



Best Practices seen at Airports by FAA Title VI Team!

Title VI Best Practices:

- 49 CFR Part 21 on airport website.*
- Title VI training: for new airport employees during orientation; for airport employees and tenants as part of the badging process.*
- Two Title VI Coordinators (e.g., one for complaints only and one for all other Title VI matters, and/or Title IV liaison(s)/ Title VI Specialists to assist Title VI Coordinator).*
- Title VI complaint form in English and Spanish (Other languages if applicable).*
- Unlawful Discrimination poster in every concession store, food court area, and restaurants on secure and non-secure sides of the terminal.*
- Unlawful Discrimination poster in FBOs, rental car centers, hotels on airport property (places on airport property the public has access to).*
- Tenants and information booth staff provided a Title VI binder/folder, with information they need to know about Title VI.*
- Title VI Plan/Policy, which includes a Title VI Policy Statement from leadership.*
- Title VI Plan/Policy, Unlawful Discrimination Poster, complaint procedures and complaint form on the airport website.*
- Unlawful discrimination posters displayed where departing or arriving passengers will see them and post on the airport website.*
- Outreach events attended and hosted where they educate the contractor community about contracting, certification and compliance opportunities.*
- Title VI information on the airport's website has its own area/ section on the site.*

Limited English Proficient (LEP) Best Practices:

- LEP plan and complaint form on airport website (Other languages if possible).*
- Promote and advertise free language assistance services: at Information booths; with signage at entrances; posters in various places; on website; etc.*
- Law enforcement personnel carry a pocket language identification booklet that has pictures.*
- Signage and information displays/kiosks available in English and Spanish (Other languages if applicable).*
- Multilingual paging notification on Flight Information Displays (FIDS).*
- Maintain a list of Bilingual and Multilingual employees and tenants who can assist LEP individuals.*
- Log of the language line and Volunteer interpreter's requests, which includes the language requested.*
- Airport able to request data from their WIFI provider to identify the languages passengers and visitors were using when accessing the internet.*
- Website translatable into other languages.*
- Volunteers wear a name tag with the flag representing where they are from and the language spoken in that country.*
- Centralize telephonic language line for requests go through the operations center.*

Environmental Justice (EJ) Best Practices:

- Use Census and other data to know the communities surrounding the airports.*
- Procedures to submit aircraft noise complaints via online or by phone on airport website.*
- Have available on website a program that allows the public to watch the movement of flights, air traffic patterns, and noise readings*
- Advertise project outreach events at local libraries, in local newspapers (including non-English newspapers when available), with chambers of commerce, on airport website, etc.*
- Work with community organizations to know the demographics of the nearby communities and potential issues/concerns*
- Outreach events hosted and attended where they inform nearby communities about upcoming and ongoing projects at the airport.*
- Information about airport projects on airport website.*