



City of Columbia, Missouri

**COLUMBIA REGIONAL AIRPORT**

**Title VI Program**

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**A. Policy Statement**

Columbia Regional Airport agrees to comply with all provisions prohibiting discrimination on the basis of race, color, national origin, sex or religion, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (PL 100.259), and the Section 520 of the Airport and Airway Improvement Act of 1982. No person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of the Columbia Regional Airport on the basis of race, color, national origin, sex or religion.

Columbia Regional 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. Anytime communities maybe impacted by programs or activities, every effort will be made to involve their leaders and the general public in the decision making process. Awards of contracting, concessionaires, and leases are made without regard for race, color, national origin, sex or religion.

Columbia Regional Airport requires Title VI assurances from each tenant, contractor, and concessionaire providing an activity, service or facility at the airport under lease, contract or franchise from the airport. Columbia Regional Airport also requires that such tenants, contractors, and concessionaires require Title VI assurances of their subcontractors.

The City of Columbia’s Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 49 CFR 21.

Signature

\_\_\_\_\_  
Michael Parks  
Airport Operations Supervisor  
Columbia Regional Airport

Date: \_\_\_\_\_

## **B. Title VI Coordinator Responsibilities**

Accepts, manages and makes determination on all Title VI Complaints received at the Columbia Regional Airport.

Maintains a copy of records of Title VI Complaints and Letters of Closure or Finding.

Ensures a copy of Title VI complaints and other required information is forwarded to the Federal Aviation Administration (FAA) within fifteen (15) days of receipt. Provides the FAA with an explanation of resolution attempts regarding the complaint. 49 CFR Part 21 Appendix C(b)(3).

Annually reviews the airport's Title VI plan to ensure compliance with all statutes and regulations.

Monitors and assists the airport's ongoing Title VI training programs.

Responds to requests by FAA for data and records to determine Title VI compliance. Coordinates with program liaisons to ensure that racial and ethnic data showing the extent to which minority groups are beneficiaries of or impacted by airport programs is available. 49 CFR § 21.9(b) & (c).

Ensures the Airport maintains a paper copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours.

### **c. Grant Assurances**

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

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

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

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

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

The general Civil Rights Provision is inserted into all contractor, tenant, concessionaire, and lessee agreements. Columbia Regional Airport requires this provision to be included in all subcontracts, subleases and other agreements at any tier.

### **d. Complaints**

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

Written Title VI complaints received by airport personnel are forwarded to the Title VI Coordinator. The Coordinator maintains a record of the complaint, conducts a preliminary review and attempt at resolution, and forwards a copy of the complaint and a description of the resolution efforts to the FAA within fifteen (15) days of receipt. Columbia Regional Airport's Complaint Procedures (**Appendix A**) and Complaint Form (**Appendix B**) are included in this plan's appendices.

#### **e. Training**

Columbia Regional Airport incorporates Title VI training in its new employee orientation, as well as language assistance services and cultural and community sensitivity training. The City's Title VI Coordinator also assists in refresher training with Columbia Regional Airport's employees annually.

#### **f. Notice**

49 CFR 21 Appendix C(b)(2)

Columbia Regional Airport conspicuously displays signs furnished by the FAA in the main area or areas of the airport, stating that discrimination based on race, color, or national origin is prohibited at the airport. See **Appendix C** for a copy of the notice being posted.

Columbia Regional Airport will make a continuing effort to inform the public and interested parties of the Airport's purpose and responsibilities. The airport will provide this information through handouts including brochures or posters, information on its web page, speaking engagements with business, professional and civic organizations and periodic press releases.

All meetings for public participation shall be at times and locations that are convenient and accessible to everyone, particularly for minority and LEP communities. Columbia Regional Airport will provide reasonable public notice for meetings and members of the public attending the meetings may offer comments for the record on airport business.

#### **g. Monitoring**

The Title VI Coordinator will provide oversight of the entire Title VI Program. This includes ensuring training is conducted, language translation services are available, and appropriate Title VI signage is posted. This also includes updating community statistics, and corresponding with the FAA as necessary.

Appendix A  
Title VI Complaint Procedure

**COLUMBIA REGIONAL AIRPORT**  
**Procedure for Filing a Title VI Complaint**

**Filing a Title VI Complaint**

The following complaint procedures apply to the beneficiaries of Columbia Regional Airport's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Columbia Regional Airport may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website and in public areas of our agency.

You may download the *Columbia Regional Airport Title VI Complaint Form* at [www.flycou.com](http://www.flycou.com), or request a copy by writing to Columbia Regional Airport, 11300 S. Airport Dr., Columbia, MO 65201. Information on how to file a Title VI complaint may also be obtained by calling the Title VI Coordinator at (573) 817-5024

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to City of Columbia by one of the following methods:

**Mail:**

City of Columbia  
Law Department  
P.O. Box 6015  
Columbia, MO 65205  
ATTN: Title VI Coordinator

**In-Person:**

City of Columbia  
Law Department  
701 E. Broadway  
Columbia, MO 65201

**E-mail:**

ColumbiaRegional@Como.Gov

A person may also file a complaint directly with the Federal Aviation Administration, at the FAA Office of Civil Rights, 800 Independence Avenue, S.W., Washington, DC 20591.

If information is needed in another language, please contact Columbia Regional Airport 11300 S. Airport Dr., Columbia, MO 65201.

INVESTIGATIONS: The Title VI Coordinator will receive, manage and make a determination on all filed complaints. Investigations will generally be completed within 90 days from receipt of a completed complaint form. If more information is needed to resolve the complaint, the Title VI coordinator may contact the complainant and request more information. If the requested information is not received within a reasonable amount of time, then the complaint may be administratively closed by the Title VI Coordinator. A complaint can also be administratively closed if the complainant no longer wishes to pursue the case.

LETTER OF CLOSURE OR FINDING: After the Title VI Coordinator reviews the complaint, he or she will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

In each letter to the complainant, the Investigator will notify the complainant of the right to request reconsideration from the City's Title VI Coordinator for an independent review.

REQUEST FOR RECONSIDERATION: If the complainant disagrees with Title VI Coordinator's determination, the complainant may request reconsideration by submitting the request in writing to the City Manager within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. In cases where reconsideration is granted, the City Manager will issue a determination letter to the complainant upon completion of the reconsideration review.

COPIES TO FAA: The Title VI Coordinator will, within 15 days of receipt, forward to the Area Manager of the FAA Central Area a copy of each written complaint charging discrimination because of race, color, or national origin by any person subject to 49 CFR Part 21, together with a statement describing all actions taken to resolve the matter, and the results thereof.

Appendix B  
Title VI Complaint Form  
**COLUMBIA REGIONAL AIRPORT TITLE VI COMPLAINT FORM**

“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

If you feel that you have been discriminated against in the provision of aviation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please submit your completed form to City of Columbia by one of the following methods:

<b>Mail:</b> City of Columbia Law Department P.O. Box 6015 Columbia, MO 65205 ATTN: Title VI Coordinator	<b>In-Person:</b> City of Columbia Law Department 701 E. Broadway Columbia, MO 65201	<b>E-mail:</b> ColumbiaRegional@Como.Gov
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PLEASE PRINT

1. Complainant’s Name:
a. Address:
b. City: _____ State: _____ Zip Code: _____
c. Telephone (include area code): Home ( ) - _____ Cell ( ) - _____ Work ( ) - _____
d. Electronic mail (e-mail) address: _____
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
2. Accessible Format of Form Needed? ( ) YES specify: _____ ( ) NO
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4
4. If you answered NO to question 3 above, please provide your name and address.
a. Name of Person Filing Complaint: _____
b. Address: _____
c. City: _____ State: _____ Zip code: _____
d. Telephone (include area code): Home ( ) or Cell ( ) _____ Work ( ) - _____ ( ) - _____
e. Electronic mail (e-mail) address: _____
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
5. What is your relationship to the person for whom you are filing the complaint?
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) YES, I have permission. ( ) NO, I do not have permission.
7. I believe that the discrimination I experienced was based on (check all that apply): ( ) Race ( ) Color ( ) National Origin (classes protected by Title VI) ( ) Other (please specify)

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):	
9. Where did the Alleged Discrimination take place?	
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>	
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>	
12. What type of corrective action would you like to see taken?	
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)	
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	Title:
Agency:	Telephone: ( ) -
Address:	
City:	State: Zip Code:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If you completed Questions 4, 5 and 6, your signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Appendix C

**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 Ave, S.W.  
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review upon request:

Michael Parks  
Airport Operations Supervisor  
(573) 817-5064  
Michael.Parks@Como.Gov

Columbia Regional Airport  
11300 S. Airport Dr  
Columbia, MO 65201

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**Discriminación 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 Ave, S.W.  
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen a pedido:

Michael Parks  
Airport Operations Supervisor  
(573) 817-5064  
Michael.Parks@Como.Gov

Columbia Regional Airport  
11300 S. Airport Dr  
Columbia, MO 65201



U.S. Department of Transportation  
Federal Aviation Administration

