



Salt Lake City Department of Airports Title VI Program Plan



Effective January 1, 2024

12/27/2023

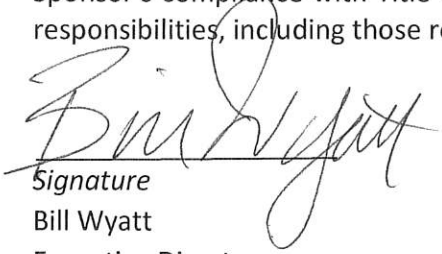
1. Title VI Policy Statement¹

Salt Lake City Corporation, through its Department of Airports (SLCDA) 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.

SLCDA 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 to understand the impacts to 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 SLCDA will take action to involve them and the general public in the decision-making process.

SLCDA 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 SLCDA and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Raymond Christy, Airport Planning DBE Manager, is appointed the Title VI Coordinator and is available at 801 575-2945 and raymond.christy@slcgov.com. Raymond is responsible for overseeing the Airport Sponsor's compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.


Signature
Bill Wyatt
Executive Director

January 1, 2024
Effective Date

January 1, 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

SLCDA has reviewed and adopted this Title VI Plan. 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 Executive Director’s or Title VI Coordinator’s name. Significant revisions to airport policies or federal guidelines may warrant re-adoption by SLCDA and resubmittal to FAA.

In addition to the DBE Program Manager and airport sponsor’s leadership, the following people also assist with our Title VI program requirements: **Ava Cabey, DBE Program Coordinator**

SLCDA does not have any airport program sub-recipients.

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

Federal Source	Grant Number	Amount
US DOT	#132; Taxiway E Reconstruction F1-	\$5,048,700
US DOT	#133; ARP Apron Application #14	\$14,638,767
US DOT	#136; Zero Emission Vehicle	\$479,524

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

Federal Source	Grant Award Information Available at:
US DOT	https://www.faa.gov/airports/aip/2023_aip_grants

3. Grant and Procurement Assurances

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

SLCDA will complete standard grant assurances for Title VI and related requirements, as 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/. Civil Rights clauses are required in all contracts. Special clauses are required for certain types of contracts, such as land acquisition.
- b. SLCDA requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

The Title VI Coordinator has developed a contract clause requirement template that is required for all federally assisted construction contracts. The Title VI Coordinator reviews construction and concessionaire contracts before and after execution to ensure all contractors and concessionaires acknowledge and accept the federal contract assurances, and in conjunction with the Design and Construction Management team and legal counsel, reviews samples of subcontracts for federally assisted projects.

4. Title VI Coordinator Responsibilities

The Title VI Coordinator is responsible for ensuring that all staff supporting 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 SLCDCA is following nondiscrimination requirements of Title VI and reports to SLCDCA leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data, records, and 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 relevant information throughout staff and the SLCDCA'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 to be 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)), which is also available on SLCDAs website.

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/>). The Title VI Coordinator has access to the FAA Civil Rights Connect System.

5. Notice

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

SLCDA 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 attached. See Section 15 Appendix.

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

SLCDA will distribute the Title VI Plan to its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed at the annual ADA / Title VI training held each November.

Posters are displayed in the terminal, concourses, 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
Concourse A & B, Terminal	6	8	
General Aviation areas			6
Rental Car counters	4		
Convenience Store			1

Outreach to Surrounding Communities.

The Airport Communications and Marketing Division ensures that notices for public meetings reach all segments of the impacted community. The Title VI Coordinator identifies effective media platforms to share announcements and notices. Announcements are made in social media, general circulation newspapers, community newspapers, email broadcast, and social media, such as Twitter, Instagram, and Facebook. The Airport Communications and Marketing Division contacts leaders and representatives in

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

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.

SLCDA will provide more detailed information on our public notice and outreach procedures in its Community Participation Plan (CPP). A copy of the CPP is available on SLCDA's website. A copy of each CPP report completed since the last Title VI Plan is attached to this Title VI Plan.

To ensure that the surrounding community is effectively informed of and able to participate in public engagements or public outreach events, Airport Communications and Marketing Division 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). Under a new City-wide policy, public notices will be translated into appropriate languages, including for any language spoken by a significant number or proportion of the potentially Affected Community population that has limited English proficiency (LEP). The Title VI Coordinator will plan a meeting with the various affected departments to determine how the directives of the citywide policy and the federal Title VI Program plan are implemented in compliance with city and federal criteria.

Such social media postings and notices will include directions for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

6. Community Statistics

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

Salt Lake City International Airport ("Airport") is located 6 miles northwest of downtown Salt Lake City. The Airport is bounded on the south by Interstate 80, and on the east by Interstate 215. The Salt Lake International Center, an industrial complex, is located directly west of the Airport and The Great Salt Lake is located adjacent to the north. Development adjacent to the Airport is aeronautical and non-aeronautical industrial and commercial uses. There are no residential areas immediately adjacent to the Airport. In addition, the flight path, including an aircraft's trajectory and the path in the air following that exposes the underlying property below to a sound level over DNL 65, does not include any residential communities. However, SLCDA has identified the Rose Park community as a potentially affected community. The Rose Park community is a residential community located east of Interstate 215 and is comprised of two zip codes: 84104 and 84116.

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.

Affected Communities⁴	Population
Rose Park (84104)	24,593
Rose Park (84116)	35,018

(Hereafter, the above communities will be referred to collectively as the “Affected Communities.”) We have identified the following facts about the Affected Communities:

Low Income Communities.⁵

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,” SLCDCA is collecting information about affected and potentially affected low-income communities. According to the U.S. Census Report, Table S1701: Poverty Status in the Past 12 Months, the overall poverty level for the Rose Park community, which is located over two zip codes (84104 and 84116) is an average of approximately 16.2%, which is similar to the rest of Salt Lake City at 14.7%. The poverty rates for the Affected Communities by zip code are as follows:

Affected Communities	Poverty Rate
Rose Park (84104)	14.2%
Rose Park (84116)	18.1%

The “percent below poverty level” column is from Table S1701, American Community Survey (ACS) 5-Year Estimate to populate the data for the Poverty Rate column in the above table.

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 follows:⁶

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

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

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

Potentially Affected Community: Rose Park (84104)

Total Affected Community Population: 24,593

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	11,496	10.5%
Black or African American	1,136	42.3%
American Indian or Alaska Native	570	3.9%
Asian	940	10.0%
Native Hawaiian or Other Pacific Islander	1,428	0%
Hispanic or Latino	11,881	16.5%
More than one	1,687	11.1%

Potentially Affected Community: Rose Park (84116)

Total Affected Community Population: 35,018

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	16,180	14.4%
Black or African American	1,260	33.2%
American Indian or Alaska Native	649	63.0%
Asian	3,016	7.3%
Native Hawaiian or Other Pacific Islander	2,339	4.3%
Hispanic or Latino	13,757	23.8%
More than one	3,467	14.9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that SLCDAs communicate effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is American Community Survey, 5-year Estimates. SLCDAs utilized B16001 Table; Language Spoken at Home by Ability to Speak English, 2015.

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

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

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

Languages Spoken by LEP Population Meet the Safe Harbor Threshold (84104)	Number	Margin of Error
Spanish	3996	+/-661

Languages Spoken by LEP Population Meet the Safe Harbor Threshold (84116)	Number	Margin of Error
Spanish	5366	+/-951

The language listed above meets the Safe Harbor Threshold criteria. Below SLCDCA has identified other languages spoken at the Airport. This was determined by the tabulation of translation (December 2022 through January 2023) services provided by our vendor LanguageLine Solutions. However, SLCDCA does not track the frequency of languages spoken by LEP persons at the Airport:

Additional Languages Spoken

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)
Spanish				
Chinese (Mandarin)				
French				
Russian				
Korean				
Vietnamese				
German				
Burmese				
Ukrainian				
Urdu				
Turkish				

SLCDCA will update this information annually⁹ through checking the following resources:

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.

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
U.S. Census Bureau	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001

Beneficiary Diversity.

SLCDA will develop a plan over the next 12 months to collect demographic information from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

Description of Beneficiary Demographic Information Collection Methods Being Developed

- SLCDA will develop a form to voluntarily capture demographic from Airport users.
- This information will be used at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.
- Businesses that submit bids or offers will be asked to voluntarily complete an anonymous survey that includes demographic information, submitted through a data collection website.

Staff and Advisory Board Diversity.

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

Description of Beneficiary Demographic Information Collection Methods Being Developed

- SLCDA will ask employees to submit voluntary confidential demographic information at time of hiring.
- Every 3 years, the Airport administration will ask airport advisory board members to enter demographic information voluntarily and anonymously through an online survey. SLCDA will begin this practice October 1, 2023, and each year moving forward.

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 SLCD 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
Parking Garage, Main Terminal, Concourse A & B	None
Phase 4 Concourse B East construction	None
Phase 3 Concourse A East construction	None
Taxiway E F1 – F2	None
Taxiway U & V Rehabilitation	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
Phase 4 Concourse B East construction	None
Phase 3 Concourse A East construction	None
Taxiway E F1 – F2	None
Taxiway U & V Rehabilitation	None

We have analyzed the above existing facilities and facility construction projects for disparate impacts based on race, color, or national origin (including LEP) in Affected Communities. Because there are no communities directly affected, there are no disparate impacts.

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

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.

Justifications: **None**

8. Limited English Proficiency (LEP) Executive Order 13166

In creating a Language Assistance Plan, the SLCDCA will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide. In the Community Statistics section, we identified the following languages spoken by LEP persons in the Affected Communities and accessing the Airport, as measured by the translation services provided:

Language
Spanish
Chinese (Mandarin)
French
Russian
Korean
Vietnamese
German
Burmese
Ukrainian
Urdu
Turkish

SLCDA collects data for languages spoken by airport guests¹¹ through use of its translation services. Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport language line usage data	www.language.com

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

Language
None

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will

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.

inform leadership and staff of the SLCDCA of the responsibility to provide language access. We currently 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
LanguageLine Solutions	All above languages

Information regarding translation services can be obtained at: Public Information booth (Terminal 2nd Floor, pre-security, Concourse Main Area, 2nd Floor, post security), SLC Police desk, and Concourse Main Area, 2nd Floor, post security). SLCDCA website has the functionality to translate airports webpages into different languages.

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
LanguageLine Solutions	All above languages

Information regarding interpretation services can be obtained at the Public Information booth (Terminal 2nd Floor, pre-security, Concourse Main Area, 2nd Floor, post security), SLC Police desk, and Concourse Main Area, 2nd Floor, post security). Also, SLCDCA maintains a current list of employees with their department location that speak languages. This list is available through Airport Control.

Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages
Airport information desks	All above languages, using Language Solutions, Inc.

Description of Interpretation Assistance Processes

- **LEP Caller Assistance Services** SLCDCA has contracted with LanguageLine Solutions for interpreter services for passengers and tenant usage, who are identified as a LEP person. The service is free of charge. When a request is received for the interpreter service, the representative is instructed to determine the language required. The interpreter is briefed and given any special instructions. The representative, caller and interpreter are on the call until the end of the conversation.
- **One-on-One Interpreter Services:** Any person at SLCDCA that identified themselves as a LEP individual needing assistance, *i.e.*, Passengers, Public Information booth, tenants, and concessionaires can call, free of charge, SLCDCA Control (801-575-2401) to request one-on-one assistance. A specialist is sent to determine the foreign language interpreter that is needed from the list of airport employees that speak a foreign language(s). If an on-duty airport employee cannot be found, SLCDCA will call the interpreter service to assist with an identified LEP person. SLCDCA Control Center maintains a list of employees and the languages they speak, which is updated frequently with new information.

9. Transportation

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

In the Community Statistics section of this plan, we identified Affected Communities (or 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.

SLCDA coordinates with the Utah Transit Authority (UTA) to provide public transportation to the Airport. UTA operates a fully accessible light rail (TRAX) service to the Airport. The Airport TRAX line connects with several other TRAX lines and the Commuter Rail system called FrontRunner. FrontRunner connects several local communities to the Airport TRAX line. UTA also provides complimentary paratransit, which may operate at any curb of user’s choosing at the Airport, per SLCDCA Ground Transportation rules.

SLCDA has encouraged UTA to provide additional fixed route or other transit services to the Airport along the west side of Salt Lake County into the Airport. The proposed routes are located in West Valley City and are listed below. These communities are:

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
Rose Park	Fixed-route buses	Existing
Rose Park	Paratransit vans	Existing
West Valley City (84104)	Fixed-route buses	Planned
West Valley City (84128)	Fixed-route buses	Planned
West Valley City (84120)	Fixed-route buses	Planned

10. Minority Businesses 49 CFR 21 Appendix C (a)(1)(x)

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

Airport Business Opportunity	Minority Business Outreach Methods
Concessions includes Food & Beverage, Retail, Rental Car and Convenience Store	Advertised through local chambers of commerce, online state-approved website, ACDBE mailing list and local trade associations, <i>i.e.</i> , APEX Accelerator
Construction	Advertised through local chambers of commerce, online state-approved website, DBE mailing list and local trade associations <i>i.e.</i> , APEX Accelerator

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 Contracts and Purchasing Division of SLCDCA.

11. Training

SLCDA will develop a presentation for the Airport new employee orientation that will incorporate 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

SLCDA intends to research this method for recommendation by SLCDA senior management for implementation within the next 12 months.

Refresher information will be provided annually.

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

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, SLCDA 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.
2. Not only be for employment matters.¹⁴
3. Allege misconduct by SLCDA including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the SLCDA including airport employees,

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.

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.

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 SLCD. ¹⁵ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Title VI Coordinator will log in the complaint and promptly send copies of the complaint to the airport's attorney, the office making the complaint and the Airport's Executive Director.

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

Raymond Christy, Airport Planning DBE Manager
3920 Terminal Drive
Salt Lake City International Airport
Salt Lake City, UT 84123
Raymond.christy@slcgov.com

If a complaint is initially made by phone, it must be supplemented with a written complaint before, preferably 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 3 days.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the 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

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the FAA, the Title VI Coordinator will transmit the complaint to the FAA Office of Civil Rights through 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 SLCD, 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 airport 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 an informal dispute resolution process. If this matter cannot be resolved at a lower level, the Title VI Coordinator will notify the FAA Office of Civil Rights of steps taken and recommendations to move this forward.

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 SLCD'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 online FAA online 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 Executive Director.
- The written appeal must be received within 10 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 Executive Director 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, SLCDA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. SLCDA 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 Raymond Christy, 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://slcairport.com/assets/pdfDocuments/BusServices/SLCDA-Title-VI-Complaint-process-and-form.pdf>

14. Population / Language Data

Below are the full tables for B16001 and S1701
See attached documentation.




ACSST5Y2021.S1701_2023-07-05T182159.zip



ACSDT5Y2015.B16001_2023-07-05T184411.zip

15. Completed Unlawful Discrimination Poster

<hr/>		
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 Americans with Disability Act (ADA) Coordinator, Title VI Coordinator or:		
Federal Aviation Administration Office of Civil Rights, ACR-1 800 Independence Avenue, S.W. Washington, D.C. 20591		
Federal regulations about unlawful discrimination are available for review in the Salt Lake City International Airport Administration Office reception area during normal business hours.		
<u>ADA</u>		<u>Title VI Act</u>
Coordinator: Mark Cheminant	James Udall	Coordinator: Raymond Christy
Phone: 801-575-2909	801-575-2744	Phone: 801-575-2945
Address: Salt Lake City International Airport P.O. Box 145550 Salt Lake City, Utah 84114-5550		
<hr/>		
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 coordinador de el programa de personas con discapacidades (ADA), Title VI coordinador o a:		
Federal Aviation Administration Office of Civil Rights, ACR-1 800 Independence Avenue, S.W. Washington, D.C. 20591		
Los reglamentos acerca de discriminación ilegal están a la disposición de los interesados para su revisión en la sala de recepción de la oficina administrativa de el departamento de aeropuertos durante las horas de servicio.		
<u>ADA</u>		<u>Title VI Act</u>
Coordinador: Mark Cheminant	James Udall	Coordinador: Raymond Christy
Teléfono: 801-575-2909	801-575-2744	Teléfono: 801-575-2945
Dirección: Salt Lake City International Airport P.O. Box 145550 Salt Lake City, Utah 84114-5550		
		
		U.S. Department of Transportation Federal Aviation Administration

	ZCTA5 84104		ZCTA5 84116	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Total:	22,559	±900	32,026	±1,333
Speak only English	10,865	±850	16,332	±1,190
Spanish or Spanish Creole:	8,110	±879	11,662	±1,689
Speak English "very well"	4,114	±605	6,296	±1,066
Speak English less than "very well"	3,996	±661	5,366	±951
French (incl. Patois, Cajun):	68	±96	151	±163
Speak English "very well"	68	±96	89	±103
Speak English less than "very well"	0	±20	62	±83
French Creole:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Italian:	12	±18	41	±48
Speak English "very well"	12	±18	14	±16
Speak English less than "very well"	0	±20	27	±45
Portuguese or Portuguese Creole:	10	±15	0	±23
Speak English "very well"	10	±15	0	±23
Speak English less than "very well"	0	±20	0	±23
German:	67	±47	30	±36
Speak English "very well"	67	±47	10	±25
Speak English less than "very well"	0	±20	20	±23
Yiddish:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Other West Germanic languages:	0	±20	34	±39
Speak English "very well"	0	±20	19	±31

	ZCTA5 84104		ZCTA5 84116	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	0	±20	15	±24
Scandinavian languages:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Greek:	12	±19	38	±56
Speak English "very well"	12	±19	16	±24
Speak English less than "very well"	0	±20	22	±32
Russian:	79	±92	49	±51
Speak English "very well"	43	±49	6	±10
Speak English less than "very well"	36	±50	43	±49
Polish:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Serbo-Croatian:	220	±151	677	±266
Speak English "very well"	80	±67	320	±135
Speak English less than "very well"	140	±98	357	±172
Other Slavic languages:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Armenian:	0	±20	21	±34
Speak English "very well"	0	±20	21	±34
Speak English less than "very well"	0	±20	0	±23
Persian:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Gujarati:	0	±20	0	±23

	ZCTA5 84104		ZCTA5 84116	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Hindi:	0	±20	15	±24
Speak English "very well"	0	±20	15	±24
Speak English less than "very well"	0	±20	0	±23
Urdu:	0	±20	85	±147
Speak English "very well"	0	±20	45	±111
Speak English less than "very well"	0	±20	40	±67
Other Indic languages:	112	±115	6	±10
Speak English "very well"	15	±22	0	±23
Speak English less than "very well"	97	±97	6	±10
Other Indo-European languages:	0	±20	71	±77
Speak English "very well"	0	±20	30	±37
Speak English less than "very well"	0	±20	41	±41
Chinese:	60	±46	180	±143
Speak English "very well"	0	±20	86	±97
Speak English less than "very well"	60	±46	94	±90
Japanese:	21	±26	10	±15
Speak English "very well"	21	±26	10	±15
Speak English less than "very well"	0	±20	0	±23
Korean:	33	±54	41	±49
Speak English "very well"	17	±28	41	±49
Speak English less than "very well"	16	±27	0	±23
Mon-Khmer, Cambodian:	0	±20	15	±24
Speak English "very well"	0	±20	0	±23

	ZCTA5 84104		ZCTA5 84116	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	0	±20	15	±24
Hmong:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Thai:	27	±40	0	±23
Speak English "very well"	27	±40	0	±23
Speak English less than "very well"	0	±20	0	±23
Laotian:	74	±131	0	±23
Speak English "very well"	55	±97	0	±23
Speak English less than "very well"	19	±34	0	±23
Vietnamese:	315	±181	374	±162
Speak English "very well"	160	±126	142	±97
Speak English less than "very well"	155	±78	232	±112
Other Asian languages:	678	±396	361	±262
Speak English "very well"	183	±165	124	±107
Speak English less than "very well"	495	±284	237	±195
Tagalog:	239	±346	17	±26
Speak English "very well"	193	±280	17	±26
Speak English less than "very well"	46	±67	0	±23
Other Pacific Island languages:	1,099	±491	1,110	±415
Speak English "very well"	949	±460	805	±373
Speak English less than "very well"	150	±102	305	±158
Navajo:	34	±39	79	±76
Speak English "very well"	34	±39	79	±76
Speak English less than "very well"	0	±20	0	±23

	ZCTA5 84104		ZCTA5 84116	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Other Native North American languages:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Hungarian:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
Arabic:	25	±31	200	±216
Speak English "very well"	25	±31	84	±118
Speak English less than "very well"	0	±20	116	±110
Hebrew:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23
African languages:	399	±191	427	±255
Speak English "very well"	253	±127	274	±173
Speak English less than "very well"	146	±86	153	±94
Other and unspecified languages:	0	±20	0	±23
Speak English "very well"	0	±20	0	±23
Speak English less than "very well"	0	±20	0	±23

Label	ZCTAS 84104						ZCTAS 84116					
	Total		Below poverty level		Percent below poverty level		Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	24,593	±1,543	3,495	±1,017	14.2%	±3.8	35,018	±1,877	6,349	±1,324	18.1%	±3.7
AGE												
Under 18 years	7,090	±977	1,716	±696	24.2%	±8.7	9,346	±926	2,124	±644	22.7%	±6.5
Under 5 years	1,951	±492	464	±265	23.8%	±11.9	2,604	±442	736	±280	28.3%	±9.6
5 to 17 years	5,139	±762	1,252	±536	24.4%	±9.6	6,742	±825	1,388	±436	20.6%	±6.4
householder under 18 years	7,037	±977	1,673	±695	23.8%	±8.7	9,287	±932	2,065	±634	22.2%	±6.4
18 to 64 years	15,380	±972	1,670	±422	10.9%	±2.6	22,309	±1,341	3,928	±814	17.6%	±3.4
18 to 34 years	6,594	±686	706	±222	10.7%	±3.2	10,429	±943	2,131	±586	20.4%	±5.2
35 to 64 years	8,786	±905	964	±364	11.0%	±3.8	11,880	±864	1,797	±467	15.1%	±3.8
60 years and over	2,947	±381	160	±53	5.4%	±3.1	4,875	±518	443	±185	9.1%	±3.8
65 years and over	2,123	±355	109	±77	5.1%	±3.6	3,363	±410	297	±162	8.8%	±4.8
SEX												
Male	12,615	±994	1,647	±542	13.1%	±4.0	18,604	±1,210	3,472	±860	18.7%	±4.4
Female	11,978	±822	1,848	±548	15.4%	±4.2	16,414	±1,069	2,877	±631	17.5%	±3.7
RACE AND HISPANIC OR LATINO ORIGIN												
White alone	11,496	±1,357	1,205	±372	10.5%	±3.2	16,180	±1,328	2,325	±692	14.4%	±3.9
Black or African American alone	1,136	±475	481	±424	42.3%	±28.1	1,260	±467	418	±372	33.2%	±23.0
American Indian and Alaska Native alone	570	±431	22	±34	3.9%	±6.6	649	±369	409	±315	63.0%	±27.4
Asian alone	940	±356	94	±113	10.0%	±10.2	3,016	±1,090	219	±176	7.3%	±6.0
Native Hawaiian and Other Pacific Islander alone	1,428	±521	0	±23	0.0%	±2.4	2,339	±952	100	±91	4.3%	±3.7
Some other race alone	7,336	±1,128	1,506	±884	20.5%	±10.7	8,107	±1,718	2,362	±1,071	29.1%	±11.6
Two or more races	1,687	±643	187	±205	11.1%	±12.0	3,467	±761	516	±243	14.9%	±6.8
Hispanic or Latino origin (of any race)	11,881	±1,495	1,966	±924	16.5%	±7.1	13,757	±1,786	3,280	±1,141	23.8%	±7.5
White alone, not Hispanic or Latino	7,931	±1,097	837	±269	10.6%	±3.3	13,241	±1,226	1,859	±583	14.0%	±4.1
EDUCATIONAL ATTAINMENT												
Population 25 years and over	14,895	±911	1,372	±403	9.2%	±2.6	21,314	±1,056	3,182	±695	14.9%	±3.1
Less than high school graduate	3,559	±473	639	±281	18.0%	±6.8	3,942	±757	1,013	±521	25.7%	±11.4
High school graduate (includes equivalency)	4,780	±567	315	±128	6.6%	±2.6	5,979	±771	1,023	±327	17.1%	±5.0
Some college, associate's degree	3,777	±558	245	±99	6.5%	±2.7	6,268	±716	759	±326	12.1%	±4.6
Bachelor's degree or higher	2,779	±421	173	±143	6.2%	±5.0	5,125	±687	387	±221	7.6%	±4.1
EMPLOYMENT STATUS												
Civilian labor force 16 years and over	13,388	±875	938	±301	7.0%	±2.3	18,526	±1,142	2,119	±531	11.4%	±2.9
Employed	12,831	±859	773	±272	6.0%	±2.1	17,232	±1,129	1,580	±460	9.2%	±2.7
Male	6,891	±524	319	±192	4.6%	±2.7	10,090	±631	1,012	±365	10.0%	±3.6
Female	5,940	±597	454	±183	7.6%	±3.1	7,142	±717	568	±194	8.0%	±2.7
Unemployed	557	±163	165	±86	29.6%	±13.1	1,294	±370	539	±222	41.7%	±13.7
Male	248	±114	9	±14	3.6%	±5.7	631	±224	307	±191	48.7%	±22.2
Female	309	±119	156	±85	50.5%	±18.9	663	±284	232	±123	35.0%	±16.0
WORK EXPERIENCE												
Population 16 years and over in the past 12 months	18,115	±978	1,942	±469	10.7%	±2.5	26,870	±1,420	4,528	±952	16.9%	±3.4
part-year in the past 12 months	9,722	±782	286	±180	2.9%	±1.8	12,614	±986	817	±382	6.5%	±2.9
Did not work in the past 12 months	4,077	±458	690	±230	16.9%	±5.2	6,625	±743	1,359	±447	20.5%	±6.2
Did not work	4,316	±533	966	±287	22.4%	±6.0	7,631	±777	2,352	±543	30.8%	±5.9
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS												
50 percent of poverty level	1,712	±747	(X)	(X)	(X)	(X)	3,188	±1,047	(X)	(X)	(X)	(X)
125 percent of poverty level	5,104	±1,110	(X)	(X)	(X)	(X)	8,532	±1,454	(X)	(X)	(X)	(X)
150 percent of poverty level	7,709	±1,344	(X)	(X)	(X)	(X)	10,382	±1,626	(X)	(X)	(X)	(X)
185 percent of poverty level	9,221	±1,382	(X)	(X)	(X)	(X)	15,111	±1,900	(X)	(X)	(X)	(X)
200 percent of poverty level	10,248	±1,440	(X)	(X)	(X)	(X)	16,692	±1,850	(X)	(X)	(X)	(X)
300 percent of poverty level	16,720	±1,572	(X)	(X)	(X)	(X)	23,823	±1,966	(X)	(X)	(X)	(X)
400 percent of poverty level	21,000	±1,672	(X)	(X)	(X)	(X)	27,789	±1,904	(X)	(X)	(X)	(X)
500 percent of poverty level	22,221	±1,572	(X)	(X)	(X)	(X)	30,548	±2,048	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	4,449	±672	981	±236	22.0%	±4.8	8,178	±939	2,214	±584	27.1%	±6.0
Male	2,457	±422	347	±111	14.1%	±4.2	4,748	±690	1,232	±479	25.9%	±8.1
Female	1,992	±496	634	±211	31.8%	±9.0	3,430	±592	982	±291	28.6%	±7.6
15 years	0	±23	0	±23	-	**	17	±31	17	±31	100.0%	±74.6
16 to 17 years	43	±57	43	±57	100.0%	±46.9	42	±52	42	±52	100.0%	±47.5
18 to 24 years	596	±216	233	±109	39.1%	±12.5	1,583	±477	808	±314	51.0%	±12.5
25 to 34 years	1,078	±260	206	±129	19.1%	±11.6	1,994	±389	361	±191	18.1%	±8.5
35 to 44 years	851	±273	94	±78	11.0%	±8.4	1,016	±403	190	±107	18.7%	±11.6
45 to 54 years	648	±216	166	±84	25.6%	±12.6	1,239	±335	342	±203	27.6%	±13.8
55 to 64 years	508	±177	157	±112	30.9%	±16.9	1,148	±251	236	±110	20.6%	±9.7

Label	ZCTAS 84104						ZCTAS 84116					
	Total		Below poverty level		Percent below poverty level		Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
65 to 74 years	576	±319	48	±49	8.3%	±8.8	661	±191	156	±118	23.6%	±16.5
75 years and over	149	±89	34	±35	22.8%	±22.3	478	±217	62	±55	13.0%	±11.9
Mean income deficit for unrelated individuals (dollars)	8,378	±1,233	(X)	(X)	(X)	(X)	7,625	±860	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	2,316	±461	43	±36	1.9%	±1.6	4,316	±716	226	±123	5.2%	±2.8
Worked less than full-time, year-round in the past 12 months	970	±212	385	±156	39.7%	±11.9	1,749	±451	861	±372	49.2%	±13.0
Did not work	1,163	±333	553	±170	47.5%	±16.2	2,113	±423	1,127	±336	53.3%	±12.1
Population in housing units for whom poverty status is determined	24,509	±1,538	3,417	±1,019	13.9%	±3.9	34,881	±1,852	6,219	±1,297	17.8%	±3.6