

Sample Airport Sponsor Title VI Plan

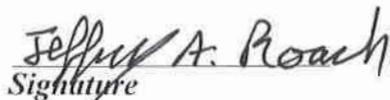
1. Title VI Policy Statement¹

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

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

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

Jeff Roach, available at (406) 657-8495 and airport@billingsmt.gov, 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

Jeff Roach, A.A.E.

Director of Aviation and Transit

April 1, 2024

Effective Date

April 1, 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 Airport has reviewed and adopted this Title VI Plan for City of Billings – Billings Logan International Airport. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating the Airport Director’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Airport and resubmittal to FAA.

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

Staff Supporting Title VI Program	Airport Sponsor Program / Office
Marita Herold	Community Relations
Shane Ketterling	Grant Administration

City of Billings - Billings Logan International Airport has the following airport program sub-recipients: None.

As of the date of this plan, City of Billings - Billings Logan International Airport has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
FAA AIP	20.106	\$3,111,111
FAA AIP - BIL	20.106	\$3,000,000
FAA AIP - BIL	20.106	\$838,888

In addition, **City of Billings - Billings Logan International Airport** sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT): None.

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

Federal Source	Grant Award Information Available at:
DHS	www.DHSgrantinfo.gov
DOJ	www.USgrantsinfo.net
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)

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

Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/. Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. City of Billings - Billings Logan International Airport requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. Construction subcontracts will be reviewed by the engineering consultant hired by the City of Billings – Billings Logan International Airport. Each subcontract will be reviewed and filed on a per-project basis to ensure the proper Civil Rights clauses are included.

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of the City of Billings - Billings Logan International Airport.

City of Billings - Billings Logan International Airport's programs and activities are conducted, and its facility operated, in compliance with all requirements imposed by or pursuant to Title VI of the Civil Rights Act of 1964, 49 CFR Part 21 and 28 CFR § 50.3 (hereinafter "the Acts and Regulations").

City of Billings - Billings Logan International Airport inserts notification in all solicitations for bids, Requests for Proposals for work of material subject to the Acts and Regulations, that I will affirmatively ensure any contract entered into pursuant to the advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin.

City of Billings - Billings Logan International Airport inserts clauses in all contracts, leases, deeds, licenses, permits, or other similar instruments containing the contractual requirements and clauses outlined by the Department of Transportation, Order 105.2A.

The general Civil Rights Provision is inserted into all contractor, tenant, concessionaire, and lessee agreements. City of Billings - Billings Logan International Airport requires this provision to be included in all subcontracts, subleases, and other agreements at any tier.

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to City of Billings - Billings Logan International Airport leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

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

The Coordinator *has* 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)

City of Billings - Billings Logan International Airport will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 Appendix.

City of Billings - Billings Logan International Airport has posted the above Title VI policy statement at its staff offices.

City of Billings - Billings Logan International Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan *will be* distributed within 30 days following approval by handouts, brochures or posters, information on its Website, speaking engagements with business, professional, and civic organizations, and periodic press releases.

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
Terminal Building	3	3	
Operations Center	1	0	
West Office Building	1	0	
Industrial Park-9	2	0	
FBOs	2	0	

Outreach to Affected Communities

City of Billings - Billings Logan International Airport ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers, and email broadcast. City of Billings - Billings Logan International Airport contacts leaders and representatives in Affected

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

Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

City of Billings - Billings Logan International Airport will create a detailed CPP after the Title VI Plan is approved. A copy of the plan will be available on the Airport Website at flybillings.com

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

6. Community Statistics

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

Affected Communities⁴	Population
Billings, MT Metropolitan Area (Yellowstone, Carbon, and Stillwater Counties)	181,380

(Hereafter, the above communities will be referred to collectively as “the Affected Communities”).

We have identified the following facts about the Affected Communities:

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.

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.

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,” City of Billings - Billings Logan International Airport is collecting information about affected and potentially affected low-income communities. According to *U.S. Census Report S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the Billings, Montana Metropolitan Area is approximately 10.6%. The poverty rate remains similar compared with the rest of the State of Montana with a poverty rate of 12.1%. The poverty rates for the specific Affected Communities are as follows.

Affected Communities	Poverty Rate
Billings, Montana Metropolitan Area	10.6%

See S1701: Poverty Status in the Past 12 Months.

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: Billings, MT Metropolitan Area
Total Affected Community Population: 181,380

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	160,585	83.6%
Black or African American	1,355	0.7%
American Indian or Alaska Native	5,748	2.9%
Asian	1,349	0.7%
Native Hawaiian or Other Pacific Islander	242	0.1%
Hispanic or Latino	10,694	5.6%
More than one	9,349	4.9%
No response / would not say	2,752	1.5%

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.

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

See *SI701: Poverty Status in the Past 12 Months*

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that City of Billings - Billings Logan International Airport 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 *US Census Bureau, Table B16001: Language Spoken at Home by Ability to Speak English*.

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
None		

See [Table B16001: Language Spoken at Home by Ability to Speak English](#)

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)
None				

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

Additional Languages Spoken

Spanish

Chinese

German

Other Native American Languages

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.

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

Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at airport sponsored meetings, and businesses seeking opportunities at the airport, through voluntary disclosures. Collection is via sign-in sheets available at meetings.

Staff and Advisory Board Diversity.

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

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

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
All Runways and Taxiways	None
Terminal Building	None
Operations Center	None
FBOs	None

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.

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.

West Office Building	None
North Industrial Park	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
Terminal Building Expansion/Modernization	None
Cargo Ramp Expansion	None
Runway Reconstruction	None
Access Road Rehabilitation	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, the City of Billings - Billings Logan International Airport will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

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

Language
Spanish
Chinese
German
Other Native American Languages

City of Billings - Billings Logan International Airport also collects data for languages spoken by airport guests.¹¹ Data sources include: Language assistance requests from the information desk, Language Link, airport website.

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests: None.

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.

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the City of Billings - Billings Logan International Airport of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

Translation Services:

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations: None

Translation Vendors	Languages
Google Translate	All above languages
Language Link	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website request homepage tab	All above languages

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Language Link	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages
Airport Administration Office	All above languages, using Language Link.

Given the limited, if any, historical evidence of requests or interactions with individuals of LEP, the Airport has elected to provide the services described in the following ways:

- The Billings Logan International Airport retains a paid subscription to a commercially available interpretive service that all employees of the Airport Terminal including tenants, have access to on a 24/7 basis.
- Individuals with LEP will be physically escorted to any one of the local airline ticket counters where an airline employee may assist with translation (either directly or through the interpretive service). All airline personnel have access to the <https://www.language.link/telephonic-interpretation/> website.

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 local City of Billings MET Transit 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
Billings, MT	City of Billings MET Transit	Existing

10. Minority Businesses

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

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

Airport Business Opportunity	Minority Business Outreach Methods
All Airport Business Opportunities	Advertised through the website, website subscription notifications, local newspaper, and as required by the City of Billings.

Selections are in compliance with Title VI, Part 21, and related requirements. BIL specifically conducts outreach to minority and/or women owned businesses through participation in sponsored events by MT APEX Accelerator, a branch of the local economic development agency, and the Montana Department of Transportation. Information on the award process and documentation for specific bid decisions is kept with City of Billings – Billings Logan International Airport.

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided annually.

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, City of Billings - Billings Logan International Airport must notify FAA contacts of any new investigations prior to grant execution.

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

13. Title VI Complaints

49 CFR 21.11; 49 CFR 21 Appendix C (b)(3); 28 CFR 42.406(d)

Scope. These procedures are for complaints of discrimination under Title VI and related laws (hereafter “Title VI Complaints.” In order to be a Title VI Complaint, the complaint must:

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁴
3. Allege misconduct by the City of Billings - Billings Logan International Airport including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the City of Billings - Billings Logan International Airport 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 City of Billings - Billings Logan International Airport.¹⁵ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the Director of Aviation and Transit.

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

Jeff Roach
City of Billings - Billings Logan International Airport
1901 Terminal Circle, Room 216
Billings, MT 59105
airport@billingsmt.gov
(406) 657-8495

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 7 days.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload 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.

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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 City of Billings - Billings Logan International Airport, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 90 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

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

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

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

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

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state City of Billings - Billings Logan International Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via 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 Director of Aviation and Transit.
- The written appeal must be received **within seven (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 Director of Aviation and Transit will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, the City of Billings - Billings Logan International Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. City of Billings - Billings Logan International Airport employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact the Title VI Coordinator.

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

Website, In-person, and Other Distribution Methods

1 Airport website, Title VI page at www.flybillings.com.

14. Population / Language Data

S1701 Poverty Status in the Past 12 Months

American Community Survey 2022: ACS 5-Year Estimates Subject Tables



Billings, MT Metro Area

Total

Below poverty level

Percent below poverty level

Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	181,380	±310	19,142	±1,471	10.6%	±0.8
AGE						
Under 18 years	41,104	±295	5,396	±732	13.1%	±1.8
Under 5 years	10,127	±161	1,554	±348	15.3%	±3.4
5 to 17 years	30,977	±265	3,842	±580	12.4%	±1.9
Related children of householder under 18 years	40,996	±316	5,288	±751	12.9%	±1.8
18 to 64 years	107,138	±149	10,984	±874	10.3%	±0.8
18 to 34 years	38,112	±198	5,000	±628	13.1%	±1.7
35 to 64 years	69,026	±230	5,984	±578	8.7%	±0.8
60 years and over	45,942	±672	4,017	±407	8.7%	±0.9
65 years and over	33,138	±114	2,762	±348	8.3%	±1.0
SEX						
Male	90,289	±275	9,027	±770	10.0%	±0.9
Female	91,091	±259	10,115	±978	11.1%	±1.1
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	160,585	±1,241	15,230	±1,317	9.5%	±0.8
Black or African American alone	1,355	±486	183	±102	13.5%	±8.5
American Indian and Alaska Native alone	5,748	±604	1,788	±389	31.1%	±7.4
Asian alone	1,349	±235	398	±270	29.5%	±19.0
Native Hawaiian and Other Pacific Islander alone	242	±251	1	±3	0.4%	±1.9
Some other race alone	2,752	±1,009	251	±230	9.1%	±8.2
Two or more races	9,349	±839	1,291	±409	13.8%	±4.2
Hispanic or Latino origin (of any race)	10,694	±88	1,610	±477	15.1%	±4.5
White alone, not Hispanic or Latino	155,138	±947	14,188	±1,183	9.1%	±0.8

S1701

Poverty Status in the Past 12 Months

American Community Survey

2022: ACS 5-Year Estimates Subject Tables

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Map

	Billings, MT Metro Area					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
▼ EDUCATIONAL ATTAINMENT						
▼ Population 25 years and over	126,157	±211	11,266	±804	8.9%	±0.6
Less than high school graduate	5,664	±657	1,070	±240	18.9%	±4.1
High school graduate (includes equivalency)	36,359	±1,428	4,948	±519	13.6%	±1.5
Some college, associate's degree	41,060	±1,434	3,323	±406	8.1%	±1.0
Bachelor's degree or higher	43,074	±1,750	1,925	±331	4.5%	±0.8
▼ EMPLOYMENT STATUS						
▼ Civilian labor force 16 years and over	96,685	±1,283	6,224	±632	6.4%	±0.7
▼ Employed	93,376	±1,284	5,404	±587	5.8%	±0.6
Male	48,962	±887	2,475	±417	5.1%	±0.8
Female	44,414	±890	2,929	±325	6.6%	±0.7
▼ Unemployed	3,309	±466	820	±255	24.8%	±7.1
Male	1,934	±413	540	±237	27.9%	±10.6
Female	1,375	±266	280	±128	20.4%	±8.7
▼ WORK EXPERIENCE						
▼ Population 16 years and over	145,211	±298	14,250	±967	9.8%	±0.7
Worked full-time, year-round in the past 12 months	63,816	±1,582	1,709	±311	2.7%	±0.5
Worked part-time or part-year in the past 12 mon...	38,668	±1,294	4,950	±532	12.8%	±1.3
Did not work	42,727	±1,158	7,591	±674	17.8%	±1.4

▼ ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOW...						
50 percent of poverty level	7,903	±1,010	(X)	(X)	(X)	(X)
125 percent of poverty level	25,518	±1,681	(X)	(X)	(X)	(X)
150 percent of poverty level	31,775	±1,754	(X)	(X)	(X)	(X)
185 percent of poverty level	42,871	±2,121	(X)	(X)	(X)	(X)
200 percent of poverty level	47,114	±2,149	(X)	(X)	(X)	(X)
300 percent of poverty level	80,212	±2,730	(X)	(X)	(X)	(X)
400 percent of poverty level	107,154	±2,798	(X)	(X)	(X)	(X)
500 percent of poverty level	129,204	±2,500	(X)	(X)	(X)	(X)
▼ UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS...	40,135	±1,530	7,814	±658	19.5%	±1.7
Male	19,886	±996	3,781	±405	19.0%	±2.0
Female	20,249	±940	4,033	±482	19.9%	±2.3
15 years	48	±45	48	±45	100.0%	±39.4
16 to 17 years	60	±42	60	±42	100.0%	±34.8
18 to 24 years	5,250	±599	1,733	±355	33.0%	±6.8
25 to 34 years	8,312	±789	1,311	±275	15.8%	±3.2
35 to 44 years	4,145	±422	835	±228	20.1%	±5.0
45 to 54 years	4,775	±442	870	±236	18.2%	±4.7
55 to 64 years	6,796	±641	1,250	±239	18.4%	±3.7
65 to 74 years	5,869	±530	872	±194	14.9%	±3.1
75 years and over	4,880	±474	835	±210	17.1%	±3.8
Mean income deficit for unrelated individuals (dollars)	7,099	±429	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	17,680	±1,042	728	±196	4.1%	±1.1
Worked less than full-time, year-round in the past 12 m...	10,199	±853	2,776	±420	27.2%	±3.8
Did not work	12,256	±841	4,310	±504	35.2%	±3.3
Population in housing units for whom poverty status is ...	180,704	±313	18,716	±1,469	10.4%	±0.8

B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

American Community Survey

Universe: Population 5 years and over

2015: ACS 5-Year Estimates Detail...



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Billings, MT Metro Area		
Label	Estimate	Margin of Error
▼ Total:	154,298	±114
Speak only English	148,530	±634
▼ Spanish or Spanish Creole:	2,400	±372
Speak English "very well"	1,700	±277
Speak English less than "very well"	700	±222
▼ French (incl. Patois, Cajun):	190	±71
Speak English "very well"	160	±64
Speak English less than "very well"	30	±30
▼ French Creole:	12	±20
Speak English "very well"	12	±20
Speak English less than "very well"	0	±23
▼ Italian:	83	±49
Speak English "very well"	78	±49
Speak English less than "very well"	5	±7
▼ Portuguese or Portuguese Creole:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ German:	877	±208
Speak English "very well"	779	±198
Speak English less than "very well"	98	±44
▼ Yiddish:	5	±10
Speak English "very well"	0	±23
Speak English less than "very well"	5	±10
▼ Other West Germanic languages:	61	±44
Speak English "very well"	60	±44
Speak English less than "very well"	1	±3

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American Community Survey | Universe: Population 5 years and over | 2015: ACS 5-Year Estimates Detail...



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Billings, MT Metro Area		
Label	Estimate	Margin of Error
▼ Scandinavian languages:	62	±34
Speak English "very well"	59	±34
Speak English less than "very well"	3	±4
▼ Greek:	15	±17
Speak English "very well"	2	±4
Speak English less than "very well"	13	±16
▼ Russian:	69	±68
Speak English "very well"	29	±28
Speak English less than "very well"	40	±62
▼ Polish:	19	±19
Speak English "very well"	8	±11
Speak English less than "very well"	11	±17
▼ Serbo-Croatian:	7	±11
Speak English "very well"	0	±23
Speak English less than "very well"	7	±11
▼ Other Slavic languages:	61	±42
Speak English "very well"	32	±30
Speak English less than "very well"	29	±25
▼ Armenian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Persian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Gujarati:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23

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Billings, MT Metro Area		
Label	Estimate	Margin of Error
▼ Hindi:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Urdu:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Other Indic languages:	75	±96
Speak English "very well"	0	±23
Speak English less than "very well"	75	±96
▼ Other Indo-European languages:	37	±36
Speak English "very well"	37	±36
Speak English less than "very well"	0	±23
▼ Chinese:	436	±258
Speak English "very well"	137	±85
Speak English less than "very well"	299	±224
▼ Japanese:	15	±20
Speak English "very well"	0	±23
Speak English less than "very well"	15	±20
▼ Korean:	62	±46
Speak English "very well"	36	±35
Speak English less than "very well"	26	±30
▼ Mon-Khmer, Cambodian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Hmong:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23

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Label	Estimate	Margin of Error
▼ Thai:	62	±92
Speak English "very well"	0	±23
Speak English less than "very well"	62	±92
▼ Laotian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Vietnamese:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Other Asian languages:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Tagalog:	70	±45
Speak English "very well"	57	±42
Speak English less than "very well"	13	±22
▼ Other Pacific Island languages:	51	±27
Speak English "very well"	51	±27
Speak English less than "very well"	0	±23
▼ Navajo:	1	±2
Speak English "very well"	1	±2
Speak English less than "very well"	0	±23
▼ Other Native North American languages:	895	±376
Speak English "very well"	643	±240
Speak English less than "very well"	252	±206
▼ Hungarian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23

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Billings, MT Metro Area		
Label	Estimate	Margin of Error
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Tagalog:	70	±45
Speak English "very well"	57	±42
Speak English less than "very well"	13	±22
▼ Other Pacific Island languages:	51	±27
Speak English "very well"	51	±27
Speak English less than "very well"	0	±23
▼ Navajo:	1	±2
Speak English "very well"	1	±2
Speak English less than "very well"	0	±23
▼ Other Native North American languages:	895	±376
Speak English "very well"	643	±240
Speak English less than "very well"	252	±206
▼ Hungarian:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Arabic:	117	±142
Speak English "very well"	61	±82
Speak English less than "very well"	56	±63
▼ Hebrew:	52	±84
Speak English "very well"	52	±84
Speak English less than "very well"	0	±23
▼ African languages:	0	±23
Speak English "very well"	0	±23
Speak English less than "very well"	0	±23
▼ Other and unspecified languages:	34	±33
Speak English "very well"	34	±33
Speak English less than "very well"	0	±23

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:
Phone:
Address:

Discriminacion Illegal

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:
Teléfono:
Dirección:



U.S. Department of Transportation
Federal Aviation Administration