

1. Title VI Policy Statement¹

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

TLH 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 Sponsor 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 **TLH** will take action to involve them and the general public in the decision-making process.

TLH requires nondiscrimination assurances, as prescribed by Federal Aviation Administration (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 **TLH** and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Vanessa Spaulding, available at **850-891-7895** and **Vanessa.Spaulding@talgov.com**, is TLH’s Title VI Coordinator and is responsible for overseeing the Airport Sponsor’s compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



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

March 27, 2024
Effective Date

March 27, 2027
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.

2. Administration

The **City of Tallahassee (City)** has reviewed and adopted this Title VI Plan for **TLH**. 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 Director of Aviation or TLH Title VI Coordinator. Significant revisions to our policies or federal guidelines may warrant re-adoption by the City and resubmittal to FAA.

In addition to the Title VI Coordinator and **TLH** leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	Airport Sponsor Program / Office
<i>Victoria Maleszewski</i>	<i>Manager – Airport Properties and Business Development</i>
<i>Casey Drake</i>	<i>Assistant Manager – Airport Properties and Business Development</i>

TLH has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

As of the date of this plan, **TLH** has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
<i>FAA BIL AIG</i>	<i>Pending</i>	<i>\$216,718</i>

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

Federal Source	Grant Award Information Available at:
<i>FAA AIP</i>	https://www.faa.gov/airports/aip/

3. Grant and Procurement Assurances

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

TLH 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. **TLH** requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

Agreements will contain clauses requiring incorporation of the nondiscrimination provisions in each subcontract agreement. In the event the contractor does not comply with the established requirements, sanctions for noncompliance will also be outlined and may include up to cancellation or termination of the contract. Annually, the Title VI Coordinator will also be responsible for auditing subcontractor agreements on a sample basis to ensure requisite clauses are in place.

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Title VI Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to **TLH** leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will

include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).

- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

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

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

5. Notice

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

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

TLH has posted the above Title VI policy statement at its staff offices.

TLH will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be posted on the Airport’s website by April 30, 2024, and mentioned in the following monthly stakeholder meeting.

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>Terminal</i>	<i>2</i>	<i>1</i>	
<i>Airport Employee Areas</i>			<i>2</i>
TLHAirport.com			

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

Outreach to Affected Communities

TLH 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, email broadcast, and TLHAirport.com. The Title VI Coordinator 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.

TLH will create a detailed CPP by December 31, 2024. A copy of the plan will be available at TLHAirport.com.

To ensure that the community is effectively informed of and able to participate in public hearings, the Title VI Coordinator 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 the LEP Section.

6. Community Statistics

Title VI regulations require Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, TLH will be able to identify, understand, and engage with communities. In doing so, TLH needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by the operation of Tallahassee International Airport.

Affected Communities⁴	Population
<i>Tallahassee - TLH (32310)</i>	<i>14,619</i>
<i>Tallahassee – East of TLH (32305)</i>	<i>20,968</i>

Source: U.S. Census Bureau

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

We have identified the following facts about the Affected Communities:

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

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

Low Income Communities⁵.

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” TLH is collecting information about affected and potentially affected low-income communities. According to the *U.S. Census Report S1701: Poverty Status in the Past 12 Months*, the overall poverty level average for the *area affected by and benefitting from the airport operations around TLH* is approximately **24.35%**. The poverty rate is slightly higher compared with the rest of Leon County (**19.6%**).

Affected Communities	Poverty Rate
<i>Tallahassee – TLH (32310)</i>	28.1%
<i>Tallahassee – East of TLH (32305)</i>	20.6%

Source: U.S. Census Table S1701, American Community Survey (ACS) 5-Year Estimate

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 follows⁶:

Affected Community: *Tallahassee – TLH (32310)*
Total Affected Community Population: 14,619

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	6,455	44.15%
<i>Black or African American</i>	7,377	50.46%
<i>Asian</i>	12	0.08%
<i>Hispanic or Latino</i>	1,040	7.11%
<i>More than one</i>	255	1.7%

Source: U.S. Census Table S1701, American Community Survey (ACS) 5-Year Estimate

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

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

Affected Community: *Tallahassee – East of TLH (32305)*

Total Affected Community Population: 20,968

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	7,666	36.56%
<i>Black or African American</i>	12,297	58.65%
<i>American Indian or Alaska Native</i>	23	0.1%
<i>Asian</i>	4	0.02%
<i>Native Hawaiian or Other Pacific Islander</i>	11	0.05%
<i>Hispanic or Latino</i>	1,009	4.8%
<i>More than one</i>	681	3.25%

Source: U.S. Census Table S1701, American Community Survey (ACS) 5-Year Estimate

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that TLH communicates effectively with LEP individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is **the U.S. Census American Community Survey: Table B16001-Language Spoken at Home by Ability to Speak English for the Population of 5 Years and Over: “Speaks English Less Than Very Well.”**

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.⁸ The safe harbor for our community is 1,000 as our total population exceeds 20,000. Please refer to 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	1490	+/-307

Source: U.S. Census Table 16001: Language Spoken at Home by Ability to Speak English

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

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

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

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
<i>Spanish</i>	X			

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include:

Additional Languages Spoken

<i>None</i>

This information is updated annually⁹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
<i>Language Line</i>	http://www.language.com

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

Federal regulations require recipients of federal financial assistance to collect racial, ethnic, and other similar demographic data about beneficiaries of or those affected by transportation programs, services, and activities. The City accomplishes this through the use of U.S. Census data, American Community Survey reports, surveys, and other methods. The City may periodically find it necessary to request voluntary identification of certain racial, ethnic, or similar demographic data from those who participate in its programs, services, or activities. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary and anonymous. Moreover, the City will not release or otherwise use this data in any manner inconsistent with federal regulations.

Staff Diversity.

Demographic information is collected from airport employees through voluntary disclosures.

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

Description of Employee Demographic Information Collection Methods

Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website. Employees can update their demographic information at any time they feel an update is needed via the City’s Employee Self-Service System. The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders, and regulations, including those that require the information to be summarized and reported to the federal government for civil rights enforcement. When reported, data will not identify any specific individual.

7. Potential or Known Community Impacts

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

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
<i>Main Terminal Central Plant Replacement</i>	<i>None</i>
<i>Terminal Modernization</i>	<i>None</i>
<i>Elevator and Air Handler Improvement</i>	<i>None</i>
<i>Restrooms Renovation</i>	<i>None</i>
<i>Terminal Front Entrance Pedestrian and Traffic Safety Improvements</i>	<i>None</i>

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
<i>International Processing Facility</i>	<i>None</i>
<i>Runway 9-27 Rehabilitation</i>	<i>None</i>

We have analyzed the above existing facilities and facility construction projects for disparate

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

impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts:

Facilities or Construction Projects with Disparate Impacts	Affected Community Impacted	Impact Can Be Eliminated?
<i>None</i>		

8. Limited English Proficiency (LEP)

Executive Order 13166

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

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

Language
<i>Spanish</i>

TLH also collects data for languages spoken by airport guests.¹¹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport language line usage data</i>	http://www.language.com/
<i>Airline-provided data</i>	<i>N/A</i>
<i>Assumption from flight origin / destination</i>	<i>N/A</i>
<i>Assistance requests to airport information desk</i>	<i>N/A</i>

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

Language
<i>None</i>

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 TLH’s 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:

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

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>Airport Employees</i>	<i>All above languages</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
<i>Airport Information Center</i>	<i>All above languages</i>
<i>Airport Communications Center</i>	<i>All above languages</i>
<i>Airport Employees</i>	<i>All above languages</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>Language Line, Inc.</i>	<i>Over 240 languages</i>
<i>Airport Employees</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport Information Center</i>	<i>Over 240 languages using Language Line, Inc.</i>
<i>Airport Communications Center</i>	<i>Over 240 languages using Language Line, Inc.</i>
<i>Airport Employees</i>	<i>Over 240 languages using Language Line, Inc.</i>

Description of Interpretation Assistance Processes

- *The Airport maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. Generally, these employees are available to assist members of the public with verbal real-time interpretation, during normal business hours.*
- *The airport contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. Access is obtained from calling the Airport Communications Center or visiting the Airport Information Center where staff or ambassadors would assist guests with accessing the service.*

9. Transportation

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

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

We have coordinated with **StarMetro** 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
<i>Tallahassee - TLH (32310)</i>	Paratransit vans	Existing
<i>Tallahassee – East of TLH (32305)</i>	Paratransit vans	Existing

10. Minority Businesses

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

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

TLH has established an Airport Concession Disadvantaged Business Enterprise (ACDBE) program and a program for Disadvantaged Business Enterprises (DBE) in accordance with 49 CFR Part 23 and 26, respectively. **TLH**, in conjunction with the Tallahassee-Leon County Office of Economic Vitality, coordinates and provides assistance in promoting local small, disadvantaged and minority business participation in all **TLH** contracting opportunities including airport projects. All concession and contracting opportunities at the airport are communicated via outreach meetings, small business workshops, and other events for minority and small business communities. Current solicitation opportunities for **TLH** are also posted on the City of Tallahassee’s website at <https://www.talgov.com/doingbusiness/vendor-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 City of Tallahassee’s Procurement Services Division.

11. Training

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibit discrimination on the basis of race, color, national

origin (including LEP), sex (including sexual orientation and gender identity), creed, or age

- Title VI complaints must be forwarded to the Title VI Coordinator
- Protections against retaliation for filing civil rights complaints or related actions
- Title VI notices must be displayed throughout the airport public facilities
- All contracts must include Title VI clauses
- Language interpretation and translation services
- Cultural and community relations sensitivity training
- Anti-harassment training

Refresher information will be provided annually.

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

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

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

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

At regular intervals, the Title VI 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 Title VI Coordinator will also provide a statement about the outcome, unless previously provided.

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.

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

¹³ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

2. Not only be for employment matters¹⁴
3. Allege misconduct by the **TLH** including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the **TLH** including airport employees, contractors, concessionaires, lessees, or tenants.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the **TLH**. 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 Title VI Coordinator will log in the complaint and promptly send copies of the complaint to the corresponding FAA Title VI Liaison and the Director of Aviation.

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

Vanessa Spaulding, Deputy Director of Aviation
3300 Capital Circle SW, Suite 1
Tallahassee, FL 32310
850-891-7895
Vanessa.Spaulding@talgov.com

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 Title VI 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 Title VI 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 Title VI Coordinator within 72 hours of receipt.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA

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

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

Investigation Procedure

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

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

Prompt Investigation. The Title VI 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 Title VI 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 Title VI Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Title VI 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 Title VI Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through negotiation, mediation or other alternate dispute resolutions.

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 conclusion of TLH regarding whether unlawful discrimination occurred and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via the FAA Civil Rights Connect System.

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

- The complainant may appeal in writing to the Director of Aviation.
- The written appeal must be received within 5 business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The Director of Aviation will issue a final written decision in response to the appeal.

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

Intimidation and Retaliation Prohibited. **TLH** 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 TLH Title VI Coordinator.

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

Website, In-person, and Other Distribution Methods

Airport website, Title VI page at <https://www.talgov.com/airport/accessibility-titlevi>

Appendix 14. Population / Language Data

U.S. Census Table B16001

	Tallahassee, Florida	
Label	Estimate	Margin of Error
Total:	177,660	±550
Speak only English	155,485	±1,494
Spanish or Spanish Creole:	9,001	±734
Speak English "very well"	7,511	±672
Speak English less than "very well"	1,490	±307
French (incl. Patois, Cajun):	1,182	±381
Speak English "very well"	907	±299
Speak English less than "very well"	275	±183
French Creole:	1,940	±552
Speak English "very well"	1,555	±528
Speak English less than "very well"	385	±175
Italian:	119	±111
Speak English "very well"	119	±111
Speak English less than "very well"	0	±31
Portuguese or Portuguese Creole:	250	±139
Speak English "very well"	223	±130
Speak English less than "very well"	27	±30
German:	563	±264
Speak English "very well"	452	±198
Speak English less than "very well"	111	±87
Yiddish:	0	±31
Speak English "very well"	0	±31
Speak English less than "very well"	0	±31
Other West Germanic languages:	154	±74
Speak English "very well"	112	±62

Speak English less than "very well"	42	±51
Scandinavian languages:	146	±93
Speak English "very well"	146	±93
Speak English less than "very well"	0	±31
Greek:	118	±92
Speak English "very well"	118	±92
Speak English less than "very well"	0	±31
Russian:	432	±262
Speak English "very well"	367	±251
Speak English less than "very well"	65	±77
Polish:	166	±124
Speak English "very well"	147	±120
Speak English less than "very well"	19	±28
Serbo-Croatian:	46	±58
Speak English "very well"	46	±58
Speak English less than "very well"	0	±31
Other Slavic languages:	74	±71
Speak English "very well"	74	±71
Speak English less than "very well"	0	±31
Armenian:	0	±31
Speak English "very well"	0	±31
Speak English less than "very well"	0	±31
Persian:	153	±90
Speak English "very well"	124	±78
Speak English less than "very well"	29	±49
Gujarati:	474	±271
Speak English "very well"	384	±248
Speak English less than "very well"	90	±82
Hindi:	517	±236
Speak English "very well"	451	±220
Speak English less than "very well"	66	±70

Urdu:	287	±208
Speak English "very well"	240	±186
Speak English less than "very well"	47	±44
Other Indic languages:	444	±214
Speak English "very well"	263	±135
Speak English less than "very well"	181	±113
Other Indo-European languages:	160	±86
Speak English "very well"	99	±63
Speak English less than "very well"	61	±63
Chinese:	1,576	±390
Speak English "very well"	1,013	±407
Speak English less than "very well"	563	±182
Japanese:	125	±90
Speak English "very well"	125	±90
Speak English less than "very well"	0	±31
Korean:	537	±220
Speak English "very well"	198	±119
Speak English less than "very well"	339	±163
Mon-Khmer, Cambodian:	54	±65
Speak English "very well"	54	±65
Speak English less than "very well"	0	±31
Hmong:	0	±31
Speak English "very well"	0	±31
Speak English less than "very well"	0	±31
Thai:	22	±25
Speak English "very well"	7	±11
Speak English less than "very well"	15	±23
Laotian:	0	±31
Speak English "very well"	0	±31
Speak English less than "very well"	0	±31
Vietnamese:	364	±175

Speak English "very well"	237	±130
Speak English less than "very well"	127	±77
Other Asian languages:	1,090	±273
Speak English "very well"	934	±254
Speak English less than "very well"	156	±120
Tagalog:	419	±193
Speak English "very well"	277	±124
Speak English less than "very well"	142	±117
Other Pacific Island languages:	254	±227
Speak English "very well"	148	±135
Speak English less than "very well"	106	±105
Navajo:	0	±31
Speak English "very well"	0	±31
Speak English less than "very well"	0	±31
Other Native North American languages:	24	±32
Speak English "very well"	24	±32
Speak English less than "very well"	0	±31
Hungarian:	43	±50
Speak English "very well"	34	±38
Speak English less than "very well"	9	±14
Arabic:	597	±293
Speak English "very well"	292	±190
Speak English less than "very well"	305	±169
Hebrew:	63	±58
Speak English "very well"	63	±58
Speak English less than "very well"	0	±31
African languages:	781	±364
Speak English "very well"	587	±339
Speak English less than "very well"	194	±125
Other and unspecified languages:	0	±31

Speak English "very well"	0	±31
Speak English less than "very well"	0	±31

U.S. Census Table S1701

	ZCTA5 32310					
	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	14,619	±1,196	4,110	±871	28.1%	±5.1
AGE						
Under 18 years	3,343	±668	1,301	±497	38.9%	±12.2
Under 5 years	727	±248	454	±244	62.4%	±19.7
5 to 17 years	2,616	±549	847	±389	32.4%	±13.1
Related children of householder under 18 years	3,343	±668	1,301	±497	38.9%	±12.2
18 to 64 years	9,452	±901	2,534	±537	26.8%	±4.7
18 to 34 years	4,221	±664	1,444	±422	34.2%	±7.6
35 to 64 years	5,231	±506	1,090	±217	20.8%	±3.9
60 years and over	2,722	±340	493	±126	18.1%	±4.5
65 years and over	1,824	±242	275	±88	15.1%	±5.2
SEX						
Male	6,594	±618	1,568	±405	23.8%	±5.5
Female	8,025	±798	2,542	±580	31.7%	±6.0
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	6,455	±989	1,122	±283	17.4%	±4.5
Black or African American alone	7,377	±1,097	2,754	±775	37.3%	±7.8
American Indian and Alaska Native alone	0	±23	0	±23	-	**
Asian alone	12	±16	0	±23	0.0%	±100.0
Native Hawaiian and Other Pacific Islander alone	0	±23	0	±23	-	**
Some other race alone	520	±363	204	±290	39.2%	±41.5
Two or more races	255	±110	30	±41	11.8%	±16.4

Hispanic or Latino origin (of any race)	1,040	±435	397	±322	38.2%	±25.5
White alone, not Hispanic or Latino	5,944	±996	920	±267	15.5%	±4.9
EDUCATIONAL ATTAINMENT						
Population 25 years and over	8,714	±614	1,848	±363	21.2%	±3.9
Less than high school graduate	1,312	±236	543	±146	41.4%	±9.1
High school graduate (includes equivalency)	3,264	±501	644	±229	19.7%	±6.3
Some college, associate's degree	2,068	±311	448	±144	21.7%	±7.0
Bachelor's degree or higher	2,070	±422	213	±123	10.3%	±5.9
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	6,901	±736	1,221	±402	17.7%	±5.0
Employed	6,515	±695	1,019	±346	15.6%	±4.7
Male	3,120	±410	269	±167	8.6%	±5.1
Female	3,395	±502	750	±305	22.1%	±7.3
Unemployed	386	±180	202	±124	52.3%	±21.1
Male	136	±87	43	±34	31.6%	±29.5
Female	250	±160	159	±121	63.6%	±23.9
WORK EXPERIENCE						
Population 16 years and over	11,845	±931	2,972	±580	25.1%	±4.3
Worked full-time, year-round in the past 12 months	4,061	±502	182	±124	4.5%	±3.0
Worked part-time or part-year in the past 12 months	3,368	±467	1,035	±330	30.7%	±8.8
Did not work	4,416	±435	1,755	±342	39.7%	±6.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						

50 percent of poverty level	2,522	±739	(X)	(X)	(X)	(X)
125 percent of poverty level	4,924	±909	(X)	(X)	(X)	(X)
150 percent of poverty level	5,649	±950	(X)	(X)	(X)	(X)
185 percent of poverty level	6,586	±1,000	(X)	(X)	(X)	(X)
200 percent of poverty level	7,131	±998	(X)	(X)	(X)	(X)
300 percent of poverty level	10,168	±1,180	(X)	(X)	(X)	(X)
400 percent of poverty level	11,359	±1,233	(X)	(X)	(X)	(X)
500 percent of poverty level	12,630	±1,170	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	3,922	±602	1,597	±355	40.7%	±5.6
Male	1,907	±379	640	±172	33.6%	±6.9
Female	2,015	±403	957	±295	47.5%	±8.8
15 years	0	±23	0	±23	-	**
16 to 17 years	0	±23	0	±23	-	**
18 to 24 years	822	±282	537	±210	65.3%	±13.2
25 to 34 years	562	±174	214	±143	38.1%	±18.3
35 to 44 years	389	±191	90	±82	23.1%	±18.9
45 to 54 years	426	±159	126	±77	29.6%	±18.1
55 to 64 years	848	±216	424	±130	50.0%	±10.8
65 to 74 years	548	±173	120	±62	21.9%	±11.3
75 years and over	327	±117	86	±56	26.3%	±16.0
Mean income deficit for unrelated individuals (dollars)	8,077	±1,012	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	1,275	±283	63	±55	4.9%	±4.2

Worked less than full-time, year-round in the past 12 months	946	±278	471	±172	49.8%	±10.9
Did not work	1,701	±309	1,063	±266	62.5%	±9.6

ZCTA5 32305						
	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	20,968	±1,810	4,313	±1,104	20.6%	±5.0
AGE						
Under 18 years	5,057	±976	1,338	±521	26.5%	±9.0
Under 5 years	1,296	±301	456	±230	35.2%	±13.7
5 to 17 years	3,761	±881	882	±403	23.5%	±10.2
Related children of householder under 18 years	5,057	±976	1,338	±521	26.5%	±9.0
18 to 64 years	12,631	±1,094	2,562	±706	20.3%	±5.3
18 to 34 years	4,903	±671	1,242	±579	25.3%	±10.5
35 to 64 years	7,728	±817	1,320	±353	17.1%	±4.2
60 years and over	4,861	±604	608	±171	12.5%	±3.9
65 years and over	3,280	±512	413	±148	12.6%	±5.2
SEX						
Male	9,834	±927	1,657	±488	16.8%	±4.5
Female	11,134	±1,250	2,656	±868	23.9%	±6.9
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	7,666	±1,002	1,264	±441	16.5%	±5.8
Black or African American alone	12,297	±1,395	2,851	±931	23.2%	±7.2
American Indian and Alaska Native alone	23	±26	0	±27	0.0%	±74.8
Asian alone	4	±6	0	±27	0.0%	±100.0
Native Hawaiian and Other Pacific Islander alone	11	±18	0	±27	0.0%	±100.0
Some other race alone	286	±257	31	±47	10.8%	±20.9

Two or more races	681	±282	167	±129	24.5%	±15.1
Hispanic or Latino origin (of any race)	1,009	±455	214	±188	21.2%	±18.5
White alone, not Hispanic or Latino	7,165	±944	1,112	±400	15.5%	±5.6
EDUCATIONAL ATTAINMENT						
Population 25 years and over	13,248	±889	2,278	±446	17.2%	±3.3
Less than high school graduate	2,096	±479	552	±202	26.3%	±7.5
High school graduate (includes equivalency)	4,159	±562	800	±275	19.2%	±5.8
Some college, associate's degree	4,460	±611	704	±201	15.8%	±5.1
Bachelor's degree or higher	2,533	±394	222	±122	8.8%	±4.8
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	10,419	±929	1,619	±575	15.5%	±5.4
Employed	9,408	±873	1,131	±363	12.0%	±4.0
Male	4,712	±558	507	±198	10.8%	±4.1
Female	4,696	±655	624	±303	13.3%	±6.1
Unemployed	1,011	±373	488	±279	48.3%	±18.8
Male	325	±174	116	±81	35.7%	±21.4
Female	686	±305	372	±257	54.2%	±25.1
WORK EXPERIENCE						
Population 16 years and over	16,350	±1,160	3,164	±744	19.4%	±4.5
Worked full-time, year-round in the past 12 months	6,066	±644	338	±172	5.6%	±2.9
Worked part-time or part-year in the past 12 months	4,091	±635	1,016	±341	24.8%	±8.0
Did not work	6,193	±772	1,810	±455	29.2%	±6.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	1,390	±483	(X)	(X)	(X)	(X)

125 percent of poverty level	6,316	±1,399	(X)	(X)	(X)	(X)
150 percent of poverty level	7,696	±1,357	(X)	(X)	(X)	(X)
185 percent of poverty level	9,580	±1,466	(X)	(X)	(X)	(X)
200 percent of poverty level	10,092	±1,469	(X)	(X)	(X)	(X)
300 percent of poverty level	13,298	±1,617	(X)	(X)	(X)	(X)
400 percent of poverty level	15,572	±1,665	(X)	(X)	(X)	(X)
500 percent of poverty level	17,295	±1,678	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	3,653	±601	1,299	±301	35.6%	±8.0
Male	1,817	±397	646	±234	35.6%	±11.1
Female	1,836	±356	653	±196	35.6%	±10.3
15 years	0	±27	0	±27	-	**
16 to 17 years	0	±27	0	±27	-	**
18 to 24 years	220	±167	116	±110	52.7%	±45.1
25 to 34 years	561	±256	135	±81	24.1%	±13.8
35 to 44 years	555	±307	243	±125	43.8%	±27.9
45 to 54 years	277	±126	122	±97	44.0%	±26.3
55 to 64 years	993	±283	362	±138	36.5%	±11.5
65 to 74 years	689	±184	218	±104	31.6%	±12.5
75 years and over	358	±133	103	±61	28.8%	±14.0
Mean income deficit for unrelated individuals (dollars)	6,605	±923	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	1,187	±367	133	±117	11.2%	±10.3
Worked less than full-time, year-round in the past 12 months	794	±231	338	±129	42.6%	±15.0
Did not work	1,672	±327	828	±234	49.5%	±10.0

Appendix 15. Completed Unlawful Discrimination Poster

Unlawful Discrimination

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

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

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

Coordinator: Vanessa Spaulding, Deputy Director of Aviation
Phone: (850) 891-7895
Address: 3300 Capital Circle SW, Suite 1
Tallahassee, FL 32310

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: Vanessa Spaulding, Deputy Director of Aviation
Teléfono: (850) 891-7895
Dirección: 3300 Capital Circle SW, Suite 1
Tallahassee, FL 32310



U.S. Department of Transportation
Federal Aviation Administration

HQ-10 1028