

**JACKSON HOLE AIRPORT BOARD  
TITLE VI AND ADA/504 PROGRAM AND COMPLIANCE MANUAL  
LANGUAGE ASSISTANCE PLAN  
JULY 2020**

## **POLICY STATEMENT**

All entities that receive federal financial assistance from the U.S. Department of Transportation must comply with Title VI of the Civil Rights Act of 1964; the Airport and Airway Improvement Act of 1982, Section 520; the Rehabilitation Act of 1973, Section 504; and Title II of the Americans with Disabilities (ADA) Act of 1990.

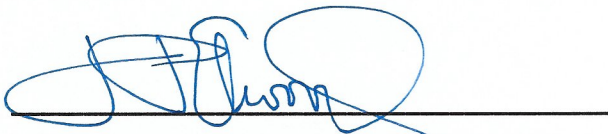
### **Title VI Policy**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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." 42 U.S.C. Section 2000d. The Airport and Airway Improvement Act of 1982, Section 520 prohibits discrimination on the basis of race, creed, color, national origin, or sex. 49 U.S.C. Section 47123.

The Jackson Hole Airport Board ("Board"), and its employees, lessees, tenants, concessionaires, contractors and airlines will not deny public services, employment and program opportunities to any person at the Jackson Hole Airport due to race, creed, color, national origin or sex, or be otherwise subjected to the specific discriminatory actions prohibited by 49 C.F.R. Part 21. Further, the Jackson Hole Airport Board will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

### **ADA/Section 504 Nondiscrimination Policy**

The Jackson Hole Airport does not discriminate on the basis of disability in admission to, access to, treatment of, or employment in its programs and activities. This notice is provided as required by the Rehabilitation Act of 1973, Section 504, and Title II of the Americans with Disabilities (ADA) Act of 1990.



**James P. Elwood, Executive Director, A.A.E.**

22 Jul 2020

**Date**

## TITLE VI AND ADA/SECTION 504 COORDINATOR RESPONSIBILITIES

The Assistant Airport Director, Finance and Administration is the Title VI and ADA/Section 504 Coordinator (“Coordinator”).

Coordinator’s Title VI Responsibilities:

- Periodically reviews the Board’s Title VI plan to ensure compliance with all statutes and regulations
- Monitors the Board’s Title VI training programs
- Responds to requests by FAA for data and records to assess Title VI compliance
- Accepts and manages all Title VI complaints received by Board staff
- Ensures a copy of Title VI complaints received by the Board 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 resolutions regarding the complaint

Coordinator’s ADA/Section 504 Responsibilities:

- Annually reviews the Board’s ADA/Section 504 plan to ensure compliance with all statutes and regulations
- Responds to requests by FAA for data and records to determine ADA/Section 504 compliance
- Accepts and manages all ADA/Section 504 complaints received by Board staff

## COMPLAINT PROCEDURES

### Title VI

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI should report the complaint to the Coordinator at (307) 733-7695, PO Box 159, Jackson, WY 83001, or [coordinator@jairport.org](mailto:coordinator@jairport.org). **The Jackson Hole Airport Board will forward all complaints to the FAA within 15 days of receipt.**

Allegations of discrimination may also be filed directly with the Federal Aviation Administration:

Federal Aviation Administration

Office of Civil Rights

ACR -1800 Independence Avenue, S.W.

Washington, D.C. 20591

A complaint form is available in the Administration office located at 1250 East Airport Road, Jackson, Wyoming 83001 and online at the Airport website, [www.jacksonholeairport.com](http://www.jacksonholeairport.com).

## **ADA/Section 504**

Any person who believes they have been discriminated against on the basis of disability under Section 504 or the ADA should report the complaint to the Coordinator at (307) 733-7695, PO Box 159, Jackson, WY 83001, or [coordinator@jairport.org](mailto:coordinator@jairport.org).

A complaint form is available in the Administration office located at 1250 East Airport Road, Jackson, Wyoming 83001 and online at the Airport website, [www.jacksonholeairport.com](http://www.jacksonholeairport.com).

## **CONTRACT AND SOLICITATION LANGUAGE**

The Board will comply with all Federal Aviation Administration guidance and include required federal contract provisions in any contract, agreement or solicitation entered into after the date this policy was adopted. The Board will review the Federal Aviation Administration website for the most up to date information in the “Required Contract Provisions for AIP and Obligated Sponsors” document found at the following web address:

[https://www.faa.gov/airports/aip/procurement/federal\\_contract\\_provisions/](https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/).

## **UNLAWFUL DISCRIMINATION POSTER**

The Board displays the “Unlawful Discrimination” poster conspicuously in public areas of the Airport including pre- and post-security.

## **TRAINING**

All Board employees and tenant employees are provided Title VI, ADA, and LEP training during the initial badging process.

Training Topics:

- Title VI and ADA requirements and prohibitions
- Title VI and ADA complaint process including form availability
- Where to find additional Title VI and ADA information including this plan and a copy of 49 CFR Part 21
- LEP assistance procedures, including the use of Google Translate

## **LIMITED ENGLISH PROFICIENCY (LEP)**

Limited English Proficiency (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

In order to comply with DOT’s LEP policy guidance and Executive Order 13166, this section outlines the reasonable steps the Board will take to ensure meaningful access to benefits, services, information, and other important portions of Airport programs and activities by individuals who may be considered LEP.

Pursuant to Department of Justice and Department of Transportation guidance, the Board conducted a four-factor analysis to determine the specific language services appropriate to provide, and to whom, to inform language assistance planning and determine if Board communication with LEP persons is effective. The following section summarizes the results of the four-factor analysis.

## 1. Number of LEP persons likely to be encountered by a Board program, activity or service

The Board finds that the principal LEP population of concern is ticketed passengers traveling on commercial airlines at the Jackson Hole Airport, and, to a lesser extent, “meeters and greeters” and other individuals accessing the Airport and likely to come in contact with Board staff and Airport employees.

The Board used the U.S. Census Bureau’s American Fact Finder database to determine the number of LEP individuals in Teton County, Wyoming (location of Jackson Hole Airport) and the surrounding counties that may utilize the Airport on a regular basis, including Teton County, Idaho and Sublette and Lincoln Counties in Wyoming. Of the 57,039 residents in this data set, 2,330 people or **4.1%** are identified as speaking English less than “very well” and 2,182 people or **3.8%** speak Spanish as their primary language.

In addition to passengers originating from Teton County and the surrounding areas, the Jackson Hole Airport regularly serves tourists who are visiting Yellowstone National Park, Grand Teton National Park, Jackson Hole Mountain Resort and other local tourist attractions. These visitors come from around the world. The U.S. National Park Service does not maintain data on visitation to NPS resources near the Airport by LEP persons.

The Jackson Hole Airport is not an international airport. There are no non-stop flights to airports outside the United States, although small numbers of international travelers connect to foreign destinations through connecting hub airports. Based on Airport survey results from 2018 and 2019, **2.0%** of respondents originate from countries that have a non-English primary language.

## 2. Frequency of contact with LEP persons

Based on the data identified in Step 1, the Board believes that the total number of LEP persons traveling through the Airport as ticketed passengers is quite low.

With respect to frequency, an informal survey of TSA’s contracted passenger security screening staff indicates that **less than 1%** of passengers going through the security screening checkpoint would be considered LEP, and further that existing resources (detailed below) are adequate for providing those LEP persons with the necessary services.

Considering the U.S. Census data summarized above, the Board finds that a significant portion of LEP persons travelling through the Airport as ticketed passengers are likely to speak Spanish as their primary language.

In addition, during the summer season, there are a number of tour groups from Asian countries that utilize the Airport; however, guided tour groups typically travel with an interpreter who assists them through the Airport, including the security checkpoint.

In summary, based on the Board's continuous monitoring of the Airport generally and the passenger experience in particular, the Board finds that the frequency of contacts with LEP persons requiring language assistance is quite low.

### **3. Nature and importance of the program, activity, or service**

The most critical Airport program, activity or service for which LEP may create a barrier or limitation is passenger security screening. The inability to process a passenger through security screening risks denying access to air travel. Moreover, passenger screening involves multiple steps and requires the ability to obey specific requests and commands from TSA's contracted security screening personnel (e.g., presenting identification, divesting personal items, etc.). For this reason, a primary language assistance measure is a written description of passenger screening in Spanish and other languages.

While less frequent, another critical Airport program, activity or service for which LEP may create a barrier or limitation is communication during emergencies and irregular operations. Information may be provided over the Airport's public address system or verbally by law enforcement officers, Board staff, airlines, and other Airport employees.

Finally, the most common Airport program, activity or service for which LEP may create a barrier or limitation is directional assistance (e.g., directions to ticketing, baggage claim, ground transportation, rental cars, restrooms, etc.). While inadequate directional assistance does not typically create a risk to a passenger's ability to engage in air travel, it may degrade the passenger experience and disrupt travel. Here too, directional assistance may be provided by Board staff and Airport employees.

### **4. Resources available/costs imposed**

The Airport is categorized as a non-hub primary commercial service airport by the FAA. In 2019, the Airport served approximately 900,000 total passengers. The Board's approved budget for Airport operations in Fiscal Year 2019-2020 is approximately \$10 million, which includes payroll for 39 FTE staff (for non-screening functions).

The Board has an Information Booth by the baggage claim staffed by Airport hosts, but does not otherwise station paid staff or volunteers in the Airport Terminal for the purpose of providing customer service or assistance. The Board staff office is located inside the Airport Terminal and available to the public, and Board staff regularly travels through the Terminal and interacts with ticketed passengers, "meeters and greeters" and others.

The Board finds that it has limited resources, both employees and revenue, to commit to language assistance for LEP persons. However, the Board further finds that the

assessment of the first three factors above reveals that minimal resources and expenses are needed at this time to ensure access to Airport programs, activities or services by LEP persons.

### **Language Assistance Measures:**

The following language assistance measures are reasonable and achievable for the Airport:

- Providing translation and interpretive services at public meetings (upon request or as determined by the Board to be necessary or supportive of expected LEP persons)
- Training Airport staff, concessionaires, and tenants on the use of Google Translate to assist LEP persons
- Maintaining records of Board staff, concessionaires, and tenants who are fluent or possess skills in any language besides English
- Developing and providing a written description of screening procedures in Spanish and other languages. If a passenger arrives and does not speak English, TSA's contracted security screening staff is trained on showing the passenger this book to read the screening instructions in their native language.
- Providing Board staff the Department of Homeland Security's "I Speak" materials to assist in identifying languages spoken by LEP persons
- Provide a thorough Frequently Asked Questions (FAQ) document in different foreign languages that addresses common traveler inquiries regarding the Jackson Hole Airport.. This information is available on the Jackson Hole Airport web site and at the Information desk at the airport.

### **MONITORING AND UPDATING PLAN**

The Board will periodically review this Title VI/ADA compliance plan, including the language assistance plan, to determine its overall effectiveness and make adjustments and updates to the plan as deemed necessary. These efforts may include:

- Monitor LEP efforts and update census data as it becomes available
- Review all Title VI, ADA, or LEP complaints received and identify revisions plan as needed
- Update information on Jackson Hole Airport website related to this plan and complaint procedures
- Review training material and update in accordance with best practices