

Albuquerque International Sunport

Title VI Plan



Presented by

City of Albuquerque – Aviation Department

2200 Sunport Blvd., SE

Albuquerque, NM 8710

ALBUQUERQUE INTERNATIONAL SUNPORT TITLE VI PLAN

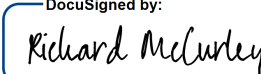
1. Title VI Policy Statement¹

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

The Sunport 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, including any programs or activities of our sub-recipients. The Sunport 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 Sunport will take action to involve them and the general public in the decision making process.

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

Kelly Price, available at (505) 244-7767 and KPrice@cabq.gov, is responsible for overseeing the Sunport’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.

DocuSigned by:

4E327F3E2466405...
Signature
Richard G. McCurley
Director of Aviation

September 30, 2023
Effective Date

September 29, 2026
3-Year Expiration Date

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

2. Administration

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

In addition to the Coordinator and airport sponsor's leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	Airport Sponsor Program / Office
Christina Sandoval	Planning Manager
Christopher B. Elam	Assistant City Attorney
David Trembath	Contract Manager
Jonathan Small	Customer Experience Manager
Tracy Perea	Strategic Program Manager

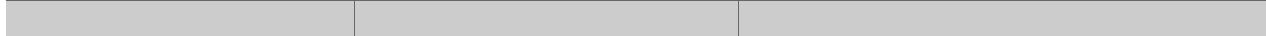
The Sunport has the following airport program sub-recipients:

Sub-Recipients

None

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

Federal Source	Grant Number	Amount
<i>DHS (example)</i>	<i>TZ-12345</i>	<i>\$1,000,000</i>
FAA – applicable to all of the listed grants	<p>*The following grants are in a "Pending" Status:</p> <p>1) FAA AIP: 3-35-0003-075-2023</p> <p>2) FAA AIP: 3-35-0003-074-2023</p> <p>3) FAA AIP: 3-35-0003-077-2023</p> <p>4) 3-35-0003-076-202</p>	<p>1) Passenger Boarding Bridge Refurbishment Phase B, Fed Share = \$8,368,926.00; Local share = \$2,092.232.00</p> <p>2) Sunport Perimeter Road Rehab Design, Fed share = \$253,826.00, Local share = \$47,308.75</p> <p>3) Net-Zero Energy Audit and Microgrid Feasibility Study, Fed share = \$275,123.00 Local share = \$58,681.00</p> <p>4) ZEV Electric Pickup Trucks, Fed share = \$251,400.00, Local share = \$83,800.00</p>



In addition, the Sunport's sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT):

Federal Source	Grant Number	Amount
N/A	N/A	N/A

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

Federal Source	Grant Award Information Available at:
FAA AIP – for all grants listed	https://www.faa.gov/airports/aip/

3. Grant and Procurement Assurances

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

The Sunport 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. The Sunport requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. Clauses are included in all templates and updated with every update received from the FAA. Attempts are made to ensure language is subsequently updated in existing prime agreements through amendments when changes are made.

Description of Oversight Methods for Subcontracts

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

The Sunport will follow the process for DBE/ACDBE required compliance, including review of the subcontracts.

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the Sunport is in compliance with nondiscrimination requirements of Title VI and reports to the Sunport 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 Sunport's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

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

The Coordinator has 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)

The Sunport will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at:

https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 Appendix.

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

Sunport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed once the plan has been approved by the Federal Aviation Administration, by May 2024 which will be emailed and direct distribution of hard copies as well as copies upon request from the ADA Coordinator.

Posters are displayed in each 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>Main Terminal – Level 1 Baggage Claim – Adjacent to baggage claim carousel #5</i>	<i>1</i>		
<i>Concourse B – Adjacent to Hudson News</i>		<i>1</i>	
<i>Administration</i>	<i>1</i>		
<i>Rent-A-Car Center</i>	<i>2</i>		
<i>Main terminal north side elevators (ground level, baggage claim level, and great hall level)</i>	<i>2</i>		
<i>Main terminal east side elevators (baggage claim level and adjacent to Spirit Airlines on 2nd level)</i>	<i>2</i>		
<i>Atlantic Aviation</i>	<i>1</i>		
<i>Cutter Aviation</i>	<i>1</i>		
<i>Double Eagle Airport</i>		<i>1</i>	
<i>AIS Landside (Parking) Building</i>	<i>1</i>		

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

Currently, the third level of the Sunport's secured/unsecured areas are under construction, which includes the TSA check point and Concourses A & B. Once the construction has been completed, which is scheduled for December 2024, additional posters will be placed in the aforementioned areas.

Outreach to Affected Communities

The City of Albuquerque's – Planning Department ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers and email broadcasts. The City of Albuquerque's – Planning Department contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

The Sunport will create a detailed CPP by December 31, 2023. A copy of the plan will be available at the [Albuquerque International Sunport – Gateway of New Mexico \(abgsunport.com\)](http://abgsunport.com)

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

³ We will not subject any persons to discrimination based on race, color, national origin, age, sex, or creed. The term "protected communities" is used within this Title VI plan to highlight the requirements of Title VI, 49 U.S.C. §

6. Community Statistics

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

In the table below, the affected community and its population size (if known) – “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. See examples of Affected Communities in table.

<i>Affected Communities</i> ⁴	<i>Population</i>
<i>Clayton Heights Lomas Del Cielo -87102 Yale Village San Jose South Broadway</i>	<i>36,845</i>
<i>South Valley - 87105</i>	<i>104,346</i>
<i>Kirtland Addition - 87106 Southeast Heights Victory Hills</i>	<i>44,857</i>

(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 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,” the Sunport is collecting information about affected and potentially affected low-income communities.

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

⁵ 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.

According to Census.gov table: S1701 - Income and Poverty in the past five (5) years (<https://data.census.gov/table?q=S1701>) the overall poverty level for the Affected Communities is approximately 21.83% which is “high” compared to the rest of Albuquerque – 16.2% and the state 18.4% [New Mexico Poverty Rate \(welfareinfo.org\)](http://welfareinfo.org). The poverty rate remains similar to the rest of the state. In addition, the poverty rate in New Mexico is 43.75% higher than the US average. (In the United States, 12.8% of 324,173,084 people live in poverty - [New Mexico Poverty Rate \(welfareinfo.org\)](http://welfareinfo.org)). The poverty rates for the specific Affected Communities are as follows:

<i>Affected Communities</i>	<i>Poverty Rate</i>
<i>Clayton Heights Lomas Del Cielo Yale Village San Jose South Broadway</i>	<i>24.7%</i>
<i>South Valley</i>	<i>18.27%</i>
<i>Kirtland Addition - 87106 Southeast Heights Victory Hills</i>	<i>25.46%</i>

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: 87102 – Yale Village, San Jose, South Broadway

Total Affected Community Population: 36,845

Poverty Rate: 24.7% (High)

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>10,543</i>	<i>31.2%</i>
<i>Black or African American</i>	<i>768</i>	<i>25.8%</i>
<i>American Indian or Alaska Native</i>	<i>1,009</i>	<i>38.1%</i>
<i>Asian</i>	<i>215</i>	<i>15.3%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>17</i>	<i>0.0%</i>
<i>Some other race</i>	<i>2,240</i>	<i>26.5%</i>
<i>Two or more other races</i>	<i>4,893</i>	<i>28.%</i>
<i>Hispanic or Latino origin</i>	<i>11,769</i>	<i>32.2%</i>
<i>White, not Hispanic or Latino</i>	<i>5,391</i>	<i>25.6%</i>

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

Affected Community: 87105 – South Valley
Total Affected Community Population: 104,346
Poverty Rate: 18.27% (High)

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	30,602	23.2%
<i>Black or African American</i>	675	24.6%
<i>American Indian and Alaska Native</i>	2,842	23.4%
<i>Asian</i>	122	10.7%
<i>Native Hawaiian and Other Pacific Islander</i>	126	0
<i>Some other race</i>	8,872	25.1%
<i>Two or more other races</i>	10,592	16.0%
<i>Hispanic or Latino origin</i>	42,952	22.8%
<i>White, not Hispanic or Latino</i>	7,563	18.6%

Affected Community: 87106 – Clayton Heights Lomas Del Cielo, Kirtland Addition, Southeast Heights, Victory Hills
Total Affected Community Population: 44,857
Poverty Rate: 25.46% (High)

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	16,427	19.9%
<i>Black or African American</i>	740	34.3%
<i>American Indian or Alaska Native</i>	938	46.4%
<i>Asian</i>	899	36.7%
<i>Native Hawaiian or Other Pacific Islander</i>	38	0.0%
<i>Some other race</i>	2,241	18.8%
<i>Two or more other races</i>	2,763	30.1%
<i>Hispanic or Latino origin</i>	9,482	26.7%
<i>White, not Hispanic or Latino</i>	11,329	16.2%

Limited English Proficiency (LEP)

The goal of all language access planning and implementation is to ensure that the Sunport communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is: American Community Survey - <https://data.census.gov/table?q=B16001>

The threshold that has been 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 (Bernalillo County) is 1000. 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
<i>Spanish</i>	153,035	+/-3,462
<i>Navajo</i>	8,883	+/-794
<i>Other Native languages of North America</i>	14,309	+/- 744
<i>Vietnamese</i>	3,555	+/- 771
<i>German</i>	2,830	+/-432
<i>Chinese</i>	2,614	+/-496
<i>French</i>	2,196	+/-428
<i>Tagalog</i>	1,545	+/- 381

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

The below information was not being tracked by it is now by our Comm Center. In addition, our Business Development Division has added a survey item inquiring what languages are being spoken to assist with individuals with translation/interpretation services.

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>				
<i>Navajo</i>				
<i>Other Native American Languages</i>				
<i>Vietnamese</i>				
<i>Tagalog</i>				

Additional languages spoken by significant numbers of LEP persons in the Affected

Communities, local schools, emergency service providers, and others, include:

⁷Recommend 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.

Additional Languages Spoken

None

This information is updated annually⁹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
<i>Migration Policy</i>	www.migrationpolicy.org/data/state-profiles/state/language/NM
<i>Consultation with Community Centers – Community Development</i>	www.cabq.gov/family
<i>Economic Development Department</i>	Edd.newmexico.gov/site-selection/census-data/

Beneficiary Diversity.

Demographic information will be 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

The Business Development Division conducts surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, native language, zip codes, and other elements and services. The survey includes a voluntary request for demographic information and questions rotate between 1-3 months.

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 Employee and Advisory Board Demographic Information Collection Methods

- *Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their*

job application through the job application website.

- *Every 3 years, the airport administration sends an email to all board members asking them to voluntarily and anonymously enter demographic information through an online survey.*

⁹Data 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 per

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 Sunport 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>Albuquerque International Sunport – Level 3: Unsecured and Secured Areas</i>	<i>No negative impact</i>
<i>Passenger Boarding Refurbishment: Phase B</i>	<i>No negative impact</i>
<i>Solar & EV Installation</i>	<i>No negative impact</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>Sunport Reimagined Dream of Flight</i>	<i>N/A</i>
<i>Passenger Boarding Bridge Refurbishment: Phase B</i>	<i>N/A</i>
<i>Service Animal Relief Area – Exterior – East Side</i>	<i>N/A</i>
<i>Re-Location of Cell Phone Lot & Walkway Repairs</i>	<i>N/A</i>

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts:

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.

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

Justifications:

Facilities or Construction Projects	Justification
<i>None</i>	<i>None</i>

8. Limited English Proficiency (LEP)

Executive Order 13166

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

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

Language
<i>Spanish</i>
<i>Navajo</i>
<i>Other Native American Languages</i>
<i>Tagalog</i>
<i>Vietnamese</i>

The Sunport 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>Sunport Free Wi-Fi Survey</i>	<i>Sunport Wi-Fi</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 the Sunport of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

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>Worldwide Languages & Communication, LLC</i>	<i>250+languages (including American Sign Language)</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
<i>At the Aviation Administration Office, in-person</i>	<i>Spanish</i>
<i>At the Aviation Administration Office, via on-phone</i>	<i>250+languages (including American Sign Language)</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendor(s)	Languages
<i>Worldwide Languages & Communications, LLC</i>	<i>250+languages (including American Sign Language)</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>At the Aviation Administration Office, in-person</i>	<i>Spanish</i>
<i>At the Aviation Administration Office, via on-phone</i>	<i>250+languages (including American Sign Language)</i>

Description of Interpretation Assistance Processes

The Language Access Coordinator maintains a list of multilingual employees, the languages

they speak, and their associated work telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services. The list is updated annually and provided to all airport employees. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.

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

9. Transportation

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

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

We have coordinated with the City of Albuquerque's – Transit department who provides 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
Clayton Heights	Fixed-route buses	Existing
Lomas Del Cielo	Fixed-route buses	Existing
Yale Village	Fixed-route buses	Existing
San Jose	Fixed-route buses	Existing
South Broadway	Fixed-route buses	Existing
South Valley	Fixed-route buses	Existing
Kirtland Addition	Fixed-route buses	Existing
Southeast Heights	Fixed-route buses	Existing
Victory Hills	Fixed-route buses	Existing

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

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

Airport Business Opportunity	Minority Business Outreach Methods
<i>Concessions</i>	<i>City of Albuquerque's – Purchasing Department's – Bonfire portal</i>
<i>ACDBE Program</i>	<i>Aviation Department – Business Development/Contracts</i>

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

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided on an annual basis.

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

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

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

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

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

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

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

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 the Sunport including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Sunport 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 Sunport.¹⁵ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the: Aviation Director, Deputy Director(s), Associate Director(s), internal Legal division and the office named in the complaint.

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

By mail to: Albuquerque International Sunport
Attn: Kelly Price – Loss Prevention Manager
200 Sunport Blvd., SE
Albuquerque, NM 87196
Office: 505.244.7867
Cellular: 505.382-8159
e-mail: kprice@cabq.gov

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.

¹⁵Airport sponsor

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

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

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within two (2) business days.

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

Investigation Procedure

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

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

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

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

witnesses, as appropriate.

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

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

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

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the Sunport'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 up-loading in 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 Aviation's Director – Richard McCurley, Aviation Department, 2200 Sunport Blvd., SE, Albuquerque, NM 87106.
- 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 Aviation 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, the Sunport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. The Sunport 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 Kelly Price – Loss Prevention Manager, e-mail: kprice@cabq.gov; office number: (505)244-7867; or cellular (505)382-8159.

This complaint procedure will be shared with the public through the following methods:

Website, In-person, and Other Distribution Methods

1 *Sunport's website <https://www.abqsunport.com> Accessibility tab*

14. Population / Language Data

[From www.census.gov]

Language Data

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish</i>	153,035	+/-3,462
<i>Navajo</i>	8,883	+/-794
<i>Other Native languages of North America</i>	14,309	+/- 744
<i>Vietnamese</i>	3,555	+/- 771
<i>German</i>	2,830	+/-432
<i>Chinese</i>	2,614	+/-496
<i>French</i>	2,196	+/-428
<i>Tagalog</i>	1,545	+/- 381

Population Data

Affected Community: 87102- Yale Village, South Jose, South Broadway

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	10,543	31.2%
<i>Black or African American</i>	768	25.8%
<i>American Indian or Alaska Native</i>	1,009	38.1%
<i>Asian</i>	215	15.3%
<i>Native Hawaiian or Other Pacific Islander</i>	17	0.0%
<i>Some other race</i>	2,240	36.5%
<i>Two or more other races</i>	4,893	28%
<i>Hispanic or Latino origin</i>	11,769	32.2%
<i>White, not Hispanic or Latino</i>	5,391	25.6%

Affected Community: 87105- South Valley

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	30,602	23.2%
<i>Black or African American</i>	675	24.6%
<i>American Indian and Alaska Native</i>	2,842	23.4%
<i>Asian</i>	122	10.7%
<i>Native Hawaiian and Other Pacific Islander</i>	126	0
<i>Some other race</i>	8,872	25.1%
<i>Two or more other races</i>	10,592	16.0%
<i>Hispanic or Latino origin</i>	42,952	22.8%
<i>White, not Hispanic or Latino</i>	7,563	18.6%

Affected Community: 87106 – Clayton Heights Lomas Del Cielo, Kirtland Addition, Southeast Heights, Victory Hills

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	16,427	19.9%
<i>Black or African American</i>	740	34.3%
<i>American Indian or Alaska Native</i>	938	46.4%
<i>Asian</i>	899	36.7%
<i>Native Hawaiian or Other Pacific Islander</i>	38	0.0%
<i>Some other race</i>	2,241	18.8%
<i>Two or more other races</i>	2,763	30.1%
<i>Hispanic or Latino origin</i>	9,482	26.7%
<i>White, not Hispanic or Latino</i>	11,329	16.2%

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: Kelly Price
Phone: (505)382-8159
Address: 2200 Sunport Blvd., SE
Albuquerque, NM 87106

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: Kelly Price
Teléfono: (505)382-8159
Dirección: 2200 Sunport Blvd., SE
Albuquerque, NM 87106



U.S. Department of Transportation
Federal Aviation Administration

10-101066