

Kalamazoo/Battle Creek International Airport

Title VI Plan

1. Title VI Policy Statement¹

The **Kalamazoo/Battle Creek International Airport** 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 **Kalamazoo/Battle Creek International Airport** further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not. The Airport Sponsor agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities the **Kalamazoo/Battle Creek International Airport** will take action to involve them and the general public in the decision-making process.

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

Blair Brindley, available at **(269) 388-3668** and **bdbrin@kalcouny.com**, 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
Craig Williams, AAE
Airport Director

Upon approval
Effective Date

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 Kalamazoo/Battle Creek International Airport Board of Trustees has reviewed and adopted this Title VI Plan for **Kalamazoo/Battle Creek International Airport**. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating the **Airport Director**'s or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the **Kalamazoo/Battle Creek International Airport Board of Trustees** 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: **"none"**

Kalamazoo/Battle Creek International Airport has the following airport program sub-recipients: **"none"**

As of the date of this plan, **Kalamazoo/Battle Creek International Airport** has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
<i>FAA AIP</i>	<i>3-26-0052-056-2024</i>	<i>\$1,597,998</i>

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

3. Grant and Procurement Assurances

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

Kalamazoo/Battle Creek International Airport will complete standard grant assurances for Title VI and related requirements, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/grant_assurances/#current-assurances.

Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/. Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. **Kalamazoo/Battle Creek International Airport** 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 County's Purchasing Office, which manages purchasing for the Airport, during its contract initiation/kickoff meetings (for subcontracts) and sublease approval processes (for concessions subleases), reviews subcontracts and subleases to ensure the inclusion of appropriate Civil Rights clauses in subagreements.*

4. Title VI Coordinator Responsibilities

The Coordinator is responsible for ensuring that they and other 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

Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to **Kalamazoo/Battle Creek International Airport** leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards

them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.

- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

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

The Coordinator **has** 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)

Kalamazoo/Battle Creek International Airport 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_p/r/ and a completed copy is attached. See Section 15 Appendix.

Kalamazoo/Battle Creek International Airport has posted the above Title VI policy statement at its staff offices.

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

Kalamazoo/Battle Creek International Airport “will distribute” this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan “will be” distributed within 30-days of the effective date of the plan by posting it on the website or e-mail or mailing it to airport tenants based on their preferred method of receipt of airport notices.

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>Airport Terminal</i>	<i>1</i>	<i>1</i>	
<i>Airport Pilot Lounge</i>	<i>1</i>		

Outreach to Affected Communities

Kalamazoo/Battle Creek International Airport Administration and/or Kalamazoo County Government 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 posted in the Airport and the County Administration Building, on the airport website, and general circulation newspapers as necessary.

Kalamazoo/Battle Creek International Airport will create a detailed CPP by September 30, 2024. A copy of the plan will be available at www.flyazo.com.

To ensure that the community is effectively informed of and able to participate in public hearings, either the Kalamazoo/Battle Creek International Airport or Kalamazoo County (dependent on purpose) 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.

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 **Kalamazoo/Battle Creek International Airport** will be able to identify, understand, and engage with communities. In doing so, the **Kalamazoo/Battle Creek International Airport** needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by **Kalamazoo/Battle Creek International Airport's** airport program.

Affected Communities ³	Population
<i>Kalamazoo – Millwood Community</i>	1,252

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 Communities⁴.

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,” **Kalamazoo/Battle Creek International Airport** is collecting information about affected and potentially affected low-income communities. According to **the Environmental Protection Agency Environmental Justice Screening and Mapping Tool**, the overall poverty level for the **Affected Community** is approximately **27%**. The poverty rate remains **similar** compared with the rest of the **City (26.8%) and higher than Kalamazoo County’s rate of 13.4%**. The poverty rates for the specific Affected Communities are as follows.

Affected Communities	Poverty Rate
<i>Millwood Community</i>	27.0%

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 Community is as follows⁵:

³ “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.

⁴ 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.

⁵ Recommend using demographic groups from the U.S. Census.

Affected Community: **Millwood Community**
 Total Affected Community Population: **1,252**

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	839	67%
<i>Black or African American</i>	288	23%
<i>American Indian or Alaska Native</i>	0	0%
<i>Asian</i>	25	2%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	25	2%
<i>More than one</i>	75	6%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that **Kalamazoo/Battle Creek International Airport** communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁶ that are spoken in LEP households in the Affected Communities. The data source is U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER." *American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16001, 2015*, <https://data.census.gov/table/ACSDT5Y2015.B16001?q=B16001&g=050XX00US26077&mode=true>. Accessed on July 15, 2024.

The threshold we 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.⁷ 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.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish</i>	7,234	+/-1,075
<i>Chinese (incl. Mandarin, Cantonese)</i>	1,039	+/-276
<i>Arabic</i>	1,344	+/-446

⁶ 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.

⁷ See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.

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

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

Additional languages spoken by significant (more than 500) numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include:

Additional Languages Spoken

<i>French</i>
<i>Urdu</i>
<i>Tagalog</i>
<i>German</i>

This information is updated annually⁸ 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

Beneficiary Diversity

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

Description of Beneficiary Demographic Information Collection Methods

- *The Airport has a survey for those accessing our free wi-fi. The survey is focused on customer satisfaction but does include a voluntary request for demographic information.*
- *Participants at pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.*
- *Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.*

⁸ 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.

Staff and Advisory Board Diversity

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

Description of Employee and Advisory Board Demographic Information Collection Methods
<ul style="list-style-type: none">• <i>Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website.</i>• <i>All members of the Airport's Board of Trustees must fill out an application upon initial interest and subsequent renewal (every 3 years) asking them to enter demographic information.</i>

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 **Kalamazoo/Battle Creek International Airport** activity must have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented substantial legitimate nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.⁹

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>Runway 17/35</i>	<i>Millwood Community</i>
<i>Runway 5/23</i>	<i>None</i>
<i>Runway 9/27</i>	<i>None</i>
<i>Central Terminal Area</i>	<i>None</i>

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

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
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⁹ 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.

<i>Runway 17/35 RIM</i>	<i>Millwood Community</i>
<i>Runway 17/35 Runway Extension</i>	<i>Millwood Community</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:

Facilities or Construction Projects with Disparate Impacts	Affected Community Impacted	Impact Can Be Eliminated?
17/35 Runway Extension	<i>Millwood Community</i>	<i>Yes</i>

Justifications:

The Airport conducted a full Environmental Assessment (EA) for this project and its impacts to neighboring Affected Communities. The FAA granted a Finding of No Significant Impact (FONSI) for the project. A copy of the EA is available on the Airport’s website at www.flyazo.com.

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the **Kalamazoo/Battle Creek International Airport** will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

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

Language
<i>Spanish</i>
<i>Chinese (incl. Mandarin, Cantonese)</i>
<i>Arabic</i>
<i>French</i>
<i>Urdu</i>
<i>Tagalog</i>
<i>German</i>

Kalamazoo/Battle Creek International Airport also collects data for languages spoken by airport guests.¹⁰ Data sources include:

¹⁰ 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.

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Homeland Language Service usage data</i>	<i>Provided to County upon request</i>

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests: **“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 inform leadership and staff of the **Kalamazoo/Battle Creek International Airport** of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

Translation Services:

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations: **Homeland Language Services**

Translation Vendors	Languages
<i>Homeland Language Services</i>	<i>All above languages and at least 96 additional languages</i>

- Information regarding translation services can be obtained at: **Requestors would be able to do so by contacting any Airport staff member or by going to the security officer’s office, the airport information desk, or by visiting our website.**

Location for Translation Assistance	Languages
<i>Airport website request form</i>	<i>All above languages and at least 96 additional languages</i>
<i>Airport website translate view</i>	<i>Spanish</i>

Interpretation Services:

- The following vendors have been identified for interpretation services: **[list below]**

Interpretation Vendors	Languages
<i>Homeland Language Services</i>	<i>All above languages and at least 96 additional languages</i>

- Information regarding interpretation services can be obtained at: **[identify online and in-person resources, including locations in pre- and post-security screening areas, such as security desks, public information counters, and terminal services officers, or write “none.”]**

Location for Interpretation Assistance	Languages
<i>Airport Language Assistance page</i>	<i>All above languages and at least 96 additional languages</i>
<i>Airport Security Office (pre-security)</i>	<i>All above language and at least 96 additional languages (officers have access to Homeland Language Services)</i>

Description of Interpretation Assistance Processes

- Airport employees are trained to assist those having translation needs to reach out to Homeland Language Services and work with the customer service representative to get the airport customer the information they need.*
- Airport employees also have access to I-Speak cards to identify the language spoken by the airport guest.*

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 **Metro (Kalamazoo’s bus/transit operator)** to encourage them to provide transit service access between the airport and these areas, which they already do.

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
Millwood Community	Fixed-route buses	Existing

10. Minority Businesses

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

The Airport follows the County Purchasing Policies and Procedures Manual for procurement opportunities. The County’s Finance Department maintains a file of minority business enterprises and the types of goods and services offered and keeps it up to date. When bid opportunities are solicited the Purchasing Department notifies qualified minority business enterprises.

Airport Business Opportunity	Minority Business Outreach Methods
<i>Public Works Contracts (all construction contracts)</i>	<i>In addition to the County’s posting of opportunities on the County’s public website (https://www.kalcounty.com/purchasing/rfp.php) and the City’s local newspaper, the County notifies qualified minority business enterprises of the opportunity to bid for the public works project.</i>
<i>Concessions Opportunities</i>	<i>For direct concessions opportunities with the Airport, the County posts those opportunities on the County’s public website (https://www.kalcounty.com/purchasing/rfp.php) and the City’s local newspaper, the County also notifies qualified minority business enterprises of the opportunity to bid for the concession opportunity.</i>
<i>Service, Supply, and Equipment</i>	<i>In addition to the County’s posting of opportunities on the County’s public website (https://www.kalcounty.com/purchasing/rfp.php) and the City’s local newspaper, the County notifies qualified minority business enterprises of the opportunity to bid for the public works project.</i>
<i>Professional</i>	<i>In addition to the County’s posting of opportunities on the County’s public website (https://www.kalcounty.com/purchasing/rfp.php) and the City’s local newspaper, the County notifies qualified minority business enterprises of the opportunity to bid for the public works project.</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 Kalamazoo County Purchasing Office as well as the Airport.**

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 ongoing basis (typically monthly) as part of the County's Diversity, Equity, and Inclusion training program, which is managed by the Director of Diversity, Equity, and Inclusion.

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 requirements¹¹
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹²

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, **Kalamazoo/Battle Creek International Airport** must notify FAA contacts of any new investigations prior to grant execution.

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

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 matters¹³
3. Allege misconduct by the **Kalamazoo/Battle Creek International Airport**, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the **Kalamazoo/Battle Creek International**

¹¹ 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.

¹² 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 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.

Airport including airport employees, contractors, concessionaires, lessees, or tenants.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the **Kalamazoo/Battle Creek International Airport**¹⁴ 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 Airport Director**.

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

Blair Brindley
Deputy Director, Finance & Administration
5235 Portage Road
Kalamazoo, MI 49002
Phone: 269-388-3668
e-mail: bdbrin@kalcounty.com

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

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

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within **[two 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

¹⁴

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 **[upload the complaint to the FAA Civil Rights Connect System]**. 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 **Kalamazoo/Battle Creek International Airport**, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

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

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

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

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

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through **[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 **Kalamazoo/Battle Creek International Airport's** conclusion regarding whether unlawful discrimination occurred and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via **[the FAA Civil Rights Connect System]**.

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

- The complainant may appeal in writing to the **Airport Director**.
- The written appeal must be received **within [30]** business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The **Airport 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 **Kalamazoo/Battle Creek International Airport** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **Kalamazoo/Battle Creek International Airport** 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 **[Blair Brindley, 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 at <https://flyazo.com/about-the-airport/documents-plans-projects-reports/fundamental-documents/> NOTE: will be on there once the plan is approved.

14. Population / Language Data

B16001 Data – Link to Full and Most Current Table	S. 1701 Data – Link to Full And Most Current Table
https://data.census.gov/table/ACSDT5Y2015.B16001?q=B16001&g=050XX00US26077	https://data.census.gov/table/ACSST1Y2022.S1701?q=s1701&g=050XX00US26077

NOTE: inserting a link so the office can have access to the most current version.

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: Blair Brindley
Phone: 269-388-3668
Address: 5235 Portage Road
Kalamazoo, MI 49002

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: Blair Brindley
Teléfono: 269-388-3668
Dirección: 5235 Portage Road
Kalamazoo, MI 49002



U.S. Department of Transportation
Federal Aviation Administration

HQ-101068