

Title VI Plan
Columbus Regional Airport Authority
John Glenn Columbus International Airport

1. Title VI Policy Statement¹

Columbus Regional Airport Authority (CRAA) 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.

CRAA 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 CRAA will take action to involve them and the general public in the decision making process.

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

Suzanne Bell, available at 614-239-5032 and SBell@ColumbusAirports.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
Joseph R. Nardone
President & CEO

June 18, 2024

Effective Date

June 18, 2027

3-Year Expiration Date

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

2. Administration

The President & CEO will review and adopt this Title VI Plan for CRAA. 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 President & CEO’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the President & CEO and resubmittal to FAA.

In addition to the Coordinator and CRAA’s leadership, the following people also assist with our Title VI program requirements: None.

CRAA has the following airport program sub-recipients: None.

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

Federal Source	Grant Number	Amount
FAA AIP (for LCK)	TBD	\$7,298,081
DCIP (for LCK)	TBD	\$8,405,863
FAA AIG-BIL (for CMH)	TBD	\$29,451,778
FAA AIG-BIL (for TZR)	TBD	\$448,000
FAA AIP (for TZR)	TBD	\$233,567

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

Federal Source	Grant Award Information Available at:
FAA AIP	https://www.faa.gov/airports/aip/
FAA AIG-BIL	https://www.faa.gov/bil
DOD-OLDCC-DCIP	https://oldcc.gov/defense-community-infrastructure-program-dcip

3. Grant and Procurement Assurances

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

CRAA 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. CRAA requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. The CRAA Legal Division advises all CRAA departments on its solicitations for bids, Requests for Proposals for work, or goods subject to these Assurances, and in all proposals for agreements, including airport concessions and real estate matters (collectively “Solicitations”). The CRAA Legal Division oversees, reviews, and approves the drafting of all agreements, contracts, amendments, licenses, deeds, leases, permits, operating and use agreements, and similar instruments (collectively “Contracts”) to which CRAA is a party as owner, lessor, concessionaire, grantor, or licensing or permitting entity.

CRAA’s Procurement and Business Diversity Department, in conjunction with the CRAA Legal Division, processes all Solicitations, establishes the administrative requirements applicable to a Solicitation or Contract, and determines whether a bidder, consultant, vendor, or contractor has met the administrative requirements to enter into a contract with CRAA. The CRAA Legal Division requires that all required Civil Rights clauses be included, inserted, and incorporated as standard provisions in all Solicitations and Contracts.

Additionally, approval of contracts subject to the authorization of the CRAA Board of Directors is not granted by the Board until these requirements are met, as determined through a final review and approval process conducted by the CRAA Legal Division and the Procurement and Business Diversity Department.

Description of Oversight Methods for Subcontracts
Civil Rights clauses must be used in all subcontracts related to the airport program. Subcontracts are audited by the Procurement and Business Diversity Department to verify they include the Civil Rights clause language, for not less than five (5) percent of contractors each year.

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 CRAA is in compliance with nondiscrimination requirements of Title VI and reports to CRAA 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 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)

CRAA 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.

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

CRAA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan was distributed by December 31, 2023, by email and hardcopy where applicable.

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
Concourses A, B and C	16	3	
Consolidated Rental Car Facility			2
Visual Displays at Checkpoints	3		

Outreach to Affected Communities

The Communications & Public Affairs Department ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will assist in identifying the effective media platforms to share announcements and notices. Announcements are made in social media, CRAA website online notices, print news, email broadcast, and/or verbal announcements at community events. The Communications & Public Affairs Department, together with the other CRAA Departments leading a given project, contact leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities.³ Formal notices may also be issued through the CRAA Planning & Engineering Department. The involved offices maintain records of all such notices and the efforts made to reach each of the Affected Communities.

CRAA will create a detailed Community Participation Plan (CPP) by December 31, 2023. A copy of the plan will be available at www.FlyColumbus.com.

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

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.

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, CRAA will be able to identify, understand, and engage with communities. In doing so, CRAA needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by CRAA’s airport program.

Affected Communities⁴	Population
Columbus, Ohio (Franklin County)	1,293,222
Columbus, Ohio (43219 Zip Code)	31,310
Columbus, Ohio (43224 Zip Code)	44,674
Gahanna, Ohio (43230 Zip Code)	58,508
Whitehall, Ohio (43213 Zip Code)	35,769
Bexley, Ohio (43209 Zip Code)	27,460
Columbus, Ohio (43211 Zip Code)	22,377
Columbus, Ohio (43201 Zip Code)	31,544
Columbus, Ohio (43205 Zip Code)	12,120
Columbus, Ohio (43203 Zip Code)	9,059

(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,” CRAA is collecting information about affected and potentially affected low-income communities. According to 2020 U.S. Census Report, S1701: Poverty Status in the Past 12 Months, the overall poverty level for Franklin County is approximately 15.1 %. The poverty rate remains similar, compared with the rest of the state of Ohio. According to the U.S Census Report, S1701 Poverty Status in the Past 12 Months, the overall poverty level for the state of Ohio is approximately 13.4%. The poverty rates for the specific Affected Communities are as follows.

Affected Communities	Poverty Rate
Columbus, Ohio (Franklin County)	15.1%
Columbus, Ohio (43219 Zip Code)	29.0%
Columbus, Ohio (43224 Zip Code)	24.7%
Gahanna, Ohio (43230 Zip Code)	6.5%

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.

Whitehall, Ohio (43213 Zip Code)	18.9%
Bexley, Ohio (43209 Zip Code)	9.2%
Columbus, Ohio (43211 Zip Code)	37.6%
Columbus, Ohio (43201 Zip Code)	42.2%
Columbus, Ohio (43205 Zip Code)	30.4%
Columbus, Ohio (43203 Zip Code)	41.4%

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: Columbus, Ohio (Franklin County)
Total Affected Community Population: 1,293,222

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	768,641	59.4%
Black or African American	286,608	22.2%
American Indian or Alaska Native	N	N
Asian	72,011	5.6%
Native Hawaiian or Other Pacific Islander	N	N
Hispanic or Latino	82,787	6.4%
More than one	120,693	9.3%
Some other race alone	39,446	3.1%

Affected Community: Columbus, Ohio (Zip Code 43219)
Total Affected Community Population: 31,310

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	5,811	8.6%
Black or African American	21,292	68.0%
American Indian or Alaska Native	11	0.0%
Asian	1,268	4.0%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	2,069	6.6%
More than one	1,938	6.2%
Some other race alone	990	3.2%

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

Affected Community: Columbus, Ohio (43224 Zip Code)

Total Affected Community Population: 44,674

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	19,588	43.8%
Black or African American	18,595	41.6%
American Indian or Alaska Native	175	0.4%
Asian	1,911	4.3%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	3,603	8.7%
More than one	2,739	6.1%
Some other race alone	1,666	3.7%

Affected Community: Gahanna, Ohio (43230 Zip Code)

Total Affected Community Population: 58,508

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	39,746	67.9%
Black or African American	11,201	19.1%
American Indian or Alaska Native	22	0.0%
Asian	3,075	5.3%
Native Hawaiian or Other Pacific Islander	14	0.0%
Hispanic or Latino	2,110	3.6%
More than one	2,759	4.7%
Some other race alone	1,691	2.9%

Affected Community: Whitehall, Ohio (43213 Zip Code)
Total Affected Community Population: 35,769

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	14,482	40.5%
Black or African American	16,556	46.3%
American Indian or Alaska Native	125	0.4%
Asian	673	1.9%
Native Hawaiian or Other Pacific Islander	6	0.0%
Hispanic or Latino	3,366	9.4%
More than one	2,105	5.9%
Some other race alone	1,822	5.1%

Affected Community: Bexley, Ohio (43209 Zip Code)
Total Affected Community Population: 27,460

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	18,362	66.9%
Black or African American	6,852	25.1%
American Indian or Alaska Native	39	0.1%
Asian	557	2.0%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	1,227	4.5%
More than one	1,454	5.3%
Some other race alone	196	0.7%

Affected Community: Columbus, Ohio (43211 Zip Code)
Total Affected Community Population: 22,377

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	5,947	26.6%
Black or African American	14,018	62.6%
American Indian or Alaska Native	157	0.7%
Asian	158	0.7%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	1,588	7.1%
More than one	1,339	6.0%
Some other race alone	758	3.4%

Affected Community: Columbus, Ohio (43201 Zip Code)

Total Affected Community Population: 31,544

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	22,168	70.3%
Black or African American	4,715	14.9%
American Indian or Alaska Native	22	0.1%
Asian	2,269	7.2%
Native Hawaiian or Other Pacific Islander	9	0.0%
Hispanic or Latino	1,651	5.2%
More than one	1,829	5.8%
Some other race alone	532	1.7%

Affected Community: Columbus, Ohio (43205 Zip Code)

Total Affected Community Population: 12,120

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	5,323	43.9%
Black or African American	5,849	48.3%
American Indian or Alaska Native	20	0.2%
Asian	103	0.9%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	274	2.3%
More than one	648	5.3%
Some other race alone	177	1.5%

Affected Community: Columbus, Ohio (43203 Zip Code)

Total Affected Community Population: 9,059

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2,433	26.9%
Black or African American	5,734	63.3%
American Indian or Alaska Native	0	N/A
Asian	72	0.8%
Native Hawaiian or Other Pacific Islander	52	0.6%
Hispanic or Latino	295	3.3%
More than one	685	7.6%
Some other race alone	83	0.9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that CRAA 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 from the American Community Survey for Franklin County.

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.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
Spanish	27,846	±3,124
Amharic, Somali, or other Afro-Asiatic languages	8,857	±1,981
Nepali, Marathi, or other Indic languages	4,736	±1,967
Arabic	4,188	±2,036
Yoruba, Twi, Igbo, or other languages of Western Africa	4,039	±1,652
Chinese (incl. Mandarin, Cantonese)	3,691	±1,258
French	2,859	±1,636
Swahili or other languages of Central, Eastern, and Southern Africa	2,604	±2,774
Vietnamese	2,538	±1,406
Haitian	1,978	±1,235
Portuguese	1,525	±1,340
Urdu	1,474	±785
Other Indo-European languages	1,315	±1,900
Japanese	1,136	±636
Hindi	1,075	±954
Korean	1,063	±711

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

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

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

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
Spanish		X		
Amharic, Somali, or other Afro-Asiatic languages	X			
Nepali, Marathi, or other Indic languages	X			
Arabic	X			
Yoruba, Twi, Igbo, or other languages of Western Africa	X			
Chinese (incl. Mandarin, Cantonese)	X			
French	X			
Swahili or other languages of Central, Eastern, and Southern Africa	X			
Vietnamese	X			
Haitian	X			
Portuguese	X			
Urdu	X			
Other Indo-European languages	X			
Japanese	X			
Hindi	X			
Korean	X			

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include: None.

This information is updated annually⁹ through checking the following resources:

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

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.

Beneficiary Diversity.

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

Description of Beneficiary Demographic Information Collection Methods
<ul style="list-style-type: none">• CRAA’s Airport Customer Experience Office conducts quarterly surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.• CRAA monitors compliance with subcontractor participation goals. CRAA collects demographic information as part of several diversity business partner (DBP) programs, including the Federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs, as well as state and local programs such as Minority Business Enterprise (MBE), Encouraging Diversity, Growth and Equity (EDGE), Veteran Business Enterprise (VBE), Women Business Enterprise and Female Business Enterprise (WBE/FBE), and Small Business Enterprise (SBE).

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">• Employees are asked to submit voluntary confidential demographic information at time of hiring.• CRAA regularly reviews the demographics of all Board members.

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 CRAA 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

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.

within the next 3 years:

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
Consolidated Rental Car Facility	None
Red Parking Lot Expansion	None
South Taxiway Exit Ramps Movement	None
TAT Hangar 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
New Terminal Building	None
New Parking Deck	None
Utility Corridor	None

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts: None.

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, CRAA 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 Affected Communities:

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	
Spanish	
Amharic, Somali, or other Afro-Asiatic languages	
Nepali, Marathi, or other Indic languages	
Arabic	
Yoruba, Twi, Igbo, or other languages of Western Africa	
Chinese (incl. Mandarin, Cantonese)	
French	
Swahili or other languages of Central, Eastern, and Southern Africa	
Vietnamese	
Haitian	
Portuguese	
Urdu	
Other Indo-European languages	
Japanese	
Hindi	
Korean	

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

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

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 CRAA’s responsibility to provide language access. We have made the following plans to provide translation and interpretation 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
www.languageine.com	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
CRAA website ¹¹	Spanish, French, Arabic, Chinese ¹²

Interpretation Services:

The following vendor has been identified for interpretation services:

Interpretation Vendor	Languages
Language Line, Inc.	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Information Desks	All above languages
Airline Ticket Counters	All above languages
Airport Police and Security Personnel	All above languages
Security Screening Checkpoints	All above languages

Description of Interpretation Assistance Processes

CRAA contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Staff uses 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 connecting the requesting party to an interpreter for the duration of the call.

¹¹ Commencing first quarter 2024.

¹² Other languages may be added. Website redesign will not be completed until first quarter 2024.

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 Central Ohio Transit Authority (COTA) to encourage them to provide transit service access between the airport and these areas.

The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
Franklin County – CMH region	Fixed-route buses - Lines 24 and 7 stop on the airport premises	Existing
Franklin County – CMH region	Paratransit vans – On demand	Existing

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

CRAA shall ensure that the minority business community in CRAA's service area are advised of CRAA's concession and other business opportunities, and that proposals are solicited from such qualified minority firms, and that awards are made without regard to race, color, national origin, sex, or creed.

Utilizing the appropriate methodology (i.e., Requests for Proposals, Requests for Qualifications, bids, etc.) CRAA concessions and other business opportunities are solicited from area minority businesses through the following avenues: Ohio Department of Transportation (ODOT) certified ACDBE directories, local minority, and general newspapers (Columbus Dispatch, Ohio MBE and The Call and Post), B2Gnow and collaborative groups, including partner agencies.

Bids are solicited from area diversity/minority and woman-owned businesses through the following methods:

Airport Business Opportunity	Minority Business Outreach Methods
Design Professional team for construction of New Terminal at CMH	Proposals were required to include a diversity/minority business component for sub-consultants. A goal of 20% was established for the design professional services. The chosen design team committed to a diversity/minority participation of 28% during the project. Notice of the Project was placed on CRAA's B2G Now system and advertised in the Columbus Dispatch, Ohio MBE and The Call and Post.
Construction Manager at Risk for preconstruction and construction phases of New Terminal project at CMH	Proposals were required to include a diversity/minority business component for sub-contractors. A goal of 12.9% was established for the preconstruction services. The CMR has committed to an overall diversity/minority business participation of 25% during the construction phase of the project. CRAA has participated with its CMR in local outreach events targeted to diversity/minority businesses including one co-hosted with the Columbus Urban League. Notice of the Project was placed on CRAA's B2G Now system and advertised in the Columbus Dispatch, Ohio MBE and The Call and Post.
Construction Manager at Risk for construction of parking deck for New Terminal project at CMH	Bids were required to include a diversity/minority business component for sub-contractors. A diversity/minority goal of 15% was established for the project. The CMR has committed to 20% diversity participation for the project. CRAA is participating with its CMR in outreach events targeted to diversity/minority businesses. Notice of the Project was placed on CRAA's B2G Now system and advertised in the Columbus Dispatch, Ohio MBE and The Call and Post.
Red Parking Lot Expansion at CMH	Bids were required to include a diversity/minority business component for sub-contractors. Notice of the Project was placed on CRAA's B2G Now system and advertised in the Columbus Dispatch, Ohio MBE and The Call and Post.
Maintenance Hangar Roof Rehabilitation at ZR	Bids were required to include a diversity/minority business component for sub-contractors. Notice of the Project was placed on CRAA's B2G Now system and advertised in the Columbus Dispatch, Ohio MBE and The Call and Post.

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 CRAA's Procurement and Business Diversity 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
- All contracts must include Title VI clauses¹³
- Language interpretation and translation services
- Cultural and community relations sensitivity training
- Anti-harassment training

Refresher information is provided periodically including information included in employee newsletters.

¹³ All contracts contain Title VI clauses. The Procurement and Business Diversity Department will add this requirement to the Procurement Training curriculum.

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 requirements¹⁴
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹⁵

As discussed in the Title VI Complaints Section, Title VI complaints must be forwarded to FAA contacts within 15 days of receipt. For all other civil rights investigations, CRAA 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 matters¹⁶
3. Allege misconduct by CRAA, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by CRAA including airport employees, contractors, concessionaires, lessees, or tenants.

¹⁴ Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the airport sponsor or any of its sub-recipients by any State, local or Federal agency.

¹⁵ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

¹⁶ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

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 CRAA.¹⁷ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the CRAA office involved in the complaint, the President & CEO, and any other office, as appropriate.

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

Suzanne Bell
Senior Attorney/Title VI
Columbus Regional Airport Authority
4600 International Gateway
Columbus, OH 43219
(614) 239-5032; Legal@ColumbusAirports.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 48 hours.

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

¹⁷ 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.

have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload the information 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 CRAA, 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 the CRAA Legal Department.

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 CRAA'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 CRAA President & CEO.

- The written appeal must be received within 7 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 President & CEO 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, CRAA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. CRAA 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 Suzanne Bell.

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

Website, In-person, and Other Distribution Methods
1. CRAA website at www.FlyColumbus.com .
2. A copy of the procedure will be available at the airport Administration Offices

14. Population / Language Data
Poverty Data
Franklin County

Source: American Community Survey, 2022: Poverty Status in the Past 12 Months

Label	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	1,293,222	±1,526	194,696	±13,842	15.1%	±1.1
AGE						
Under 18 years	299,099	±1,403	63,690	±8,503	21.3%	±2.8
Under 5 years	84,212	±675	15,225	±2,620	18.1%	±3.1
5 to 17 years	214,887	±1,009	48,465	±6,799	22.6%	±3.2
Related children of householder under 18 years	297,225	±2,180	61,851	±8,229	20.8%	±2.8
18 to 64 years	824,319	±710	115,237	±7,154	14.0%	±0.9
18 to 34 years	341,822	±718	60,765	±4,635	17.8%	±1.4
35 to 64 years	482,497	±426	54,472	±4,372	11.3%	±0.9
60 years and over	241,525	±3,364	23,505	±2,651	9.7%	±1.1
65 years and over	169,804	±218	15,769	±2,188	9.3%	±1.3
SEX						
Male	637,489	±1,127	89,311	±7,569	14.0%	±1.2
Female	655,733	±1,194	105,385	±7,716	16.1%	±1.2
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	768,641	±4,039	77,122	±7,141	10.0%	±0.9
Black or African American alone	286,608	±7,512	72,340	±9,640	25.2%	±3.3
American Indian and Alaska Native alone	N	N	N	N	N	N
Asian alone	72,011	±3,217	13,516	±5,176	18.8%	±6.9
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	39,446	±5,340	9,147	±3,038	23.2%	±7.3

Two or more races	120,693	±10,887	20,556	±3,318	17.0%	±2.7
Hispanic or Latino origin (of any race)	82,787	±663	18,831	±3,752	22.7%	±4.5
White alone, not Hispanic or Latino	760,673	±3,386	75,765	±6,827	10.0%	±0.9
EDUCATIONAL ATTAINMENT						
Population 25 years and over	882,009	±381	97,147	±6,255	11.0%	±0.7
Less than high school graduate	76,278	±5,313	25,002	±3,818	32.8%	±3.9
High school graduate (includes equivalency)	215,249	±7,752	30,695	±3,251	14.3%	±1.5
Some college, associate's degree	215,540	±6,741	23,648	±2,847	11.0%	±1.3
Bachelor's degree or higher	374,942	±7,044	17,802	±3,015	4.7%	±0.8
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	726,426	±7,562	59,749	±5,191	8.2%	±0.7
Employed	701,017	±7,568	50,957	±4,889	7.3%	±0.7
Male	361,106	±5,446	22,499	±3,214	6.2%	±0.9
Female	339,911	±5,058	28,458	±3,217	8.4%	±0.9
Unemployed	25,409	±3,097	8,792	±1,500	34.6%	±5.2
Male	14,072	±2,086	4,650	±1,090	33.0%	±6.9
Female	11,337	±2,114	4,142	±1,137	36.5%	±8.7
WORK EXPERIENCE						
Population 16 years and over	1,028,730	±1,725	138,109	±8,460	13.4%	±0.8
Worked full-time, year-round in the past 12 months	516,746	±9,120	12,276	±2,569	2.4%	±0.5
Worked part-time or part-year in the past 12 months	244,073	±8,244	53,971	±4,872	22.1%	±1.8
Did not work	267,911	±7,143	71,862	±5,809	26.8%	±1.8
ALL INDIVIDUALS WITH INCOME BELOW						

THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	95,338	±9,980	(X)	(X)	(X)	(X)
125 percent of poverty level	243,546	±15,450	(X)	(X)	(X)	(X)
150 percent of poverty level	285,833	±15,186	(X)	(X)	(X)	(X)
185 percent of poverty level	357,536	±15,689	(X)	(X)	(X)	(X)
200 percent of poverty level	391,208	±16,193	(X)	(X)	(X)	(X)
300 percent of poverty level	591,710	±16,508	(X)	(X)	(X)	(X)
400 percent of poverty level	768,237	±13,876	(X)	(X)	(X)	(X)
500 percent of poverty level	897,807	±12,424	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	350,964	±11,279	82,868	±5,698	23.6%	±1.3
Male	180,592	±7,874	42,088	±4,467	23.3%	±2.0
Female	170,372	±5,757	40,780	±3,185	23.9%	±1.6
15 years	147	±143	112	±130	76.2%	±40.3
16 to 17 years	1,727	±1,032	1,727	±1,032	100.0%	±9.9
18 to 24 years	51,757	±3,427	25,142	±3,249	48.6%	±4.4
25 to 34 years	98,516	±6,290	14,790	±2,818	15.0%	±2.6
35 to 44 years	47,089	±3,733	9,935	±1,822	21.1%	±3.7
45 to 54 years	40,447	±3,337	8,566	±1,624	21.2%	±3.8
55 to 64 years	44,905	±3,451	10,228	±1,759	22.8%	±3.3
65 to 74 years	38,969	±2,321	7,182	±1,552	18.4%	±3.7
75 years and over	27,407	±2,358	5,186	±1,213	18.9%	±4.5
Mean income deficit for unrelated individuals (dollars)	9,370	±352	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	175,956	±8,558	4,285	±1,416	2.4%	±0.8
Worked less than full-time, year-round in the past 12 months	83,937	±5,880	32,368	±3,435	38.6%	±3.1
Did not work	91,071	±5,463	46,215	±4,125	50.7%	±2.9

Population in housing units for whom poverty status is determined	1,289,012	±1,558	190,916	±13,829	14.8%	±1.1
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Language Data Franklin County

Source: American Community Survey, 2022: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Label	Estimate	Margin of Error
Total:	1,236,403	±57
Speak only English	1,038,015	±10,976
Spanish:	56,793	±3,851
Speak English "very well"	28,947	±3,576
Speak English less than "very well"	27,846	±3,124
French (incl. Cajun):	7,579	±2,304
Speak English "very well"	4,720	±1,707
Speak English less than "very well"	2,859	±1,636
Haitian:	3,196	±1,661
Speak English "very well"	1,218	±828
Speak English less than "very well"	1,978	±1,235
Italian:	673	±389
Speak English "very well"	457	±282
Speak English less than "very well"	216	±212
Portuguese:	2,626	±1,481
Speak English "very well"	1,101	±538
Speak English less than "very well"	1,525	±1,340
German:	1,824	±692
Speak English "very well"	1,716	±674
Speak English less than "very well"	108	±129
Yiddish, Pennsylvania Dutch or other West Germanic languages:	109	±78
Speak English "very well"	109	±78
Speak English less than "very well"	0	±208
Greek:	313	±341
Speak English "very well"	313	±341
Speak English less than "very well"	0	±208
Russian:	2,673	±1,526
Speak English "very well"	1,923	±1,370
Speak English less than "very well"	750	±493
Polish:	323	±322
Speak English "very well"	250	±302
Speak English less than "very well"	73	±120
Serbo-Croatian:	459	±425

Speak English "very well"	352	±385
Speak English less than "very well"	107	±177
Ukrainian or other Slavic languages:	1,016	±598
Speak English "very well"	525	±442
Speak English less than "very well"	491	±394
Armenian:	160	±259
Speak English "very well"	102	±165
Speak English less than "very well"	58	±94
Persian (incl. Farsi, Dari):	832	±504
Speak English "very well"	732	±451
Speak English less than "very well"	100	±160
Gujarati:	2,212	±1,537
Speak English "very well"	968	±721
Speak English less than "very well"	1,244	±954
Hindi:	3,847	±1,464
Speak English "very well"	2,772	±1,076
Speak English less than "very well"	1,075	±954
Urdu:	6,148	±2,859
Speak English "very well"	4,674	±2,434
Speak English less than "very well"	1,474	±785
Punjabi:	1,540	±1,519
Speak English "very well"	956	±784
Speak English less than "very well"	584	±884
Bengali:	1,789	±920
Speak English "very well"	1,576	±873
Speak English less than "very well"	213	±276
Nepali, Marathi, or other Indic languages:	11,076	±3,772
Speak English "very well"	6,340	±2,683
Speak English less than "very well"	4,736	±1,967
Other Indo-European languages:	2,332	±2,072
Speak English "very well"	1,017	±553
Speak English less than "very well"	1,315	±1,900
Telugu:	2,188	±1,369
Speak English "very well"	2,145	±1,344
Speak English less than "very well"	43	±76
Tamil:	816	±483
Speak English "very well"	708	±463
Speak English less than "very well"	108	±180
Malayalam, Kannada, or other Dravidian languages:	897	±512
Speak English "very well"	682	±457

Speak English less than "very well"	215	±218
Chinese (incl. Mandarin, Cantonese):	8,188	±1,863
Speak English "very well"	4,497	±1,360
Speak English less than "very well"	3,691	±1,258
Japanese:	1,761	±716
Speak English "very well"	625	±389
Speak English less than "very well"	1,136	±636
Korean:	2,455	±1,060
Speak English "very well"	1,392	±654
Speak English less than "very well"	1,063	±711
Hmong:	92	±153
Speak English "very well"	92	±153
Speak English less than "very well"	0	±208
Vietnamese:	3,966	±1,822
Speak English "very well"	1,428	±995
Speak English less than "very well"	2,538	±1,406
Khmer:	1,578	±796
Speak English "very well"	808	±559
Speak English less than "very well"	770	±489
Thai, Lao, or other Tai-Kadai languages:	1,584	±960
Speak English "very well"	813	±533
Speak English less than "very well"	771	±658
Other languages of Asia:	1,476	±1,081
Speak English "very well"	743	±568
Speak English less than "very well"	733	±743
Tagalog (incl. Filipino):	1,037	±558
Speak English "very well"	892	±522
Speak English less than "very well"	145	±187
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	1,379	±795
Speak English "very well"	1,000	±781
Speak English less than "very well"	379	±340
Arabic:	15,285	±5,410
Speak English "very well"	11,097	±4,438
Speak English less than "very well"	4,188	±2,036
Hebrew:	352	±403
Speak English "very well"	352	±403
Speak English less than "very well"	0	±208
Amharic, Somali, or other Afro-Asiatic languages:	27,074	±5,515
Speak English "very well"	18,217	±5,022
Speak English less than "very well"	8,857	±1,981

Yoruba, Twi, Igbo, or other languages of Western Africa:	12,435	±3,616
Speak English "very well"	8,396	±2,929
Speak English less than "very well"	4,039	±1,652
Swahili or other languages of Central, Eastern, and Southern Africa:	6,634	±4,191
Speak English "very well"	4,030	±2,069
Speak English less than "very well"	2,604	±2,774
Navajo:	0	±208
Speak English "very well"	0	±208
Speak English less than "very well"	0	±208
Other Native languages of North America:	147	±239
Speak English "very well"	147	±239
Speak English less than "very well"	0	±208
Other and unspecified languages:	1,524	±866
Speak English "very well"	932	±637
Speak English less than "very well"	592	±503

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: Suzanne Bell, Senior Attorney
Phone: 614-239-5032
Address: Columbus Regional Airport Authority
4600 Intl Gateway, Columbus, Ohio 43219

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: Suzanne Bell, Senior Attorney
Teléfono: 614-239-5032
Dirección: Columbus Regional Airport Authority
4600 Intl Gateway, Columbus, Ohio 43219



U.S. Department of Transportation
Federal Aviation Administration

88C-101098