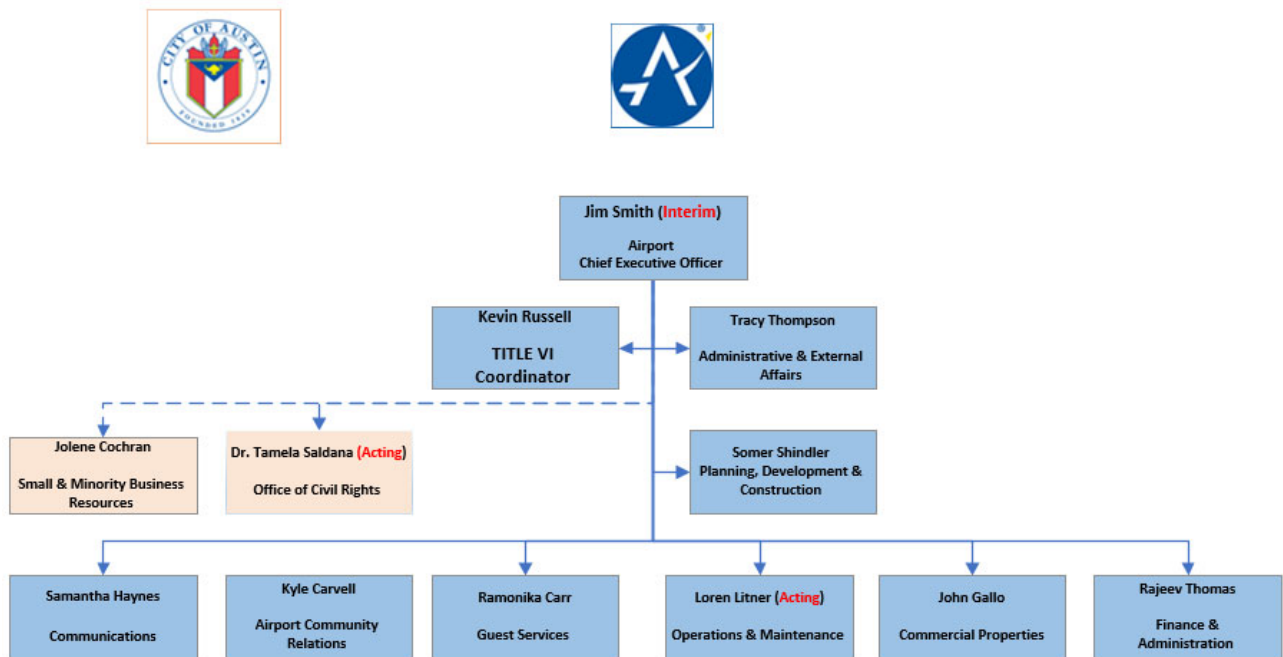
See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints Sections of this Plan.

The Coordinator has not requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>). Austin-Bergstrom International Airport will request access for the Coordinator by December 31, 2023.



Title VI Program Organization Chart

This figure outlines the administration of the Austin-Bergstrom International Airport’s Title VI Program**



**The Austin-Bergstrom International Airport’s Title VI Program Organizational Chart reflects a cross-sectional team across the Airport and City of Austin’s organization. This does not represent the Airport’s structure of different divisions.

Notice

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

The Austin-Bergstrom International Airport will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Title VI 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 Appendix A of this Title VI Plan.

The Austin-Bergstrom International Airport has posted the above Title VI policy statement at its

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



staff offices.

The Austin-Bergstrom International Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by December 31, 2023, by email and at tenant meetings.

Posters are displayed in the terminal and other areas on airport property, including the information desk and near escalators (quantity of posters to be determined in a future update by December 2023).

Outreach to Affected Communities

The Office of Civil Rights 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 social media, general circulation newspapers, community newspapers, and email broadcast. The Office of Civil Rights contacts leaders and representatives in Affected Communities directly to confirm effective media 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.

The Austin-Bergstrom International Airport currently creates a CPP for each airport project. The Austin-Bergstrom International Airport will create a detailed CPP for the entirety of the airport by December 31, 2023.

To ensure that the community is effectively informed of and able to participate in public hearings, the Office of Civil Rights 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.

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.



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 Austin-Bergstrom International Airport will be able to identify, understand, and engage with communities. In doing so, the Austin-Bergstrom International Airport needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by the Austin-Bergstrom International Airport’s airport program.

Community Demographics

| Affected Communities ⁴ | Population ⁵ |
|-----------------------------------|-------------------------|
| Hornsby Glen | 9,000 |
| Bergstrom Village | 3,000 |
| Bergstrom East Commercial | 3,000 |
| Montopolis | 4,000 |
| Colorado Crossing | 7,000 |
| Onion Bluff/Vista Del Pueblo | 7,000 |
| Timber Creek | 3,000 |

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

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 Population data retrieved from the U.S. Census Bureau 1-year American Community Survey estimates for census tracts that encapsulate the affected communities identified. Population estimates rounded for estimation purposes.



Affected Communities Area:



Source: Google Earth, 2022 (aerial).



We have identified the following facts about the Affected Communities:

Low Income Communities⁶.

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 Justice in Minority Populations and Low-Income Populations,” the Austin-Bergstrom International Airport is collecting information about affected and potentially affected low-income communities. According to *U.S. Census Report, S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the City of Austin is approximately 13%. The poverty rate remains similar compared with the rest of the state.

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 Communities are as follows⁷:

Affected Community: Hornsby Glen
Total Affected Community Population⁸: 9,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|--|---|---|
| White | 3,600 | 40% |
| Black or African American | 1,000 | 11% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 200 | 2% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 5,400 | 60% |
| More than one | 900 | 10% |

⁶ 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.

⁷ Recommend using demographic groups from the U.S. Census.

⁸ Demographic group totals may not equate to “Total Affected Community Population” due to margin of error present in U.S. Census 1-year American Community Survey estimates.



Affected Community: Bergstrom Village
Total Affected Community Population⁸: 3,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|--|---|---|
| White | 1,000 | 33% |
| Black or African American | 200 | 7% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 0 | 0% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 2,100 | 70% |
| More than one | 400 | 13% |

Affected Community: Bergstrom East Commercial
Total Affected Community Population⁸: 3,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|--|---|---|
| White | 1,000 | 33% |
| Black or African American | 700 | 23% |
| American Indian or Alaska Native | 100 | 3% |
| Asian | 0 | 0% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 1,000 | 33% |
| More than one | 400 | 13% |

Affected Community: Montopolis
Total Affected Community Population⁸: 4,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|--|---|---|
| White | 2,300 | 58% |
| Black or African American | 300 | 8% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 100 | 3% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 2,400 | 60% |
| More than one | 300 | 8% |



Affected Community: Colorado Crossing
Total Affected Community Population⁸: 10,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|------------------------------------|--|
| White | 5,300 | 53% |
| Black or African American | 1,100 | 11% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 600 | 6% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 7,800 | 78% |
| More than one | 2,300 | 23% |

Affected Community: Onion Bluff/Vista Del Pueblo
Total Affected Community Population⁸: 7,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|------------------------------------|--|
| White | 3,000 | 43% |
| Black or African American | 600 | 9% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 0 | 0% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 5,900 | 84% |
| More than one | 1,600 | 21% |

Affected Community: Timber Creek
Total Affected Community Population⁸: 3,000

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|------------------------------------|--|
| White | 1,600 | 53% |
| Black or African American | 0 | 0% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 0 | 0% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 2,100 | 70% |
| More than one | 100 | 3% |



Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that the Austin-Bergstrom International Airport communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁹ that are spoken in LEP households in the Affected Communities. The data source is the U.S. Census *American Community Survey 2021 1-year estimates*.

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.¹⁰ The safe harbor for our community is 1,000. Please refer to the [Population / Language Data](#) towards the end of this document to find data for all languages in our community.

| Languages Spoken by LEP Population that Meet the Safe Harbor Threshold | Number | Margin of Error |
|---|---------------|------------------------|
| Spanish | 62,261 | +/-10,430 |
| Russian | 1,217 | +/-1,287 |
| Hindi | 1,066 | +/-932 |
| Chinese (incl. Mandarin, Cantonese) | 4,381 | +/-1,370 |
| Korean | 1,190 | +/-822 |
| Vietnamese | 3,875 | +/-1,639 |
| Arabic | 4,167 | +/-3,710 |

Note: LEP populations encapsulate those within the City of Austin.

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) | Unknown |
|--|--|---|---|--|----------------|
| Spanish | | | | X | |
| Russian | | | | | X |
| Hindi | | | | | X |
| Chinese (incl. Mandarin, Cantonese) | | | | | X |
| Korean | | | | | X |
| Vietnamese | | | | | X |
| Arabic | | | | | X |

⁹ 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.

¹⁰ 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.



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 annually¹¹ through checking the following resources:

| Data Sources for Languages Spoken in Affected Community | Website link to Data Source |
|--|---|
| U.S. Census Bureau | https://data.census.gov/table?q=B16001&g=050XX00US48453\$1400000&tid=ACSDT5Y2015.B16001 |

Beneficiary Diversity.

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

| Description of Beneficiary Demographic Information Collection Methods |
|---|
| <ul style="list-style-type: none"> <i>Airport Customer Service Office conducts biannual 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.</i> <i>Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.</i> <i>Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.</i> |

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 |
|--|
| <ul style="list-style-type: none"> <i>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.</i> <i>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.</i> |

¹¹ 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.



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 Austin-Bergstrom International 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.¹²

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 |
|---|---|
| West Gate Expansion | None |
| Midfield Taxiways – Building Demolition | None |
| West Infill | None |
| Baggage Handling Expansion | None |
| Fueling Facility | None |
| Gate 13 | None |

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

| Airport Facility Construction Projects | Affected Community Impacted by Construction of the Facility |
|---|--|
| Midfield Taxiways | None |
| Red Garage Demolition | None |
| Barbara Jordan Terminal Optimization | None |
| Concourse B | None |
| Central Utility Plant | None |

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

¹² 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.



Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the Austin-Bergstrom International 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:

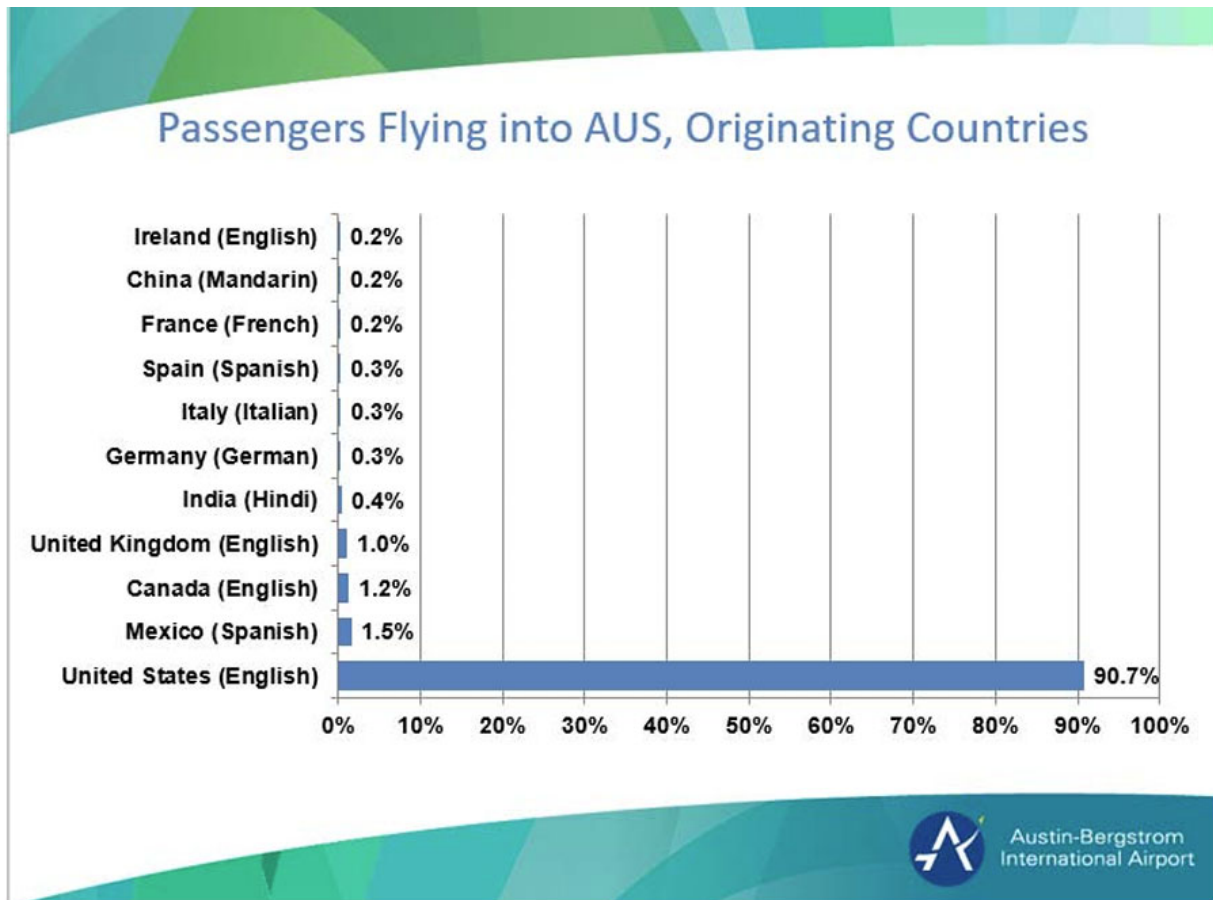
| Language |
|-------------------------------------|
| Spanish |
| Russian |
| Hindi |
| Chinese (incl. Mandarin, Cantonese) |
| Korean |
| Vietnamese |
| Arabic |

The Austin-Bergstrom International Airport also collects data for languages spoken by airport guests.¹³ Data sources include:

| Data Sources for Languages Spoken by Airport Guests | Website link to Data Source |
|--|------------------------------------|
| <i>Assumption from flight origin / destination</i> | <i>N/A</i> |

The following information is from the most recent version of the Austin-Bergstrom International Airport's [Language Access Plan](#), which was revised in February 2022.

¹³ 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.



Source: ARC/IATA data and U.S. DOT O&D Survey, YE Q3 2018

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests:

Language

American Sign Language

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 Austin-Bergstrom International 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>None</i> | |

- Information regarding translation services can be obtained at:

| Location for Translation Assistance | Languages |
|--|----------------------------|
| <i>City of Austin Service and Information Number (3-1-1)</i> | <i>English and Spanish</i> |
| <i>Airport website translate view</i> | <i>All above languages</i> |
| <i>Language Access Center City of Austin (austintexas.gov)</i> | <i>All above languages</i> |

Interpretation Services:

- The following vendors have been identified for interpretation services: none.
- Information regarding interpretation services can be obtained at the following:

| Location for Interpretation Assistance | Languages |
|---|---|
| <i>Customer Service, Barbara Jordan Terminal</i> | <i>All above languages</i> |
| <i>Communications, Communication Center</i> | <i>All above languages</i> |
| <i>Security Desks, Barbara Jordan Terminal</i> | <i>All above languages</i> |
| <i>Landside Operations, Garage Entrance & Barbara Jordan Terminal</i> | <i>All above languages</i> |
| <i><u>iSpeak Austin</u></i> | <i>Spanish, Vietnamese, Arabic, Korean, Chinese, Burmese, French, Hindi per the website</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 list is updated annually in the Public Information Handbook and provided to all airport employees. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.*
- *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.

Detailed information is available in the Austin-Bergstrom International Airport’s [Language Access Plan](#).

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. **Ground transportation options to/from the Airport consist of one bus route (Route 20) provided by Capital Metro (CapMetro), transportation network company services (e.g. Uber, Lyft), and private vehicles. No other public transit service is available to the airport at this time.** 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 **CapMetro** 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 |
|---|------------------------------|---------------------|
| Montopolis | Fixed-route buses (CapMetro) | Existing |



Minority Business Notification

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 |
|-------------------------------------|---|
| All Airport Business Opportunities | Advertised through the City of Austin Financial Department, Central Procurement Office |
| All Airport Business Opportunities | Small and Minority Business Resources outreach to registered small and minority businesses about upcoming and open airport business opportunities |

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 Purchasing Office.

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.



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 requirements¹⁴
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹⁵

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, the Austin-Bergstrom International 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.

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, age, disability or violations of administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁶
3. Allege misconduct by the Austin-Bergstrom International Airport, including airport employees, contractors, concessionaires, lessees, or tenants.

¹⁴ 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.

¹⁵ 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 itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

¹⁶ 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.



4. Concern an airport facility or actions by the Austin-Bergstrom International 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, age or disability has the right to file a complaint with the Austin-Bergstrom International Airport.¹⁷ 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 City of Austin Human Resources Department, the Airport Chief Executive Officer and the office named in the complaint.

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

Kevin Russell, Airport Deputy Chief - Talent
3201A Presidential Blvd
Austin, TX 78719
512-530-6364

If a complaint is initially made by phone, it must be supplemented with a written complaint before **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 no later than 12:00 pm on the following day, exclusive of weekends and holidays.

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

¹⁷



disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will **upload the complaint to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff.** 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 the Austin-Bergstrom International 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 first working with the parties involved to reach a dispute resolution. If necessary the following steps would be negotiation and/or mediation.

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 the Austin-Bergstrom International 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 Airport Chief Executive Officer.
- 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 Airport Chief Executive Officer 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, the Austin-Bergstrom International Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. The Austin-Bergstrom International Airport’s 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 the Title VI Coordinator.

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

Website, In-person, and Other Distribution Methods

| | |
|----------|--|
| 1 | <i>Airport website, Title VI page at https://www.austintexas.gov/AUS-TitleVI</i> |
| 2 | <i>In person, at Title VI Coordinator Austin-Bergstrom International Airport 3201A Presidential Blvd. Austin, TX 78719</i> |
| 3 | <i>By Mail to Title VI Coordinator Austin-Bergstrom International Airport 3201A Presidential Blvd. Austin, TX 78719</i> |
| 4 | <i>Via Email AUS.TitleVI@FlyAustin.com</i> |
| 5 | <i>By phone (512) 530-6364</i> |



Population / Language Data

S1701 Tables – Low Income / Poverty Population Tables

| | Austin city, Texas | | | | | |
|--|--------------------|-----------------|---------------------|-----------------|-----------------------------|-----------------|
| | 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 | 941,656 | ±9,126 | 119,757 | ±16,812 | 12.7% | ±1.8 |
| AGE | | | | | | |
| Under 18 years | 181,020 | ±7,210 | 30,416 | ±10,151 | 16.8% | ±5.4 |
| Under 5 years | 50,720 | ±4,635 | 6,765 | ±3,134 | 13.3% | ±5.6 |
| 5 to 17 years | 130,300 | ±6,827 | 23,651 | ±9,620 | 18.2% | ±7.0 |
| Related children of householder under 18 years | 180,551 | ±7,242 | 30,076 | ±10,139 | 16.7% | ±5.4 |
| 18 to 64 years | 668,644 | ±10,282 | 76,318 | ±8,864 | 11.4% | ±1.3 |
| 18 to 34 years | 294,571 | ±9,540 | 43,075 | ±6,761 | 14.6% | ±2.1 |
| 35 to 64 years | 374,073 | ±7,159 | 33,243 | ±5,099 | 8.9% | ±1.4 |
| 60 years and over | 138,119 | ±6,896 | 16,404 | ±3,283 | 11.9% | ±2.3 |
| 65 years and over | 91,992 | ±4,743 | 13,023 | ±3,182 | 14.2% | ±3.2 |
| SEX | | | | | | |
| Male | 480,393 | ±8,326 | 60,448 | ±10,109 | 12.6% | ±2.0 |
| Female | 461,263 | ±7,103 | 59,309 | ±9,914 | 12.9% | ±2.1 |
| RACE AND HISPANIC OR LATINO ORIGIN | | | | | | |
| White alone | 529,390 | ±16,374 | 51,524 | ±10,262 | 9.7% | ±1.9 |
| Black or African American alone | 69,604 | ±7,680 | 11,212 | ±3,602 | 16.1% | ±5.1 |
| American Indian and Alaska Native alone | N | N | N | N | N | N |
| Asian alone | 80,861 | ±4,825 | 6,068 | ±2,040 | 7.5% | ±2.4 |
| Native Hawaiian and Other Pacific Islander alone | N | N | N | N | N | N |
| Some other race alone | 87,307 | ±14,303 | 22,730 | ±11,181 | 26.0% | ±10.5 |
| Two or more races | 166,520 | ±14,280 | 26,381 | ±9,566 | 15.8% | ±5.2 |

**AUSTIN-BERGSTROM INTERNATIONAL AIRPORT
TITLE VI AND NON-DISCRIMINATION PLAN**



| | Austin city, Texas | | | | | |
|---|--------------------|-----------------|---------------------|-----------------|-----------------------------|-----------------|
| | Total | | Below poverty level | | Percent below poverty level | |
| Label | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Hispanic or Latino origin (of any race) | 302,191 | ±14,876 | 63,621 | ±13,691 | 21.1% | ±4.2 |
| White alone, not Hispanic or Latino | 451,522 | ±12,998 | 36,336 | ±8,647 | 8.0% | ±1.8 |
| EDUCATIONAL ATTAINMENT | | | | | | |
| Population 25 years and over | 683,529 | ±7,680 | 63,692 | ±7,539 | 9.3% | ±1.1 |
| Less than high school graduate | 48,414 | ±6,838 | 13,354 | ±3,453 | 27.6% | ±5.7 |
| High school graduate (includes equivalency) | 97,414 | ±8,255 | 19,352 | ±5,038 | 19.9% | ±4.8 |
| Some college, associate's degree | 126,988 | ±8,300 | 11,934 | ±2,765 | 9.4% | ±2.2 |
| Bachelor's degree or higher | 410,713 | ±12,827 | 19,052 | ±3,729 | 4.6% | ±0.9 |
| EMPLOYMENT STATUS | | | | | | |
| Civilian labor force 16 years and over | 597,231 | ±10,725 | 44,105 | ±5,498 | 7.4% | ±0.9 |
| Employed | 565,941 | ±11,578 | 35,201 | ±4,582 | 6.2% | ±0.8 |
| Male | 303,184 | ±7,834 | 17,428 | ±3,624 | 5.7% | ±1.2 |
| Female | 262,757 | ±7,400 | 17,773 | ±3,284 | 6.8% | ±1.3 |
| Unemployed | 31,290 | ±4,702 | 8,904 | ±2,979 | 28.5% | ±8.0 |
| Male | 16,602 | ±3,596 | 4,652 | ±2,166 | 28.0% | ±11.1 |
| Female | 14,688 | ±2,709 | 4,252 | ±1,618 | 28.9% | ±9.3 |
| WORK EXPERIENCE | | | | | | |
| Population 16 years and over | 780,576 | ±10,928 | 92,503 | ±10,222 | 11.9% | ±1.3 |
| Worked full-time, year-round in the past 12 months | 424,682 | ±11,679 | 8,622 | ±2,430 | 2.0% | ±0.6 |
| Worked part-time or part-year in the past 12 months | 183,449 | ±9,468 | 34,760 | ±4,937 | 18.9% | ±2.3 |

**AUSTIN-BERGSTROM INTERNATIONAL AIRPORT
TITLE VI AND NON-DISCRIMINATION PLAN**



| Austin city, Texas | | | | | | |
|---|----------|-----------------|---------------------|-----------------|-----------------------------|-----------------|
| | Total | | Below poverty level | | Percent below poverty level | |
| Label | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Did not work | 172,445 | ±7,476 | 49,121 | ±6,884 | 28.5% | ±3.5 |
| ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS | | | | | | |
| 50 percent of poverty level | 70,977 | ±15,557 | (X) | (X) | (X) | (X) |
| 125 percent of poverty level | 148,497 | ±16,700 | (X) | (X) | (X) | (X) |
| 150 percent of poverty level | 180,726 | ±18,678 | (X) | (X) | (X) | (X) |
| 185 percent of poverty level | 216,085 | ±19,467 | (X) | (X) | (X) | (X) |
| 200 percent of poverty level | 234,073 | ±19,694 | (X) | (X) | (X) | (X) |
| 300 percent of poverty level | 349,130 | ±19,069 | (X) | (X) | (X) | (X) |
| 400 percent of poverty level | 447,857 | ±16,819 | (X) | (X) | (X) | (X) |
| 500 percent of poverty level | 543,897 | ±16,590 | (X) | (X) | (X) | (X) |
| UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED | | | | | | |
| | 323,526 | ±13,637 | 57,196 | ±7,056 | 17.7% | ±1.9 |
| Male | 171,485 | ±8,065 | 29,051 | ±4,780 | 16.9% | ±2.6 |
| Female | 152,041 | ±8,833 | 28,145 | ±4,732 | 18.5% | ±2.7 |
| 15 years | 0 | ±249 | 0 | ±249 | - | ** |
| 16 to 17 years | 340 | ±307 | 340 | ±307 | 100.0% | ±45.3 |
| 18 to 24 years | 49,466 | ±6,024 | 21,424 | ±5,227 | 43.3% | ±7.2 |
| 25 to 34 years | 120,717 | ±7,685 | 10,703 | ±2,643 | 8.9% | ±2.0 |
| 35 to 44 years | 54,583 | ±5,464 | 6,491 | ±2,103 | 11.9% | ±3.5 |
| 45 to 54 years | 35,174 | ±5,475 | 7,075 | ±2,571 | 20.1% | ±5.7 |
| 55 to 64 years | 28,391 | ±3,487 | 4,781 | ±1,519 | 16.8% | ±5.0 |
| 65 to 74 years | 24,229 | ±3,120 | 4,694 | ±1,648 | 19.4% | ±5.7 |
| 75 years and over | 10,626 | ±1,420 | 1,688 | ±642 | 15.9% | ±5.7 |
| Mean income deficit for unrelated individuals (dollars) | 9,266 | ±463 | (X) | (X) | (X) | (X) |

| Austin city, Texas | | | | | | |
|---|----------|-----------------|---------------------|-----------------|-----------------------------|-----------------|
| | Total | | Below poverty level | | Percent below poverty level | |
| Label | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Worked full-time, year-round in the past 12 months | 188,592 | ±10,827 | 3,834 | ±1,255 | 2.0% | ±0.7 |
| Worked less than full-time, year-round in the past 12 months | 80,659 | ±6,843 | 26,602 | ±4,512 | 33.0% | ±4.3 |
| Did not work | 54,275 | ±5,506 | 26,760 | ±4,262 | 49.3% | ±5.1 |
| Population in housing units for whom poverty status is determined | 939,277 | ±9,212 | 117,721 | ±16,665 | 12.5% | ±1.8 |

Source: U.S. Census Bureau, American Community Survey 2021 1-year Estimates Subject Tables.



B16001 Tables – Language Tables

| | Austin city, Texas | |
|---|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Total: | 912,697 | ±4,742 |
| Speak only English | 651,602 | ±16,237 |
| Spanish: | 168,824 | ±14,711 |
| Speak English "very well" | 106,563 | ±12,397 |
| Speak English less than "very well" | 62,261 | ±10,430 |
| French (incl. Cajun): | 3,543 | ±1,409 |
| Speak English "very well" | 2,910 | ±1,083 |
| Speak English less than "very well" | 633 | ±812 |
| Haitian: | 1,865 | ±1,608 |
| Speak English "very well" | 1,579 | ±1,502 |
| Speak English less than "very well" | 286 | ±478 |
| Italian: | 596 | ±528 |
| Speak English "very well" | 548 | ±520 |
| Speak English less than "very well" | 48 | ±79 |
| Portuguese: | 2,408 | ±1,154 |
| Speak English "very well" | 1,777 | ±915 |
| Speak English less than "very well" | 631 | ±666 |
| German: | 3,478 | ±1,345 |
| Speak English "very well" | 2,784 | ±1,203 |
| Speak English less than "very well" | 694 | ±602 |
| Yiddish, Pennsylvania Dutch or other West Germanic languages: | 435 | ±373 |
| Speak English "very well" | 435 | ±373 |



| | Austin city, Texas | |
|--------------------------------------|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 0 | ±249 |
| Greek: | 371 | ±300 |
| Speak English "very well" | 334 | ±279 |
| Speak English less than "very well" | 37 | ±63 |
| Russian: | 2,211 | ±1,577 |
| Speak English "very well" | 994 | ±626 |
| Speak English less than "very well" | 1,217 | ±1,287 |
| Polish: | 666 | ±448 |
| Speak English "very well" | 622 | ±429 |
| Speak English less than "very well" | 44 | ±73 |
| Serbo-Croatian: | 866 | ±626 |
| Speak English "very well" | 476 | ±423 |
| Speak English less than "very well" | 390 | ±577 |
| Ukrainian or other Slavic languages: | 685 | ±871 |
| Speak English "very well" | 436 | ±483 |
| Speak English less than "very well" | 249 | ±416 |
| Armenian: | 0 | ±249 |
| Speak English "very well" | 0 | ±249 |
| Speak English less than "very well" | 0 | ±249 |
| Persian (incl. Farsi, Dari): | 1,742 | ±1,338 |
| Speak English "very well" | 1,509 | ±1,341 |



| | Austin city, Texas | |
|--|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 233 | ±275 |
| Gujarati: | 1,222 | ±965 |
| Speak English "very well" | 1,171 | ±958 |
| Speak English less than "very well" | 51 | ±77 |
| Hindi: | 6,568 | ±2,208 |
| Speak English "very well" | 5,502 | ±1,802 |
| Speak English less than "very well" | 1,066 | ±932 |
| Urdu: | 1,911 | ±901 |
| Speak English "very well" | 1,734 | ±876 |
| Speak English less than "very well" | 177 | ±309 |
| Punjabi: | 92 | ±150 |
| Speak English "very well" | 92 | ±150 |
| Speak English less than "very well" | 0 | ±249 |
| Bengali: | 1,396 | ±884 |
| Speak English "very well" | 1,042 | ±769 |
| Speak English less than "very well" | 354 | ±446 |
| Nepali, Marathi, or other Indic languages: | 4,799 | ±2,452 |
| Speak English "very well" | 4,460 | ±2,433 |
| Speak English less than "very well" | 339 | ±311 |
| Other Indo-European languages: | 2,047 | ±1,744 |
| Speak English "very well" | 1,012 | ±574 |



| | Austin city, Texas | |
|---|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 1,035 | ±1,628 |
| Telugu: | 2,686 | ±1,070 |
| Speak English "very well" | 2,340 | ±947 |
| Speak English less than "very well" | 346 | ±414 |
| Tamil: | 3,630 | ±1,929 |
| Speak English "very well" | 2,841 | ±1,541 |
| Speak English less than "very well" | 789 | ±683 |
| Malayalam, Kannada, or other Dravidian languages: | 2,400 | ±1,131 |
| Speak English "very well" | 2,190 | ±994 |
| Speak English less than "very well" | 210 | ±334 |
| Chinese (incl. Mandarin, Cantonese): | 12,084 | ±2,616 |
| Speak English "very well" | 7,703 | ±1,974 |
| Speak English less than "very well" | 4,381 | ±1,370 |
| Japanese: | 1,380 | ±653 |
| Speak English "very well" | 1,127 | ±634 |
| Speak English less than "very well" | 253 | ±235 |
| Korean: | 4,361 | ±1,472 |
| Speak English "very well" | 3,171 | ±1,213 |
| Speak English less than "very well" | 1,190 | ±822 |
| Hmong: | 146 | ±231 |
| Speak English "very well" | 146 | ±231 |



| | Austin city, Texas | |
|--|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 0 | ±249 |
| Vietnamese: | 7,043 | ±2,340 |
| Speak English "very well" | 3,168 | ±1,145 |
| Speak English less than "very well" | 3,875 | ±1,639 |
| Khmer: | 0 | ±249 |
| Speak English "very well" | 0 | ±249 |
| Speak English less than "very well" | 0 | ±249 |
| Thai, Lao, or other Tai-Kadai languages: | 211 | ±268 |
| Speak English "very well" | 99 | ±174 |
| Speak English less than "very well" | 112 | ±177 |
| Other languages of Asia: | 1,655 | ±1,136 |
| Speak English "very well" | 1,067 | ±974 |
| Speak English less than "very well" | 588 | ±509 |
| Tagalog (incl. Filipino): | 2,423 | ±1,295 |
| Speak English "very well" | 1,698 | ±1,188 |
| Speak English less than "very well" | 725 | ±680 |
| Ilocano, Samoan, Hawaiian, or other Austronesian languages: | 326 | ±373 |
| Speak English "very well" | 224 | ±236 |
| Speak English less than "very well" | 102 | ±164 |
| Arabic: | 10,773 | ±9,284 |
| Speak English "very well" | 6,606 | ±5,768 |



| | Austin city, Texas | |
|--|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 4,167 | ±3,710 |
| Hebrew: | 1,349 | ±1,197 |
| Speak English "very well" | 1,349 | ±1,197 |
| Speak English less than "very well" | 0 | ±249 |
| Amharic, Somali, or other Afro-Asiatic languages: | 3,397 | ±2,361 |
| Speak English "very well" | 2,701 | ±2,216 |
| Speak English less than "very well" | 696 | ±1,226 |
| Yoruba, Twi, Igbo, or other languages of Western Africa: | 704 | ±695 |
| Speak English "very well" | 569 | ±526 |
| Speak English less than "very well" | 135 | ±229 |
| Swahili or other languages of Central, Eastern, and Southern Africa: | 156 | ±284 |
| Speak English "very well" | 156 | ±284 |
| Speak English less than "very well" | 0 | ±249 |
| Navajo: | 0 | ±249 |
| Speak English "very well" | 0 | ±249 |
| Speak English less than "very well" | 0 | ±249 |
| Other Native languages of North America: | 51 | ±87 |
| Speak English "very well" | 51 | ±87 |



| | Austin city, Texas | |
|-------------------------------------|--------------------|-----------------|
| Label | Estimate | Margin of Error |
| Speak English less than "very well" | 0 | ±249 |
| Other and unspecified languages: | 595 | ±614 |
| Speak English "very well" | 595 | ±614 |
| Speak English less than "very well" | 0 | ±249 |

Source: U.S. Census Bureau American Community Survey 2021 1-year Estimates Subject Tables.



Appendix A: 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: Kevin Russell
Phone: 512-530-6364
Address: 3201A Presidential Blvd
Austin, TX 78719

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: Kevin Russell
Teléfono: 512-530-6364
Dirección: 3201A Presidential Blvd
Austin, TX 78719



U.S. Department of Transportation
Federal Aviation Administration

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