



Title VI Nondiscrimination Policy

Policy Statement

Pensacola International Airport (Airport) is owned and operated by the City of Pensacola (City). The City values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. The City does not tolerate discrimination in any of its programs, services, or activities and henceforth implements this Title VI Nondiscrimination Policy (Title VI Policy) and Limited English Proficiency Plan (LEP Plan).

Pursuant to Title VI of the Civil Rights Act of 1964 (Act) and other federal and state law and regulations, the Airport will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religions, income or family status. The Airport will work to ensure environmental justices, as defined below, by identifying and addressing, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations.

Environmental justice means:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the decision-making process;
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

The responsibility for carrying out the Airport's commitment to this program has been delegated to the Title VI Coordinator, as defined below, who will receive and investigate Title VI complaints. The Title VI Coordinator and/or his designee will participate in any yearly Title VI training that is made available and will disseminate pertinent Title VI information to relevant Airport Staff.

Public Notice

Notices for Title VI Policy are displayed in the Airport Terminal Building and the Airport's Website. The Title VI Policy statement posted should read as follows:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal Financial Assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance (42 U.S.C. Section 2000d).

The Airport is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

If you feel you are being denied participation in or being denied benefits of the services provided by the City of Pensacola, or otherwise being discriminated against because of your race, color, national origin, sex, age, disability, religion, income or family status, you may file a formal complaint with the Airport's Title VI Coordinator:

Laura Amentler, Assistant Airport Director – Finance
2430 Airport Blvd., Ste 225
Pensacola, FL 32504
850-436-5000
lamentler@cityofpensacola.com

Complaint Procedures

The Airport establishes a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, age, disability, religion, income or family status may file a complaint with the Airport's Title VI Coordinator:

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If possible, the complaint should be submitting in writing (see Attachment 1, Title VI Complaint Form) and contain the identity, address, and contact information of the complainant; the basis for the allegations (i.e. race, color, national origin, sex, age, disability, religion, income or family); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Airport Title VI Coordinator for assistance. All Complaints shall be filled no later than sixty (60) calendar days from the date of the alleged discrimination.

Within 15 days of receipt, the Airport Title VI Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter and the results thereof to the FAA, Regional Civil Rights Staff.

The Airport Title VI Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. If more information is needed to resolve the case, the Airport may contact the complainant using any contact information provided by the complainant on the Complaint Form. The complainant has thirty (30) business days from the date of the initial contact to send requested information to the Airport Title VI Coordinator. If the Airport does not receive the requested information within the thirty (30) business days, the Airport can administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue the case.

The Airport's Title VI Coordinator shall report all Title VI discrimination issues directly to the Airport Director and is not required to obtain management or other approval to discuss discrimination issues with the Airport Director. Upon completion of an investigation or the closing of a case, the Airport Title VI Coordinator will supply the Airport Director and complainant with a final report. The final report will

summarize the allegations and the information regarding the alleged incident related findings and if additional action is required. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately.

Within seven (7) calendar days of receipt of the final written decision from the airport, complaints have the right to appeal to the Federal Aviation Administration, Office of Civil Rights Room 1030, ACR-1, 800 Independence Avenue SW, Washington, D.C. 20591.

ADA/504 Statement

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take administrative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in the City's programs, services, and activities.

The Airport will make every effort to ensure that its facilities, programs, services, and activities are assessable to those with disabilities. The Airport will make every effort to ensure that its public involvement activities and all other programs, services, and activities include representation by the disabled community and disability service groups.

The Airport encourages the public to report any facility, program, service, or activity that appears inaccessible to those who are disabled. Furthermore, the Airport will provide reasonable accommodations to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services, or activities. Because providing reasonable accommodations may require outside assistance, organizations or resources, the Airport asks that requests be made at least 15 calendar days prior to the need for accommodations.

Additional information is provided on the Airport's website. Questions, concerns, and comments should be made to the Airport's ADA Officer:

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Limited English Proficiency Plan

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the United States Department of Justice (DOJ) and the United States Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services, and activities by those who do not speak English proficiently. To determine the extent to which Limited English Proficiency (LEP) services are required and in which languages, the law requires the analysis of four factors:

- 1. The number or proportion of LEP persons eligible to be serviced or likely to be encountered by the Airport's programs, services, or activities.*

Using the 2000 Census Data, a baseline analysis of minority and disadvantaged populations in the Airport Catchment Area are as follows:

	Escambia County, FL		Santa Rosa County, FL		Baldwin County, AL	
	By Number	By Percent	By Number	By Percent	By Number	By Percent
TOTAL POPULATION	304,099	100.0%	158,240	100.0%	197,992	100.0%
White	210,631	66.4%	137,237	83.4%	165,673	83.7%
Black	66,834	21.1%	8,450	5.1%	17,907	9.0%
Hispanic	15,581	4.9%	7,654	4.7%	8,630	4.4%
American Indian	1,506	0.5%	995	0.6%	999	0.5%
Asian American	8,795	2.8%	3,113	1.9%	1,256	0.6%
Pacific Islander	541	0.2%	799	0.5%	0	0.0%
Other (Two or More Races)	13,117	4.1%	6,309	3.8%	3,527	1.8%
"Less than very well" English Spoken	4,562	4.5%	1,107	0.7%	1,721	0.9%
Persons 65 Years of age and Older	44,501	15.1%	21,167	12.9%	2,046	0.1%
Persons with Disabilities	43,317	15.1%	21,890	14.6%	1,032	19.4%

Given this information, the Airport reasons that a relatively small portion of its service population are LEP speakers of Spanish or other languages.

2. *The frequency with which LEP individuals come in contact with these programs, services, or activities.*

The Airport has not received any requests for translation or interpretation of its programs, services, or activities into Spanish or any other language.

3. *The natural and importance of the program, service, or activity to people's lives.*

All of the Airport's programs are important, however, those related to safety and transportation are of critical importance to its public. In that spirit, the Airport must ensure all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the planning processes to be consistent with its nondiscrimination goals.

4. *The resources available to the Airport and the likely costs of LEP services.*

The Airport is fortunate to house within its jurisdiction, a number of institutions of higher education and military facilities, some of which have existence language services. If needed, the airport will request assistance from the organizations who could perhaps offer competent language services at no cost. The analysis of these factors suggests that extensive LEP services are not required at this time. Nevertheless, the Airport believes that occasional Spanish language assistance may be necessary for meaningful access by members of the public.

The Airport understands that its community profile can change causing the four factor analysis to be reviewed. As such, the Airport will periodically examine its LEP Plan to ensure that it remains reflective of the community's needs. Persons requiring special language services should contact the Airport's Title VI Coordinator:

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Public Involvement

The Airport strongly encourages the participation and input from its public in planning for efficient, effective, safe programs and services. Persons wishing to participate or provide input may obtain more information for the Airport's Title VI Coordinator:

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Data Collection

Federal Highway Administration (FHA) regulations require federal-aid recipients to collect racial, ethnic, and other similar demographic data on beneficiaries of or those affected by transportation programs, services, and activities. The Airport accomplishes this through the use of census data and other resources. The Airport may find it necessary to request voluntary identification of certain racial, ethnic, or other data from those who participate in its public involvement events. This information assists the Airport with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the Airport will always be voluntary and anonymous. Moreover, the Airport will not release or otherwise use this data in any manner inconsistent with the federal regulations.

Assurances

Every three years, or commensurate with a change in City Executive Leadership, the City must certify that its programs, services, and activities are being conducted in a nondiscriminatory manner. These certifications are termed "assurance" and serve two important purposes. First, they document the Airport's commitment to nondiscrimination and equitable service to its community. Second, they serve as a legally enforceable agreement by which the Airport may be held liable for breach. The public may view the assurance on the Airport's website or by contacting the Airport's Title VI Coordinator.

Pensacola International Airport
Title VI Program
Complaint of Discrimination

Complainant(s) Name:

Complainant(s) Address:

Complainant(s) Phone Number:

Complainant(s) Email:

Complainant's Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc):

Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:

Name(s) of the Individual(s) Whom You Allege Discriminated Against You (if known):

Discrimination Because of:

Race Color National Origin

Disability Religion Sex Age Family Status

Date of Alleged Discrimination:

Please list the name(s) and phone number(s) of any person, if known, that the City of Pensacola could contact for additional information to support or clarify your allegation(s).

Please explain as clearly as possible how, why, when and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.

Complainant(s) or Complainant(s) Representatives Signature:

Date of Signature:

Send completed form to:

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