

Title VI Plan Los Angeles World Airports


1. Title VI Policy Statement¹

Los Angeles World Airports (LAWA) 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.

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

LAWA 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 LAWA and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Anny Surmenian, available at (424) 646-7950 and asurmenian@lawa.org, is responsible for overseeing LAWA’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

Justin Erbacci
Chief Executive Officer

March 31, 2023

Effective Date

March 31, 2026

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

The Board of Airport Commissioners (BOAC) will review and adopt this Title VI Plan for LAWA. This plan will be updated no less than once every three years. The plan will not be re-adopted following minor changes, such as updating the Chief Executive Officer’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the BOAC and resubmittal to FAA.

In addition to the Coordinator and LAWA’s leadership, the following people also assist with our Title VI program requirements: None.

LAWA has the following airport program sub-recipients: None

As of the date of this plan, LAWA has the following pending applications for Federal financial assistance:

Federal Source	Grant Number (CFDA Number)	Amount (Requested Federal Share)	LAWA Project
Federal Aviation Administration	20.106	\$4,875,000	Microgrid Resiliency and Battery Storage
Federal Aviation Administration	20.106	\$1,125,000	Energy Efficiency and Control Measures
Federal Aviation Administration	20.106	\$3,465,000	Air Quality Improvement with E-GSE Charging
Federal Aviation Administration	20.106	\$85,411,718	Runway 6L-24R Exits Project
Federal Aviation Administration	20.106	\$19,840,000	LAX RSI Year 4
Federal Aviation Administration	20.106	\$79,278,162	BIL AIG FY22
Federal Aviation Administration	20.106	\$50,990,000	BIL ATP FY22
USDA Natural Resources Conservation Service	10.935	\$300,000	Organic Composter

In addition, LAWA’s sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT): None.

Updated information for pending and awarded grant applications will be available through the following methods:

Federal Source	Grant Award Information Available at:
United States Department of Transportation, including all child agencies	https://www.lawa.org/lawa-governance/lawa-view-boac-meetings
Department of Homeland Security, including all child agencies	https://www.lawa.org/lawa-governance/lawa-view-boac-meetings
Environmental Protection Agency	https://www.lawa.org/lawa-governance/lawa-view-boac-meetings
United States Department of Agriculture	https://www.lawa.org/lawa-governance/lawa-view-boac-meetings

3. Grant and Procurement Assurances

49 CFR § 21.7 (a)(1); 49 CFR Part 21 Appendix C (b)

LAWA 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. LAWA requires Civil Rights clauses (collectively, “Required Clauses”) to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. The Los Angeles City Attorney’s Office Airport Division (“City Attorney’s Office”) advises all divisions of LAX on its solicitations for bids, Requests For Proposals for work, or material subject to these Assurances, and in all proposals for agreements, including airport concessions (“Solicitations”); and the City Attorney’s Office drafts all agreements, contracts, covenants, deeds, leases, licenses, permits, and similar instruments (“Contracts”) to which LAX is a party as owner, lessor, concessionaire, grantor, or licensing or permitting authority.

LAWA’s Strategic Sourcing Division, which processes all Solicitations, establishes the administrative requirements applicable to a Solicitation or Contract, and determines whether a bidder or contractor has met the administrative requirements to contract with LAWA. Accordingly, LAWA has drafted a directive to both the City Attorney’s Office as well as the Strategic Sourcing Division that such Required Clauses be included, inserted, and incorporated as a standard provision in all future such Solicitations and Contracts. Furthermore, as part of LAWA’s established Board approval process, approval of contracts subject to LAWA’s Board of Airport Commissioners is not granted by the Board until these requirements are met, as determined through a final review and approval process conducted by the City Attorney’s Office and, separately, the Strategic Sourcing Division.

Description of Oversight Methods for Subcontracts
The LAWA Internal Audit Division will randomly select three contracts per year, and review the subcontracts awarded in the last year that are under the scopes of those primary contracts to ascertain compliance with all of the above-stated requirements and clauses.

4. Title VI Coordinator Responsibilities

The Coordinator is responsible for ensuring that they and other staff supporting 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 about 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 LAWA 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)

LAWA 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.

LAWA has posted the above Title VI policy statement at its staff offices.

LAWA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by July 31, 2023, via email and hardcopy where applicable.

Posters are displayed in each terminal and other areas on airport property, including the following locations. Posters will be displayed as additional facilities come into use.

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
LAX-it Lot	1	--	--
Terminals 1 and 1.5	1	2	--
Terminals 2, 2.5, and 3	2	2	--
Terminal 4	1	1	--
Terminal 5	1	2	--
Terminal 6	1	2	--
Terminals 7 and 8	1	3	--
Tom Bradley International Terminal	3	2	--
Midfield Satellite Concourse	--	2	--
Clifton Moore Administration Building	--	--	1
Skyview Buildings	--	--	2
Administration West Building	--	--	1
Airport Response Coordination Center	--	--	1
Security Badge Office	--	--	1
Airport Police Facility	--	--	1

Outreach to Affected Communities

LAWA Airport Affairs ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will help to identify effective media platforms to share announcements and notices. Announcements are made via social media, advertising online and/or print news, press release, emails to partners to share or directly to interested parties, and/or verbal announcements at community events. Airport Affairs, in conjunction with the LAWLA Groups leading a given project, contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important

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

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,

feedback on translated materials. Formal notices may also be issued through the LAWA Planning Group or Environmental Team. The involved offices maintain records of all such notices and the efforts made to reach each of the Affected Communities.

To ensure the community is effectively informed of and able to participate in public hearings, Airport Affairs 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 directions for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

LAWA will create a detailed Community Participation Plan by June 30, 2023. A copy of the plan will be available at www.lawa.org.

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, LAWA will be able to identify, understand, and engage with communities. In doing so, LAWA needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by LAWA’s airport program.

Affected Communities⁴	Population
City of Los Angeles – Westchester (90045 Zip Code)	37,447
City of Los Angeles – Playa Del Rey (90293)	12,732
City of Los Angeles – Marina Del Rey (90292)	23,901
City of Los Angeles – Playa Vista (90094)	11,378
City of Los Angeles – Baldwin Hills (90056)	7,878
City of Inglewood – Morningside Park (90301)	38,317
City of Inglewood – Ladera Heights (90302)	29,129
City of Inglewood – Lennox (90304)	26,067
City of El Segundo – 90245	17,185
City of Hawthorne – 90250	96,251
City of Culver City – 90230	33,409

(Hereafter, the above communities will be referred to collectively as “the Affected Communities”).

We have identified the following facts about the Affected Communities:

the Age Discrimination Act of 1975, and in some instances, includes low-income populations under Executive Order 12898.

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.

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,” LAWA 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 Los Angeles County is approximately 13%. The poverty rate remains similar compared with the rest of the State of California (12%). The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
City of Los Angeles – Westchester (90045 Zip Code)	6.7%
City of Los Angeles – Playa Del Rey (90293)	5.9%
City of Los Angeles – Marina Del Rey (90292)	7.2%
City of Los Angeles – Playa Vista (90094)	5.1%
City of Los Angeles – Baldwin Hills (90056)	7.8%
City of Inglewood – Morningside Park (90301)	18.7%
City of Inglewood – Ladera Heights (90302)	13.6%
City of Inglewood – Lennox (90304)	18.2%
City of El Segundo – 90245	4.5%
City of Hawthorne – 90250	14.7%
City of Culver City – 90230	11.5%

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:

Affected Community: <u>City of Los Angeles – Westchester</u> Total Affected Community Population: <u>37,447</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	22,235	59%
Black or African American	3,774	10%
American Indian or Alaska Native	229	0.6%
Asian	5,255	14%
Native Hawaiian or Other Pacific Islander	78	0.2%
Hispanic or Latino	7,267	19%
More than one	4,758	13%
Some other race alone	1,118	3%

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: <u>City of Los Angeles – Playa Del Rey</u>		
Total Affected Community Population: <u>12,732</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,353	73%
Black or African American	559	4%
American Indian or Alaska Native	55	0.4%
Asian	1,299	10%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2,067	16%
More than one	1,039	8%
Some other race alone	427	3%

Affected Community: <u>City of Los Angeles – Marina Del Rey</u>		
Total Affected Community Population: <u>23,901</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	17,216	59%
Black or African American	1,789	10%
American Indian or Alaska Native	0	0.6%
Asian	2,350	14%
Native Hawaiian or Other Pacific Islander	59	0.2%
Hispanic or Latino	2,319	19%
More than one	2,042	13%
Some other race alone	445	3%

Affected Community: <u>City of Los Angeles – Playa Vista</u>		
Total Affected Community Population: <u>11,378</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	7,181	63%
Black or African American	754	7%
American Indian or Alaska Native	0	0%
Asian	1,980	17%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	1,377	12%
More than one	1,242	11%
Some other race alone	221	2%

Affected Community: <u>City of Los Angeles – Baldwin Hills</u>		
Total Affected Community Population: <u>7,878</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1,227	16%
Black or African American	5,253	67%
American Indian or Alaska Native	40	0.5%
Asian	432	5%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	668	8%
More than one	860	11%
Some other race alone	66	0.8%

Affected Community: <u>City of Inglewood – Morningside Park</u>		
Total Affected Community Population: <u>38,317</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,243	24%
Black or African American	11,674	30%
American Indian or Alaska Native	670	2%
Asian	1,048	3%
Native Hawaiian or Other Pacific Islander	533	1%
Hispanic or Latino	22,668	59%
More than one	4,567	12%
Some other race alone	10,582	28%

Affected Community: <u>City of Inglewood – Ladera Heights</u>		
Total Affected Community Population: <u>29,129</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	6,230	24%
Black or African American	12,179	30%
American Indian or Alaska Native	253	2%
Asian	826	3%
Native Hawaiian or Other Pacific Islander	0	1%
Hispanic or Latino	13,076	59%
More than one	3,762	12%
Some other race alone	5,879	28%

Affected Community: <u>City of Inglewood – Lennox</u> Total Affected Community Population: <u>26,067</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,159	35%
Black or African American	1,013	4%
American Indian or Alaska Native	550	2%
Asian	1,045	4%
Native Hawaiian or Other Pacific Islander	380	1%
Hispanic or Latino	22,887	88%
More than one	3,891	15%
Some other race alone	10,029	39%

Affected Community: <u>City of El Segundo</u> Total Affected Community Population: <u>17,185</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	11,810	68%
Black or African American	778	5%
American Indian or Alaska Native	20	0.1%
Asian	1,855	11%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2,771	16%
More than one	2,261	13%
Some other race alone	461	3%

Affected Community: <u>City of Hawthorne</u> Total Affected Community Population: <u>96,251</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	32,611	34%
Black or African American	23,543	25%
American Indian or Alaska Native	1,386	1%
Asian	7,443	8%
Native Hawaiian or Other Pacific Islander	335	0.3%
Hispanic or Latino	51,199	53%
More than one	11,771	12%
Some other race alone	19,162	20%

Affected Community: <u>City of Culver City</u>		
Total Affected Community Population: <u>33,409</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	17,473	52%
Black or African American	3,157	10%
American Indian or Alaska Native	86	0.3%
Asian	5,338	16%
Native Hawaiian or Other Pacific Islander	143	0.4%
Hispanic or Latino	9,707	29%
More than one	4,387	13%
Some other race alone	2,825	9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that LAWA 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 from the American Community Survey for Los Angeles County.

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 1,000. 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	3,546,775	±21,334
Chinese (incl. Mandarin, Cantonese)	364,321	±12,814
Tagalog (incl. Filipino)	223,622	±11,308
Armenian	189,633	±12,321
Korean	158,248	±8,462
Persian (incl. Farsi, Dari)	76,069	±6,987
Vietnamese	71,261	±6,051
Russian	56,443	±7,577
Japanese	50,382	±5,746
Arabic	49,817	±7,227
French	35,579	±4,982
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages	29,759	±4,164
Hindi	23,222	±3,830
Hebrew	20,840	±4,321
German	17,991	±2,660

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.

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
Chinese (incl. Mandarin, Cantonese)				X
Tagalog (incl. Filipino)				X
Armenian			X	
Korean				X
Persian (incl. Farsi, Dari)				X
Vietnamese				X
Russian				X
Japanese				X
Arabic				X
French				X
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages		X		
Hindi				X
Hebrew		X		
German				X

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others: The languages indicated in the table above represent the predominant languages most spoken by LEP populations in the Los Angeles metro region. LAWA continuously monitors data from its service providers to ensure language provision needs are met. For instance, LAWA Guest Services will examine Language Line data on a regular basis to gather data on language requests from guests and ensure services are provided accordingly.

Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

Description of Beneficiary Demographic Information Collection Methods
<ul style="list-style-type: none"> • The LAWA Guest Experience and Innovation Team conducts quarterly guest satisfaction surveys. Airport guests rate airport services in areas of each journey touchpoint, including courtesy, the feeling of being safe and secure, thoroughness of security and security screening wait times, restroom cleanliness and availability, the comfort of waiting in gate areas, retail and dining options, and value for money. The survey includes a voluntary request for demographic information. • LAWA monitors compliance with subcontractor participation goals. Accordingly, LAWA adheres to and collects demographic information as part of several business enterprise (BE) programs, including the Federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs. Additionally, LAWA participates in City of Los Angeles-specific programs that provide certifications based on small, local, or disabled veteran status.

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

- During the hiring process, employees are asked to submit voluntary confidential demographic information. Job applicants are asked to submit the same information when submitting their employment application through the City of Los Angeles employment application website.
- During the appointment and confirmation process, Board of Airport Commissioner members are asked to provide demographic information.

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 LAWA 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.⁹

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
Airport Police Facility	None
LAX Economy Parking	None
Terminal 1 Modernization	None
West Gates at Tom Bradley International Terminal	None

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next three years:

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
Automated People Mover Train System	None
Consolidated Rent-A-Car Facility	None
Terminal Vertical Cores	None
Receiving Station X	None
Terminals 2 and 3 Modernization	None
Terminals 4 and 5 Modernization	None
Terminal 6 Modernization	None
Midfield Satellite Concourse South	None
Airfield & Terminal Modernization Program	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: None.

⁹ 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.

8. Limited English Proficiency (LEP)

Executive Order 13166

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

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

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold
Spanish
Chinese (incl. Mandarin, Cantonese)
Tagalog (incl. Filipino)
Armenian
Korean
Persian (incl. Farsi, Dari)
Vietnamese
Russian
Japanese
Arabic
French
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages
Hindi
Hebrew
German

LAWA also collects data for languages spoken by airport guests.¹⁰ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport language line usage data	www.language.com
Assumption from flight origin / destination	N/A
Assistance requests to ADA-related service providers	N/A
Assistance requests to airport information desks	N/A

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 LAWA's 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:

¹⁰ 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.

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
LanguageLine Solutions	All above languages
Interpreters Unlimited, Inc.	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
LAWA website translate view	All above languages
Volunteer & multi-lingual Guest Services staff	All above languages
Airport Information Desks	All above languages
Airport Police and Security Personnel	All above languages

Interpretation Services: The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
LanguageLine Solutions	All above languages
Interpreters Unlimited, Inc.	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Information Desks	All above languages
LAWA Human Resources	All above languages
Federal Inspection Areas	All above languages
Security Screening Checkpoints	All above languages
Airport Police and Security Personnel	All above languages
Airline Ticket Counters	All above languages
Transportation Providers	All above languages
Airport Concessions/Vendors	All above languages

Description of Interpretation Assistance Processes

- LAWA Human Resources maintains a list of employees who are multilingual, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient in providing interpretation and/or translation services. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.
- LAWA, via the City of Los Angeles, has a contract with Language Line, Inc. to provide on-demand telephonic interpretation services to airport guests. When a request for an interpreter is received, the following process is used: LAWA employees identify the language spoken by the airport guest. Staff contact Language Line, Inc. and “park” the request in the queue for the appropriate language. Language Line, Inc. operators will then coordinate and connect the requesting party to an interpreter for the duration of the call.

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 the Los Angeles County Metropolitan Transit Authority (Metro) and the City of Inglewood 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. We have used a minimum 10% poverty rate as the threshold to determine disadvantaged community areas.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
City of Inglewood – Morningside Park (Zip Code 90301)	1. Iride On-Demand Employee Shuttle 2. Metro Micro On-Demand	Existing
City of Inglewood – Lennox (90304)	1. Iride On-Demand Employee Shuttle 2. Metro Micro On-Demand	Existing
City of Hawthorne – 90250	Metro Micro On-Demand Transit	Existing
City of Inglewood – Ladera Heights (90302)	Iride On-Demand Employee Shuttle	Existing
City of Culver City – 90230	Culver City Bus Line 6 and Rapid 6	Existing
LAX Region – 90045	Metro C and K Lines	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
Concessions Opportunities	<p>Advertised through RAMPLA.ORG, a regional online portal for all City and County of Los Angeles procurement opportunities, as well as private sector procurement opportunities; send notices via current outreach email lists; and host periodic outreach events, such as Regional Car Rental Outreach events.</p> <p>As part of the marketing for these various events, LAWA identifies opportunities available for minorities and women-owned businesses, though it is legally prohibited from providing ‘set-asides’ per CA Proposition 209. As an example, LAWA hosted a widely attended conference to detail the numerous opportunities associated with its</p>

	<p>upcoming Terminal 9 construction. During the conference, LAWA presented opportunities for minorities and women-owned businesses.</p> <p>LAWA also reaches out to local community organizations whenever it conducts large outreach events. Below is a list of the organizations we send notices to for outreach events:</p> <ul style="list-style-type: none"> • National Black Contractors Association (NBCA) • National Association of Minority Contractors (NAMC) • Asian American Architects/Engineers Association (AAAEA) • Society of Hispanic Professional Engineers (SHPE) • National Organization of Minority Architects (NOMA-LA) • Regional Hispanic Chamber of Commerce <p>Representatives from the LAWA Development Group also routinely make presentations to numerous organizations, such as WTS International (Advancing Women in Transportation), the National Association of Women in Business (NAMBO), and the Women’s Business Enterprise National Council (WBENC).</p>
Other opportunities, including for DBE-funded projects	<p>Advertised through RAMPLA.ORG, a regional online portal for all LA City/LA County and private sector procurement opportunities; send notices via current outreach email lists; and host periodic outreach events, such as specific outreach targeted toward LAWA Construction and Professional Services. The outreach processes and efforts indicated above also apply.</p>

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 LAWA’s Strategic Sourcing Division.

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 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 requirements¹¹
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹²

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, LAWA 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 five years of this plan, the Coordinator will also provide a statement about the outcome, unless previously provided.

¹¹ 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.

¹² 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.

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 matters¹³
3. Allege misconduct by LAWA, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by LAWA, including airport employees, contractors, concessionaires, lessees, or tenants.

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 LAWA.¹⁴ 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 it to the LAWA office involved in the complaint, the Chief Executive Officer, Human Resources, and any other office, as appropriate.

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

Anny Surmenian
Ethics Director/Ombudsman/Title VI
Los Angeles World Airports
1 World Way, Los Angeles, CA 90045
(424) 646-7950; CivilRights@lawa.org

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.

¹³ 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.

¹⁴ 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.

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 48 hours.

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 email the FAA Office of Civil Rights analyst(s), as well as upload the relevant information to the FAA Civil Rights Connect System. The Coordinator will also seek technical assistance from FAA, as needed, throughout the complaint 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 LAWA, 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, as well as 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 the LAWA Office of Ethics and Ombudsman.

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 LAWA’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 email and/or 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 Chief Executive Officer.
- The written appeal must be received within seven 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 Chief Executive Officer 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, LAWA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. LAWA 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 Anny Surmenian.

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

Website, In-person, and Other Distribution Methods
1. LAWA website, Civil Rights page at https://www.flylax.com/lax-accessibility
2. A copy of the procedure will be available at airport-sponsored information desks

14. Population / Language Data

Poverty Data Los Angeles County

Source: American Community Survey, 2021: Poverty Status in the Past 12 Months

Label	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	9,861,892	±3,941	1,366,544	±14,995	13.9%	±0.2
AGE						
Under 18 years	2,135,902	±1,592	401,041	±7,374	18.8%	±0.3
Under 5 years	560,093	±876	101,781	±2,857	18.2%	±0.5
5 to 17 years	1,575,809	±1,184	299,260	±6,072	19.0%	±0.4
Related children of householder under 18 years	2,127,523	±1,836	393,304	±7,366	18.5%	±0.3
18 to 64 years	6,379,833	±3,445	784,151	±9,148	12.3%	±0.1
18 to 34 years	2,456,862	±3,084	330,124	±5,022	13.4%	±0.2
35 to 64 years	3,922,971	±1,200	454,027	±6,285	11.6%	±0.2
60 years and over	1,921,599	±4,233	253,267	±4,144	13.2%	±0.2
65 years and over	1,346,157	±892	181,352	±3,213	13.5%	±0.2
SEX						
Male	4,878,760	±2,710	618,183	±8,456	12.7%	±0.2
Female	4,983,132	±2,512	748,361	±8,932	15.0%	±0.2
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	4,311,652	±16,074	536,821	±10,171	12.5%	±0.2
Black or African American alone	772,518	±3,806	154,121	±5,066	20.0%	±0.6
American Indian and Alaska Native alone	97,327	±4,324	15,469	±1,841	15.9%	±1.7
Asian alone	1,455,158	±4,932	159,562	±4,261	11.0%	±0.3
Native Hawaiian and Other Pacific Islander alone	23,967	±1,208	2,699	±766	11.3%	±3.2
Some other race alone	2,177,998	±18,268	371,346	±8,431	17.0%	±0.3
Two or more races	1,023,272	±14,316	126,526	±5,063	12.4%	±0.5
Hispanic or Latino origin (of any race)	4,821,985	±2,015	783,468	±10,169	16.2%	±0.2
White alone, not Hispanic or Latino	2,503,108	±3,301	237,389	±5,211	9.5%	±0.2
EDUCATIONAL ATTAINMENT						
Population 25 years and over	6,862,482	±1,816	817,054	±8,587	11.9%	±0.1
Less than high school graduate	1,361,985	±9,121	287,755	±4,367	21.1%	±0.3
High school graduate (includes equivalency)	1,392,649	±10,715	202,675	±4,161	14.6%	±0.3
Some college, associate's degree	1,758,456	±8,897	183,567	±3,526	10.4%	±0.2
Bachelor's degree or higher	2,349,392	±12,665	143,057	±3,077	6.1%	±0.1

Label	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	5,227,846	±9,084	383,826	±5,609	7.3%	±0.1
Employed	4,864,267	±9,667	294,048	±4,699	6.0%	±0.1
Male	2,623,380	±7,040	145,990	±3,145	5.6%	±0.1
Female	2,240,887	±7,380	148,058	±3,416	6.6%	±0.2
Unemployed	363,579	±5,532	89,778	±2,588	24.7%	±0.6
Male	193,154	±3,835	43,899	±2,012	22.7%	±1.0
Female	170,425	±3,625	45,879	±1,580	26.9%	±0.8
WORK EXPERIENCE						
Population 16 years and over	7,973,429	±3,855	1,011,013	±10,223	12.7%	±0.1
Worked full-time, year-round in the past 12 months	3,415,839	±11,732	98,637	±2,472	2.9%	±0.1
Worked part-time or part-year in the past 12 months	1,879,273	±11,911	268,070	±4,834	14.3%	±0.2
Did not work	2,678,317	±10,279	644,306	±7,652	24.1%	±0.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	603,807	±10,268	(X)	(X)	(X)	(X)
125 percent of poverty level	1,822,768	±17,377	(X)	(X)	(X)	(X)
150 percent of poverty level	2,271,425	±19,410	(X)	(X)	(X)	(X)
185 percent of poverty level	2,907,180	±22,391	(X)	(X)	(X)	(X)
200 percent of poverty level	3,179,500	±24,111	(X)	(X)	(X)	(X)
300 percent of poverty level	4,781,413	±25,398	(X)	(X)	(X)	(X)
400 percent of poverty level	6,048,845	±24,326	(X)	(X)	(X)	(X)
500 percent of poverty level	6,960,857	±21,744	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED						
Male	942,139	±7,893	214,963	±4,142	22.8%	±0.4
Female	914,191	±7,364	273,739	±4,323	29.9%	±0.4
15 years	2,394	±354	2,318	±360	96.8%	±2.4
16 to 17 years	5,309	±547	5,075	±535	95.6%	±1.9
18 to 24 years	141,139	±3,299	69,089	±2,320	49.0%	±1.0
25 to 34 years	492,539	±4,174	91,440	±2,530	18.6%	±0.5
35 to 44 years	303,903	±4,182	61,019	±2,122	20.1%	±0.6
45 to 54 years	256,344	±4,070	62,191	±2,364	24.3%	±0.8
55 to 64 years	270,029	±3,698	80,082	±2,596	29.7%	±0.8
65 to 74 years	208,739	±2,767	60,956	±1,861	29.2%	±0.8
75 years and over	175,934	±2,684	56,532	±1,770	32.1%	±0.9
Mean income deficit for unrelated individuals (dollars)	7,760	±59	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 mos.	846,170	±8,631	28,760	±1,337	3.4%	±0.2
Worked less than full-time, year-round in the past 12 months	441,954	±5,379	132,047	±3,180	29.9%	±0.5
Did not work	568,206	±6,490	327,895	±5,500	57.7%	±0.5
Population in housing units for whom poverty status is determined	9,808,481	±4,542	1,328,754	±14,803	13.5%	±0.2

Language Data Los Angeles County

Source: American Community Survey, 2021: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language & Ability Level	Estimate	Margin of Error
Total:	9,309,771	*****
Speak only English	4,163,545	±29,764
Spanish:	3,546,775	±21,334
Speak English "very well"	2,099,845	±20,620
Speak English less than "very well"	1,446,930	±20,062
French (incl. Cajun):	35,579	±4,982
Speak English "very well"	31,459	±4,666
Speak English less than "very well"	4,120	±1,377
Haitian:	2,464	±1,143
Speak English "very well"	1,982	±986
Speak English less than "very well"	482	±587
Italian:	13,902	±2,577
Speak English "very well"	11,198	±2,418
Speak English less than "very well"	2,704	±783
Portuguese:	17,467	±3,072
Speak English "very well"	11,832	±2,134
Speak English less than "very well"	5,635	±1,869
German:	17,991	±2,660
Speak English "very well"	16,069	±2,476
Speak English less than "very well"	1,922	±801
Yiddish, Pennsylvania Dutch or other West Germanic languages:	5,439	±1,456
Speak English "very well"	4,872	±1,405
Speak English less than "very well"	567	±359
Greek:	4,969	±1,502
Speak English "very well"	3,938	±1,300
Speak English less than "very well"	1,031	±679
Russian:	56,443	±7,577
Speak English "very well"	32,338	±5,552
Speak English less than "very well"	24,105	±4,430
Polish:	4,999	±1,632
Speak English "very well"	4,091	±1,541
Speak English less than "very well"	908	±479
Serbo-Croatian:	5,916	±1,644
Speak English "very well"	4,141	±1,284
Speak English less than "very well"	1,775	±970
Ukrainian or other Slavic languages:	5,898	±1,918
Speak English "very well"	4,967	±1,801
Speak English less than "very well"	931	±547
Armenian:	189,633	±12,321
Speak English "very well"	107,625	±8,333
Speak English less than "very well"	82,008	±6,547

Language & Ability Level	Estimate	Margin of Error
Persian (incl. Farsi, Dari):	76,069	±6,987
Speak English "very well"	43,865	±4,958
Speak English less than "very well"	32,204	±4,189
Gujarati:	7,574	±2,038
Speak English "very well"	4,723	±1,341
Speak English less than "very well"	2,851	±1,280
Hindi:	23,222	±3,830
Speak English "very well"	19,018	±3,261
Speak English less than "very well"	4,204	±1,445
Urdu:	10,159	±2,487
Speak English "very well"	7,676	±1,882
Speak English less than "very well"	2,483	±1,001
Punjabi:	8,047	±2,733
Speak English "very well"	4,204	±1,342
Speak English less than "very well"	3,843	±2,060
Bengali:	10,693	±3,056
Speak English "very well"	5,678	±1,521
Speak English less than "very well"	5,015	±2,020
Nepali, Marathi, or other Indic languages:	11,450	±2,690
Speak English "very well"	7,790	±1,743
Speak English less than "very well"	3,660	±1,606
Other Indo-European languages:	13,944	±2,364
Speak English "very well"	11,778	±2,209
Speak English less than "very well"	2,166	±991
Telugu:	5,358	±1,827
Speak English "very well"	4,309	±1,529
Speak English less than "very well"	1,049	±838
Tamil:	5,013	±1,815
Speak English "very well"	4,655	±1,690
Speak English less than "very well"	358	±308
Malayalam, Kannada, or other Dravidian languages:	4,436	±1,745
Speak English "very well"	3,870	±1,726
Speak English less than "very well"	566	±434
Chinese (incl. Mandarin, Cantonese):	364,321	±12,814
Speak English "very well"	147,967	±6,735
Speak English less than "very well"	216,354	±9,296
Japanese:	50,382	±5,746
Speak English "very well"	25,269	±3,348
Speak English less than "very well"	25,113	±3,970
Korean:	158,248	±8,462
Speak English "very well"	68,576	±4,785
Speak English less than "very well"	89,672	±6,038
Hmong:	633	±405
Speak English "very well"	324	±243
Speak English less than "very well"	309	±258
Vietnamese:	71,261	±6,051
Speak English "very well"	25,474	±3,465
Speak English less than "very well"	45,787	±4,631

Language & Ability Level	Estimate	Margin of Error
Khmer:	22,346	±4,354
Speak English "very well"	9,175	±2,404
Speak English less than "very well"	13,171	±2,996
Thai, Lao, or other Tai-Kadai languages:	17,509	±2,947
Speak English "very well"	7,664	±1,650
Speak English less than "very well"	9,845	±1,916
Other languages of Asia:	15,937	±2,805
Speak English "very well"	7,396	±1,535
Speak English less than "very well"	8,541	±2,104
Tagalog (incl. Filipino):	223,622	±11,308
Speak English "very well"	149,634	±9,036
Speak English less than "very well"	73,988	±6,173
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	29,759	±4,164
Speak English "very well"	18,136	±2,893
Speak English less than "very well"	11,623	±2,315
Arabic:	49,817	±7,227
Speak English "very well"	32,142	±5,190
Speak English less than "very well"	17,675	±3,920
Hebrew:	20,840	±4,321
Speak English "very well"	16,322	±3,818
Speak English less than "very well"	4,518	±1,489
Amharic, Somali, or other Afro-Asiatic languages:	9,995	±2,251
Speak English "very well"	6,230	±1,830
Speak English less than "very well"	3,765	±1,185
Yoruba, Twi, Igbo, or other languages of Western Africa:	10,488	±2,756
Speak English "very well"	7,876	±2,243
Speak English less than "very well"	2,612	±1,216
Swahili or other languages of Central, Eastern, & Southern Africa:	3,609	±1,645
Speak English "very well"	2,939	±1,485
Speak English less than "very well"	670	±654
Navajo:	375	±412
Speak English "very well"	375	±412
Speak English less than "very well"	0	±218
Other Native languages of North America:	1,198	±715
Speak English "very well"	997	±656
Speak English less than "very well"	201	±211
Other and unspecified languages:	12,446	±2,386
Speak English "very well"	9,079	±1,904
Speak English less than "very well"	3,367	±1,402

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: Title VI: Anny Surmenian
Phone: (424) 646-7950
Email: civilrights@lawa.org
Coordinator: ADA: Tim Ihle
Phone: (424) 646-5005
Email: ADAOffice-LAWA@lawa.org
Address: 1 World Way, Los Angeles, CA 90045

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: Title VI: Anny Surmenian
Teléfono: (424) 646-7950
Email: civilrights@lawa.org
Coordinador: ADA: Tim Ihle
Teléfono: (424) 646-5005
Email: ADAOffice-LAWA@lawa.org
Dirección: 1 World Way, Los Angeles, CA 90045



U.S. Department of Transportation
Federal Aviation Administration

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