

Fort Smith Airport Commission
Fort Smith Regional Airport
Title VI Plan

1. Title VI Policy Statement¹

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

Fort Smith 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. The Airport Sponsor agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities the Fort Smith Regional Airport will take action to involve them and the general public in the decision-making process.

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

Lindsay Conley, available at (479) 452-7000 ext. 50 and lindsay@flyfsm.com, is responsible for overseeing the Airport Sponsor’s compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



Signature
Michael Griffin, A.A.E.
Airport Director

4/1/2024
Effective Date

3/31/2027
3-Year Expiration Date

¹ This policy statement will be translated into languages other than English, upon request and based on patron and local language demographics.

2. Administration

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

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

Staff Supporting Title VI Program	Airport Sponsor Program / Office
None	

Fort Smith Regional Airport has the following airport program sub-recipients:

Sub-Recipients
None

As of the date of this plan, Fort Smith Regional Airport has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
FAA AIP	3-05-0024-058-2023	\$1,705,225
FAA AIP	3-05-0024-059-2023	\$198,900

In addition, Fort Smith Regional Airport’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)

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

Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/. Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. Fort Smith Regional Airport requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to Fort Smith Regional Airport leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.

- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

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

The Coordinator has requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

5. Notice

49 CFR Part 21 Appendix C(b)(2)(ii)

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

Fort Smith Regional Airport has posted the above Title VI policy statement at its staff offices.

Fort Smith Regional Airport has distributed this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan was distributed by 4/1/2024 by email and Fort Smith Regional Airport website.

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

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
Terminal	1	1	
Rental Car area			1
Administration Office			1

Outreach to Affected Communities

The airport administration office ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers, email broadcast, and airport website. The airport administration office 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.

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

6. Community Statistics

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

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
Central Fort Smith	2,946
Skyline Estates	4,569
East Fort Smith	2,638
Hardscrabble	3,905
Druid Hills	2,151
Raymond Orr	3,301
Jenny Lind	2,744

(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,” Fort Smith Regional Airport is collecting information about affected and potentially affected low-income communities. According to *U.S. Census Report S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the Sebastian County is approximately 20.3%. The poverty rate remains similar compared with the rest of the state. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
Central Fort Smith	19.9%
Skyline Estates	9.4%
East Fort Smith	9.6%
Hardscrabble	14.5%
Druid Hills	5.8%
Raymond Orr	22.3%
Jenny Lind	22.1%

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows⁶:

⁴ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

⁵ Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

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

Affected Community: Central Fort Smith
Total Affected Community Population: 2,946

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2104	11.6%
Black or African American	282	67.7%
American Indian or Alaska Native	17	0%
Asian	180	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	407	33.4%
More than one	236	44.9%
No response / would not say	0	0%

Affected Community: Skyline Estates
Total Affected Community Population: 4,569

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	3801	10.3%
Black or African American	136	0%
American Indian or Alaska Native	136	0%
Asian	288	7.3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	122	9.8%
More than one	144	11.1%

Affected Community: East Fort Smith
Total Affected Community Population: 2,638

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2099	6.0%
Black or African American	58	75.9%
American Indian or Alaska Native	21	0%
Asian	323	25.7%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	81	0%
More than one	137	0%
No response / would not say	0	0%

Affected Community: Hardscrabble
Total Affected Community Population: 3,905

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	3078	13.5%
Black or African American	257	16.0%
American Indian or Alaska Native	18	100%
Asian	198	26.8%
Native Hawaiian or Other Pacific Islander	18	0%
Hispanic or Latino	251	26.3%
More than one	296	13.5%
No response / would not say	0	0%

Affected Community: Druid Hills
Total Affected Community Population: 2,151

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2005	6.2%
Black or African American	19	0%
American Indian or Alaska Native	19	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	44	63.6%
More than one	108	0%
No response / would not say	0	0%

Affected Community: Raymond Orr
Total Affected Community Population: 3,301

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2670	18.4%
Black or African American	23	30.4%
American Indian or Alaska Native	88	4.5%
Asian	41	63.4%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	419	37.9%
More than one	136	39.7%
No response / would not say	0	0%

Affected Community: Jenny Lind
Total Affected Community Population: 2,744

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1857	23.2%
Black or African American	317	32.5%
American Indian or Alaska Native	40	20.0%
Asian	150	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	364	28.6%
More than one	210	31.0%
No response / would not say	0	0%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that Fort Smith Regional Airport communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is *U.S. Census Report B16001 Language Spoken at Home*.

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 4,055. Please refer to the end of this document to find data for all languages in our community.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
Spanish	11,043	+/-743

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

Languages Spoken by LEP Persons	A few times a year (12 or less days a year)	Several times a month (13 to 51 days a year)	At least once a week (52 to 364 days a year)	Every day (365 days a year)
Spanish	X			

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.

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

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 during badging process.

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

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

⁹ Data should be kept up-to-date, but this plan does not need to be updated for incremental data changes during the Plan’s 3-year period.

¹⁰ In order to carry out an alternative with a discriminatory impact, the airport sponsor must demonstrate that there was a substantial legitimate justification for the decision. The sponsor must also show that alternatives with less discriminatory impacts were meaningfully considered and rejected for legitimate reasons.

Existing Airport Facilities

Affected Community Impacted by Operation of the Facility

Runway 8/26	Skyline Estates
Terminal Building	Central Fort Smith
Airfield Maintenance Building	None
ARFF Station	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

ARFF Station Expansion	None
Taxiway E Rehab	None
Arresting Barrier	None
Snow Equipment Building	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		

Justifications:

Facilities or Construction Projects	Justification
None	

8. Limited English Proficiency (LEP)

Executive Order 13166

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

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

Language
<i>Spanish</i>

Fort Smith Regional Airport 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
Airline-provided data	N/A

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

Translation Services:

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations:

Translation Vendors	Languages
Translated.com	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport administration office	All above languages

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Google Translate	All above languages

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.

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport administration office	All above languages

Description of Interpretation Assistance Processes

- Airport Administration Office maintains a list of multilingual City of Fort Smith 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. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.

9. Transportation

49 Part CFR 21 Appendix C (a)(1)(ix)

In the Community Statistics section of this plan, we identified Affected Communities and provided demographic and related data for the community populations. The minority and disadvantaged community areas located within the Affected Communities are identified below. Other minority and disadvantaged community areas that are near the airport but not within Affected Communities are also identified below.

We have coordinated with Fort Smith Transit to encourage them to provide transit service access between the airport and these areas.

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

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
Grand Ave	Fixed-route buses	Existing
Jenny Lind	Fixed-route buses	Existing
Midland	Fixed-route buses	Existing
Rogers Ave	Fixed-route buses	Existing
Towson Ave	Fixed-route buses	Existing

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

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

Airport Business Opportunity	Minority Business Outreach Methods
<i>Car Rental Operator Contracts</i>	<i>Advertised through airport website and newspaper</i>
<i>Parking Lot Operations Contract</i>	<i>Followed procedures for State Minority and Woman Owned Business Enterprise Program</i>

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 Administration Office.

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided as needed or 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, Fort Smith Regional Airport must notify FAA contacts of any new investigations prior to grant execution.

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

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁴
3. Allege misconduct by the Fort Smith Regional Airport, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Fort Smith Regional Airport including airport employees, contractors, concessionaires, lessees, or tenants.

¹² Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the airport sponsor or any of its sub-recipients by any State, local or Federal agency.

¹³ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

¹⁴ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the Fort Smith Regional Airport.¹⁵ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the office named in the complaint as well as the Airport Director.

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

Lindsay Conley, Title VI Coordinator
6700 McKennon Blvd
Fort Smith, AR 72903
(479) 452-7000 ext. 50
lindsay@flyfsm.com

If a complaint is initially made by phone, it must be supplemented with a written complaint before 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Initial Procedure. The Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within 14 days.

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

¹⁵

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 Fort Smith Regional Airport, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 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 negotiation and 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 the Fort Smith Regional Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via 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 Director.
- 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 Airport Director will issue a final written decision in response to the appeal.

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

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

For information on filing a complaint with DOT/FAA, please contact Lindsay Conley.

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

Website, In-person, and Other Distribution Methods

1 Airport website, Non-Discrimination Policy page at www.flyfsm.com/non-discrimination-policy/

2 Airport administration office

14. Population / Language Data

Languages B16001 Census

B16001 Fort Smith, Arkansas	
Label	Estimate
Total:	81,103
Speak only English	64,572
Spanish or Spanish Creole:	11,043
Speak English "very well"	5,958
Speak English less than "very well"	5,085
Italian:	5
Speak English "very well"	0
Speak English less than "very well"	5
Portuguese or Portuguese Creole:	124
Speak English "very well"	96
Speak English less than "very well"	28
German:	201
Speak English "very well"	174
Speak English less than "very well"	27
Other Slavic languages:	34
Speak English "very well"	17
Speak English less than "very well"	17
Urdu:	88
Speak English "very well"	52
Speak English less than "very well"	36
Other Indic languages:	56
Speak English "very well"	25
Speak English less than "very well"	31
Chinese:	25
Speak English "very well"	0
Speak English less than "very well"	25
Japanese:	78
Speak English "very well"	18
Speak English less than "very well"	60
Thai:	109
Speak English "very well"	16
Speak English less than "very well"	93

B16001 Fort Smith, Arkansas	
Label	Estimate
Laotian:	1,223
Speak English "very well"	603
Speak English less than "very well"	620
Vietnamese:	2,433
Speak English "very well"	843
Speak English less than "very well"	1,590
Other Asian languages:	168
Speak English "very well"	123
Speak English less than "very well"	45
Tagalog:	64
Speak English "very well"	54
Speak English less than "very well"	10
Other Pacific Island languages:	68
Speak English "very well"	6
Speak English less than "very well"	62
Other Native North American languages:	37
Speak English "very well"	12
Speak English less than "very well"	25
Arabic:	462
Speak English "very well"	339
Speak English less than "very well"	123

Poverty Levels S1701 Census

S1701	Fort Smith city, Arkansas					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	88,512	±503	17,627	±3,794	19.9%	±4.3
AGE						
Under 18 years	21,762	±1,233	3,967	±1,888	18.2%	±8.6
Under 3 years	4,984	±1,145	2,082	±1,256	41.8%	±22.5
3 to 17 years	16,778	±1,254	1,885	±1,081	11.2%	±6.6
Related children of householder under 18 years	21,762	±1,233	3,967	±1,888	18.2%	±8.6
18 to 64 years	53,488	±1,661	11,282	±2,322	21.1%	±4.3
18 to 34 years	21,599	±1,427	4,851	±1,633	22.5%	±7.3
35 to 64 years	31,893	±2,020	6,431	±1,315	20.2%	±4.2
60 years and over	18,840	±1,798	4,201	±996	22.3%	±5.3
65 years and over	13,262	±1,427	2,378	±839	17.9%	±6.3
SEX						
Male	43,531	±1,223	9,159	±2,236	21.0%	±5.0
Female	44,981	±1,201	8,468	±1,886	18.8%	±4.2
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	53,628	±2,240	10,323	±2,893	19.2%	±5.4
Black or African American alone	N	N	N	N	N	N
American Indian and Alaska Native alone	N	N	N	N	N	N
Asian alone	N	N	N	N	N	N
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	9,376	±2,251	2,700	±2,011	28.8%	±18.2
Two or more races	13,286	±2,774	2,507	±1,173	18.9%	±8.0
Hispanic or Latino origin (of any race)	18,083	±1,260	4,267	±2,032	23.6%	±11.2
White alone, not Hispanic or Latino	50,667	±1,690	9,760	±2,798	19.3%	±5.5

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: Lindsay Conley
Phone: (479) 452-7000 ext. 50
Address: 6700 McKennon Blvd, Ste 200
Fort Smith, AR 72903

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: Lindsay Conley
Teléfono: (479) 452-7000 ext. 50
Dirección: 6700 McKennon Blvd, Ste 200
Fort Smith, AR 72903



U.S. Department of Transportation
Federal Aviation Administration

HQ-101058