

CENTRAL WEST VIRGINIA REGIONAL AIRPORT AUTHORITY

Title VI Plan

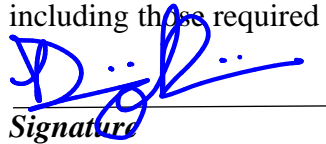
1. Title VI Policy Statement¹

THE CENTRAL WEST VIRGINIA REGIONAL AIRPORT AUTHORITY (“Authority”) 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 Authority 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 Authority 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 Authority will take action to involve them and the general public in the decision-making process.

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

The Authority’s Title VI Coordinator (“Coordinator”) will be the Central West Virginia Regional Airport Authority’s Human Resources Specialist, 304-344-8033, 100 Airport Rd., Suite 175, Charleston, WV 25311. The Coordinator is responsible for overseeing the Authority’s compliance with Title VI and is the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



Signature

Dominique Ranieri
Airport Director & CEO

March 27 2024
Effective Date

March 27 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 Authority’s Board of Directors has reviewed and adopted this Title VI plan. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating names or other basic information. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Authority and resubmittal to the FAA.²

In addition to the Coordinator, the following employees also assist with our Title VI program requirements:

Staff Supporting Title VI Program	AUTHORITY Program / Office
Dominique Ranieri	Airport Director
Jessica Morris	Human Resources
Josh Potter	Chief Financial Officer
Paige Withrow	PIO (Marketing)
Andrew Gunnoe	Chief Development Officer

Authority has the following airport program sub-recipients: N/A

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

Federal Source	Grant Number	Amount
FAA AIP	3-54-0003-083-2024	\$409,500
FAA AIP	3-54-0003-084-2024	\$134,940

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/

3. Grant and Procurement Assurances

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

Authority will complete standard grant assurances for Title VI and related requirements in the

² The Authority intends to submit the final draft of this plan to the FAA Office of Civil Rights for review and shall incorporate, if necessary, any revisions to the final plan that may be required following FAA’s review.

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. Authority requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and other agreements.

Description of Oversight Methods for Subcontracts

All federally assisted airport contracts, agreements, leases, and similar instruments include standard Federal provisions and Grant Assurance language. Contracts, agreements, and leases are reviewed by the appropriate entity, which can include the Airport's General Counsel, the Executive Leadership Team, and the Program Management Team. The Airport has adopted Operating Instructions (policies) to ensure compliance with Federal Regulations and Procurement Guidelines, including Title VI.

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.

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the Authority is in compliance with nondiscrimination requirements of Title VI and reports to Authority's 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 Authority'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 Authority has requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>). The Authority's CFO currently has access credentials for FAA Civil Rights Connect.

5. Notice

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

AUTHORITY will at all times 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,³ and maintained.

The poster template is available [here](#). A completed copy of the AUTHORITY'S poster is attached. See Section 15 Appendix.

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

The Authority will distribute this 2024 Title VI Plan among its employees, airport contractors, concessionaires, lessees, and tenants by June 30, 2024, through the following methods: Employee Town Hall Meetings, Employee Newsletter, Employee Training System (ISPRING), Authority website, social media channels, and physical posting.

³ For more information about website accessibility, please visit ADA.gov.

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
Lobby	2		
Baggage Area	1		
Post-Security (Near Giftshop)		1	
Human Resources Bulletin Board	1		

Outreach to Affected Communities

The Public Information Officer ensures that notices for public meetings reach all segments of the impacted community. The Coordinator and Public Information Officer will identify effective media platforms to share announcements and notices. Announcements are made in social media, general circulation newspapers, community newspapers, to state and public agencies, and via email distribution. The Public Information Officer contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities⁴ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

Community Participation Plan:

Authority is in the process of developing a Community Participation Plan (CPP) in accordance with the timeframe and guidance provided by the FAA’s Office of Civil Rights. Once adopted, a copy of the CPP will be available at the Authority’s website: www.yeagerairport.com.

To ensure that the community is effectively informed of and able to participate in public hearings, Public Information Office and Human Resource Department will, when or if applicable, include 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). See Limited English Proficiency (LEP) Section. The Authority shall take all reasonable steps to provide, in languages other than English, information regarding programs subject to Title VI when requested or when necessitated by the LEP requirements.

⁴ 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, the Authority will be able to identify, understand, and engage with communities. In doing so, the Authority needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by the Authority’s airport program.

Affected Communities ⁵	Population
Kanawha County	176,803
Zip Code 25311	9,578

(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 Communities⁶

A low-income area is an identifiable group of persons living in geographic proximity whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” the Authority is collecting information about affected and potentially affected low-income communities.

According to U.S. Census Report, S1701, the poverty level for the Kanawha County as a whole is 16.40%. The poverty rate remains similar when compared with the State of West Virginia as a whole, which has a statewide poverty rate of 17.9%. The poverty rates for the specific Affected Communities are as follows: (1) Kanawha County 16.40% and (2) Zip Code 25311 Zip Code 25.70%.

Affected Communities	Poverty Rate
Kanawha County	16.40%
25311 Zip Code	25.70%

⁵ “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.

⁶ 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.

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 is as follows⁷:

Affected Community: Kanawha County
Total Affected Community Population: 176,803

Demographic Group within Affected Community	Number of People in Minority Group	Percent Total Affected Community Population
White	154,652	87.4%
Black or African American	11,530	6.52%
American Indian or Alaska Native	169	0.09%
Asian	2,112	1.12%
Native Hawaiian and other Pacific Islander	180	0.06%
Hispanic or Latino	1,963	1.1%
More than one	7,760	4.38%
No Response / Some other Race	400	0.22%

Affected Community: 25311 Zip Code
Total Affected Community Population: 9,578

Demographic Group within Affected Community	Number of People in Minority Group	Percent Total Affected Community Population
White	7,768	81.1%
Black or African American	1,089	11.3%
American Indian or Alaska Native	37	0.38%
Asian	102	1.0%
Native Hawaiian and other Pacific Islander	30	0.31%
Hispanic or Latino	71	0.74%
More than one	527	5.5%
No Response / Some other Race	25	0.26%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that Authority communicates effectively with limited English-proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages spoken in LEP households in the Affected Communities. The data source is the US Census Block data [Table B16001: Language Spoken at Home by Ability to Speak English](#).

⁷ Recommend using demographic groups from the U.S. Census.

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 affected communities are:

- Kanawha County: 1,000
- 25311: 5%

Please refer to the LEP Data Sheet at 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

N/A – all LEP populations are below Safe Harbor Threshold per Census Data.

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		
Chinese (incl. Mandarin, Cantonese)	X			
Korean	X			
French	X			

Additional Languages Spoken

N/A

This information is updated every three years⁹ by referencing the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	<i>https://data.census.gov/cedsci/table?q=B1600</i>

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.

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

- *The Airport Marketing Office maintains data on passengers and customers who use facilities and concessions, including flight origin and destination data and other publicly available data collection methods.*
- *Bidders are required to disclose DBE and minority-owned business information during the public procurement process.*

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

- *Employees provide demographic information at time of hiring.*
- *Job applicants are asked to submit the same information when submitting their job applications.*
- *Board Member information is made publicly available on the Airport's website.*

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 airport activity should have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented, substantial, legitimate, nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.¹⁰

The following airport facilities are already in use or under construction and expected to be in use within the next 3 years:

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.

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
Main Terminal	None
Runway 5/23	25311 residents

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
SRE Public Safety Facility	None
GA Apron Expansion	None
Maintenace Slip Repair	None
Airfield, Safety and Terminal Improvement Project	Note: This project, its alternatives, and likely impacts, are currently being evaluated by the FAA and the Authority through an Environmental Impact Statement (EIS) process. A Notice of Intent for EIS was issued on September 30th, 2022. See: https://yeagerairporteis.com/ As such, potentially impacted communities are still being identified.
eVOTL Charging Station -GA Apron	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:

Facilities or Construction Projects with Disparate Impacts	Affected Community Impacted	Impact Can Be Eliminated?
N/A		

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the Authority 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 0 languages spoken by LEP persons in Affected Communities that meet the Safe Harbor Threshold. Please see the LEP Data Sheet attached to the end of this plan for further information.

The Authority also collects data for languages spoken by airport guests.¹¹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Encounters with Airport Police, Human Resources, or Airport Staff	N/A
Assumption from flight origin/destination	N/A

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

Language

None at this time

The Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm when translation services are needed and that translation and interpretation services are accurate and effective. Additionally, the Coordinator will inform leadership and staff of the Authority 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:

Translation Vendors	Languages
Contact the Authority’s Human Resources Department at 304-344-8033 or the Airport Police / Airport Response Coordination Center at 304-344-0200 for translation information.	Upon request

Information regarding translation services can be obtained at the Authority’s Human Resource office at 304-344-8033 or by contacting the Airport Police / Airport Response Coordination Center at 304-344-0200.

¹¹ We aim to provide appropriate language assistance services to every LEP person encountered. This includes instances when LEP statistical data for a particular language was not available beforehand, or the safe harbor threshold for written translation was not met.

Location for Translation Assistance	Languages
Airport website request: info@yeagerairport.com	Upon request
Airport Staff by calling 304-344-8033 or 304-344-0200	Upon request
Police Station Located Post-TSA Checkpoint, adjacent to concessions	Upon request
Human Resource Office Pre-Security 2 nd Floor Offices	Upon Request

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>ASTA – USA (Charleston WV)</i>	<i>Upon Request</i>
<i>Airport Police, in coordination with local law enforcement.</i>	<i>Upon Request</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport website request: info@yeagerairport.com	Upon Request
Airport Staff by calling 304-344-8033 or 304-344-0200	
Police Station Located Post-TSA Checkpoint, adjacent to concessions.	
Human Resource Office Pre-Security 2 nd Floor Offices	

Description of Interpretation Assistance Processes

- Airport Staff will strive to provide reasonable levels of assistance regarding translation and interpretation services. As a small non-hub airport in a rural area, passengers request these services infrequently.

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 Airport Authority has coordinated with the local transit authority, the Kanawha Valley Regional Transit Authority (KRT), to improve transit service access between the airport and these areas. The KRT provides public transit services in the City of Charleston and throughout certain areas of Kanawha County. As a small city located in a rural state, the KRT is not in sufficient demand to provide a daily fixed bus service to the Authority’s Terminal.

The Authority has worked closely with the KRT to provide alternative forms of transportation, including limited, free, evening transportation to and from the Terminal and municipal areas in Charleston. In addition, as of 2024, the Authority is in the planning stages with KRT to participate in an individual passenger service to and from the Terminal for residents in several areas of the City of Charleston as part of a pilot shuttle program.

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
City of Charleston	On-call public shuttle service	Planned (Pilot)
Kanawha County	On-call public shuttle service	Planned (Pilot)

10. Minority Businesses

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

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

Airport Business Opportunity	Minority Business Outreach Methods
Construction Contracts, Consultant Selection, Concessionaire Opportunities, RFPs/ RFQ for development or airport-related services.	All opportunities at the Authority are widely disseminated through multiple channels, including advertisements through local news publications, the local chamber of commerce, and social media outlets, published on the Airport’s website, and distribution via email to economic development agencies, local government agencies, and existing tenants. Solicitations are published in accordance with Federal guidelines and the Authority’s DBE program.

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 Director's Office.

11. Training

New employee orientation incorporates civil rights training as part of the employee handbook process. In addition, staff and the Airport's General Counsel provide training regarding discrimination and harassment. Training topics for employees include, but are not limited, too:

- 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
- Anti-harassment training
- Harassment and Discrimination complaints process
- Protections against retaliation for filing civil rights complaints or related actions
- Civil Rights notices are to be displayed throughout the airport's public facilities
- All contracts must include Title VI Clauses

Refresher information will be provided annually in the form of ISPRING employee training, employee newsletters, and/or employee town hall meetings.

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

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

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

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

At regular intervals, the Coordinator will provide FAA 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 of administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁴
3. Allege misconduct by the Authority, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concerns an airport facility or actions by the Authority, including airport employees, contractors, concessionaires, lessees, or tenants.

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

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

¹⁴ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

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

Receipt of Complaint. The Coordinator will log the complaint and promptly send copies of the complaint to the Airport Director and the Airport General Counsel.

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

**Human Resources Specialist
Title VI Coordinator
Central West Virginia Regional Airport Authority
Address: 100 Airport Rd., Suite 175
Charleston, WV 25311
304-344-8033**

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 an 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 the FAA.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator, the Airport Director, and the Airport General Counsel as soon as possible—meaning the same day if received during regular business hours and no later than the next work day if received after normal business 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, as well as 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 it to the FAA Civil Rights Connect System. The Coordinator will also seek technical assistance from the FAA, as needed, throughout the complaint intake, investigation, and resolution process.

Investigation Procedure

Assignment of Investigator. The Coordinator, with the approval of the Airport's Director or General Counsel, as appropriate, will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against the Authority, 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, as well as 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 the Authority's General Counsel regarding the investigation and the report. Airport Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

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

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the investigator'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 or, in cases involving the Director, to the Chairperson of the Authority's Board of Directors.
- The written appeal must be received 10 business days after receipt of the written decision.

- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The Director or Chairperson of the Authority's Board of Directors, as appropriate, will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action regarding any specific instances of discrimination, the Authority will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. Authority 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:

Central WV Regional Airport Authority
Attn: Human Resources Specialist
100 Airport Rd. Suite 175
Charleston, WV 25311
Phone: 304-344-8033
hr@yeagerairport.com

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

Website, In-person, and Other Distribution Methods

1 Airport website, Title VI page at www.localairport.gov/civilrights

14. Population / Language Data:

**Follow the link for U.S Census Data Tables regarding Affected
Community population demographics:**

<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:047b6a72-54d1-4276-9edf-7a195c28a96f>

Limited English Proficiency (LEP) Data:

B16001 LEP DATA	Kanawha County, West Virginia		ZCTA5 25311	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Total:	180,040	*****	10,015	±567
Speak only English	175,984	±592	9,657	±548
Spanish or Spanish Creole:	1,059	±283	98	±87
Speak English "very well"	833	±279	47	±42
Speak English less than "very well"	226	±92	51	±52
French (incl. Patois, Cajun):	376	±168	50	±46
Speak English "very well"	338	±163	38	±41
Speak English less than "very well"	38	±34	12	±20
French Creole:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Italian:	33	±26	0	±17
Speak English "very well"	33	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Portuguese or Portuguese Creole:	13	±17	0	±17
Speak English "very well"	13	±17	0	±17
Speak English less than "very well"	0	±26	0	±17
German:	267	±250	27	±43
Speak English "very well"	230	±247	27	±43
Speak English less than "very well"	37	±38	0	±17
Yiddish:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Other West Germanic languages:	1	±3	1	±3
Speak English "very well"	1	±3	1	±3

Speak English less than "very well"	0	±26	0	±17
Scandinavian languages:	29	±29	0	±17
Speak English "very well"	26	±28	0	±17
Speak English less than "very well"	3	±7	0	±17
Greek:	81	±42	0	±17
Speak English "very well"	52	±35	0	±17
Speak English less than "very well"	29	±33	0	±17
Russian:	51	±33	0	±17
Speak English "very well"	33	±30	0	±17
Speak English less than "very well"	18	±19	0	±17
Polish:	37	±36	0	±17
Speak English "very well"	37	±36	0	±17
Speak English less than "very well"	0	±26	0	±17
Serbo-Croatian:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Other Slavic languages:	8	±12	0	±17
Speak English "very well"	8	±12	0	±17
Speak English less than "very well"	0	±26	0	±17
Armenian:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Persian:	162	±163	16	±27
Speak English "very well"	126	±112	0	±17
Speak English less than "very well"	36	±57	16	±27
Gujarati:	183	±149	35	±52
Speak English "very well"	183	±149	35	±52
Speak English less than "very well"	0	±26	0	±17
Hindi:	72	±54	10	±22
Speak English "very well"	72	±54	10	±22
Speak English less than "very well"	0	±26	0	±17

Urdu:	59	±55	15	±23
Speak English "very well"	55	±49	15	±23
Speak English less than "very well"	4	±10	0	±17
Other Indic languages:	185	±121	0	±17
Speak English "very well"	96	±71	0	±17
Speak English less than "very well"	89	±92	0	±17
Other Indo-European languages:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Chinese:	362	±186	15	±24
Speak English "very well"	109	±69	15	±24
Speak English less than "very well"	253	±168	0	±17
Japanese:	10	±16	0	±17
Speak English "very well"	10	±16	0	±17
Speak English less than "very well"	0	±26	0	±17
Korean:	115	±109	0	±17
Speak English "very well"	98	±105	0	±17
Speak English less than "very well"	17	±20	0	±17
Mon-Khmer, Cambodian:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Hmong:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Thai:	32	±31	0	±17
Speak English "very well"	25	±27	0	±17
Speak English less than "very well"	7	±12	0	±17
Laotian:	17	±26	0	±17
Speak English "very well"	17	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Vietnamese:	162	±125	0	±17

Speak English "very well"	41	±35	0	±17
Speak English less than "very well"	121	±110	0	±17
Other Asian languages:	219	±105	58	±57
Speak English "very well"	196	±91	51	±50
Speak English less than "very well"	23	±25	7	±13
Tagalog:	135	±88	17	±23
Speak English "very well"	135	±88	17	±23
Speak English less than "very well"	0	±26	0	±17
Other Pacific Island languages:	16	±27	16	±27
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	16	±27	16	±27
Navajo:	0	±26	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	0	±26	0	±17
Other Native North American languages:	15	±19	0	±17
Speak English "very well"	15	±19	0	±17
Speak English less than "very well"	0	±26	0	±17
Hungarian:	13	±17	0	±17
Speak English "very well"	13	±17	0	±17
Speak English less than "very well"	0	±26	0	±17
Arabic:	293	±138	0	±17
Speak English "very well"	200	±101	0	±17
Speak English less than "very well"	93	±55	0	±17
Hebrew:	10	±20	0	±17
Speak English "very well"	0	±26	0	±17
Speak English less than "very well"	10	±20	0	±17
African languages:	33	±27	0	±17
Speak English "very well"	33	±27	0	±17
Speak English less than "very well"	0	±26	0	±17

Other and unspecified languages:	8	±14	0	±17
Speak English "very well"	8	±14	0	±17
Speak English less than "very well"	0	±26	0	±17

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: CWVRAA Human Resources Specialist
Phone: 304-344-8033
Address: 100 Airport Road, Suite 175,
Charleston, WV 25311

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: CWVRAA Human Resources Specialist
Teléfono: 304-344-8033
Dirección: 100 Airport Road, Suite 175,
Charleston, WV 25311



U.S. Department of Transportation
Federal Aviation Administration

HQ-101098