



**SHREVEPORT  
AIRPORT  
AUTHORITY**

## Title VI Plan and Complaint Procedures



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# Policy Statement

## Policy of Nondiscrimination

The Shreveport Airport Authority (SAA), herein referred to as "SAA", as a recipient of Federal financial assistance, hereby assures that no person shall on the grounds of race, color, national origin, sex or creed, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Pub. L. No. 100-259, and Section 520 of the Airport and Airway Improvement Act of 1982, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination or retaliation under any federally or non-federally funded programs or activities administered by the SAA.

It is also the policy of the SAA to comply with Exec. Order No. 12898, 59 Fed. Reg. 7629 (1994) (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations); and Exec. Order No. 13166, 65 Feb, Reg. 50121 (2000) (Improving Access to Services for Persons with Limited English Proficiency).

This policy is intended to establish a procedure under which complaints alleging discrimination in SAA's execution of services, or SAA's activities can be made by persons who are and are not employees of SAA.

Any person who believes SAA, or any entity who receives federal financial assistance from or through SAA, (i.e. sub-recipients, sub-contractors, or sub-grantees), has subjected them or any specific class of individuals to unlawful discrimination may file a complaint of discrimination.

SAA will follow timelines set forth in guidance from the U.S. Department of Transportation and the Department of Justice for processing Title VI discrimination complaints.

This policy applies to both the Shreveport Regional Airport and the Shreveport Downtown Airport, which are governed by the Shreveport Airport Authority.

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Signature

Stacy Kuba, A.A.E

Interim Director of Airports

# Standard Assurances

## 49 CFR § 21.7

Pursuant to 49 CFR § 21.7, every application for federal assistance or continuing federal financial assistance must provide a statement of assurance and give reasonable guarantee that the program is (or, in the case of a new program, will be) conduct in compliance with all requirements imposed by or pursuant to Part 21 (Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964).

## Contractual Assurance

The SAA will include in all of its contracts, leases, deeds, or other similar documents the civil rights provisions required by the FAA. The SAA also requires these provisions in all subcontracts, subleases, and other agreements at any tier.

## Public Notice

The SAA will conspicuously display signs in its office, in the terminal building, and in public work areas information notifying the public that discrimination based on race, color, national origin, sex, and creed is prohibited.

# Staffing, Responsibilities and Program Administration

## Staffing

The SAA's Director of Airports is authorized to ensure compliance with provisions of the SAA's policy of nondiscrimination and with the law, including requirements of 23 CFR § 200 and 49 CFR § 21.

The SAA's Project Management Assistant has been designated to perform duties of the Title VI Coordinator and is responsible for Title VI duties and responsibilities as required by 23 CFR § 200 and 49 CFR § 21. The coordinator is responsible to the Deputy Director and Director of Airports per the following organizational chart.

# Organizational Chart

## Responsibilities and Program Administration

As authorized by the Director of Airports, the Coordinator is responsible for initiating, monitoring and ensuring SAA compliance with Title VI requirements as follows:

### 1. Program Administration

Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy and program objectives.

### 2. Complaints

Review written Title VI complaints that may be received by SAA following the program procedural guidelines (See Complaint Procedures). Ensure every effort is made to resolve complaints informally at the local or regional level.

### 3. Training

Facilitate training on Title VI issues and regulations as needed the SAA employees; and facilitate Title VI training for appropriate staff, consultants, contractors, and tenants.

### 4. Title VI Plan Update

Review and update the SAA's Title VI Plan as needed or required. Present updates to the Airport Director for approval.

### 5. Data Collection.

Review the statistical data gathering process performed by the SAA to periodically ensure sufficiency of data for meeting the requirements of Title VI program administration

### 6. Public Dissemination

Disseminate Title VI information to employees and all beneficiaries as well as the general public. Public dissemination may include postings of official statements, and/or inclusion of Title VI language in contracts/agreements, website posting and information brochures. Ensure copies of Title VI plan and a paper copy of 49 CFR part 21 are available for public inspection during normal working hours.

### 7. Limited English Proficiency (LEP)

Administer and monitor the SAA LEP commitments. The SAA follows Executive Order 13166 in identifying and engaging LEP populations. An LEP person is defined as one who does not speak English as her or her primary language and has a limited ability to read, write or understand English. The SAA's policy for engaging individuals with LEP is to provide translation services to individuals who request them, if reasonable accommodations can be made.

### 8. Environmental Review Process

Monitor compliance with Title VI requirements in all aspects of conducting Environmental Impact Assessments, to ensure there are no violations of the Federal Civil Rights Act, as amended, as a result of activities at Shreveport Regional and Downtown Airports. This will include statistical data on race, color, national origin and sex on all projects being conducted by the SAA.

## **Discrimination Complaint Procedures**

The SAA adopts the following discrimination complaint procedures for complaints relating to federally assisted transportation-related programs or activities.

### **Filing a discrimination complaint**

Any person who believes that he or she has been or is being subjected to discrimination on the basis of race, color, national origin, gender, or creed by the SAA, its tenants, its vendors or its agents has the right to file a complaint.

Any individual wishing to file a discrimination complaint must be given the option to file the complaint with the SAA, or directly with the Federal Aviation Administration's Office of Civil Rights. Complaints may be filed with both agencies simultaneously

Information on how to file a Title VI complaint is posted on the SAA's website and on public notices distributed across the airport property. A Title VI complaint form will be made available on the SAA's website ([www.flyshreveport.com](http://www.flyshreveport.com)), Information on how to file a Title VI complaint may also be obtained during normal business hours by calling the SAA at (318)673-5370.

### **Where to File**

In order to be processed, signed original complaint forms may be mailed to:  
Shreveport Airport Authority  
Title VI Coordinator  
5103 Hollywood Avenue Suite  
Shreveport, LA 71109

Or hand delivered to:

Shreveport Regional Airport  
5103 Hollywood Avenue Suite 300  
Shreveport, LA 71109

Upon request, reasonable accommodations will be made for persons who are unable to complete the complaint form due to disability or limited-English proficiency. A complaint may also be filed by a representative on behalf of a complainant. See Attachment A-Title VI Discrimination Complaint Form.

### **Complaint filing timeframe**

A discrimination complaint must be filed within 180 calendar days of either:

1. The date of the alleged act of discrimination
2. Date when the person(s) became aware of the alleged discrimination
3. Date on which the conduct was discontinued, if there has been a continuing course of conduct

The SAA or their designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for the extension.

## **Contents of a complaint**

A discrimination complaint must be written. The document must contain the following information:

1. The complainant's name, address or other avenues in which to contact the complainant.
2. Identification of the individual(s) or organization(s) responsible for the alleged discrimination.
3. A description of the complainant's allegation, with enough detail to determine if the SAA has jurisdiction over the complaint and to determine if the complaint was filed with required timelines.
4. Specific basis of alleged discrimination (i.e. race, color, gender, etc.).
5. Apparent merit of the complaint
6. The complainant's signature or signature of his/her authorized representative

Should a person make a verbal complaint of discrimination to an employee of the SAA, the complainant shall be interviewed by the Coordinator. As appropriate, the Coordinator will assist the complainant in reducing the complaint to writing, then submit the written complaint to the complainant for signature.

## **Incomplete complaints**

Upon initial review of the complaint, the Title VI Coordinator will ensure that the form is complete and that any initial supporting documentation is provided. Should any deficiencies be found, the Title VI Coordinator will notify the complainant within 10 working days. If reasonable efforts to reach the complainant are unsuccessful or if the complainant does not respond within the time specified in the request (30 days), the coordinator may close the complainant's file. The complainant may resubmit the complaint provided it is re-filed within the original 180-day period. Should the complaint be closed due to lack of required information, the coordinator will notify the complainant at their last known address. In the event the complainant submits the missing information after the file has been closed, the complaint may be reopened provided it has not been more than 180 days since the date of the alleged discriminatory action

## **Complaints against the Shreveport Airport Authority (SAA)**

Any complaints received against the SAA will be forwarded to the Federal Aviation Administration (FAA) for investigation. The SAA will not investigate any complaint in which it has been named in the complaint. The contact information for the FAA is:

## **Notice of complaint receipt**

All complaints shall be referred to the Coordinator for review and action. Within 10 days of receipt of the complaint, the Coordinator shall issue an initial written notice of receipt documenting:

1. Acknowledging receipt of discrimination complaint
2. Advising the complainant of his/her right to seek representation by an attorney or other individual of his/her choice in the discrimination complaint process
3. Listing of each issue brought forth in the discrimination complaint
4. Advising the complainant of the time lines for processing the discrimination complaint and providing a determination
5. Advising the complainant that he/she may seek redress of the complaint directly with the FAA Office of Civil Rights

## **FAA notification of complaint**

The SAA shall advise the FAA within 15 business days of receipt of a complaint. The notice will contain a copy of the original Title VI complaint filed with the SAA.

## **Complaint processing timeframe**

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 a complaint, the Title VI Coordinator may contact the complainant and request more information. If the requested information is not received within fourteen (14) calendar days from the date of the request, the Title VI Coordinator may administratively close the complaint. A complaint may also be administratively closed if the complainant no longer wishes to pursue the case.

## **Notice of Final Action**

After the Title VI Coordinator reviews the complaint and completes the investigation, the coordinator will provide a Notice of Final Action to the complainant. The Notice will include:

1. A statement regarding the disposition of each issue identified in the discrimination complaint and the reason(s) for the determination(s); and
2. An explanation of any and all corrective actions taken

The Title VI Coordinator shall provide the FAA Office of Civil Rights a copy of the final action notice, as well as a summary of findings upon completion of the investigation. If deficiencies are noted in the implementation of discrimination complaint procedures by the SAA, the FAA's Title VI Program Coordinator will work in conjunction with the SAA coordinator to review information and/or provide assistance in the discrimination complaint process and/or investigation.

## **Record of Complaints**

The SAA's Title VI Coordinator must maintain a tracking mechanism of complaints filed that allege discrimination. The mechanism must include:

1. The name and address of the complainant
2. The basis of the discrimination complaint
3. Description of the complaint
4. Date filed
5. Disposition and date
6. Status of the complaint
7. Any other pertinent/relevant information

All records regarding discrimination complaints and actions taken on complaints must be maintained for a period of not less than three years from the final date of complaint resolution.

# Shreveport Airport Authority

## Title VI Discrimination Complaint Form

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As a recipient of federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, the Shreveport Airport Authority (SAA) ensures that no person shall, on the grounds of race, religion, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any SAA agency programs or activities, extending to all lower tier programs and activities. All programs funded in whole or in part from federal financial assistance are subject to Title VI requirements.

The SAA is required to implement measures to ensure that persons with limited- English proficiency or disability have meaningful access to the services, benefits and information of all its programs and activities under Executive Order 13166. Upon request, assistance will be provided if you are limited-English proficient or disabled. Complaints may be filed using an alternative format if you are unable to complete the written form.

The filing date is the day you complete, sign, and mail this complaint form. Your complaint must be filed no later than 180 calendar days from the most recent date of the alleged act of discrimination. The complaint form and consent/release form must be dated and signed for acceptance. You have 30 calendar days to respond to any written request for information. Failure to do so will result in the closure of the complaint.

Submit the forms by mail to:

Shreveport Airport Authority  
Title VI Coordinator  
5103 Hollywood Avenue, Suite 300  
Shreveport, LA 71109

Or hand delivered to:

Shreveport Regional Airport  
5103 Hollywood Avenue, Suite 300  
Shreveport, LA 71109

If you have any questions or need additional information, please call (318) 673-5370

**SHREVEPORT AIRPORT AUTHORITY  
TITLE VI DISCRIMINATION COMPLAINT FORM**

Name of Complainant	Telephone Number: (    )	Email:
Mailing Address		
What is the most convenient time for us to contact you about this complaint?		
<p><b>Basis of Discrimination</b></p> <p> <input type="checkbox"/> Race                      <input type="checkbox"/> Disability  <input type="checkbox"/> Color                      <input type="checkbox"/> Age  <input type="checkbox"/> National Origin        <input type="checkbox"/> Sex  <input type="checkbox"/> Other (please specify) _____ </p>	<p><b>If you have a representative, please provide the following information:</b></p> <p>Name: _____</p> <p>Firm Name: _____</p> <p>Address: _____</p> <p>Telephone Number: (    ) _____</p>	
Date and place of the alleged discrimination.		
Is the alleged discrimination ongoing? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Describe in detail the specific incident(s) that is the basis of the alleged discrimination. Describe each incident of discrimination separately. (Attach additional page(s), if necessary).		

Names of individual (s) responsible for the alleged discriminatory action(s):

What is the person's relationship to you:

Names of individuals (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: Please provide any supporting documentation (e-mails, letters of complaint, etc.)

<u>Name</u>	<u>Address</u>	<u>Phone Number</u>

It is against the law to retaliate against anyone because he/she has taken action, or participated in an action, to secure rights protected by Title VI laws. If you feel you have been retaliated against (separate from the discrimination alleged above), please explain the circumstances below. Please explain what action you took which you believe was the basis for the allegation. (Attach additional page(s), if necessary).

What remedy, or action, are you seeking for the alleged discrimination?

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

U.S. Equal Employment Opportunity Commission  Federal or State Court

Federal Aviation Administration  Federal Highway Administration/U.S. Dept. of Transportation

Federal Transit Administration/U.S. Dept. of Transportation

Other Name of agency \_\_\_\_\_

Please provide any additional information that you believe would assist in the investigation: (Attach additional page(s), if necessary)

**Please note: This complaint form must be signed and dated in order to address your allegations.**

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. My signature is also giving consent to disclose my name, if needed, in the course of this investigation. I also understand that if I will be assisted by an advisor, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

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**Printed name of complainant**

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**Signature of complainant**

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**Date**

As a complainant, I understand that in the course of an investigation it may become necessary for the SAA to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of the SAA to honor requests under the Freedom of Information Act. I understand that as a complainant I am protected from retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the Federal Aviation Administration (FAA) of the U.S. Department of Transportation.

**Please check one:**

**I CONSENT** and authorize the SAA, as part of its investigation, to reveal my identity to persons at the organization, business, or institution, which has been identified by me in my formal complaint of discrimination. I also authorize the SAA to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release and do so voluntarily

**I DENY CONSENT** to have the SAA reveal my identity to persons at the organization, business, or institution under investigation. I also deny consent to have the SAA disclose any information contained in the complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing the SAA to discuss, receive, nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case

\_\_\_\_\_  
**Printed Name of complainant**

\_\_\_\_\_  
**Signature of complainant**

\_\_\_\_\_  
**Date**

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**Shreveport Airport Authority**

**Complaint Received by** \_\_\_\_\_

**Printed Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**