



AUSTIN-BERGSTROM INTERNATIONAL AIRPORT

TITLE VI PLAN

Federal Aviation Administration

3201A Presidential Blvd.

Austin, TX 78719

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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, age, or disability 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
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Signature
Jim Smith
Interim Airport Chief Executive Officer

December 29, 2023
Effective Date

December 28, 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)).

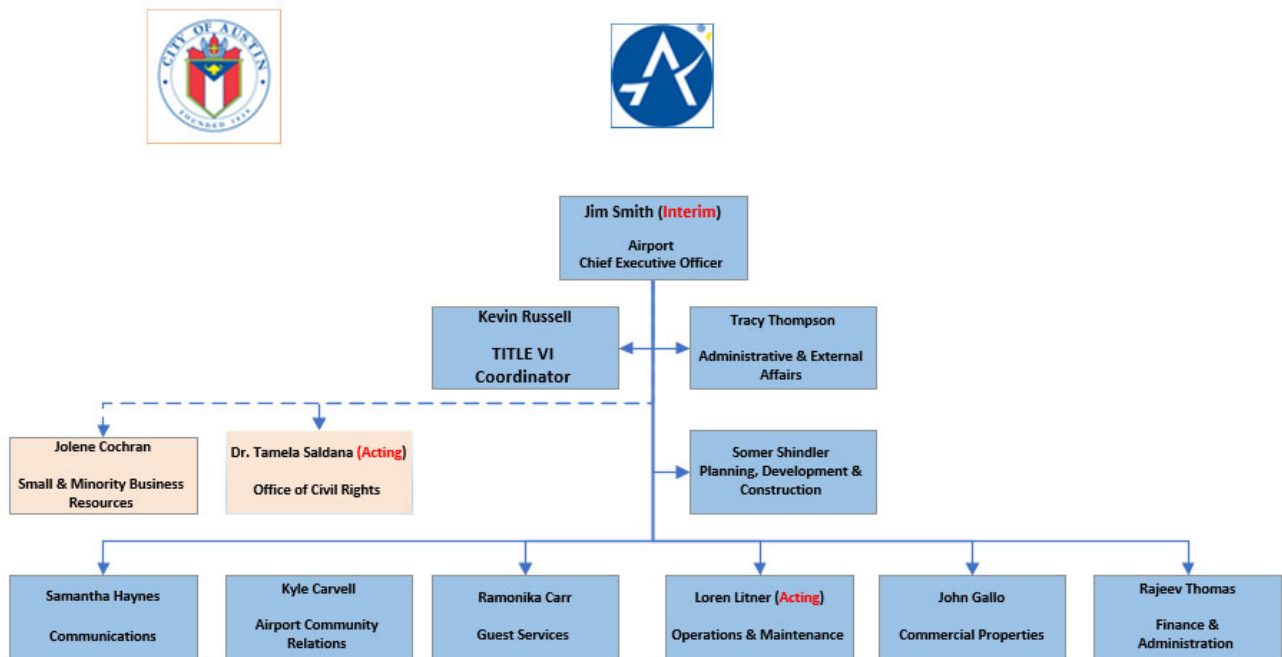
See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints Sections of this Plan.

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



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)

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our program. The Austin-Bergstrom International Airport will conspicuously display the FAA-provided Unlawful Discrimination Poster throughout the terminal and all public areas on airport property, especially those with pedestrian activity. Posters were created for use at the airport based on the poster template available at https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/; a completed copy is attached as Appendix A of this Title VI Plan.

The Title VI Coordinator ensures that these posters are visible, accessible,² and maintained.

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



The Austin-Bergstrom International Airport has posted the Title VI and Non-Discrimination Plan and the Unlawful Discrimination Poster on its [Americans with Disabilities Act & Title VI](#) website page. The Airport Barbara Jordan Terminal has an electronic copy of the poster displayed on the Information Display monitors in both the pre and post security areas; several of these monitors display this information on both floors of the terminal. In the main administrative buildings on the airport campus - Department of Aviation (DOA) Administration Bldg, DOA Planning & Engineering, DOA Information Services, and DOA Maintenance Complex Facility, and Airport Career Development Center – the posters are prominently displayed in pedestrian entryways.

The Austin-Bergstrom International Airport also distributes this Title VI Plan electronically among its employees and airport contractors, concessionaires, lessees, and tenants.

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 Community Participation Plan (CPP) for each airport project. The Austin-Bergstrom International Airport maintains a detailed CPP for the entirety of the airport; see Appendix B of this Title VI Plan.

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
Airport Barbara Jordan Terminal	None
Department of Aviation (DOA) Admin Bldg	None
DOA Administration - Planning & Engineering	None
DOA Field Services Maintenance Shop Bldg.	None
DOA Information Services	None
DOA Maintenance Complex Facility	None
DOA Parking Management Facility	None
DOA Propane Island Canopy	None
DOA RCCF HM/HF Storage Facility	None
AASF Joint Guard & Reserve Vehicle Maintenance Facility	Travis County Richard Moya Park
ABIA Blue Parking Garage	None
ABIA Communications Center	None
ABIA Red Parking Garage	None
ABIA Remote De-Icing Facility	Travis County Richard Moya Park
ABIA Retail Facility	None
Aeorterm Building #1	None
Airline Freight Building	None
Airport Career & Development Center	None
Airport Rescue Firefighters (ARFF)	None
Armed Forces Guard Reserve Center	Travis County Richard Moya Park

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.



Existing Airport Facilities -- continued	Affected Community Impacted by Operation of the Facility
Atlantic Aviation Terminal	None
Cargo Port	Carson Creek, Richland Estates, Bergstrom Village
Central Plant - Building	None
Consolidated Rent A Car Facility (CONRAC)	None
Consolidated Maintenance Facility (CMF)	None
De-Icing Equipment Storage	None
FAA ATCT/TRACON	None
FAA Support Building	None
Fuel Facility - Operations & Maintenance	None
Golf Course Maintenance Facility	None
Ground Transportation Staging Area (Previously Budget Rent A Car Facility)	None
GSEM Facility	None
Hilton Hotel	None
Hyatt Place-Hotel	None
In-flight Catering	None
Maintenance Materials Storage Bldg.	None
Maintenance Storage Bldg.	None
Maintenance Wood Shop	None
Million Air Austin- Terminal	None
PAPI Support Building - 17R	None
PAPI Support Building - 35L	None
Parking Management Facilities	None
Pet Hotel-Bark and Zoom	Bergstrom Village
Quick Turn Around (QTA)	None
Raptor Hangar	None
Rental Car Facilities	None
Scott Airport Parking	None
Signature Flight Support Terminal	None
South Terminal	None
State Aircraft Pooling Board Terminal	None
Texas National Guard Facilities	None
T-Hangars	None
Transportation Staging Area	None
Trash Compactor Facility	None
Warehouse	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
Barbara Jordan Terminal Optimization	None
Baggage Handling Expansion	None
Red Garage Demolition	None
Central Utility Plant	None
West Infill	None
West Gate Expansion	None
Midfield Taxiways – Building Demolition	None
Midfield Taxiways	None
Concourse B	None
Gate 13	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

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:

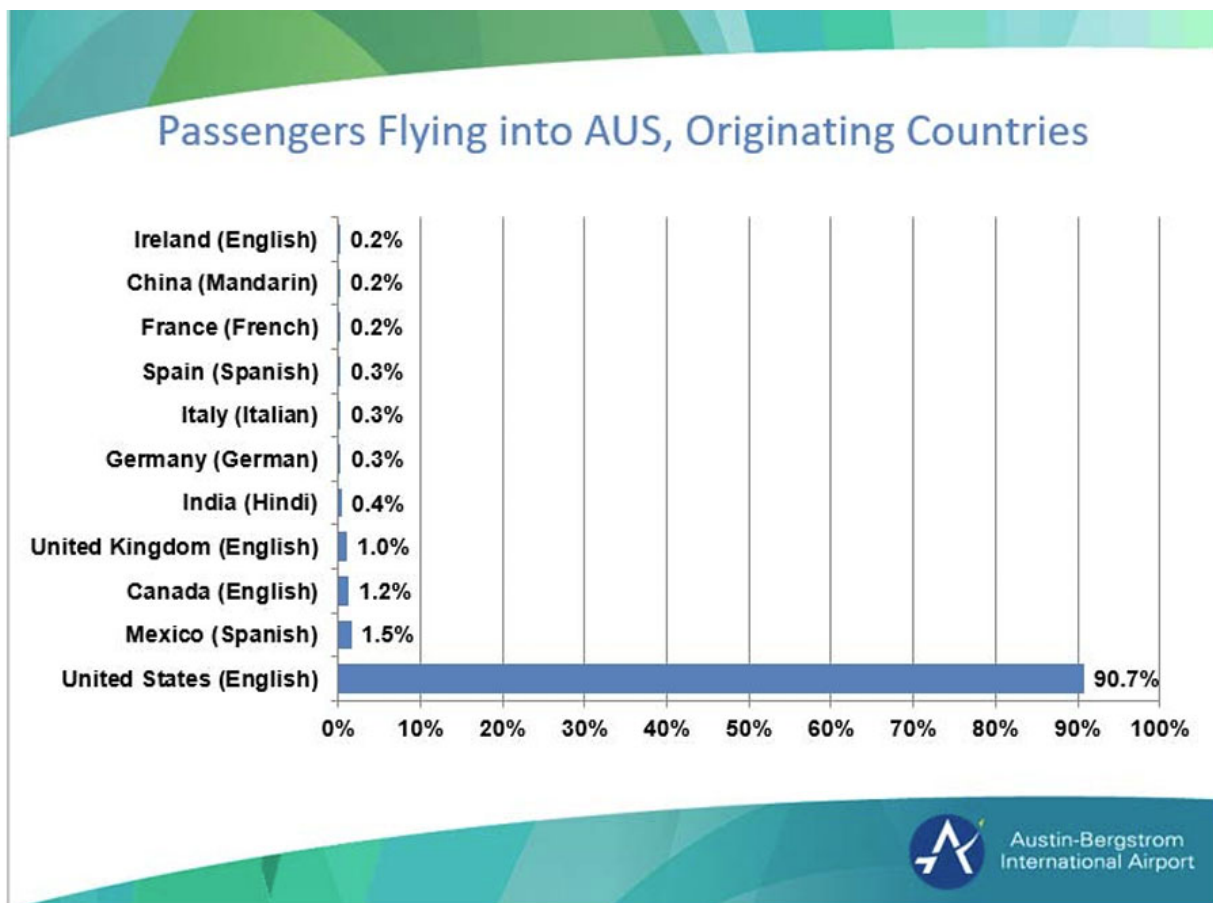
Language
Spanish
Russian
Hindi
Chinese (incl. Mandarin, Cantonese)
Korean
Vietnamese
Arabic



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
Assumption from flight origin / destination	N/A

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



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

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.



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>LanguageUSA</i>	<i>Spanish, Chinese, Vietnamese, Arabic,</i>
<i>MasterWord</i>	<i>All above languages</i>
<i>Sepro Tec Multilingual Solutions LLC</i>	<i>All above languages</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:

- 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>

Description of Interpretation Assistance Processes

AUS 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 following vendor(s) have been identified for interpretation services:

Interpretation Vendors	Languages
<u>iSpeak Austin</u>	<i>All above languages Additionally those on website list <u>iSpeak-Interpreter-Poster</u></i>

Description of Interpretation Assistance Processes

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](#), see Appendix B.

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 Airport website, Title VI page at <https://www.austintexas.gov/AUS-TitleVI>

2 In person, at Title VI Coordinator

*Austin-Bergstrom International Airport
3201A Presidential Blvd.
Austin, TX 78719*

3 By Mail to Title VI Coordinator

*Austin-Bergstrom International Airport
3201A Presidential Blvd.
Austin, TX 78719*

4 Via Email *AUS.TitleVI@FlyAustin.com*

5 By phone *(512) 530-6364*



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

HAC-101088



Appendix B: Community Participation Plan (CPP)



Austin-Bergstrom
International Airport
Revised December 2023



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1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected by **Austin-Bergstrom International Airport (AUS)** projects or operations can be informed and participate and have their input thoughtfully considered in the key stages during airport planning efforts, regardless of their race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the “protected bases”). This plan is provided in accordance with Title VI of the Civil Rights Act of 1964 (Title VI) and related authorities. This plan and associated reports regarding our CPP efforts will be communicated to the public in formats accessible to persons with disabilities and to limited English proficient (LEP) individuals.

The individuals primarily responsible for implementing the **AUS** CPP are:

Responsible Official	Title, Office, and Responsibilities
1 Kyle Carvell	Airport Relations Officer
2 April Thedford	Community Services Program Manager
3 AnaLau Cavazos	Community Engagement Specialist

Responsible officials’ contact information is shared with the public through the following methods:

Website, In-person, and Other Communication Methods

1 Website – via email CommunityAffairs@FlyAustin.com

In addition, **AUS** will ensure that members of the public are advised of our nondiscrimination obligations. This includes how to file discrimination complaints with **AUS** and the FAA. We will also conspicuously display the FAA-provided Unlawful Discrimination Posters at airport facilities. See Notice section of **AUS**’s Title VI Plan.

AUS also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

Website, In-person, and Other Distribution Methods

1 Website – via email CommunityAffairs@FlyAustin.com



2. Goals and Objectives

This CPP applies to all airport planning and decision-making efforts, whether or not directly supported by Federal assistance. This includes surveys, public meetings (e.g., airport commission meetings), and hearings, not only meetings for a project requiring an environmental impact statement (EIS) or environmental assessment (EA).

AUS’s planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes

1. AEDP - AUS Central Utility Plant Relocation
2. AEDP - Airfield Improvements & Hydrant Fueling System
4. AEDP - Utility Infrastructure Campus-Wide
5. AEDP - West Garage & Surface Parking
6. AEDP - Concourse B and Tunnel
7. AEDP - Barbara Jordan Terminal Optimization
8. AEDP - Arrival and Departures Hall
9. AEDP - Landside Access & Utilities Improvements

AUS seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A. Request for input via email and/or website	N/A
B. Community meetings	#1 –9 (open house)
C. Meetings with specific business interests	# 1- 9 (as needed)
E. Neighborhood Association updates	#1-9 (as requested)
F. Airport Advisory Commission (AAC)	# 1- 9 (monthly updates)
G. City Council updates	#1-9 (as requested)
H. Community Advisory Committee (CAC updates)	#1-9 (as requested)
I. Surveys to gauge awareness and feedback	#6 - 8
J. Block walking to ensure residents are notified for meetings and input opportunities	#1-9 (as needed)
K. Presentations at local organizations/groups	#1-9 (as requested)
L. Stakeholder outreach meetings	#1 - 9
M. One-on-one Stakeholder meetings	#1-9 (as requested)
N. Open Houses	#1-9
O. Project Webpage	#5 - 8
P. Project Flyers	#5 - 8
Q. Press Releases	#1-9



R. Social Media	#1-9
S. Airport-hosted community events	#1-9

3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of AUS’s Title VI Plan, for detailed discussion of Affected Communities.

The specific steps AUS will take to communicate with, inform, educate, consult or solicit input from, and expand opportunities for engagement with each Affected Community, are provided below.

Affected Community	Key Community Reps. (CBOs, unions, leaders, etc.)	Focused Outreach Steps
Hornsby Glen	<p>Southeast Combined Neighborhood Planning and Contact Team – Ana Aguire aguirre@prodiqy.net</p> <p>Impact Communities - Meadows of Carson Creek themeadowsteam@impactmhc.com</p> <p>People in Defense of the Earth and Her Resources (PODER) - Contact: Susana Almanza poder.austin@gmail.com 512-770-7896</p>	<p>a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper j. Attend SCNPCT meeting (first Monday of month) to share information</p>
Bergstrom Village	<p>Southeast Combined Neighborhood Planning and Contact Team – Ana Aguire aguirre@prodiqy.net</p> <p>Richland Estates Neighborhood Organization – Amanda Blackwelder amkblack@gmail.com</p>	<p>a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper</p>
Bergstrom East Commercial	<p>Del Valle Community Coalition – Susanna Ledesma-Woody ccihdv@gmail.com</p> <p>Berdoll Farms HOA Ms. Pat King patriciaking818@gmail.com</p>	<p>a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper</p>



Montopolis	<p>President Delwin Goss Email: delwingoss@aol.com</p> <p>Vice-President Gabe Vega</p> <p>People in Defense of the Earth and Her Resources (PODER) - Contact: Susana Almanza poder.austin@gmail.com 512-770-7896</p> <p>Richland Estates Neighborhood Organization Amanda Blackwelder amkblack@gmail.com</p>	<ul style="list-style-type: none"> a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper
Colorado Crossing	<p>Colorado Crossing HOA - care@pmpmanage.com</p> <p>https://www.facebook.com/groups/ColoradoCrossingResidents/ Amanda Carrilo – Community Activist (McCall Lane)</p>	<ul style="list-style-type: none"> a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper
Onion Bluff/Vista Del Pueblo	<p>Del Valle Community Coalition – Susanna Ledesma-Woody ccihdv@gmail.com</p> <p>Onion Creek HOA ochoa8110@sbcglobal.net</p>	<ul style="list-style-type: none"> a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper
Timber Creek	<p>Del Valle Community Coalition – Susanna Ledesma-Woody ccihdv@gmail.com</p> <p>Berdoll Farms HOA Ms. Pat King patriciaeking818@gmail.com</p>	<ul style="list-style-type: none"> a. Public meetings for projects for initiatives b. Tabling at community events c. Focused town-halls (i.e. environmental) d. Block-walking neighborhood streets f. Targeted emails and newsletters g. Fact sheets and Collateral materials h. Surveys (digital and written) rollout i. Advertise in El Mundo newspaper

4. Effective Communication

AUS will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including ensuring materials are in accessible formats for persons with disabilities and in languages other than English. See Limited English Proficiency (LEP) section AUS’s Title VI Plan.



5. Communication Platforms

Diverse communication platforms will be utilized to effectively reach the broadest audience. We will use the following platforms to communicate project details, our nondiscrimination obligations, and points of contact for the public to share project or operational feedback with our office and the FAA.

Social Media, Monitors, and Other Communication Platforms

- 1. X (Formerly Twitter): <https://twitter.com/AUStinAirport>**
- 2. Facebook: <https://www.facebook.com/AustinAirport/>**
- 3. Website: <https://www.austintexas.gov/department/aus-community-affairs>**
- 4. FlyAUStin Blog: <https://www.austintexas.gov/content/fly-aus-blog>**
- 5. Community Newsletter (Stay in Tune): <https://www.austintexas.gov/department/aus-newsroom>**
- 6. PublicInput.com - project specific input portal for community to access (example: https://publicinput.com/aus_mdp)**
- 7. Flyers + Yard Signs**
- 8. Existing community newsletters (City Council – District 2 (southeast Austin))**
- 9. Targeted Block-walking – to notify of upcoming input opportunities**

6. Records

This section includes the procedures AUS will follow to document outreach efforts. Records for steps taken to provide outreach to Affected Communities will be maintained in the following locations:

Website, In-person, and Other Storage Methods

- 1. AUS will develop detailed Outreach Summary Reports for specific engagement efforts, including public meetings.**
- 2. AUS will document all feedback received and store this information internally, making it available to the public by request.**

Records will be kept for community input. The records will document how Austin-Bergstrom International Airport considered, weighed, and incorporated input received. The records will include justifications for any decisions contrary to community feedback. The records will be stored in the following locations:

Website, In-person, and Other Storage Methods

- 1. Internally with the Community Affairs team (on AUS internal network)**
- 2. When applicable, feedback summaries will be posted on relevant project page using existing Public Input tool.**



Records for demographics of participants will also be kept. Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership. Demographic information will be requested by the following methods:

Demographic Information Collection Methods

- 1. AUS will ask for demographic information in its project-specific survey efforts**
 - 2. AUS will ask for demographic information when individuals sign-up for more information via the AUS website**
-

CPP records will be made available to the public using the same methods for other information outlined within this plan.

7. Reporting Outcomes

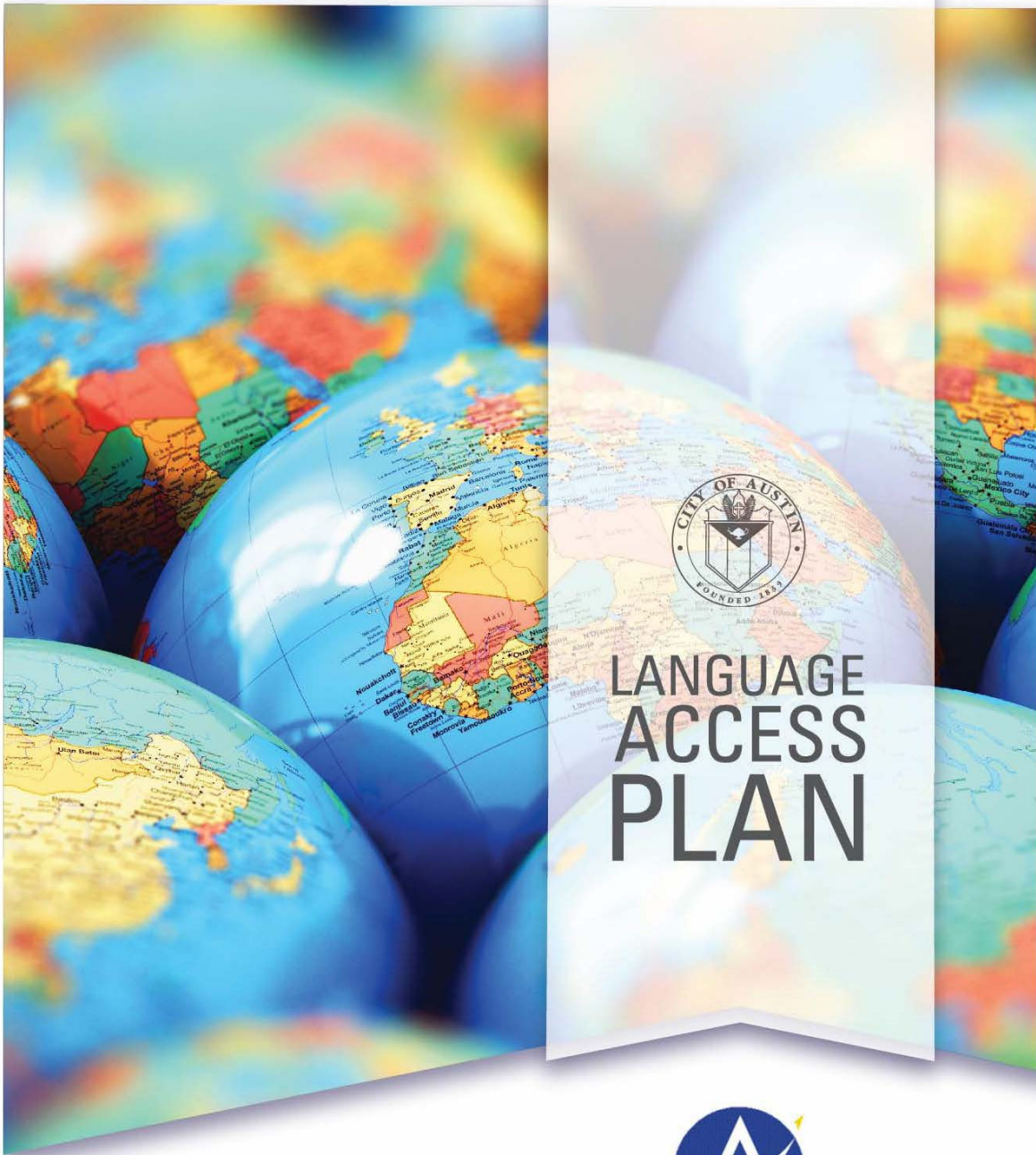
Within 30 days of the end of each fiscal year (FY), AUS will create a CPP Report for the completed FY. The report will summarize efforts taken under this CPP in a narrative statement describing:

1. The specific steps taken to produce meaningful engagement with Affected Communities for the completed FY,
2. The results of those efforts for the completed-FY, and
3. How the Affected Communities' comments and views are or will be incorporated into the decision-making process.

The CPP Reports will be included with AUS's Title VI Plan. If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.



Appendix C: Language Access Plan



Austin-Bergstrom
International Airport

Revised February 2022



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1 GOAL AND REQUIREMENTS

1.1 INTRODUCTION

The City of Austin is committed to open government and the provision of quality customer services. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents although they may be limited in their English proficiency (LEP).

1.2 GOAL

It is the goal of the Aviation Department to provide meaningful access to its services, information, activities, and programs irrespective of the linguistic status of Austin residents. This plan outlines current resources and planned steps toward achieving that goal. This plan was prepared by Ramonika Carr and update completed on January 31, 2022.

1.3 FEDERAL REQUIREMENTS

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order is designed to better implement Title VI of the Civil Rights Act of 1964 which prohibits recipients of federal financial assistance from discriminating based on national origin by, among other things, failing to provide meaningful access to individuals with limited English proficiency. This requirement applies to any entity who is a recipient or sub-recipient of federal funds including grants, training, or use of equipment.

1.4 CITY OF AUSTIN

The City of Austin has demonstrated its commitment to meaningful access to its services through City Council Resolution No. 20161103-052 and Administrative Bulletin 14-04. Resolution No. 20161103-052, passed on November 3, 2016 directs the City Manager to develop "Language Access Procedures," as described by the Department of Justice, for each City department that interacts with the public. The procedures should specify steps for staff to follow to provide language access, gather data, and deliver services to LEP individuals, with special consideration for how City departments can begin collecting LEP-relevant data from the residents they serve and to whether City departments should designate language access coordinators to ensure effective services are provided.

Administrative Bulletin 14-04, approved by the City Manager on August 1, 2014 established a "Translation and Interpretation Policy." Per the Policy, the Communications and Public Information Office shall establish and maintain web infrastructure, equipment and translators and interpreters. All Departments shall provide relevant information and translate critical information into other languages as outlined in the Policy (see "References" section of this document).



2 KEY DEFINITIONS

ASL. American Sign Language. ASL is used by a large population in Austin due to the presence of the Texas School for the Deaf.

BILINGUAL FLUENCY. The ability to speak and understand two languages easily and accurately.

CRITICAL INFORMATION. This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information can appear in written or oral form.

INTERPRETATION. Interpretation is the oral rendition of a spoken message from one language to another, preserving the content and meaning of the original message. Interpretation is often called "translation." However, "translation" refers to written documents, while "interpretation" refers to oral messages.

Interpreting is a different skill than being bilingually fluent and able to communicate in more than one language. Interpretation requires specialized knowledge and ethics training in topics such as impartiality and accuracy.

Certain categories of persons, such as friends, family members, and minors should not be relied upon for interpretation services according to Department of Justice guidance.

LANGUAGE ACCESS CENTER. The Communication and Public Information Office, through its Language Access Program, oversees and coordinates all language access services for the City of Austin departments. The program provides support, guidance, and assistance, staff training, as well as a wide range of resources. [Language Access Center City of Austin \(austintexas.gov\)](http://austintexas.gov/language-access-center)

LANGUAGE ACCESS POINT OF CONTACT. The division or office that serves as the point of contact for the maintenance, monitoring, and implementation of the Language Access Plan.

LANGUAGE LINE

A Language Line is a commercial interpretation service accessed through the telephone.

LIMITED ENGLISH PROFICIENCY (LEP). According to the City's Translation and Interpretation Policy, a person with limited English proficiency is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with the City. Individuals who communicate through American Sign Language are included in this definition.

On Census data, a person with LEP is someone who self-assesses as speaking English less than "very well." Over-the-phone Interpretation (OPI). Over-the-phone interpretation (OPI) is a commercial interpretation service accessed through the telephone (also called "language line services").

PRIMARY LANGUAGES

Primary languages are languages other than English spoken at home by the largest number of people who live in the city of Austin is based on current US Census Bureau data. Spanish is the most spoken language in Austin. Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

TRANSLATION. Translation is the conversion of written message from one language to another in a written form.

VITAL PUBLIC INFORMATION. Vital public information is any information developed or used that is necessary for obtaining access to services or benefits that are federally funded, or required by law. Examples include applications; consent and complaint forms; notices of rights; notices of activities; and notices advising persons of the availability of free language assistance.



3 AVIATION’S SERVICES AND INTERACTION WITH THE PUBLIC

3.1 AVIATION DEPARTMENT

The table below provides a description of the Aviation Department’s services and how the public accesses those services.

3.1.1 Service Assessment Table

Service	Location	How does public access the service (include specific point of encounter)
Customer Service	Barbara Jordan Terminal	Information Desk/Podiums
Communications	Communication Center	Public Contact Number
Security	Barbara Jordan Terminal	Walk-up in/outside Terminal
Landside Operations	Barbara Jordan Terminal/Garage Entrance	Walk-up in/outside Terminal

4 FOUR FACTOR ASSESSMENT: DEMOGRAPHY, FREQUENCY, IMPORTANCE, RESOURCES

The Federal guidance outlines four factors an entity should consider to determine the extent and types of language assistance that should be provided. The Department of Justice uses these factors in evaluating whether an entity or program complies with Title VI.

This Language Access Plan contains Aviation’s data analysis conducted to support an assessment of progress in providing language access to persons with LEP. This LAP follows federal guidance, which outlines four factors an entity should consider to determine the extent and types of language assistance that should be provided:

4.1 DEMOGRAPHY

Demography, the number and/or percentage of LEP persons who are limited English proficient in the legal service area. The greater the number or proportion of persons who are limited English proficient; the more likely language services are needed.

4.1.1 City of Austin Service Area

Austin is the 11th-most populous city in the U.S. and the fourth-most populous city in Texas. The Austin metropolitan area is the fastest growing of the largest 50 U.S. cities. The Aviation Department is a dynamic organization that serves this diverse and evolving city of 1,003,615 residents.

Geographic Entity	Population			Square Miles
	4/1/2000	4/1/2010	7/1/2020	
City of Austin	656,562	790,390	1,003,615	326.33

Source: <http://www.austintexas.gov/demographics>



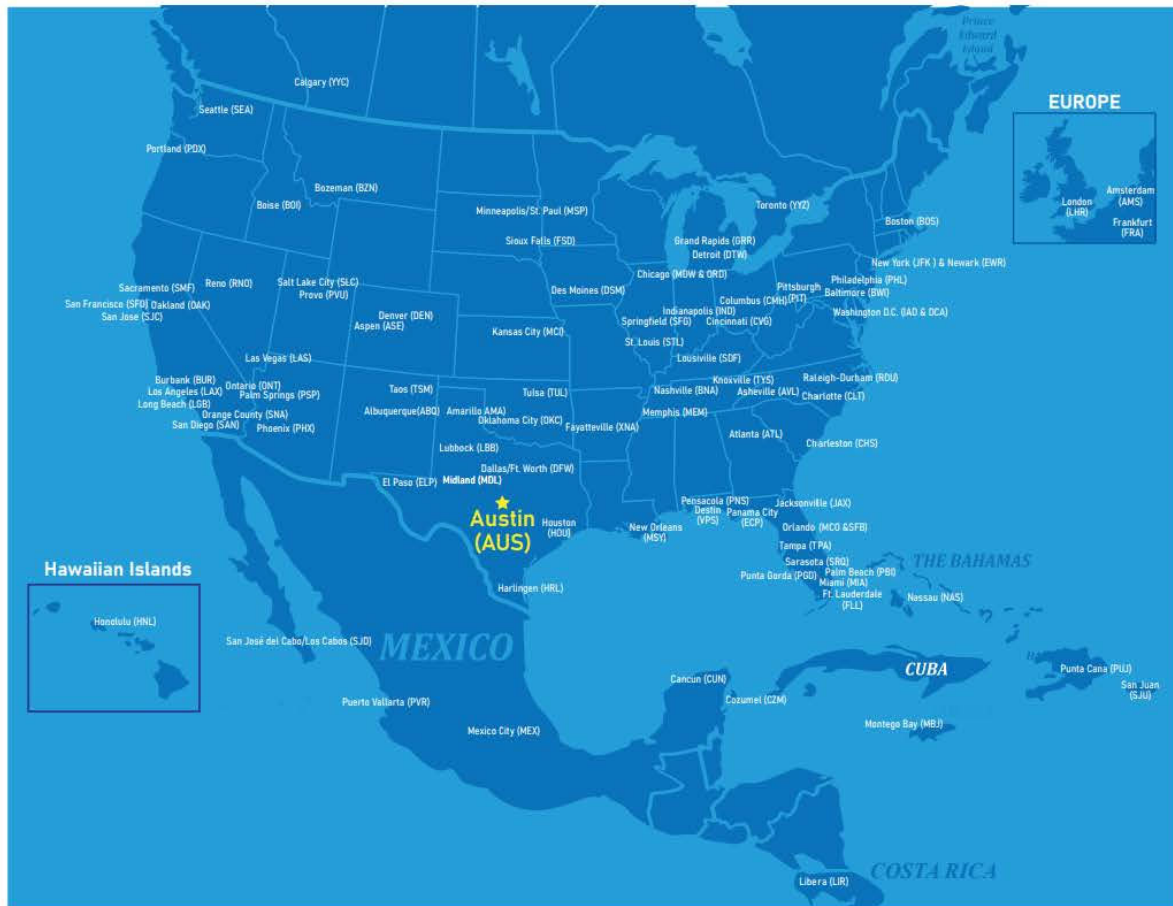
4.1.2 Austin-Bergstrom International Service Area

Overall in 2021, AUS had 13,570,771 passengers pass through its doors—that’s up 109.67% from the 6,472,579 passengers the airport saw in, 2020. Prior to COVID-19, AUS saw 10 consecutive years of record-setting passenger growth.

Austin-Bergstrom International Airport is a medium hub airport. Currently with fourteen (14) airlines, ninety-two (92) nonstop markets, seventy-seven (77) domestic and fifteen (15) international (London Heathrow, Amsterdam, Frankfurt, Liberia, Toronto, Calgary, Mexico City, Puta Cana, San Jose Del Cabo/Los Cabos, San Jaun, Montego Bay, Nassau, Cozumel, Puerto Vallarta and Cancun).

The City of Austin Aviation Department owns and operates the airport and is powered by more than 400 employees. In 2021, 102,285 visitors used the services of the Visitor Information Centers and Podiums located in the Barbara Jordan Terminal.

AUS Nonstop Map





4.1.3 Linguistic Diversity in the City of Austin

The table below shows the many languages spoken in Austin broken down by household. After English, Spanish is the most common language spoken in Austin. According to the City of Austin’s Demographic Data library, 1 in 10 members of the public are likely to use Spanish as their language of preference, due to limited English proficiency.

Asian Americans represent the fastest growing demographic group in greater Austin, doubling every ten years. Austin’s Asian-American community includes speakers of Chinese (including, but not limited to, Mandarin and Cantonese), Korean, Tagalog, Vietnamese, and Urdu.

Among each linguistic group, the percentage that self describes as unable to “speak English very well” on the US Census is considered the LEP population.

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
ACS 1-Year Estimates (B16001)
2018 American Community Survey**

Languages***	Estimate	
	Total number of population	Speak English "less than very well"
English	614,960	–
Spanish	200,236	78,036
Chinese (incl. Mandarin, Cantonese)	11,557	3,674
Vietnamese	5,307	2,514
Arabic	7,122	2,201
Korean	4,596	1,894
French (incl. Cajun)	5,195	1,831
Hindi	7,921	1,436
Nepali, Marathi, or other Indic languages	3,654	1,321
Other Indo-European languages*	2,209	1,133
Swahili or other languages of Central, Eastern, and Southern Africa**	2,171	1,039
Telegu	5469	939
Urdu	2054	542

* other Indo-European languages include Dari, Farsi (Persian), Pashto, etc.

** other central, Eastern, and southern African languages include Amharic, Igbo, Kibembe, Kinyarwanda, Lingala, Somali, Tigrinya, etc.

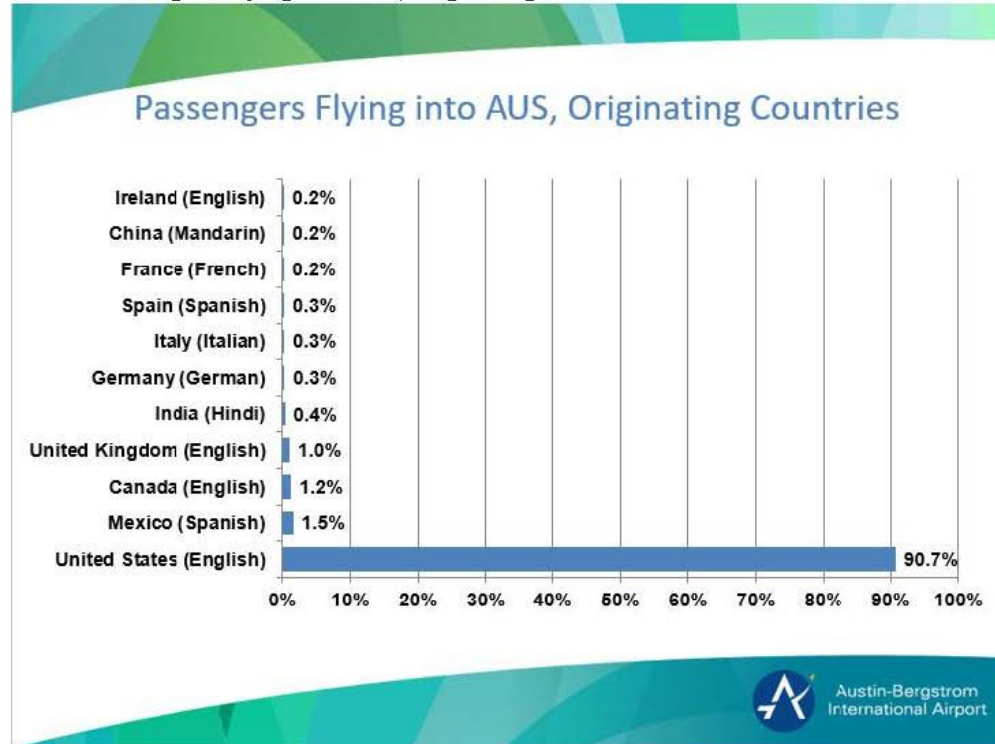
*** For a complete list of languages, go to <https://data.census.gov/cedsci/table?q=Austin%20Texas%20languages%20spoken&tid=ACSDT1Y2018.B16001&hidePreview=true>

The above report suggests that Spanish, Chinese (incl. Mandarin, Cantonese), Vietnamese, Arabic and Korean are the top five most common languages spoken in Austin.

Approximately 52% of all passengers utilizing Austin-Bergstrom International Airport (AUS) originate from Austin. Additionally, to better determine AUS’s passenger demographics, the Aviation Department staff reviewed USDOT flight information statistics to determine typical passenger demographics related to language spoken, whether in-bound or outbound of AUS. The below chart suggest additionally German, French, Mandarin and Italian from the below originating countries.



4.1.4 Passengers Flying into AUS, Originating Countries



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

The Aviation Department considers information from multiple sources:

- Department Staff, through their daily customer interactions, are acutely aware of the language access needs of their customers.
- Campbell-Hill Aviation Group, LLC, Monthly Schedule Report, February 2022, Cirium Schedules for the week of February 21, 2022 (February 22, 2022 Schedule Load)
- ARC/IATA data and U.S. DOT O&D Survey, YE Q3 2018
- Census data regarding languages spoken at home is obtained from the most recent US Census Bureau's American Fact Finder and the American Community Survey (ACS). <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
<http://www.census.gov/programs-surveys/acs/>
- Census data regarding languages spoken at home and how well English is spoken is obtained from StatisticalAtlas.com. <http://statisticalatlas.com/metro-area/Texas/Austin/Languages>



4.2 FREQUENCY OF CONTACT WITH LEP INDIVIDUALS

Frequency of contact, the frequency with which individuals who are limited English proficient come into contact with the entity's services. The more frequent the contact with a particular language group, the more likely interpreting or translation services in that language are needed.

The Aviation Department has assessed the frequency with which individuals who have limited English proficiency come into contact with the entity's services.

The Aviation Department monitors the frequency using the following sources:

1. Records of requests for over-the-phone interpretation
2. Records of requests for interpretation at the Visitor Information Centers/Podiums
3. Records of requests for ASL interpretation
4. Other records

4.3 IMPORTANCE OF SERVICE TO LEP INDIVIDUALS

Importance of the services, information or interactions with customers who are limited in English proficiency. This includes the consequences of lack of language services or inadequate interpretations or translations. The more important the service, information, or program, the more likely language access services are needed.

The Aviation Department serves individuals throughout the City and individuals from outside of the city, state and country. Interaction with aviation employees, passengers, and other users of ABIA can range from directional information within the terminal and city of Austin to life-and-death emergency response. Divisions within the Aviation Department will adapt the specific application of the Aviation's LEP policy to correlate to the urgency of service provision as can be reasonably expected.

The Department's is committed to ensuring equal access to its services by all customers, regardless of primary language spoken. The Department will collaborate with other City Departments and partner with external resources to ensure the level and quality of language services are effective in providing easy access to department services, materials, programs, and information.

4.4 RESOURCES

The **resources available** to the departments are limited and the costs of certain language access services, such as translations and interpretations, can be costly. The Federal guidance states that "smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets."

Given the available resources, the department's priority is to provide access to "critical" and "essential" information in languages spoken by 5% or more of our residents who also do not speak English "very well," as reported by the most recent census data. The department will



make every reasonable effort to provide language access services to any customer, as resources are available.

The Aviation Department has identified the resources needed to provide meaningful access to accommodate LEP persons. The department's resources currently in place include a single point of contact designated to coordinate the Language Access Plan, Aviation Guest Services Manager.

4.4.1 Translation Services and Translated Documents

The Aviation Department will utilize the Language Access Center to coordinate requested translation and interpretation services, as needed, through the **City of Austin's** Communications and Public Information Office (CPIO) established contracts. Aviation will utilize CPIO's Document Bank of translated publications shared amongst City Departments. If an assistive-listening device for live interpretation is needed, Aviation may obtain one from the established translation resources within the Language Access Center.

4.4.2 Interpretation Services

Aviation's HR Division maintains a list of employees who communicate in languages other than English. Where feasible, Aviation Department staff will be deployed within a reasonable time period to communicate with LEP individuals in their native languages and assist them in answering questions regarding aviation services. Spanish is the non-English language spoken most frequently by eligible persons served by the Aviation Department. The Aviation Department has a number of employees who are bilingual with Spanish and English. Employees are compensated for their language skills through the City of Austin's Bilingual Employee Program and are screened for language proficiency upon hire. Thirteen (13) employees in the Aviation Department are compensated to use Spanish as part of the everyday job, including assisting passengers or other customers in the terminal. A list of employees, their language, their work shift/days and their contact number can be located on the Intranet under "Employee Service". The Aviation Department's employs staff members who also speak Korean, Arabic, French and Thai.

Additionally, Over the Phone (OPI) and Video Remote (VRI) Interpretation is available through a language line service, Voiance. When bilingual employees are unavailable the Voiance language line will be the primary resource. Sign language interpreters are also available through Voiance.

4.4.3 "iSpeak Austin" Material

The Aviation Department makes available the City of Austin's "I Speak Austin" materials to be used especially at the information center to assist representatives in identifying languages spoken by customers encountered. Such cards, for instance, might say, "I speak Spanish" in both Spanish and English. LEP persons will view the cards and identify their language needs to staff. [iSpeak Austin City of Austin \(austintexas.gov\)](http://austintexas.gov)

4.4.4 Public Address Announcements

The Aviation Department broadcasts security messages in both English and Spanish to ensure the public address announcements reach the largest audience. The PA announcements consist of curbside, screening, and security information throughout the 700,000 sq. ft. Barbara Jordan Terminal. The announcements are played approximately every 15 to 30 minutes depending on placement in the queue.



4.4.5 Bilingual International Signs

Signs in the international customs area are in Spanish and English. Universal symbols are used throughout the passenger terminal and airport footprint from parking to curb to gate.

4.4.6 Persons with Disabilities who are also limited in English Proficiency

We recognize that our customers who do not speak English very well, may also have diverse abilities. In addition to language access services, the DEPARTMENT complies with all requirements applicable to persons with disabilities, such as the American with Disabilities Act Amendment Act (ADAAA).

4.4.7 Partner Resources

Partners serving Austin-Bergstrom International Airport also have the ability to provide language interpretations. *Aviation is currently review the below Partner Resources for additional updates.*

- Southwest Airlines, with 38% of Austin-Bergstrom International Airport travelers, reports using onsite staff if available and, if not available, staff contact Southwest Airlines corporate reservations to request a native language speaker for the passenger for phone assistance. Their carrier's service supports a number of different
- JetBlue uses skilled onsite staff if available, and if not JetBlue staff contacts the carrier's 24 hour language line.
- Alaska Airlines utilizes onsite staff if available, and, if not Alaska staff contacts the carrier's 24 hour language line.
- Aeromexico reports they have bilingual staff from 8:00 am – 4:30 pm at the airport and 10:30 am – 12:57 pm outside at the ticket counters. They also have a 24 hour reservation number posted at the counter that offers assistance in English and Spanish.
- British Airways reports using Spanish or internet.
- Westjet reports they see if anyone local (GAT team) can assist, then secondly we would have our local team call our frontline support line (dedicated line for escalated issues). Request the specific language, a request will be sent out to the leaders and an agent will call you back as soon as possible.
- Delaware North Companies, Inc. reports using onsite staff if available and, if not available, staff contacts airlines then aviation staff for assistance in translating.
- Paradies reports that they have several Spanish Speaking associates in each store, and if they cannot find one of them, they ask for help from Aviation.
- Vino Volo reports that their staff members are fluent in Spanish and American Sign Language. They also have access to online translation services.
- Huntleigh USA reports fluent Spanish/English onsite staff 0300-0030 to assist.



- Prospect reports that they try to hire agents for their customer service that are bilingual who their front line employees are when in contact to the passengers they serve. For their Passenger Service Agents (PSA) they also have app programmed on all their tablets. Their PSAs also have a card that is attached to their lanyards with little pictures of destination or assistance they might need.
- Hertz reports they has an agreement with a translation service to provide translation services in over 150 languages, 24 hours a day.
- Prevost Consulting Group, LLC dba James Avery AUS reports they use onsite staff if available; if unavailable they will use web-based translation services.
- SP Plus Corporation reports they have staff that speak many other languages; if unavailable the company utilizes language services on the internet.
- Other key airport tenants have not reported/confirmed specific methodology used to assist passengers with limited English. Aviation staff will continue to gather this information.

4.4.8 Essential Public Information

The Aviation Department will provide language access services, specifically interpretation and translations, of essential information that is presented or publicized through direct customer service, information service points, customer feedback forms and announcements and alerts.

4.4.9 Additional Language Activities Being Reviewed

- The Aviation Department is currently in the process of implementing a visual paging system in the terminal.
- The Aviation Department is currently exploring communicating emergency/alert messaging on digital media in the terminal.

5 AVIATION'S LANGUAGE ACCESS IMPLEMENTATION PLAN

5.1 GOALS

The Aviation Department's goals include the improvement of already existing language access activities for critical and vital functions. The Aviation Department will provide translation and interpretation services of vital information in accordance with City of Austin policies and procedures. Further, the Aviation Department will consider information from multiple sources, including staff observations and customer feedback to evaluate its Language Access Plan.

The Aviation Department used the resource of the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP)* to prepare this Language Assistance Plan (LAP). This plan defines the actions to be taken by the Aviation Department to ensure Title VI compliance for LEP persons. The Aviation Department will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with Title VI.



5.2 PLANNING

5.2.1 Identification of Persons with LEP

The Aviation Department will consider the following information from multiple sources, including inquiries through Airportinfo@austintexas.gov, inquiries to the airport contact number 512-530-2242, staff observations and customer feedback to identify persons with LEP.

This information will be reviewed annually as part of the department's budget planning process.

5.2.2 Language Access Procedures

The Department of Aviation will establish processes for its staff regarding the following language access services: how to respond to LEP individuals who have in-person contact with your staff, types of language services available, how to respond to LEP callers, how to respond to written communication from persons with LEP, how to access services such as document translation, etc.

5.2.3 Language Access Training

Aviation employees who routinely have direct, substantive interaction with the public (front-line employees) shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations.

The Language Assistance Plan (LAP) is made available to all Aviation staff by posting on the intranet access. Additionally it will be discussed at the New Employee Orientation, the Division Managers meeting and the Management Team Session.

Training will be open to any personnel however the initial training sessions will be targeted toward personnel who routinely have direct, substantive interaction with the public. The following training will be provided to personnel and volunteers working in the airport's visitors Information Centers, podiums, communications and any personnel participating in the customer services portion of the gainshare program.

- Information on the Title VI Policy and LAP procedures.
- Description of language assistance services offered to the public.
- How to work effectively with in-person and telephone interpreters.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint through the existing Customer Relationship Management System (CRMS) complaint tracking form.

5.2.4 Providing Notice to LEP Persons

Notification is posted at the main Visitors Information Center counter notifying LEP persons of the LAP and how to access the language service. Notification is also included on the airport's official web site, www.abia.org under 'Travel Tips section'.

The Aviation Department will work with community-based organizations and other stakeholders to inform LEP individuals of the recipient's services, including the availability of language assistance services. Additionally 512-530-2242 main number respondents will be trained specifically about the LEP individual available services.



5.2.5 Monitoring and Evaluating the LAP

Ensuring the quality of our language services is critical to communicating effectively with LEP individuals. Each division of Aviation will be required to maintain records of all service requests received for written translation services and over-the-phone interpretation services. This information will be sent to the Aviation Department's Language Access Coordinator at the end of each quarter. Further, the Aviation Department will consider information from multiple sources, including inquiries through Airportinfo@austintexas.gov, inquiries to the airport contact number 512-530-2242, staff observations and customer feedback to evaluate its Language Access Plan.


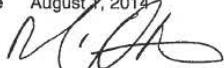
On at least an annual basis, the Aviation Department will conduct an evaluation of the LAP to determine overall effectiveness. The evaluation will consider what is working and what is not working and adjustments to the LAP will be made accordingly. The evaluation will also determine whether new languages will be added for translation based on ongoing community needs assessments.

6 REFERENCES

City of Austin Translation and Interpretation Policy

City Council Resolution No. 20161103-052



CITY of AUSTIN Administrative Bulletin		
Title	Translation and Interpretation Policy	
Administrative Bulletin Number	14-04	
Effective Date	August 1, 2014	
Revised	<input type="checkbox"/> Annually <input checked="" type="checkbox"/> As Needed	
Prepared by	Communications and Public Information Office	
Original Date	August 7, 2014 Revised	
Manager's Approval		

PURPOSE

The City of Austin is committed to open government and the provision of quality customer service. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents. This policy is designed to establish a citywide translation and interpretation protocol to promote fair and equitable access to City services for individuals with limited English proficiency.

POLICY

The City is committed to using competent, trained and culturally sensitive translators and interpreters. City departments should make all reasonable efforts to apply these policies whenever applicable to their operations:

I) Document Bank

The Communications and Public Information Office (CPIO) shall maintain an intranet resource of existing translated documents, as well as translations of commonly-used terms such as official department and division names, key initiatives, employee titles, and frequently-used departmental terminology. This resource shall be accessible and updatable by individual departments as needed.

II) Emergency Notifications

- a) In the event of an emergency where reverse-911 or other call-out systems are implemented, the City will provide a direct option to receive the message in Spanish. The City shall make all reasonable efforts to provide the message in additional languages, or provide call-in instructions by which to receive the full message in additional languages.

- b) Critical documents and messages distributed to the public during emergency response, to include those distributed through social media, will be provided in both English and Spanish. If 5% of the population in the affected area consists of another specific language group¹, then the City will make reasonable efforts to provide the message in that language.



III) Interpretations

- a) City Departments organizing community meetings should inform the public in advance that interpreters may be provided at the meeting if the City receives a request five working days prior to the event. Should a request be received, the lead organizing department will make reasonable efforts to secure a qualified interpreter.
- b) For requests made less than five days in advance, it will be at the lead department's discretion to determine if accommodations can be made.
- c) If a meeting or event specifically targets a community or population group with a high concentration of foreign-language speakers, the lead organizing department will make reasonable efforts to secure a qualified interpreter in the appropriate language.
- d) City Departments, at their own discretion, may provide interpreters more frequently than required in this policy.

IV) Language Line

- a) Austin 311 will maintain a contract for language line services. Departments in need of assistance with foreign-language phone inquiries should contact 311 for assistance in fulfilling those needs.

V) Translations

- a) CPIO will conduct a prequalification process every two years for translation services, and provide a list of prequalified vendors for those seeking translation services. Prequalification will be based on both professional skill and relevant cultural competency.
- b) Translations of a complex, legally-binding and/or technical nature, and translations mandated by applicable law, should be performed by professional translators in any circumstance where a bilingual departmental employee with specific technical knowledge is unavailable or unable to do so.

VI) Partnerships

- a) Notwithstanding any of the articles or requirements outlined in this policy, departments may have opportunities to partner with community groups or other agencies for the provision of translation services in specific instances. To the extent that these partnerships meet the requirements for accuracy and cultural competency, departments are not prohibited from seeking such alternative arrangements.

VII) Accountability

- a) CPIO shall solicit feedback and comments from staff, the immigrant and refugee communities, and translation and interpretation contractors annually on the effectiveness of this policy.
- b) The City shall periodically review this policy and make adjustments, as appropriate, based on changing demographics and other factors.



DEFINITIONS

For the purpose of this policy, the following definitions should apply:

Limited English Proficiency (LEP)

A person with limited English proficiency (LEP) cannot speak, read, write or understand the English language at a level that permits him or her to interact effectively with the City.

Individuals who communicate with American Sign Language are covered in this definition, although other Federal laws and regulations such as the Americans with Disabilities Act apply and should be considered separately.

Translation

Translation is the conversion of written communication from one language to another in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

Interpretation

Interpretation is the oral rendition of a spoken message from one language to another, preserving the intent and meaning of the original message.

Document Bank

A Document Bank is an internal resource that includes information related to translations and interpretations. A Document Bank is a living document that will evolve with the collaboration of the users.

Language Line

A Language Line is a commercial interpretation service accessed through the telephone.

Critical Information

This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information could be presented in writing or orally.

Primary Languages

Primary languages are languages other than English spoken at home by the largest number of Austin residents, based upon data from the Federal Census Bureau². In Austin, Spanish is the most spoken language after English. However, there are many other languages spoken in Central Texas. The most common languages (other than English) spoken in Austin are:

- Spanish (25.7%)
- Chinese (1.3 %)
- Vietnamese (0.8%)
- Korean (0.5%)
- Hindi (0.5%)

For the purposes of this policy, Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

² 2012 American Community Survey 5-year estimates, Table B16001, US Census Bureau.



ROLES AND RESPONSIBILITIES

- **Communications and Public Information Office**
 - Establish and maintain the Web infrastructure to host the Document Bank.
 - Establish and maintain a list of pre-qualified professional and court-certified translators and interpretation providers.
 - Provide a limited number of assistive-listening devices for live interpretation, available for checkout to departments.
 - Work with departments, as needed, to seek partnerships for sharing translation and interpretation services.
 - Conduct process for soliciting periodic feedback on policy effectiveness.

- **All Departments**
 - Provide relevant information for the Document Bank relative to their respective departments, and update the resource as necessary.
 - Translate critical information and other appropriate documents into Spanish and other languages as outlined in this policy.

CORRESPONDING PROCEDURES AND POLICIES

Not applicable.

FORMS

None