



Departmental Standard Operating Procedure (DSOP)

DSOP No. 12-01

Effective: 1-27-2012

SUBJECT: Compliance with 49 CFR Part 21 - Title VI of the Civil Rights Act of 1964.

PURPOSE and SCOPE:

It is the intent of this DSOP to provide ongoing guidance for the review and update of the Department's procedures implementing and complying with 49 CFR Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Title VI of the Civil Rights Act of 1964.

I. AUTHORITY:

- A. Miami Dade County Code - Chapter 25 – Aviation Department Rules and Regulations
- B. Operational Directive No. 00-01 – Departmental Standard Operation Procedures
- C. Operational Directive No. 99-03 – Aviation Written Directive System
- D. 49 CFR Part 21 Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Title VI of the Civil Rights Act of 1964
- E. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency

II. DEFINITIONS:

- A. MDAD – Miami-Dade Aviation Department
- B. CFR – Code of Federal Regulations
- C. Title VI – Refers to 49 CFR Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Title VI of the Civil Rights Act of 1964
- D. LEP – Limited English Proficient, as in LEP individuals

III. POLICY:

Title VI of the Civil Rights Act of 1964 prohibits the discrimination on the basis of race, color, creed, sex, 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 grounds of race, creed, color, sex, 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.' The Aviation Department is committed to providing aeronautical services to the public regardless of race, creed, color, sex, or national origin. In addition, the Department is dedicated to maintaining compliance with language access requirements to ensure effective communication with limited English proficient (LEP) individuals as required by Executive Order 13166. This policy has been developed to provide for the periodic review of the Department's practices to comply with Title VI requirements and to establish procedures that will provide guidance in assessing our compliance as well as updating our practices as necessary.

IV. PROCEDURES:

A. Designating a Title VI Coordinator and Liaisons

- a. The Title VI Coordinator shall be familiar with the various functions of the Airport where customer interaction occurs and the ongoing efforts to assure compliance to Title VI within those functions. Other responsibilities include:
 1. Providing assurance of the proper investigation, resolution and reporting of all Title VI complaints. Complaints are to be reported to the FAA within 15 days of receipt of the complaint. (49 CFR Part 21 – Appendix C(b)(3)).
 2. Assuring the Department's Title VI Plan is annually reviewed for updates and Title VI information/education is disseminated to all program liaisons as needed.
 3. Obtaining data on the race, color and national origin representation of non-elected planning and advisory bodies for the Department, and identifying any disparity between representation on these entities and the airport beneficiaries to the selecting official/committee when vacancies occur.
 4. Coordinating with program liaisons to ensure racial and ethnic data showing the extent to which minority groups are beneficiaries of or affected by Department programs is available. (49 CFR Part 21.9 (b) & (c)).
 5. Maintaining a copy of 49 CFR Part 21 for inspection by any person asking to review it during normal working hours. The regulation is available at the

following: <http://usdoj.gov/crt/cor/byagency/dotvi.htm>. The Title VI regulation may also be available for viewing on the Department website.

6. Keeping current with all Title VI legislation and issues as well as providing guidance to liaisons.
- b. Title VI Liaisons shall be designated from selected Aviation Divisions for the purpose of reporting and coordinating data relating to Title VI and forwarding this information to the Title VI Coordinator.
1. The Department Divisions that require Title VI Liaisons are: Terminal Operations, Marketing, Real Estate, Planning, Procurement, Contracts, Landside Operations, Professional Compliance and the General Aviation Airports.
 2. Each liaison is responsible for assuring ongoing compliance with Title VI through its division's practices and procedures.
 3. Where reporting ethnic data is required, liaisons will do so and forward that information to the Title VI Coordinator at required reporting intervals.

B. Racial and Ethnic Data Analysis

Title VI requires federal grant recipients to know its community demographics. This Directive establishes which Divisions will gather demographic data and who will analyze this information into meaningful statistics.

- a. The Department is required to have available racial and ethnic data showing the extent to which members of minority groups are beneficiaries of the Department's programs. The Minority Affairs (for Business Opportunities), Contracts (for Awarded contracts), Terminal Operations (Title VI Complaints), and the Landside (Taxi Lot complaints) Divisions will record data for the indicated areas. Data will be logged and forwarded monthly to the Title VI Coordinator office for analysis.
- b. The Title VI Coordinator will identify trends in the data that reflect areas for additional review of discriminatory practices, areas where more information should be provided to minority groups and areas where additional training may be required.
- c. Analyses should be forwarded to the Professional Compliance Division for final review and concurrence of analyses conclusion. Areas for further review will be incorporated into the Professional Compliance Division review schedule and addressed accordingly. All final review results will be forwarded to the Title VI Coordinator for concurrence and filing.

C. LEP Plan

The objective of this Plan is to continually provide language assistance to our Limited English Proficient airport users and visitors to assure ongoing effective communication and access.

- a. **Understanding How LEP Individuals Interact with MDAD:** Any interaction with the public has the potential to interact with LEP individuals. The majority of interactions occur within the Terminal. Additional interactions occur through MDAD's website (<http://www.miami-airport.com>), informational telephone calls, and vendors doing business with MDAD.
- b. **Identification and Assessment of LEP Communities:** The Airport is required to identify our user and visitor language needs to assure they can access our benefits, programs and services.
 1. The Marketing Division Liaison evaluates all airline flight and passenger data identifying predominant users and beneficiaries of the Airport. Use of this data provides ongoing assurance those language needs are being met throughout the Airport. Information gathered will be submitted to the Title VI Coordinator on a quarterly basis.
 2. The Terminal Operations Liaison documents all Title VI complaints from Terminal users relating to use of airport services, patronage at terminal concessions and interactions with our employees and business partners. The information gathered can identify language barriers not yet identified and preventing effective use of airport programs and services. Information gathered will be submitted to the Title VI Coordinator on a monthly basis.
 3. The Minority Affairs Division Liaison documents all Title VI complaints relating to airport business opportunities. Information gathered identifies those ethnic areas where language assistance needs to be enhanced and advertised business information needs translation enhancements. Information gathered will be submitted to the Title VI Coordinator on a monthly basis. The Liaison meets with minority businesses interested in doing business with MDAD and conveys any LEP needs encountered to the Title VI Coordinator, as needed, so additional services can be addressed.
 4. The Title VI Coordinator gathers and reviews the above documentation for areas of improvement. All information will be filed for historical purposes.

5. The Professional Compliance Division Liaison addresses those areas needing improvement through review and training.
- c. **Providing Language Assistance Services:** The Department has multiple language assistance services in place to serve the community. They include:
1. Oral language assistance is provided in the form of "in-language" communication at several information counters by multilingual staff members communicating directly in an LEP person's language. Each staff member is fluent in a minimum of two languages besides English. Additional interpretation services have been contracted by the Department and are available through on-demand telephone access to over 170 language interpreters. Information counter staff facilitates the selection of LEP passengers' native language through the use of language cards. The information counters are managed by the Department's Terminal Operations Division. This Division also manages the Ambassador Information Program, whose mission is to provide information and assistance to the traveling public. These volunteers circulate throughout the terminal and direct LEP passengers to the nearest information counter for language services. Additionally, there are over 100 white courtesy phones located throughout the terminal building that provide multilingual customer support.
 2. Written language assistance is provided through the use of multilingual signage with related pictorials throughout the terminal, which assists LEP passengers identify areas of importance. Written language assistance is also provided via the Department's website (<http://www.miami-airport.com>) which provides information on all its programs and activities and is translatable into eight languages to facilitate comprehension by LEP individuals seeking information.
- d. **Staff Training:** Staff working with LEP individuals shall receive initial and periodic training on how to access all the language assistance services available to the traveling public. Initial hiring is based on multilingual skills. Terminal Volunteers in the Ambassador Information Program are provided training in how to direct LEP passengers to the nearest Information Counter for further language assistance. The Division Director of Terminal Operations manages the training programs under the guidance of the Title VI Coordinator.
- e. **Providing Notice of Language Assistance Services:** The Department's website (<http://www.miami-airport.com>) states that language assistance is available at the Information Counters and the white courtesy phones.
- f. **Monitoring of the LEP Plan:** To assure ongoing effectiveness of our Plan the following areas have been identified as access points for Airport users and visitors. These areas will be continually monitored by the Title VI Coordinator for effectively

providing LEP information through the processes established for providing information and by reviewing any gathered data from the identified liaisons as indicated in Section C:

1. **Terminal Operations and Customer Service:** Provides language assistance services at all Customer Service points which include multi-lingual on-site staff, translator services through a contracted provider and website information translated in several languages through Google Translation services. Monitors changes in countries served by airlines to assure LEP needs are met. This division is also required to address all Title VI complaints arising from terminal users.
2. **Minority Affairs:** Provides outreach meetings and events to advise minority and small business communities of future concession and contracting opportunities at the airport. Provides continual dialogue to minority groups requesting solicitation information. Assures advertisements of business opportunities are in publications targeting minority populations, currently Diario de las Americas, Haiti Marche, the Miami Times and the Daily Business Review. This division is also responsible for responding to Title VI complaints arising from contractors and concessionaires.
3. **Contracts:** Maintains a transparent and competitive solicitation and award process to assure all interested members of the community have an opportunity to participate. Posts all business opportunities on our airport website, in newspapers of general circulation and publications targeting minority populations. Video records public meetings held to open and evaluate responses from bidders and ranks bidding firms based on qualitative and quantitative measures. Maintains appropriate Title VI nondiscrimination clauses in the boilerplate languages of all construction, concession, lease, professional service and airline use agreements as well as permits. Maintains records supporting all bids solicited and awarded for inspection by the FAA.
4. **Environmental:** Ensures compliance with Executive Order 12898 by identifying and addressing disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations. Compliance is continually reviewed within Environmental Impact Statements and Environmental Assessments.
5. **Planning:** Site selections are not made to exclude individuals from participating in, to deny them the benefits of, or to subject them to

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discrimination under a program or activity to which this rule applies, on the grounds of race, color or national origin.

6. **General Aviation Airports:** The Airport Managers are responsible for responding to Title VI complaints arising from contractors and concessionaires and users.

D. Title VI Complaint Liaison and Procedures

- a. Complaint Procedures have been established for the following Divisions: Terminal Operations and Customer Support Division, Minority Affairs Division, the General Aviation Airports and the Airside Division-Noise Abatement Program.
- b. The Title VI Complaint Liaisons have formalized procedures for addressing how complaints will be recorded, resolved and reported. (See the Aviation Department Written Directives: SOPs 11-01, 11-02 and 11-03.)
- c. All Title VI complaints, investigations and resolutions are forwarded to the FAA within 15 days of receipt, along with a statement describing all actions taken to resolve the matter and the results thereof.
- d. All copies of all Title VI complaints, investigations and resolutions are forwarded to the Department's Title VI Coordinator for acknowledgement and filing.

IV. REVOCATION:

In the event the laws for which this DSOP was established compliance change or are no longer in effect, this DSOP is revoked in its entirety.

V. CROSS REFERENCES: None

Approved By:



José Abreu, P.E., Aviation Director

Date:

1-27-12