

Charlotte Douglas International Airport
Title VI Plan

1. Title VI Policy Statement¹

The City of Charlotte, as owner and operator of Charlotte Douglas 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 Charlotte, as owner and operator of Charlotte Douglas 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 *including any programs or activities of our sub-recipients*. 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 Charlotte** will take action to involve them and the general public in the decision-making process.

City of Charlotte, as owner and operator of Charlotte Douglas 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 Charlotte** and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Elizabeth Erhartic, available at **707-589-6594** and **elizabeth.erhartic@cltairport.com**, is responsible for overseeing the Airport Sponsor’s compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.


Signature
Haley Gentry
Aviation Director

December 01, 2023
Effective Date
November 30, 2026
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 **Aviation Director** has reviewed and adopted this Title VI Plan for **Charlotte Douglas International Airport (“CLT”)**. 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 **Aviation Director** 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 at CLT:

Staff Supporting Title VI Program	Airport Sponsor Program / Office
Jasmyne Turman	Office of Civil Rights
Jasmine Goodwater	Office of Civil Rights
Jude Starrett	Legal Office
John Joye	Legal Office
Amber Leathers	Development
Mike Pilarski	Development
Mirza Rustemov	Development

CLT has the following airport program sub-recipients:

Sub-Recipients

<i>None</i>

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

Federal Source	Grant Number	Amount
Zero Emissions Vehicles (5x electric buses)	AIP 100	\$3,267,046.00
NEAT Entitlement	AIP 101	\$ 13,430,216.00
NEAT Discretionary	AIP 102	\$ 10,000,000.00
Charlotte Douglas International Airport Ramp Pavement Management Plan	AIP 103	\$ 11,250,000.00
Zero Emissions Vehicles (5x electric buses)	AIP 104	\$ 3,267,046.00
FAA Letter of Intent for CLT’s Fourth Parallel Runway Program	TBD	\$450,000,000

“In addition, CLT sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT):

Federal Source	Grant Number	Amount
<i>None</i>	<i>N/A</i>	<i>N/A</i>

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)

CLT 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. **CLT requires, through flow down requirements in each Prime contract, that Civil Rights clauses are included in solicitations and contracts for all subcontractors, subleases, and any other agreements. Clauses are included in all templates and are updated with every update from the FAA. Attempts are made to ensure the language is subsequently update in existing prime agreements through amendments when changes are made.**

Description of Oversight Methods for Subcontracts

For federally funded projects, review and approval follows the process for DBE required compliance, including review of the subcontracts. For non-federally funded projects, subcontract templates are reviewed and approved and then an after the fact audit process will occur. At this time, CLT is evaluating the best method, scope and process to implement the follow up audit.

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 **CLT** 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 CLT'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 may 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) once implemented.
- 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)

CLT 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.

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

CLT will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan “will be” distributed by **October 1, 2023** by **email, posting on the extranet, posting in CLT Connect, announcement in the monthly stakeholder meeting.**

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>Terminal</i>	2	7	
<i>Checkpoint Sanctions</i>	4		
<i>Rental Car Lobby</i>			1
Express Deck – Valet Lobby			1
Wilson Air Center (FBO)			1
Old Terminal Office Building			1
Piper Lane Office			2
Cargo 7			1
CLT Center Office			1
Fleet Maintenance Building			1

Outreach to Affected Communities

CLT 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 may be made in social media, general circulation newspapers, community newsletters, email broadcast, and US **mail**.

CLT will create a detailed CPP by **June 30, 2023**. A copy of the plan will be available at cltairport.com

To ensure that the community is effectively informed of and able to participate in public

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

hearings, **the Coordinator** 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 **CLT** will be able to identify, understand, and engage with communities. In doing so, the **CLT** needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by **the CLT** program.

Affected Communities ³	Map ID	Population
Block Group 1, Census Tract 60.05, Mecklenburg County, North Carolina	1	3,380
Block Group 1, Census Tract 60.11, Mecklenburg County, North Carolina	2	2,405
Block Group 1, Census Tract 60.12, Mecklenburg County, North Carolina	3	3,701
Block Group 2, Census Tract 60.12, Mecklenburg County, North Carolina	4	2,122
Block Group 1, Census Tract 43.03, Mecklenburg County, North Carolina	5	2,911
Block Group 1, Census Tract 43.07, Mecklenburg County, North Carolina	6	3,204
Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina	7	822
Block Group 4, Census Tract 40, Mecklenburg County, North Carolina	8	1,688
Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina	9	1,286
Block Group 1, Census Tract 39.03, Mecklenburg County, North Carolina	10	925
Block Group 2, Census Tract 59.20, Mecklenburg County, North Carolina	11	376
Block Group 1, Census Tract 59.28, Mecklenburg County, North Carolina	12	1,586
Block Group 2, Census Tract 38.05, Mecklenburg County, North Carolina	13	3,196
Block Group 1, Census Tract 59.13, Mecklenburg County, North Carolina	14	1,713
Block Group 4, Census Tract 59.13, Mecklenburg County, North Carolina	15	~1,017
Block Group 3, Census Tract 59.13, Mecklenburg County, North Carolina	16	~2,033
Block Group 2, Census Tract 59.13, Mecklenburg County, North Carolina	17	1,794
Block Group 2, Census Tract 59.27, Mecklenburg County, North Carolina	18	~2,617
Block Group 1, Census Tract 59.27, Mecklenburg County, North Carolina	19	~2,619

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

We have identified the following facts about the Affected Communities:

³ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

Low Income Communities⁴.

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” CLT is collecting information about affected and potentially affected low-income communities. According to U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, the overall poverty level for the **identified surrounding areas affected by the airport operations, that includes all of the Affected Communities** has an average of approximately **16.4%**. The poverty rate remains **moderate** compared with the average poverty rate of **Mecklenburg County**, which is approximately **10.2%**. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Map ID	Poverty Rate
Block Group 1, Census Tract 60.05, Mecklenburg County, North Carolina	1	7.8%
Block Group 1, Census Tract 60.11, Mecklenburg County, North Carolina	2	4.0%
Block Group 1, Census Tract 60.12, Mecklenburg County, North Carolina	3	10.5%
Block Group 2, Census Tract 60.12, Mecklenburg County, North Carolina	4	23.7%
Block Group 1, Census Tract 43.03, Mecklenburg County, North Carolina	5	15.6%
Block Group 1, Census Tract 43.07, Mecklenburg County, North Carolina	6	5.9%
Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina	7	37.0%
Block Group 4, Census Tract 40, Mecklenburg County, North Carolina	8	11.1%
Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina	9	49.1%
Block Group 1, Census Tract 39.03, Mecklenburg County, North Carolina	10	77.8%
Block Group 2, Census Tract 59.20, Mecklenburg County, North Carolina	11	31.1%
Block Group 1, Census Tract 59.28, Mecklenburg County, North Carolina	12	2.9%
Block Group 2, Census Tract 38.05, Mecklenburg County, North Carolina	13	9.5%
Block Group 1, Census Tract 59.13, Mecklenburg County, North Carolina	14	8.9%
Block Group 4, Census Tract 59.13, Mecklenburg County, North Carolina	15	0.0%
Block Group 3, Census Tract 59.13, Mecklenburg County, North Carolina	16	2.2%
Block Group 2, Census Tract 59.13, Mecklenburg County, North Carolina	17	2.7%
Block Group 2, Census Tract 59.27, Mecklenburg County, North Carolina	18	10.2%
Block Group 1, Census Tract 59.27, Mecklenburg County, North Carolina	19	1.5%

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 follows⁵:

Affected Community: Block Group 1, Census Tract 60.05, Mecklenburg County, North Carolina (1)
Total Affected Community Population: 3,380

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community
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⁴ Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

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

		Population
White	1,115	33%
Black or African American	1,139	33.7%
American Indian or Alaska Native	101	0.3%
Asian	128	3.8%
Native Hawaiian or Other Pacific Islander	3	0.1%
Hispanic or Latino	149	4.4%
Other	30	0.9%
Total Minority	2,257	66.6%

Affected Community: Block Group 1, Census Tract 60.11, Mecklenburg County, North Carolina (2)

Total Affected Community Population: 2,405

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	414	17.2%
Black or African American	1,277	53.1%
American Indian or Alaska Native	2	0.1%
Asian	94	3.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	99	4.1%
Other	17	0.7%
Total Minority	1,991	82.8%

Affected Community: Block Group 1, Census Tract 60.12, Mecklenburg County, North Carolina (3)

Total Affected Community Population: 3,701

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	755	20.4%
Black or African American	1,684	45.5%
American Indian or Alaska Native	7	0.2%
Asian	370	10.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	93	2.5%
Other	19	0.5%
Total Minority	2,946	79.6%

Affected Community: Block Group 2, Census Tract 60.12, Mecklenburg County, North Carolina (4)

Total Affected Community Population: 2,122

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	473	22.3%
Black or African American	745	35.1%
American Indian or Alaska Native	11	0.5%

Asian	348	16.4%
Native Hawaiian or Other Pacific Islander	2	0.1%
Hispanic or Latino	91	4.3%
Other	11	0.5%
Total Minority	1,649	77.7%

Affected Community: Block Group 1, Census Tract 43.03, Mecklenburg County, North Carolina (5)
Total Affected Community Population: 2,911

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	565	19.4%
Black or African American	1,406	48.3%
American Indian or Alaska Native	9	0.3%
Asian	198	6.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	79	2.7%
Other	20	0.7%
Total Minority	2,346	80.6%

Affected Community: Block Group 1, Census Tract 43.07, Mecklenburg County, North Carolina (6)
Total Affected Community Population: 3,204

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	423	13.2%
Black or African American	1,708	53.3%
American Indian or Alaska Native	6	0.2%
Asian	189	5.9%
Native Hawaiian or Other Pacific Islander	3	0.1%
Hispanic or Latino	103	3.2%
Other	13	0.4%
Total Minority	2,781	86.8%

Affected Community: Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina (7)
Total Affected Community Population: 822

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	238	29.0%
Black or African American	39	4.7%
American Indian or Alaska Native	0	0.0%
Asian	164	19.9%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	24	2.9%
Other	3	0.4%

Total Minority	584	71.0%
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Affected Community: Block Group 4, Census Tract 40, Mecklenburg County, North Carolina (8)

Total Affected Community Population: 1,688

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	172	10.2%
Black or African American	1,097	65.0%
American Indian or Alaska Native	574	034%
Asian	27	1.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	54	3.2%
Other	7	0.4%
Total Minority	1,516	89.8%

Affected Community: Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina (9)

Total Affected Community Population: 1,286

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	59	4.6%
Black or African American	782	60.8%
American Indian or Alaska Native	12	0.9%
Asian	31	2.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	41	3.2%
Other	0	0.0%
Total Minority	1,227	95.4%

Affected Community: Block Group 1, Census Tract 39.03, Mecklenburg County, North Carolina (10)

Total Affected Community Population: 925

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	33	3.6%
Black or African American	801	86.6%
American Indian or Alaska Native	3	0.3%
Asian	3	0.3%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	12	1.3%
Other	2	0.2%
Total Minority	892	96.4%

Affected Community: Block Group 2, Census Tract 59.20, Mecklenburg County, North Carolina (11)

Total Affected Community Population: 376

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	187	49.8%
Black or African American	80	21.4%
American Indian or Alaska Native	1	0.2%
Asian	15	4.0%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	18	4.7%
Other	4	1.0%
Total Minority	189	50.2%

Affected Community: Block Group 1, Census Tract 59.28, Mecklenburg County, North Carolina (12)
Total Affected Community Population: 1,586

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	485	30.6%
Black or African American	363	22.9%
American Indian or Alaska Native	5	0.3%
Asian	154	9.7%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	48	3.0%
Other	0	0.0%
Total Minority	1,101	69.4%

Affected Community: Block Group 2, Census Tract 38.05, Mecklenburg County, North Carolina (13)
Total Affected Community Population: 3,196

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1,020	31.9%
Black or African American	694	21.7%
American Indian or Alaska Native	10	0.3%
Asian	920	28.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	83	2.6%
Other	86	2.7%
Total Minority	2,176	68.1%

Affected Community: Block Group 1, Census Tract 59.13, Mecklenburg County, North Carolina (14)
Total Affected Community Population: 1,713

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	396	23.1%

Black or African American	630	36.8%
American Indian or Alaska Native	0	0.0%
Asian	113	6.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	33	1.9%
Other	9	0.5%
Total Minority	1,317	76.9%

Affected Community: Block Group 4, Census Tract 59.13, Mecklenburg County, North Carolina (15)
Total Affected Community Population: ~1,017

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	252	24.8%
Black or African American	293	28.8%
American Indian or Alaska Native	1	0.1%
Asian	89	8.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	40	3.9%
Other	10	1.0%
Total Minority	765	75.2%

Affected Community: Block Group 3, Census Tract 59.13, Mecklenburg County, North Carolina (16)
Total Affected Community Population: ~2,035

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	645	31.7%
Black or African American	503	24.7%
American Indian or Alaska Native	10	0.5%
Asian	130	6.4%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	85	4.2%
Other	10	0.5%
Total Minority	1,390	68.3%

Affected Community: Block Group 2, Census Tract 59.13, Mecklenburg County, North Carolina (17)
Total Affected Community Population: 1,794

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	468	26.1%
Black or African American	536	29.9%
American Indian or Alaska Native	4	0.2%
Asian	249	13.9%
Native Hawaiian or Other Pacific Islander	0	0.0%

Hispanic or Latino	43	2.4%
Other	12	0.7%
Total Minority	1,326	73.9%

Affected Community: Block Group 2, Census Tract 59.27, Mecklenburg County, North Carolina (18)
Total Affected Community Population: ~2,617

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	607	23.2%
Black or African American	1,094	41.8%
American Indian or Alaska Native	0	0.0%
Asian	330	12.6%
Native Hawaiian or Other Pacific Islander	3	0.1%
Hispanic or Latino	118	4.5%
Other	13	0.5%
Total Minority	2,010	76.8%

Affected Community: Block Group 1, Census Tract 59.27, Mecklenburg County, North Carolina (19)
Total Affected Community Population: ~2,618

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	552	21.1%
Black or African American	932	35.6%
American Indian or Alaska Native	3	0.1%
Asian	238	9.1%
Native Hawaiian or Other Pacific Islander	3	0.1%
Hispanic or Latino	94	3.6%
Other	13	0.5%
Total Minority	2,066	78.9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that CLT communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁶ that are spoken in LEP households in the Affected Communities. The data source is *American Community Survey*.

The population representative is the Charlotte Statistical Area, which includes the counties of Mecklenburg, Anson, Cabarrus, Cleveland, Gaston, Iredell, Lincoln, Rowan, Stanly, and Union in North Carolina and the counties of Chester, Lancaster, and York in South Carolina.

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.⁷ The safe harbor for our community is **1,000**. Please refer to the end of this document to find data for all languages in our community.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish (incl Spanish Creole)</i>	103,632	+/- 5,094
<i>French (incl Patois, Cajun, Creole)</i>	4,004	+/- 1,691
<i>Portuguese (incl Portuguese Creole)</i>	4,306	+/- 1,246
<i>Greek</i>	1,781	+/- 1,063
<i>Russian</i>	2,166	+/- 718
<i>Gujarati</i>	2,365	+/- 1,823
<i>Hindi</i>	1,514	+/- 2,124
<i>Telugu</i>	1,147	+/- 739
<i>Other Indic Languages</i>	2,023	+/- 1,666
<i>Chinese (incl Mandarin, Cantonese)</i>	5,045	+/- 4,086
<i>Korean</i>	1,600	+/- 627
<i>Hmong</i>	1,045	+/- 264
<i>Vietnamese</i>	5,924	+/- 1,667
<i>Tagalog (incl Filipino)</i>	1,095	+/- 974
<i>Other Pacific Island Languages</i>	1,115	+/- 1,372
<i>Arabic</i>	2,430	+/- 1,675
<i>African Languages</i>	3,920	+/- 1,684

⁶ Recommend using language groups from the U.S. Census, and using data for the “Speak English less than ‘very well’” category for each language over the threshold.

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

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

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
<i>Spanish</i>				X
<i>German</i>				X
<i>Arabic</i>				X
<i>Hindi</i>				X
<i>French</i>				X
Italian			X	
Russian			X	
Ukrainian			X	
Turkish		X		
Romanian		X		
Other Indian Languages			X	
Chinese (Mandarin)			X	
Other Asian Languages			X	
Other Languages			X	

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

Additional Languages Spoken

None

This information is updated annually⁸ 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 community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

⁸ Data should be kept up-to-date, but this plan does not need to be updated for incremental data changes during the Plan’s 3-year period.

Description of Beneficiary Demographic Information Collection Methods

- *Business Intelligence Division conducts quarterly surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information, including gender, age, household income, education level, race/ethnicity, reason for travel, and domestic/international destination.*
- *CLT has demographic information for small, minority and woman owned business who are interested in doing business at the airport through our local supplier diversity program. CLT is also evaluating options for voluntary disclosure of demographic information for businesses specifically seeking opportunities specific to the Airport through requested information at pre-bids and other parts of the procurement process.*
- *CLT is also evaluating ways to collect voluntarily disclosed demographic data for those who participate in community meetings, potentially through applications, registration, surveys or other methods.*

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

- *Job applicants are asked to submit the same information when submitting their job application through the job application website.*
- *Every year, the Office of Civil Rights sends an email to all employees asking them to voluntarily enter non-English language demographic information via email.*

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

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

⁹ In order to carry out an alternative with a discriminatory impact, the airport sponsor must demonstrate that there was a substantial legitimate justification for the decision. The sponsor must also show that alternatives with less discriminatory impacts were meaningfully considered and rejected for legitimate reasons.

Existing Airport Facilities

**Affected Community Impacted by
Operation of the Facility¹⁰**

Airfield:	
Runway 18L/36R	None
Runway 18C/36C	None
Runway 18R/36L	None
Runway 5/23	None
Taxiway Systems	None
Aircraft Rescue and Firefighting Station 17	None
Aircraft Rescue and Firefighting Station 41	None
Lighting Vaults (East, Center, and West)	None
Aircraft Apron	None
Terminal Facilities:	
Main Terminal	None
Concourses	None
Lavatory and GSE Fueling Stations	None
Landside Facilities:	
Parking Decks (Hourly, Express, and Daily)	None
Parking Lots (Long term and Employee)	None
Fleet Maintenance	None
Airport Support Facilities:	
Office Buildings	None
Fuel Tank Farm	None
Old Terminal and Cargo Facilities	None
Catering and Ground Support Equipment	None
Maintenance Facilities	None
Training Facilities	None
General Aviation:	
Fixed Based Operation Terminal	None
Charter Terminal	None
Operations and Maintenance Facilities	None
Corporate Business Hangars	None
Other:	
North Carolina Air National Guard Facilities	None
Carolina Aviation Museum	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**

Airfield:	
------------------	--

¹⁰ As verified by Airport Planning and Environmental Divisions through Master Planning and Environmental Review Activities.

North End Around Taxiway Program	None
Deice Pad, Taxiway F Extension, and South Crossfield Taxiway Program	None
East Apron Dual Taxilanes (aircraft apron expansion)	None
Fourth Parallel Runway Program	None
Fourth Parallel Runway Taxiway System	None
North End Around Taxiway Extension	None
South End Around Taxiway	None
West Boulevard Relocation	None
South Ramp Expansion Phase I	None
Center Lighting Vault Relocation	None
Aircraft Rescue and Firefighting Station	None
Terminal:	None
Terminal Lobby Expansion	None
Concourse A Expansion Phase II	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?
None	N/A	N/A

Justifications:

Facilities or Construction Projects	Justification¹¹
None	None

¹¹ Note: in analyzing the justification, consider: (1) To what extent does the program or activity expand opportunity; (2) If persons or businesses are to be displaced, relocated or adversely affected, whether the displacement will be equitably shared by the Affected Communities; (3) The historical background of the program or activity over time, including its design, construction and/or modification; (4) Any related preexisting disadvantages impacting the Affected Community, and any action taken by the recipient or others to alleviate these disadvantages; and (5) An analysis of the comparative impacts of alternative approaches.

8. Limited English Proficiency (LEP) Executive Order 13166

In creating a Language Assistance Plan, the **City of Charlotte** 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:

Languages
<i>Spanish (incl Spanish Creole)</i>
<i>French (incl Patois, Cajun, Creole)</i>
<i>Portuguese (incl Portuguese Creole)</i>
<i>Greek</i>
<i>Russian</i>
<i>Gujarati</i>
<i>Hindi</i>
<i>Telugu</i>
<i>Other Indic Languages</i>
<i>Chinese (incl Mandarin, Cantonese)</i>
<i>Korean</i>
<i>Hmong</i>
<i>Vietnamese</i>
<i>Tagalog (incl Filipino)</i>
<i>Other Pacific Island Languages</i>
<i>Arabic</i>
<i>African Languages</i>

CLT also collects data for languages spoken by airport guests.¹² Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport language line usage data</i>	<i>www.languageline.com</i>
<i>Stakeholder-provided data</i>	<i>N/A – Collected in email format</i>
<i>Assumption from flight origin / destination</i>	<i>N/A</i>
<i>Airport information desk and Airport service desk</i>	<i>N/A</i>

Based on the above data, the following additional languages have been identified as likely to be

¹² 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.

spoken by LEP airport guests:

Language
<i>Spanish</i>
<i>German</i>
<i>Arabic</i>
<i>Hindi</i>
<i>French</i>
<i>Italian</i>
<i>Russian</i>
<i>Ukrainian</i>
<i>Turkish</i>
<i>Romanian</i>
<i>Other Indian Languages</i>
<i>Chinese (Mandarin)</i>
<i>Other Asian Languages</i>
<i>Other Languages</i>

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 CLT 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
<i>Choice Translating</i>	<i>All above languages</i>
<i>Clear Message Interpreting</i>	<i>All above languages</i>
<i>Idea Language Services</i>	<i>All above languages</i>
<i>Language Line Services</i>	<i>All above languages</i>
<i>Language Resource Center</i>	<i>All above languages</i>
<i>United Language Group</i>	<i>All above languages</i>
<i>Voiance Language Services</i>	<i>All above languages</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
--------------------------------------------	------------------

<i>Airport website LEP webpage</i>	<i>English, Spanish</i>
<i>Airport website translate view</i>	<i>Spanish</i>
<i>Volunteer multi-lingual staff pool</i>	<i>TBD – Forth Coming</i>
<i>International Arrivals Assistants</i>	<i>Spanish, German, French, Arabic, Haitian Creole</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Language Line, Inc.	All above languages
Choice Translating	All above languages
Clear Message Interpreting	All above languages
Language Resource Center	All above languages
Sign Glasses	American Sign Language
United Language Group	All above languages
Voiance Language Services	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages by written request
Airport information desks	All above languages, using Language Line, Inc.
FIS / Customs / International Arrivals	Spanish, German, French, Arabic, Haitian Creole (In person interpretation by multilingual staff)

Description of Interpretation Assistance Processes

- *The Coordinator maintains a list of multilingual employees, the languages they speak, and their associated work telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services. The list is updated annually and provided to all airport employees. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.*
- *The airport contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport staff use I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc. and “parks” the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate connect the requesting party to an interpreter for the duration of the call. The completed call is then automatically logged in the Language Line Service account information by Language Line*

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 **Charlotte Area Transit System, a department of the City of Charlotte**, 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
Block Group 2, Census Tract 60.12, Mecklenburg County, North Carolina (4)	Fixed-route buses	Existing
Block Group 1, Census Tract 43.03, Mecklenburg County, North Carolina (5)	Fixed-route buses	Existing
Block Group 1, Census Tract 43.07, Mecklenburg County, North Carolina (6)	Fixed-route buses	Existing
Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina (7)	Fixed-route buses	Existing
Block Group 4, Census Tract 40, Mecklenburg County, North Carolina (8)	Fixed-route buses	Existing
Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina (9)	Fixed-route buses	Existing
Block Group 1, Census Tract 39.03, Mecklenburg County, North Carolina (10)	Fixed-route buses	Existing
Block Group 2, Census Tract 59.20, Mecklenburg County, North Carolina (11)	Fixed-route buses	Existing
Block Group 1, Census Tract 59.28, Mecklenburg County, North Carolina (12)	Fixed-route buses	Existing
Block Group 2, Census Tract 38.05, Mecklenburg County, North Carolina (13)	Fixed-route buses	Existing
Block Group 2, Census Tract 59.13, Mecklenburg County, North Carolina (17)	Fixed-route buses	Existing
Block Group 2, Census Tract 59.27, Mecklenburg County, North Carolina (18)	Fixed-route buses	Existing
Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina (7)	Light rail	Planned

Block Group 4, Census Tract 40, Mecklenburg County, North Carolina (8)	Light rail	Planned
Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina (9)	Light rail	Planned

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 Opportunity¹³	Minority Business Outreach Methods
<i>Informal Solicitations (over 10k – 99k)</i>	<ul style="list-style-type: none"> • <i>Where available, requests for quotes must be sent to at least 1 MWBE.</i> • <i>Known opportunities are shared at outreach events and other public engagements.</i>
<i>Formal Solicitation – Goods, Services and Technology</i>	<ul style="list-style-type: none"> • <i>Outreach Events,</i> • <i>Targeted notification of certified MWSBEs who self-identified as providing the requested services</i>
<i>Concessions</i>	<ul style="list-style-type: none"> • <i>Outreach Events</i> • <i>Attending Industry Events</i> • <i>Partnering with Master Concessionaires to identify new opportunities and firms</i>
<i>Formal Solicitation – A/E and Construction</i>	<ul style="list-style-type: none"> • <i>Outreach Events</i> • <i>Meet the Prime Events</i> • <i>Project specific outreach – including bonding support</i> • <i>Targeted notification of certified MWSBEs who self-identified as providing the requested work.</i> • <i>Certification events to help identify firms in areas where participation is lacking for specific projects or for our construction program in general.</i>

Each of these types of opportunities are access through the **City of Charlotte website, Public Input notification website, Early Bird, a City of Charlotte website, and e-Builder**. Interested parties can sign up for notification when solicitations are posted.

In addition to the specific outreach activities above the following additional activities are undertaken: **community newsletter, speaking engagements, educational programs, and pre-bid meetings.**

¹³ CLT informally and formally solicits for large numbers of various of types of business opportunities. For this reason types of procurements and the general outreach methods are used above.

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 Procurement and Records Management Divisions*.

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

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

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

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁶
3. Allege misconduct by CLT *or its sub-recipients*, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by CLT including airport employees, contractors, concessionaires, lessees, or tenants.

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

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

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

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with CLT.¹⁷ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to **the Coordinator, the Lead Counsel, the Aviation Director, and the division named in the complaint.**

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

Elizabeth Erhartic, Civil Rights Specialist & ADA Coordinator
5601 Wilkinson Blvd, Charlotte, NC, 28208
704-589-6594, officeofcivilrights@cltairport.com

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 **1 business day.**

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 **submit the complaint information through the FAA Civil Rights Connect System.** The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

Investigation Procedure

Assignment of Investigator. The Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against CLT, the Coordinator will avoid interfering with the FAA investigation, cooperate with

¹⁷

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 **30** 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 *negotiation, and/or informal 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 **CLT'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 **CLT's Aviation Director**.
- The written appeal must be received **within 15** 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 **Aviation Director** will issue a final written decision in response to the appeal.

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

Intimidation and Retaliation Prohibited. **CLT** 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 **Elizabeth Erhartic**.

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

Website, In-person, and Other Distribution Methods

1 *Airport website, Civil Rights Connect (to be added)*

14. Population / Language Data

Affected Communities	Map ID	Poverty Rate
Block Group 1, Census Tract 60.05, Mecklenburg County, North Carolina	1	7.8%
Block Group 1, Census Tract 60.11, Mecklenburg County, North Carolina	2	4.0%
Block Group 1, Census Tract 60.12, Mecklenburg County, North Carolina	3	10.5%
Block Group 2, Census Tract 60.12, Mecklenburg County, North Carolina	4	23.7%
Block Group 1, Census Tract 43.03, Mecklenburg County, North Carolina	5	15.6%
Block Group 1, Census Tract 43.07, Mecklenburg County, North Carolina	6	5.9%
Block Group 2, Census Tract 59.19, Mecklenburg County, North Carolina	7	37.0%
Block Group 4, Census Tract 40, Mecklenburg County, North Carolina	8	11.1%
Block Group 2, Census Tract 39.03, Mecklenburg County, North Carolina	9	49.1%
Block Group 1, Census Tract 39.03, Mecklenburg County, North Carolina	10	77.8%
Block Group 2, Census Tract 59.20, Mecklenburg County, North Carolina	11	31.1%
Block Group 1, Census Tract 59.28, Mecklenburg County, North Carolina	12	2.9%
Block Group 2, Census Tract 38.05, Mecklenburg County, North Carolina	13	9.5%
Block Group 1, Census Tract 59.13, Mecklenburg County, North Carolina	14	8.9%
Block Group 4, Census Tract 59.13, Mecklenburg County, North Carolina	15	0.0%
Block Group 3, Census Tract 59.13, Mecklenburg County, North Carolina	16	2.2%
Block Group 2, Census Tract 59.13, Mecklenburg County, North Carolina	17	2.7%
Block Group 2, Census Tract 59.27, Mecklenburg County, North Carolina	18	10.2%
Block Group 1, Census Tract 59.27, Mecklenburg County, North Carolina	19	1.5%

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish (incl Spanish Creole)</i>	103,632	+/- 5,094
<i>French (incl Patois, Cajun, Creole)</i>	4,004	+/- 1,691
<i>Portuguese (incl Portuguese Creole)</i>	4,306	+/- 1,246
<i>Greek</i>	1,781	+/- 1,063
<i>Russian</i>	2,166	+/- 718
<i>Gujarati</i>	2,365	+/- 1,823
<i>Hindi</i>	1,514	+/- 2,124
<i>Telugu</i>	1,147	+/- 739
<i>Other Indic Languages</i>	2,023	+/- 1,666
<i>Chinese (incl Mandarin, Cantonese)</i>	5,045	+/- 4,086
<i>Korean</i>	1,600	+/- 627
<i>Hmong</i>	1,045	+/- 264
<i>Vietnamese</i>	5,924	+/- 1,667
<i>Tagalog (incl Filipino)</i>	1,095	+/- 974
<i>Other Pacific Island Languages</i>	1,115	+/- 1,372
<i>Arabic</i>	2,430	+/- 1,675
<i>African Languages</i>	3,920	+/- 1,684

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: Liz Erhartic
Phone: 704-589-6594
Address: officeofcivilrights@cltairport.com
5601 Wilkinson Blvd, Charlotte, NC 28208

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: Liz Erhartic
Teléfono: 704-589-6594
Dirección: officeofcivilrights@cltairport.com
5601 Wilkinson Blvd, Charlotte, NC 28208



U.S. Department of Transportation
Federal Aviation Administration

HQ-10/08B

Appendix

Exhibit 1, Potential EJ Population By Census Block Groups

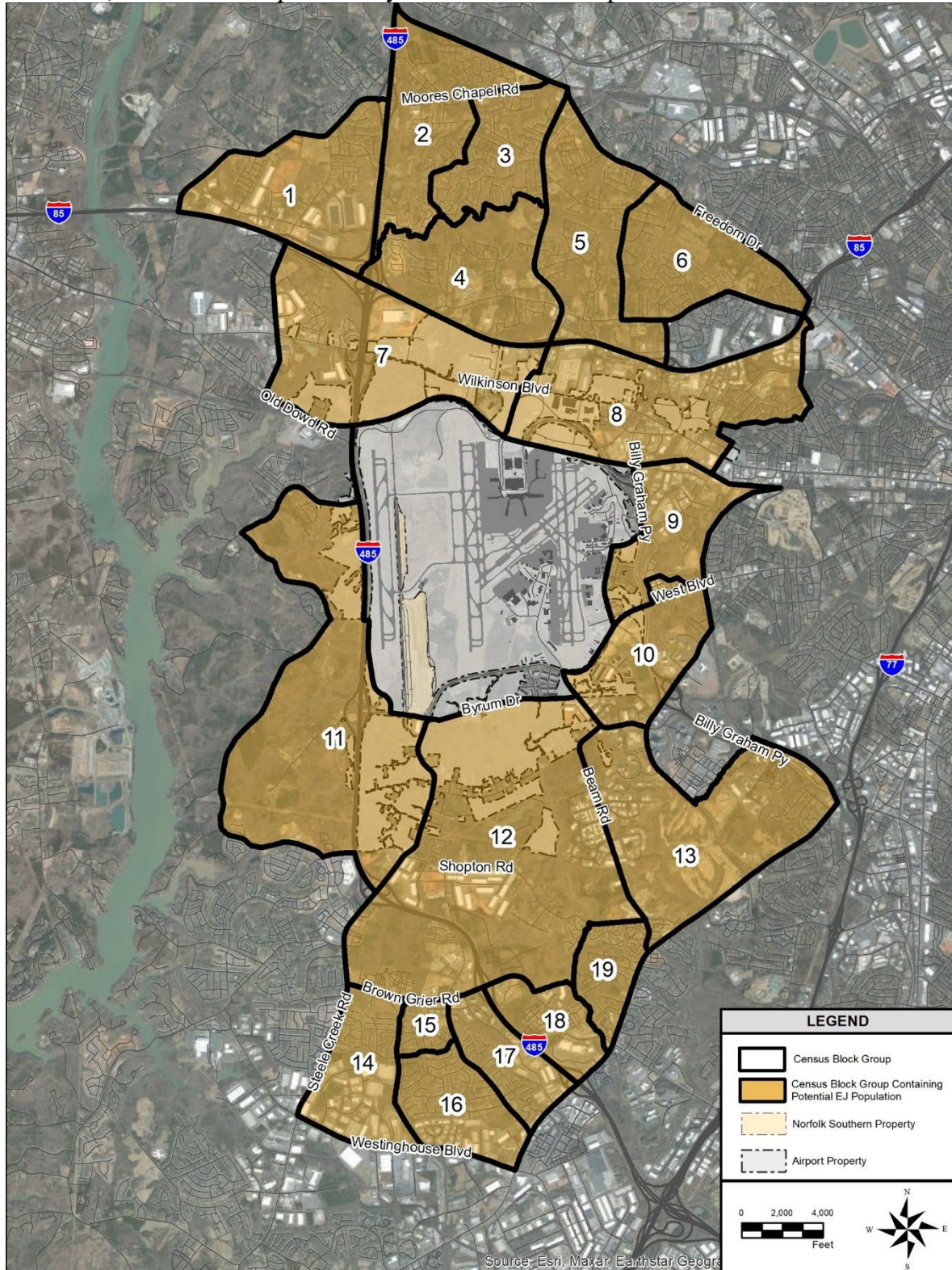
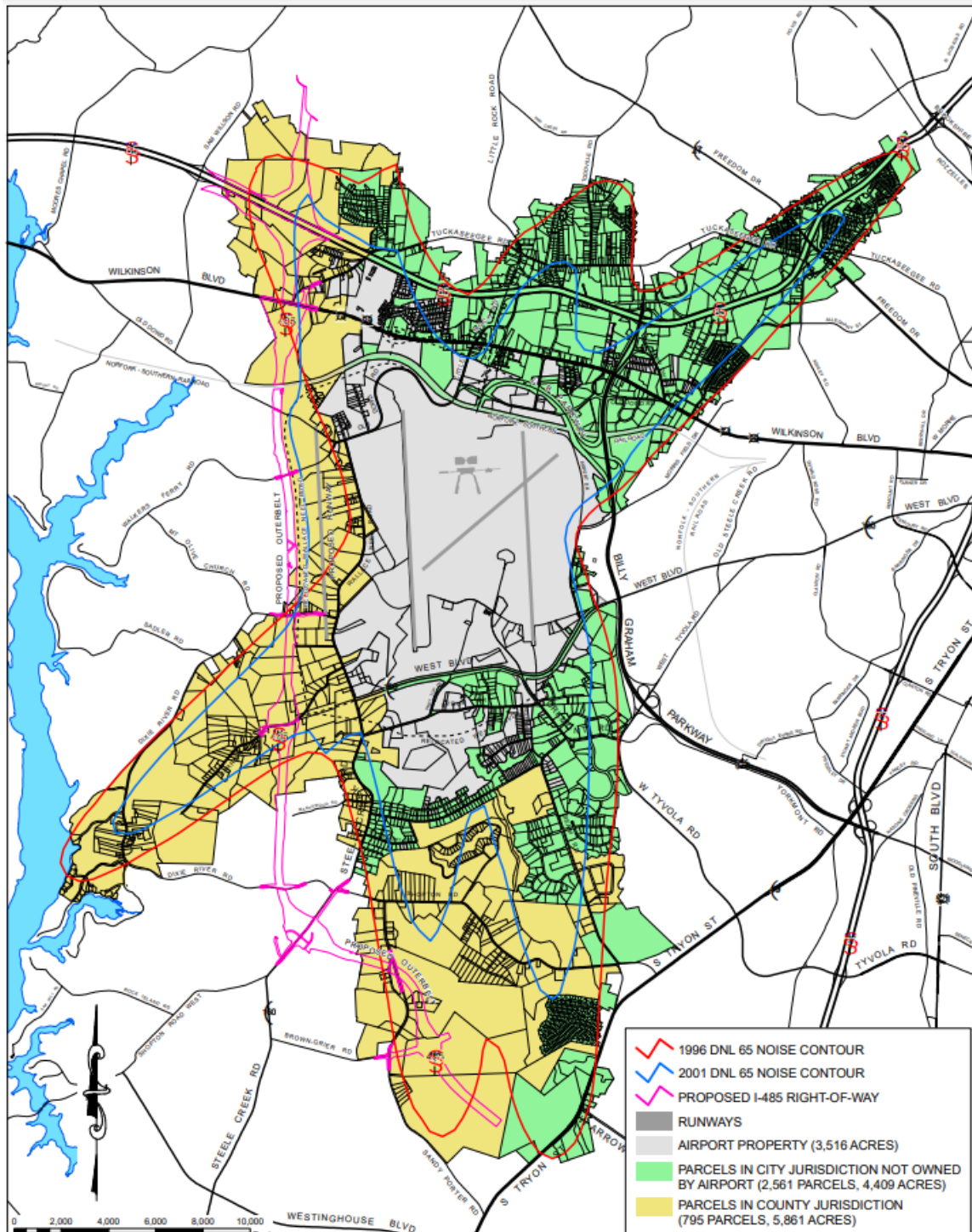
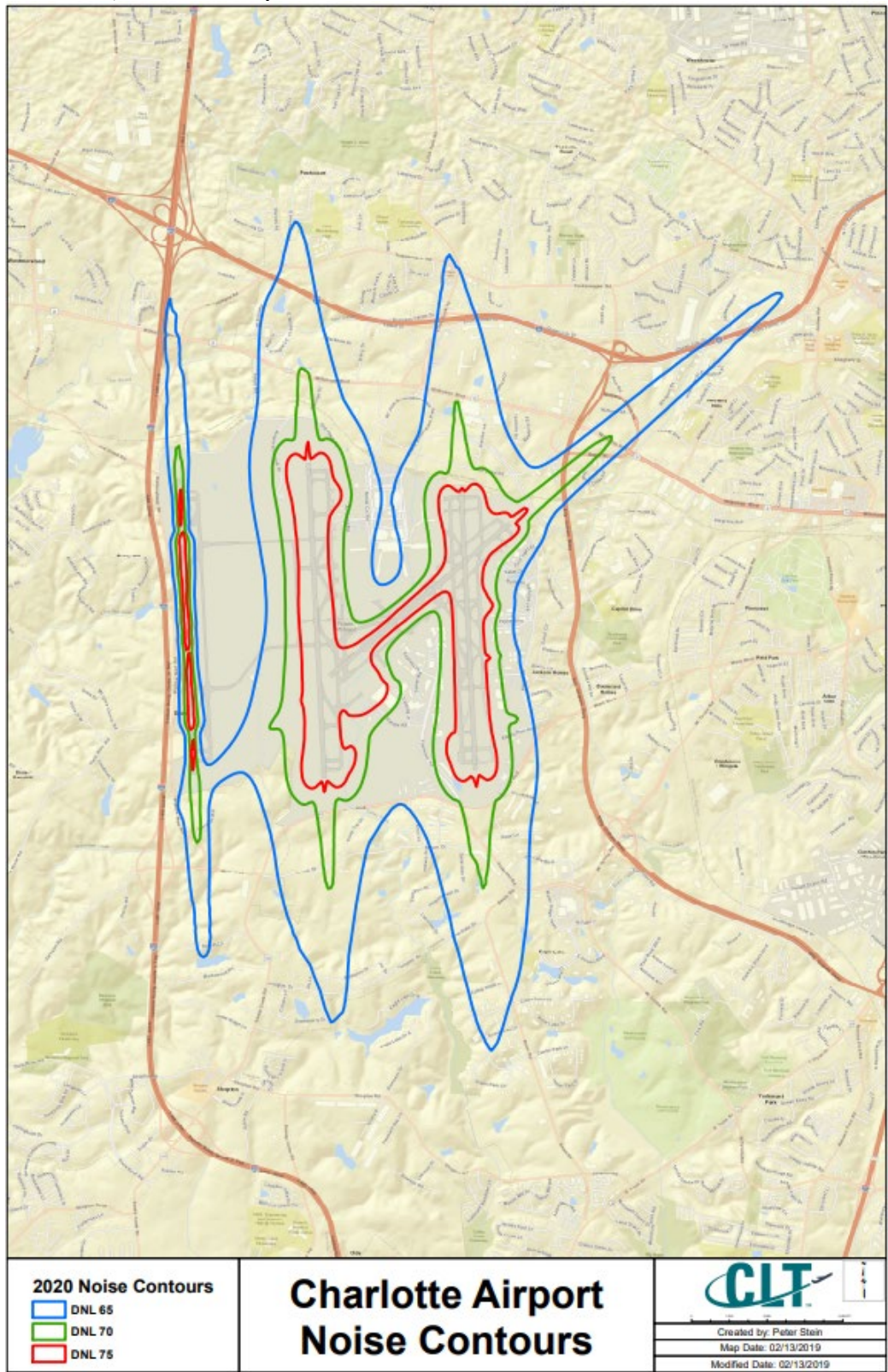


Exhibit 2, Noise Overlay District Map



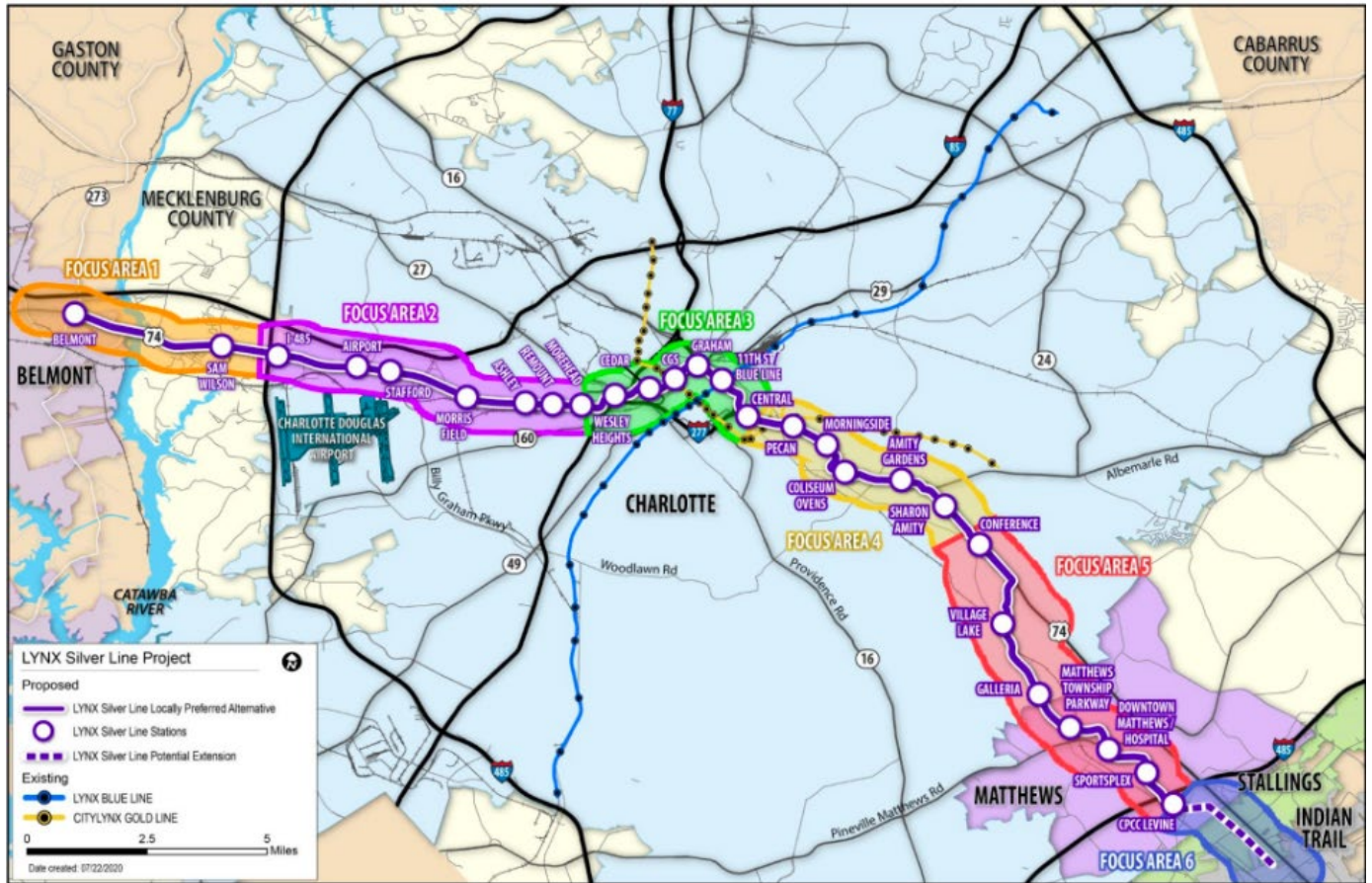
<https://assets.ctfassets.net/jaw4bomip913/2TTE4Tfuy5cS8K6Wtzt5Im/09e21f9113e985f1c8bbfc4da2bae860/NoiseOverlayDistrictMap.pdf>

Exhibit 3, Charlotte Airport Noise Contours



[2020NoiseContourMap.pdf \(ctfassets.net\)](#)

Exhibit 4, Proposed Silver Line Light Rail Transportation



<https://spectrumlocalnews.com/nc/charlotte/news/2020/11/20/rail-projects-take-decades--but-charlotte-s-silver-line-is-taking-shape>