

TITLE VI PLAN

SAN DIEGO INTERNATIONAL AIRPORT

The logo consists of a teal square containing the text "SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY" in white, uppercase, sans-serif font, arranged in five lines.

SAN DIEGO
COUNTY
REGIONAL
AIRPORT
AUTHORITY

SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY

P.O. Box 82776

San Diego, CA 92138-2776

www.san.org

OCTOBER 2023

San Diego County Regional Airport Authority Title VI Plan

1. Title VI Policy Statement¹

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

San Diego County Regional Airport Authority further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not, including any programs or activities of our sub-recipients. The San Diego County Regional Airport Authority agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use San Diego International Airport (“Airport”). Anytime communities may be impacted by its programs or activities, the San Diego County Regional Airport Authority will take action to involve them and the general public in the decision-making process.

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

Brett K. Caldwell, available at (619) 400-2482 and bcaldwel@san.org, is responsible for overseeing the San Diego County Regional Airport Authority’s compliance with Title VI and is the point of contact for all Airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.

Kimberly J. Becker
Kimberly J. Becker (Oct 31, 2023 12:38 PDT)

Kimberly J. Becker
President/CEO

Oct 31, 2023

Effective Date

Oct 31, 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 President/CEO of the San Diego County Regional Airport Authority has reviewed and approved this Title VI Plan (“Plan”) for San Diego County Regional Airport Authority. This Plan will be updated no less than once every 3 years. The Plan will not be re-adopted following minor changes, such as updating the President/CEO’s or Title VI Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the President/CEO of the San Diego County Regional Airport Authority and resubmittal to FAA.

In addition to the Coordinator and San Diego County Regional Airport Authority’s leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	San Diego County Regional Airport Authority Program / Office
Brett K. Caldwell	Title VI Coordinator
Rick Francis	Vice President/Chief Operations Officer
Mary De Felice	Assistant Title VI Coordinator

San Diego County Regional Airport Authority has the following Airport program sub-recipients:

Sub-Recipients
None

As of the date of this plan, San Diego County Regional Airport Authority has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
FAA AIP	3-06-0214-104-2023	\$51,000,000
FAA AIP	Grant Number Pending	\$3,300,000
FAA AIP	Grant Number Pending	\$12,000,000
FAA AIP	3-06-0214-102-2023	\$14,200,000
FAA AIP	3-06-0214-103-2023	\$24,048,066

In addition, San Diego County Regional Airport Authority’s 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
None		

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)

San Diego County Regional Airport Authority 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. San Diego County Regional Airport Authority requires civil rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

The Procurement Department includes appropriate civil rights requirements in all contracts, leases, deeds, licenses, permits, and other similar instruments. All provisions and final agreements are reviewed by the Authority's General Counsel Department.

Below is the language that is included in contracts, leases, deeds, licenses, permits, and other similar instruments:

A. CIVIL RIGHTS – GENERAL (49 U.S.C. § 47123).

- 1) In all its activities within the scope of its airport program, the Contractor agrees to comply with pertinent statutes, Executive Orders and such rules as identified in Title VI List of Pertinent Nondiscrimination Acts and Authorities to ensure that no person shall, on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance.
- 2) This provision binds the Contractor and any subcontractor from the bid solicitation period through the completion of the contract. This provision is in addition to that required of the Title VI of the Civil Rights Act of 1964.

B. CIVIL RIGHTS – TITLE VI.

- 1) Title VI Solicitation Notice. The Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerers that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and no business will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.
- 2) Title VI Clauses for Compliance with Nondiscrimination Requirements. During the performance of this contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”) agrees as follows:
 - a) Compliance with Regulations: The Contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
 - b) Non-discrimination: The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.
 - c) Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the Contractor’s obligations under this contract and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.
 - d) Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Authority or the Federal Aviation

Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the Authority or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

- e) Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Authority will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

(1) Withholding payments to the Contractor under the contract until the Contractor complies; and/or

(2) Cancelling, terminating, or suspending a contract, in whole or in part.

- f) Incorporation of Provisions: The Contractor will include the provisions of paragraphs a) through f) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the Authority or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the Authority to enter into any litigation to protect the interests of the Authority. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

- 3) Title VI List of Pertinent Nondiscrimination Acts and Authorities. During the performance of this contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following non-discrimination statutes and authorities, including but not limited to:

- a) Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
- b) 49 CFR Part 21 (Non-discrimination in Federally-Assisted programs of the Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- c) The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);

- d) Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability); and 49 CFR Part 27) (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance);
- e) The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 *et seq.*) (prohibits discrimination on the basis of age);
- f) Airport and Airway Improvement Act of 1982 (49 U.S.C. § 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- g) The Civil Rights Restoration Act of 1987 (PL 100-259) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- h) Titles II and III of the Americans with Disabilities Act of 1990 (42 USC § 12101, *et seq.*) (prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38;
- i) The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- j) Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations);
- k) Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (“LEP”). To ensure compliance with Title VI, Contractor must take reasonable steps to ensure that LEP persons have meaningful access to your programs. (70 Fed. Reg. 74087 (2005)); and
- l) Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. §1681, *et seq.*).

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the San Diego County Regional Airport Authority is in compliance with nondiscrimination requirements of Title VI and reports to San Diego County Regional Airport Authority 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 San Diego County Regional Airport Authority's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the Airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b) (2)(i)).

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

The Coordinator has 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)

San Diego County Regional Airport Authority 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.

San Diego County Regional Airport Authority has posted the above Title VI policy statement at its staff offices.

San Diego County Regional Airport Authority will distribute Title VI Plan information among its employees and airport contractors, concessionaires, lessees, and tenants via Tenant Informational Notices. This plan, when approved, will be distributed by October 31, 2023 via Tenant Informational Notices, email and/or at tenants meetings.

Posters are displayed in each terminal building (Terminal 1 and Terminal 2) 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 1	2	5	
Terminal 2	2	5	1
Rental Car Center	1	N/A	1
Fixed Base Operator – Signature Flight Support	1	N/A	
Airport Administrative Offices	1	N/A	

Outreach to Affected Communities

The San Diego County Regional Airport Authority Planning & Environmental Affairs

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

Department ensures that notices for public meetings reach all segments of the impacted community. The Title VI Coordinator will identify effective media platforms to share announcements and notices. Announcements are made in social media, general circulation newspapers, community newspapers, and email broadcast. The Marketing Department contacts leaders and representatives in Affected 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.

San Diego County Regional Airport Authority will create a detailed CPP by September 30, 2023. A copy of the plan, once approved by the FAA, will be available on the san.org website.

To ensure that the community is effectively informed of and able to participate in public hearings, the Title VI Coordinator and the Planning & Environmental Affairs Department 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). Public notices and all website content can be translated into a variety of languages by using the RECITE ME button on the san.org website. Such social media postings and notices will include directions 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 San Diego County Regional Airport Authority will be able to identify, understand, and engage with communities. In doing so, the San Diego County Regional Airport Authority needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by San Diego County Regional Airport Authority's airport program.

Below are tables that contain demographic data from the most recent (2017 to 2021) American Community Survey for Golden Hill, Downtown, Uptown, Midway/Pacific Highway, and Peninsula. All of the following communities are located within the 65 CNEL noise contour in the most recently approved (January 11, 2023) Noise Compatibility Program for San Diego International Airport:

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.

Affected Communities⁴	Population
Golden Hill	19,977
Downtown	9,587
Uptown	8,756
Midway/Pacific Highway	4,119
Peninsula	28,290

Source: 2020 Decennial Census

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

We have identified the following facts about the Affected Communities:

Low Income Communities⁵.

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, San Diego County Regional Airport Authority collects information about affected and potentially affected low-income communities. The overall poverty level for San Diego County is 10.7%. The overall poverty level for the City of San Diego is 11.6%.

The table below presents the poverty rate for the Affected Communities.

Affected Communities	Poverty Rate
Golden Hill	10.3%
Downtown	9.5%
Uptown	12.2%
Midway/Pacific Highway	8.6%
Peninsula	10.3%

Source: 2017-2021 American Community Survey

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

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.

race, color, or national origin for the specific Affected Communities are as follows⁶:

Affected Community: Golden Hill
Total Affected Community Population: 19,977

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	15,290	76.5%
Black or African American alone	1,199	6.0%
American Indian or Alaska Native alone	132	0.7%
Asian alone	836	4.2%
Native Hawaiian or Other Pacific Islander alone	78	0.4%
Some other race alone	1,293	6.5%
Hispanic or Latino (of any race)	6,875	34.4%
Two or more races	1,767	8.8%

Source: 2017-2021 American Community Survey

Affected Community: Downtown
Total Affected Community Population: 9,587

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	6,478	67.6%
Black or African American alone	323	3.4%
American Indian or Alaska Native alone	56	0.6%
Asian alone	962	10.0%
Native Hawaiian or Other Pacific Islander alone	0	0%
Some other race alone	415	4.3%
Hispanic or Latino (of any race)	1,466	15.3%
Two or more races	767	8.0%

Source: 2017-2021 American Community Survey

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

Affected Community: Uptown
Total Affected Community Population: 8,756

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	6,348	72.5%
Black or African American alone	209	2.4%
American Indian or Alaska Native alone	54	0.6%
Asian alone	606	6.9%
Native Hawaiian or Other Pacific Islander alone	9	0.1%
Some other race alone	372	4.2%
Hispanic or Latino (of any race)	1,604	18.3%
Two or more races	962	11.0%

Source: 2017-2021 American Community Survey

Affected Community: Midway/Pacific Highway
Total Affected Community Population: 4,119

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	2,519	61.1%
Black or African American alone	552	13.4%
American Indian or Alaska Native alone	34	0.8%
Asian alone	175	4.2%
Native Hawaiian or Other Pacific Islander alone	0	0%
Some other race alone	224	5.4%
Hispanic or Latino (of any race)	1,076	26.1%
Two or more races	621	15.1%

Source: 2017-2021 American Community Survey

Affected Community: Peninsula
Total Affected Community Population: 28,290

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	21,424	75.8%
Black or African American alone	814	2.9%
American Indian or Alaska Native alone	368	1.3%
Asian alone	1,472	5.2%
Native Hawaiian or Other Pacific Islander alone	448	1.6%
Some other race alone	1,400	4.9%
Hispanic or Latino (of any race)	5,034	17.8%
Two or more races	3,300	11.7%

Source: 2017-2021 American Community Survey

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that the San Diego County Regional Airport Authority 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 the 2017-2021 American Community Survey, table B16001.

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.

Language
Spanish
Tagalog (incl. Filipino)
Chinese (incl. Mandarin, Cantonese)
Vietnamese
Arabic
Persian (incl. Farsi, Dari)
Korean
Amharic, Somali, or other Afro-Asiatic languages
Japanese
French (incl. Cajun)
Russian
German
Hindi
Thai, Lao, or other Tai-Kadai languages
Other Indo-European languages
Ilocano, Samoan, Hawaiian, or other Austronesian languages
Portuguese
Telugu
Gujarati
Other languages of Asia
Italian
Tamil
Ukrainian or other Slavic languages
Khmer

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.

Hebrew
Yoruba, Twi, Igbo, or other languages of Western Africa
Urdu
Polish
Other and unspecified languages
Bengali
Armenian
Serbo-Croatian
Greek
Nepali, Marathi, or other Indic languages
Yiddish, Pennsylvania Dutch or other West Germanic languages
Malayalam, Kannada, or other Dravidian languages
Hmong

Golden Hill – Language

Golden Hill	
Label	Estimate
Total:	41,791
Speak only English	15,960
Spanish or Spanish Creole:	23,114
Speak English "very well"	13,891
Speak English less than "very well"	9,223
French (incl. Patois, Cajun):	159
Speak English "very well"	159
Speak English less than "very well"	0
French Creole:	35
Speak English "very well"	18
Speak English less than "very well"	17
Italian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Portuguese or Portuguese Creole:	130
Speak English "very well"	130
Speak English less than "very well"	0
German:	131
Speak English "very well"	131
Speak English less than "very well"	0

Yiddish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other West Germanic languages:	23
Speak English "very well"	23
Speak English less than "very well"	0
Scandinavian languages:	4
Speak English "very well"	4
Speak English less than "very well"	0
Greek:	0
Speak English "very well"	0
Speak English less than "very well"	0
Russian:	29
Speak English "very well"	29
Speak English less than "very well"	0
Polish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Serbo-Croatian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Slavic languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Armenian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Persian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Gujarati:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hindi:	58
Speak English "very well"	42
Speak English less than "very well"	16

Urdu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indic languages:	44
Speak English "very well"	44
Speak English less than "very well"	0
Other Indo-European languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Chinese:	101
Speak English "very well"	87
Speak English less than "very well"	14
Japanese:	117
Speak English "very well"	81
Speak English less than "very well"	36
Korean:	94
Speak English "very well"	20
Speak English less than "very well"	74
Mon-Khmer, Cambodian:	168
Speak English "very well"	109
Speak English less than "very well"	59
Hmong:	13
Speak English "very well"	0
Speak English less than "very well"	13
Thai:	32
Speak English "very well"	18
Speak English less than "very well"	14
Laotian:	608
Speak English "very well"	306
Speak English less than "very well"	302
Vietnamese:	406
Speak English "very well"	189
Speak English less than "very well"	217
Other Asian languages:	13
Speak English "very well"	0
Speak English less than "very well"	13

Tagalog:	134
Speak English "very well"	103
Speak English less than "very well"	31
Other Pacific Island languages:	154
Speak English "very well"	130
Speak English less than "very well"	24
Navajo:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Native North American languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hungarian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Arabic:	62
Speak English "very well"	38
Speak English less than "very well"	24
Hebrew:	9
Speak English "very well"	9
Speak English less than "very well"	0
African languages:	141
Speak English "very well"	83
Speak English less than "very well"	58
Other and unspecified languages:	52
Speak English "very well"	34
Speak English less than "very well"	18

Downtown – Language

Downtown	
Label	Estimate
Total:	35,691
Speak only English	26,650
Spanish or Spanish Creole:	5,505
Speak English "very well"	3,583

Speak English less than "very well"	1,922
French (incl. Patois, Cajun):	140
Speak English "very well"	103
Speak English less than "very well"	37
French Creole:	0
Speak English "very well"	0
Speak English less than "very well"	0
Italian:	110
Speak English "very well"	89
Speak English less than "very well"	21
Portuguese or Portuguese Creole:	41
Speak English "very well"	21
Speak English less than "very well"	20
German:	246
Speak English "very well"	181
Speak English less than "very well"	65
Yiddish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other West Germanic languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Scandinavian languages:	24
Speak English "very well"	24
Speak English less than "very well"	0
Greek:	214
Speak English "very well"	143
Speak English less than "very well"	71
Russian:	303
Speak English "very well"	91
Speak English less than "very well"	212
Polish:	26
Speak English "very well"	26
Speak English less than "very well"	0
Serbo-Croatian:	0
Speak English "very well"	0

Speak English less than "very well"	0
Other Slavic languages:	79
Speak English "very well"	65
Speak English less than "very well"	14
Armenian:	63
Speak English "very well"	63
Speak English less than "very well"	0
Persian:	174
Speak English "very well"	117
Speak English less than "very well"	57
Gujarati:	5
Speak English "very well"	5
Speak English less than "very well"	0
Hindi:	0
Speak English "very well"	0
Speak English less than "very well"	0
Urdu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indic languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indo-European languages:	64
Speak English "very well"	64
Speak English less than "very well"	0
Chinese:	582
Speak English "very well"	98
Speak English less than "very well"	484
Japanese:	154
Speak English "very well"	52
Speak English less than "very well"	102
Korean:	193
Speak English "very well"	73
Speak English less than "very well"	120
Mon-Khmer, Cambodian:	34
Speak English "very well"	34

Speak English less than "very well"	0
Hmong:	0
Speak English "very well"	0
Speak English less than "very well"	0
Thai:	67
Speak English "very well"	51
Speak English less than "very well"	16
Laotian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Vietnamese:	47
Speak English "very well"	23
Speak English less than "very well"	24
Other Asian languages:	204
Speak English "very well"	125
Speak English less than "very well"	79
Tagalog:	374
Speak English "very well"	228
Speak English less than "very well"	146
Other Pacific Island languages:	26
Speak English "very well"	26
Speak English less than "very well"	0
Navajo:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Native North American languages:	14
Speak English "very well"	14
Speak English less than "very well"	0
Hungarian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Arabic:	294
Speak English "very well"	52
Speak English less than "very well"	242
Hebrew:	35
Speak English "very well"	15

Speak English less than "very well"	20
African languages:	23
Speak English "very well"	23
Speak English less than "very well"	0
Other and unspecified languages:	0
Speak English "very well"	0
Speak English less than "very well"	0

Uptown – Language

Uptown	
Label	Estimate
Total:	32,033
Speak only English	25,181
Spanish or Spanish Creole:	3,353
Speak English "very well"	2,518
Speak English less than "very well"	835
French (incl. Patois, Cajun):	344
Speak English "very well"	337
Speak English less than "very well"	7
French Creole:	14
Speak English "very well"	14
Speak English less than "very well"	0
Italian:	237
Speak English "very well"	171
Speak English less than "very well"	66
Portuguese or Portuguese Creole:	148
Speak English "very well"	148
Speak English less than "very well"	0
German:	468
Speak English "very well"	453
Speak English less than "very well"	15
Yiddish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other West Germanic languages:	39
Speak English "very well"	39

Speak English less than "very well"	0
Scandinavian languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Greek:	53
Speak English "very well"	30
Speak English less than "very well"	23
Russian:	416
Speak English "very well"	113
Speak English less than "very well"	303
Polish:	8
Speak English "very well"	8
Speak English less than "very well"	0
Serbo-Croatian:	196
Speak English "very well"	196
Speak English less than "very well"	0
Other Slavic languages:	58
Speak English "very well"	51
Speak English less than "very well"	7
Armenian:	46
Speak English "very well"	0
Speak English less than "very well"	46
Persian:	112
Speak English "very well"	33
Speak English less than "very well"	79
Gujarati:	50
Speak English "very well"	0
Speak English less than "very well"	50
Hindi:	54
Speak English "very well"	54
Speak English less than "very well"	0
Urdu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indic languages:	0
Speak English "very well"	0

Speak English less than "very well"	0
Other Indo-European languages:	8
Speak English "very well"	8
Speak English less than "very well"	0
Chinese:	420
Speak English "very well"	191
Speak English less than "very well"	229
Japanese:	109
Speak English "very well"	60
Speak English less than "very well"	49
Korean:	15
Speak English "very well"	8
Speak English less than "very well"	7
Mon-Khmer, Cambodian:	18
Speak English "very well"	18
Speak English less than "very well"	0
Hmong:	0
Speak English "very well"	0
Speak English less than "very well"	0
Thai:	44
Speak English "very well"	8
Speak English less than "very well"	36
Laotian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Vietnamese:	136
Speak English "very well"	99
Speak English less than "very well"	37
Other Asian languages:	62
Speak English "very well"	48
Speak English less than "very well"	14
Tagalog:	239
Speak English "very well"	125
Speak English less than "very well"	114
Other Pacific Island languages:	9
Speak English "very well"	9

Speak English less than "very well"	0
Navajo:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Native North American languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hungarian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Arabic:	59
Speak English "very well"	37
Speak English less than "very well"	22
Hebrew:	5
Speak English "very well"	5
Speak English less than "very well"	0
African languages:	132
Speak English "very well"	69
Speak English less than "very well"	63
Other and unspecified languages:	0
Speak English "very well"	0
Speak English less than "very well"	0

Midway/Pacific Highway – Language

Midway/Pacific Highway	
Label	Estimate
Total:	26,922
Speak only English	21,365
Spanish or Spanish Creole:	2,944
Speak English "very well"	2,224
Speak English less than "very well"	720
French (incl. Patois, Cajun):	139
Speak English "very well"	95
Speak English less than "very well"	44
French Creole:	0
Speak English "very well"	0

Speak English less than "very well"	0
Italian:	172
Speak English "very well"	129
Speak English less than "very well"	43
Portuguese or Portuguese Creole:	230
Speak English "very well"	155
Speak English less than "very well"	75
German:	101
Speak English "very well"	90
Speak English less than "very well"	11
Yiddish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other West Germanic languages:	57
Speak English "very well"	57
Speak English less than "very well"	0
Scandinavian languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Greek:	29
Speak English "very well"	23
Speak English less than "very well"	6
Russian:	6
Speak English "very well"	6
Speak English less than "very well"	0
Polish:	19
Speak English "very well"	11
Speak English less than "very well"	8
Serbo-Croatian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Slavic languages:	28
Speak English "very well"	8
Speak English less than "very well"	20
Armenian:	3
Speak English "very well"	3

Speak English less than "very well"	0
Persian:	94
Speak English "very well"	72
Speak English less than "very well"	22
Gujarati:	8
Speak English "very well"	8
Speak English less than "very well"	0
Hindi:	51
Speak English "very well"	51
Speak English less than "very well"	0
Urdu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indic languages:	60
Speak English "very well"	31
Speak English less than "very well"	29
Other Indo-European languages:	29
Speak English "very well"	19
Speak English less than "very well"	10
Chinese:	534
Speak English "very well"	264
Speak English less than "very well"	270
Japanese:	187
Speak English "very well"	118
Speak English less than "very well"	69
Korean:	23
Speak English "very well"	15
Speak English less than "very well"	8
Mon-Khmer, Cambodian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hmong:	0
Speak English "very well"	0
Speak English less than "very well"	0
Thai:	44
Speak English "very well"	37

Speak English less than "very well"	7
Laotian:	37
Speak English "very well"	9
Speak English less than "very well"	28
Vietnamese:	26
Speak English "very well"	26
Speak English less than "very well"	0
Other Asian languages:	65
Speak English "very well"	24
Speak English less than "very well"	41
Tagalog:	295
Speak English "very well"	276
Speak English less than "very well"	19
Other Pacific Island languages:	72
Speak English "very well"	46
Speak English less than "very well"	26
Navajo:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Native North American languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hungarian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Arabic:	294
Speak English "very well"	179
Speak English less than "very well"	115
Hebrew:	0
Speak English "very well"	0
Speak English less than "very well"	0
African languages:	4
Speak English "very well"	4
Speak English less than "very well"	0
Other and unspecified languages:	6
Speak English "very well"	0

Speak English less than "very well"	6
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Peninsula- Language

Peninsula	
Label	Estimate
Total:	17,014
Speak only English	14,567
Spanish or Spanish Creole:	1,256
Speak English "very well"	899
Speak English less than "very well"	357
French (incl. Patois, Cajun):	0
Speak English "very well"	0
Speak English less than "very well"	0
French Creole:	0
Speak English "very well"	0
Speak English less than "very well"	0
Italian:	10
Speak English "very well"	10
Speak English less than "very well"	0
Portuguese or Portuguese Creole:	394
Speak English "very well"	268
Speak English less than "very well"	126
German:	13
Speak English "very well"	13
Speak English less than "very well"	0
Yiddish:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other West Germanic languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Scandinavian languages:	56
Speak English "very well"	38
Speak English less than "very well"	18
Greek:	9
Speak English "very well"	9

Speak English less than "very well"	0
Russian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Polish:	8
Speak English "very well"	8
Speak English less than "very well"	0
Serbo-Croatian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Slavic languages:	6
Speak English "very well"	6
Speak English less than "very well"	0
Armenian:	12
Speak English "very well"	0
Speak English less than "very well"	12
Persian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Gujarati:	0
Speak English "very well"	0
Speak English less than "very well"	0
Hindi:	0
Speak English "very well"	0
Speak English less than "very well"	0
Urdu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indic languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Indo-European languages:	10
Speak English "very well"	10
Speak English less than "very well"	0
Chinese:	57
Speak English "very well"	26

Speak English less than "very well"	31
Japanese:	19
Speak English "very well"	0
Speak English less than "very well"	19
Korean:	0
Speak English "very well"	0
Speak English less than "very well"	0
Mon-Khmer, Cambodian:	17
Speak English "very well"	17
Speak English less than "very well"	0
Hmong:	0
Speak English "very well"	0
Speak English less than "very well"	0
Thai:	15
Speak English "very well"	15
Speak English less than "very well"	0
Laotian:	0
Speak English "very well"	0
Speak English less than "very well"	0
Vietnamese:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Asian languages:	39
Speak English "very well"	39
Speak English less than "very well"	0
Tagalog:	416
Speak English "very well"	199
Speak English less than "very well"	217
Other Pacific Island languages:	0
Speak English "very well"	0
Speak English less than "very well"	0
Navajo:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other Native North American languages:	0
Speak English "very well"	0

Speak English less than "very well"	0
Hungarian:	13
Speak English "very well"	13
Speak English less than "very well"	0
Arabic:	22
Speak English "very well"	22
Speak English less than "very well"	0
Hebrew:	0
Speak English "very well"	0
Speak English less than "very well"	0
African languages:	64
Speak English "very well"	0
Speak English less than "very well"	64
Other and unspecified languages:	11
Speak English "very well"	11
Speak English less than "very well"	0

Source: 2017-2021 American Community Survey, Table B16001

Frequency of contact with LEP individuals at the airport and airport-related activities (top 5 languages):

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
Spanish				X
Tagalog				X
Chinese		X		
Vietnamese	X			
Arabic		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 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 community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

Description of Beneficiary Demographic Information Collection Methods
<ul style="list-style-type: none"> • Airport Customer Service Office conducts biannual 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. • Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information. • Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.

Staff and Advisory Board Diversity.

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

Description of Employee and Advisory Board Demographic Information Collection Methods
<ul style="list-style-type: none"> • Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website. • Airport Authority Board members are appointed by political representatives from various sections of San Diego County.

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.

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 San Diego County Regional Airport Authority 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
Terminal 1	None
Terminal 2	None
Rental Car Center	None
Central Terminal Area (Terminal 1 & Terminal 2)	None

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
New Terminal 1	None
New Terminal 1 Parking Plaza	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	None	N/A
Facilities or Construction Projects	Justification	

¹⁰ In order to carry out an alternative with a discriminatory impact, the San Diego County Regional Airport Authority 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.

New Terminal 1	Creates jobs, Operational needs
New Terminal 1 Parking Plaza	Creates jobs, Operational needs

The projects described in the table above have been analyzed in an Environmental Assessment (EA) based upon the National Environmental Policy Act (NEPA) in accordance with FAA regulations and requirements. This EA received a Finding of No Significant Impact (FONSI) and Record of Decision on October 22, 2021.

The projects described in the table above have also been analyzed in an Environmental Impact Report (EIR) based upon California Environmental Quality Act (CEQA) regulations and requirements. This EIR received certification and approval on January, 9, 2020.

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the San Diego County Regional Airport Authority will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

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

Language
Spanish
Tagalog (incl. Filipino)
Chinese (incl. Mandarin, Cantonese)
Vietnamese
Arabic
Persian (incl. Farsi, Dari)
Korean
Amharic, Somali, or other Afro-Asiatic languages
Japanese
French (incl. Cajun)
Russian
German
Hindi
Thai, Lao, or other Tai-Kadai languages
Other Indo-European languages
Ilocano, Samoan, Hawaiian, or other Austronesian languages
Portuguese
Telugu
Gujarati
Other languages of Asia
Italian
Tamil

Ukrainian or other Slavic languages
Khmer
Hebrew
Yoruba, Twi, Igbo, or other languages of Western Africa
Urdu
Polish
Other and unspecified languages
Bengali
Armenian
Serbo-Croatian
Greek
Nepali, Marathi, or other Indic languages
Yiddish, Pennsylvania Dutch or other West Germanic languages
Malayalam, Kannada, or other Dravidian languages
Hmong

San Diego County Regional Airport Authority also collects data for languages spoken by airport guests.¹¹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport language line usage data	Telelanguage
Airline-provided data	N/A
Assumption from flight origin / destination	N/A
Assistance requests to airport information desks	Telelanguage Data

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

Language
None

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 San Diego County Regional Airport Authority of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

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.

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
Telelanguage	All above languages

- Information regarding translation services can be obtained at: The Terminal 1 Information Desk and the Terminal 2 Information Desk in the pre-security area. Both information desks are staffed by a volunteer group known as the Airport Ambassadors. Several of the Airport Ambassadors are fluent in a language other than English. The San.org website utilizes technology to translate all of the contents contained in the website. The technology is known as RECITE ME. Also, several Airport Authority employees have been identified to provide supplemental translation assistance.

Location for Translation Assistance	Languages
Airport website – RECITE ME	All above languages
Airport website translate view	All above languages
Volunteer multi-lingual staff pool	Spanish, Portuguese, Tagalog, French
Terminal 1 Information Desk	All above languages
Terminal 2 Information Desk	All above languages

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Telelanguage	All above languages

- Information regarding interpretation services can be obtained in the following locations:

Location for Interpretation Assistance	Languages
Airport Language Assistance page – RECITE ME	All above languages
Terminal 1 and Terminal 2 Information Desk	All above languages, using Telelanguage

Description of Interpretation Assistance Processes

- Airport Customer Service Office maintains a list of multilingual Airport Authority employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services. The list is updated annually in the Public Information Handbook 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 Telelanguage to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport information desk staff use I-Speak cards to identify the language spoken by the airport guest. Staff calls Telelanguage and “parks” the request in the queue for the appropriate language. Telelanguage operators coordinate and connect the requesting party to an interpreter for the duration of the call. The completed call is then logged and documented in the Telelanguage binder. This log is kept for one year.

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.

The Airport Authority continually coordinates with The Metropolitan Transit System (MTS) and North County Transit District (NCTD) to encourage them to provide transit service access between the Airport and these areas. Also, the Airport Authority provides a free electric shuttle bus service that provides a seamless connection from the Airport to the Old Town Transit Center, which is the main transit hub for San Diego County. This shuttle service, known as the San Diego Flyer, operates 20 hours per day.

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

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
San Diego County/City of San Diego	MTS Route 992, 923 (Fixed route bus service)	Existing
San Diego County/City of San Diego	MTS Paratransit bus service	Existing
San Diego County/City of San Diego	MTS Trolley (light rail)	Existing
San Diego County/City of San Diego	NCTD Coaster (heavy rail)	Existing
San Diego County/City of San Diego	SDCRAA San Diego Flyer (free electric shuttle from the Airport to Old Town Transit Center)	Existing
San Diego County/City of San Diego	ADP Transit Connection	Planned

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

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

Airport Business Opportunity	Minority Business Outreach Methods
Concessions and Passenger Services	Encourages Airport Concession Disadvantaged Business Enterprise (ACDBE) participation through proactive advertising and by apprising them of business opportunities. Outreach to minority groups and associations.
Parking Management	Encourages Airport Concession Disadvantaged Business Enterprise (ACDBE) participation through proactive advertising and by apprising them of business opportunities. Outreach to minority groups and associations.
Good and Services for Rental Car Companies operating in San Diego International Airport Rental Car Center	Hosts annual supplier diversity event to educate on business opportunities, including Airport Concession Disadvantaged Business Enterprise (ACDBE) opportunities. Outreach to minority groups and associations.
Professional services (E.g. IT Services, Public Art and Performers Program), Facilities Management Contracts, and Capital Improvement Program Construction Contracts.	Authority Policy 5.12, preference program to encourage outreach and utilization of small, local, and veteran owned small business enterprises.
Airport Administration Building	Prime contractor submits Inclusionary Outreach Plan that disseminates details on outreach, training, and procurement to maximize contract opportunities to small, minority, local, veteran, and disadvantaged businesses in partnership with San Diego International Airport's Small Business Development Department.
Terminal and Roadways	Prime contractor submits Inclusionary Outreach Plan that disseminates details on outreach, training, and procurement to maximize contract opportunities to small, minority, local, veteran, and disadvantaged businesses in partnership with San Diego International Airport's Small Business Development Department.
San Diego International Airport Opportunities	Advertised through San Diego International Airport Bid Portal, Airport Concession/Disadvantaged Business Enterprise Directory, State of California's Small and Disabled Veteran Business Enterprise Directory, Small Business Administration's Directory, Federal Aviation Administration Matchmaker, Airport Minority Advisory Council Opportunities Portal, and Participated as an exhibitor Veterans in Business Network Conference.
New Terminal 1 Concessions	Hosted outreach events at Ronald Reagan Community Center, East

and other business opportunities	Valley Community Center, and San Diego Contracting Opportunities Center, and partnered with business support services provider APEX Accelerators. Hosted virtual outreach event with San Diego local and minority chambers. Participated as an exhibitor at San Diego Unified School District Construction Expo to promote business opportunities.
San Diego International Airport Construction, Professional Services, and Concession Opportunities	Participated as an exhibitor at San Diego Unified School District Construction Expo to promote business opportunities. Participated as an exhibitor at California Department of Transportation District 11 Procurement and Resource Fair. Participated as an exhibitor at Sheet Metal Industry Skilled & Trained Career Fair. Participated as an exhibitor at Associated Subcontractor Alliance General Contractor and Public Agency Showcase. Presented on ACDBE Program, ACDBE certification, concession partnership opportunities with Hudson Group. Participated as an exhibitor at Meet the Buyers - Connecting with Contracts: Celebrating National Veterans and Military Families. Participated as an exhibitor at the California Procurement Expo Celebrating Small Business Development Center Day. Participated as an exhibitor at the Small Business Development Center. Connecting with Contracts Honoring Black History Month. Participated as an exhibitor for North San Diego Business Summit. Hosted virtual/in person Meet the Primes event to provide networking and one-on-one matchmaking meeting opportunities for minority, small, local businesses with prime contractors, concessionaires, San Diego International Airport departments, regional public agencies and business support service providers.
Terminal 1 Parking Plaza Opportunities	Advertised to minority, small, local, veteran, and disadvantaged businesses.

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 Department.

11. Training

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibit discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age
- Title VI complaints must be forwarded to the Title VI 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 awareness
- Anti-harassment training

Refresher information is 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, San Diego County Regional Airport Authority 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 San Diego County Regional Airport Authority, including airport employees, contractors, concessionaires, lessees, or tenants.

¹² Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the San Diego County Regional Airport Authority 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 San Diego County Regional Airport Authority 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 San Diego County Regional Airport Authority 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.

4. Concern an airport facility or actions by the San Diego County Regional Airport Authority including airport employees, contractors, concessionaires, lessees, or tenants.

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 San Diego County Regional Airport Authority. 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 Title VI Coordinator will log in the complaint and promptly send copies of the complaint to the General Counsel Department, any office named in the complaint, and the President/CEO.

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

Brett K. Caldwell, Title VI Coordinator
P. O. Box 82776, San Diego, CA 92138
(619) 400-2482
bcaldwel@san.org

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.

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 send complaint information via email to the FAA Regional Specialist and will upload complaint information to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff. 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 the San Diego County Regional Airport Authority, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, 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 San Diego County Regional Airport Authority'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 email and to the FAA Civil Rights Connect System.

Appeal Rights. The complainant must be notified of their right to appeal the findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to the Airport's Vice President/Chief Operations Officer.
- The written appeal must be received within 10 business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting

- the basis for the appeal.
- The Vice President/Chief Operations Officer 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 San Diego County Regional Airport Authority will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. San Diego County Regional Airport Authority employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact Brett K. Caldwell, Title VI Coordinator at (619) 400-2482 or bcaldwel@san.org.

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

Website, In-person, and Other Distribution Methods
<i>Airport website:</i> Accessibility, Disabilities & Personal Injury San Diego International Airport

14. Population / Language Data

Affected Communities By Zip Code - B16001 Language Data

Community	Downtown	Golden Hill	Uptown	Midway / Pacific Hwy	Peninsula
Label	Estimate	Estimate	Estimate	Estimate	Estimate
Total:	35,691	41,791	32,033	26,922	17,014
Speak only English	26,650	15,960	25,181	21,365	14,567
Spanish or Spanish Creole:	5,505	23,114	3,353	2,944	1,256
Speak English "very well"	3,583	13,891	2,518	2,224	899
Speak English less than "very well"	1,922	9,223	835	720	357
French (incl. Patois, Cajun):	140	159	344	139	0
Speak English "very well"	103	159	337	95	0
Speak English less than "very well"	37	0	7	44	0
French Creole:	0	35	14	0	0
Speak English "very well"	0	18	14	0	0
Speak English less than "very well"	0	17	0	0	0
Italian:	110	0	237	172	10
Speak English "very well"	89	0	171	129	10
Speak English less than "very well"	21	0	66	43	0
Portuguese or Portuguese Creole:	41	130	148	230	394
Speak English "very well"	21	130	148	155	268
Speak English less than "very well"	20	0	0	75	126
German:	246	131	468	101	13
Speak English "very well"	181	131	453	90	13
Speak English less than "very well"	65	0	15	11	0
Yiddish:	0	0	0	0	0
Speak English "very well"	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0
Other West Germanic languages:	0	23	39	57	0
Speak English "very well"	0	23	39	57	0
Speak English less than "very well"	0	0	0	0	0
Scandinavian languages:	24	4	0	0	56
Speak English "very well"	24	4	0	0	38
Speak English less than "very well"	0	0	0	0	18
Greek:	214	0	53	29	9

Speak English "very well"	143	0	30	23	9
Speak English less than "very well"	71	0	23	6	0
Russian:	303	29	416	6	0
Speak English "very well"	91	29	113	6	0
Speak English less than "very well"	212	0	303	0	0
Polish:	26	0	8	19	8
Speak English "very well"	26	0	8	11	8
Speak English less than "very well"	0	0	0	8	0
Serbo-Croatian:	0	0	196	0	0
Speak English "very well"	0	0	196	0	0
Speak English less than "very well"	0	0	0	0	0
Other Slavic languages:	79	0	58	28	6
Speak English "very well"	65	0	51	8	6
Speak English less than "very well"	14	0	7	20	0
Armenian:	63	0	46	3	12
Speak English "very well"	63	0	0	3	0
Speak English less than "very well"	0	0	46	0	12
Persian:	174	0	112	94	0
Speak English "very well"	117	0	33	72	0
Speak English less than "very well"	57	0	79	22	0
Gujarati:	5	0	50	8	0
Speak English "very well"	5	0	0	8	0
Speak English less than "very well"	0	0	50	0	0
Hindi:	0	58	54	51	0
Speak English "very well"	0	42	54	51	0
Speak English less than "very well"	0	16	0	0	0
Urdu:	0	0	0	0	0
Speak English "very well"	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0
Other Indic languages:	0	44	0	60	0
Speak English "very well"	0	44	0	31	0
Speak English less than "very well"	0	0	0	29	0
Other Indo-European languages:	64	0	8	29	10
Speak English "very well"	64	0	8	19	10
Speak English less than "very well"	0	0	0	10	0

Chinese:	582	101	420	534	57
Speak English "very well"	98	87	191	264	26
Speak English less than "very well"	484	14	229	270	31
Japanese:	154	117	109	187	19
Speak English "very well"	52	81	60	118	0
Speak English less than "very well"	102	36	49	69	19
Korean:	193	94	15	23	0
Speak English "very well"	73	20	8	15	0
Speak English less than "very well"	120	74	7	8	0
Mon-Khmer, Cambodian:	34	168	18	0	17
Speak English "very well"	34	109	18	0	17
Speak English less than "very well"	0	59	0	0	0
Hmong:	0	13	0	0	0
Speak English "very well"	0	0	0	0	0
Speak English less than "very well"	0	13	0	0	0
Thai:	67	32	44	44	15
Speak English "very well"	51	18	8	37	15
Speak English less than "very well"	16	14	36	7	0
Laotian:	0	608	0	37	0
Speak English "very well"	0	306	0	9	0
Speak English less than "very well"	0	302	0	28	0
Vietnamese:	47	406	136	26	0
Speak English "very well"	23	189	99	26	0
Speak English less than "very well"	24	217	37	0	0
Other Asian languages:	204	13	62	65	39
Speak English "very well"	125	0	48	24	39
Speak English less than "very well"	79	13	14	41	0
Tagalog:	374	134	239	295	416
Speak English "very well"	228	103	125	276	199
Speak English less than "very well"	146	31	114	19	217
Other Pacific Island languages:	26	154	9	72	0
Speak English "very well"	26	130	9	46	0
Speak English less than "very well"	0	24	0	26	0
Navajo:	0	0	0	0	0
Speak English "very well"	0	0	0	0	0

Speak English less than "very well"	0	0	0	0	0
Other Native North American languages:	14	0	0	0	0
Speak English "very well"	14	0	0	0	0
Speak English less than "very well"	0	0	0	0	0
Hungarian:	0	0	0	0	13
Speak English "very well"	0	0	0	0	13
Speak English less than "very well"	0	0	0	0	0
Arabic:	294	62	59	294	22
Speak English "very well"	52	38	37	179	22
Speak English less than "very well"	242	24	22	115	0
Hebrew:	35	9	5	0	0
Speak English "very well"	15	9	5	0	0
Speak English less than "very well"	20	0	0	0	0
African languages:	23	141	132	4	64
Speak English "very well"	23	83	69	4	0
Speak English less than "very well"	0	58	63	0	64
Other and unspecified languages:	0	52	0	6	11
Speak English "very well"	0	34	0	0	11
Speak English less than "very well"	0	18	0	6	0

Source: 2017-2021 American Community Survey, Table B16001

Affected Communities – S1701 Poverty Data

	Affected Communities		
	Total	Below poverty level	Percent below poverty level
Label	Estimate	Estimate	Estimate
Population for whom poverty status is determined	70,690	7145	10.11%
AGE			
Under 18 years	11,043	867	7.85%
Under 5 years	4,054	186	4.59%
5 to 17 years	6,989	681	9.74%
Related children of householder under 18 years	11,033	857	7.77%
18 to 64 years	50,663	5591	11.04%
18 to 34 years	22,206	2780	12.52%
35 to 64 years	28,457	2811	9.88%
60 years and over	12,891	1366	10.60%
65 years and over	8,984	687	7.65%
SEX			
Male	35,591	3238	9.10%
Female	35,099	3907	11.13%
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	51,539	5130	9.95%
Black or African American alone	2,956	418	14.14%
American Indian and Alaska Native alone	644	81	12.58%
Asian alone	4,027	378	9.39%
Native Hawaiian and Other Pacific Islander alone	526	0	0.00%

Some other race alone	3,643	309	8.48%
Two or more races	7,355	829	11.27%
Hispanic or Latino origin (of any race)	15,852	2157	13.61%
White alone, not Hispanic or Latino	43,017	3665	8.52%
EDUCATIONAL ATTAINMENT			
Population 25 years and over	55,118	4929	8.94%
Less than high school graduate	3,565	781	21.91%
High school graduate (includes equivalency)	6,404	1293	20.19%
Some college, associate's degree	14,166	1427	10.07%
Bachelor's degree or higher	30,983	1428	4.61%
EMPLOYMENT STATUS			
Civilian labor force 16 years and over	43,465	2391	5.50%
Employed	41,124	1888	4.59%
Male	21,265	690	3.24%
Female	19,859	1198	6.03%
Unemployed	2,341	503	21.49%
Male	1,495	320	21.40%
Female	846	183	21.63%
WORK EXPERIENCE			
Population 16 years and over	60,396	6371	10.55%
Worked full-time, year-round in the past 12 months	31,189	320	1.03%
Worked part-time or part-year in the past 12 months	15,456	2480	16.05%
Did not work	13,751	3571	25.97%

ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS		No data	No data
50 percent of poverty level	3,892	No data	No data
125 percent of poverty level	9,522	No data	No data
150 percent of poverty level	11,176	No data	No data
185 percent of poverty level	14,239	No data	No data
200 percent of poverty level	15,865	No data	No data
300 percent of poverty level	24,106	No data	No data
400 percent of poverty level	32,443	No data	No data
500 percent of poverty level	40,120	No data	No data
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	28,064	4876	17.37%
Male	14,742	2323	15.76%
Female	13,322	2553	19.16%
15 years	0	0	0.00%
16 to 17 years	10	10	100.00%
18 to 24 years	2,331	1120	48.05%
25 to 34 years	10,441	1036	9.92%
35 to 44 years	4,939	591	11.97%
45 to 54 years	3,352	598	17.84%
55 to 64 years	3,079	917	29.78%
65 to 74 years	2,462	306	12.43%
75 years and over	1,450	298	20.55%
Mean income deficit for unrelated individuals (dollars)	136,342	No data	No data
Worked full-time, year-round in the past 12 months	14,585	122	0.84%
Worked less than full-time, year- round in the past 12 months	7,290	1812	24.86%
Did not work	6,189	2942	47.54%

Population in housing units for whom poverty status is determined	69,588	6373	9.16%
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Source: 2017-2021 American Community Survey, Table S1701

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: Brett K. Caldwell
Phone: 619 400-2482
Address: P.O. Box 82776
San Diego, CA 92138-2776
Bcaldwel@san.org

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: Brett K. Caldwell
Teléfono: 619 400-2482
Dirección: P.O. Box 82776
San Diego, CA 92138-2776
Bcaldwel@san.org









SAN Title VI Plan - FINAL Oct 2023

Final Audit Report

2023-10-31

Created:	2023-10-31
By:	Brett Caldwell (bcaldwel@san.org)
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