

Capital Region International Airport (LAN)
Title VI Plan

1. Title VI Policy Statement

The Capital Region Airport Authority (CRAA) 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.

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

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

Title VI Coordinator Robert Benstein, Vice President - COO, available at **517-886-3716** and **rbenstein@craa.com**, is responsible for overseeing **CRAA'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

John Shaski, Chairman
Capital Region Airport Authority

June 24, 2024
Effective Date

June 23, 2027
3-Year Expiration Date

2. Administration

Capital Region Airport Authority (CRAA) has reviewed and adopted this Title VI Plan for LAN. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating the **Airport Director or supporting staff's** or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the **CRAA** and resubmittal to FAA.

In addition to the Coordinator and **CRAA's** leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	CRAA Program / Office
Robert Benstein	Chief Operating Officer - COO
Bonnie Wohlfert	Executive Assistant

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

Federal Source	Grant Number	Amount
<i>FAA AIP</i>	3-26-0055-070-2024	\$2,083,523
<i>FAA AIG</i>	3-26-0055-071-2024	\$ 915,637

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

Federal Source	Grant Award Information Available at:
FAA AIP	https://www.faa.gov/airports/aip/

3. Grant and Procurement Assurances

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

CRAA 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. **CRAA** requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

Subcontract template must be used in all subcontracts related to the airport program. Subcontracts are audited by the Administrative team to verify they include the template language, for not less than 10 percent of contractors each year.

4. Title VI Coordinator Responsibilities

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

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

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

Among other responsibilities, the Coordinator:

- Proactively ensures that the **CRAA** is in compliance with nondiscrimination requirements of Title VI and reports to **CRAA** 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 **CRAA'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)

CRAA 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, 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.

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

CRAA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by **June 30, 2024** by **sending email notifying employees, contractors, concessionaires, lessees and tenants the plan is posted to www.FlyLansing.com website.**

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
Main Terminal Entrances	3		
Rent-a-Car Area			1
Ticket Area	3		1
Post Security Entrance to FBO		3	1

Outreach to Affected Communities

CRAA & its Consultant ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers, email broadcast, and **on the airport website**. **CRAA** contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

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

6. Community Statistics

Title VI regulations require Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, **CRAA** will be able to identify, understand, and engage with communities. In doing so, **CRAA** needs to know about communities eligible to be served, actually or potentially affected, benefit or are burdened by **CRAA**'s airport program.

The Communities immediately surrounding the airport or in the flight path that could be impacted by the airport projects include the neighborhoods of DeWitt and Windy Ridge to the North; West State Rd, State to Chavez, and Northdale Farms to the East; Jones Lake, Gatsby CT, and Tecumseh River to the South; Saratoga Farms, Delta River Dr, W Grand River, and Felton Rd to the West. All of these communities are included in the same zip code boundary which is 48906 therefore the demographic information in the following tables will utilize US Census data from ZCTA5 - 48906

Affected Communities	Population
ZCTA5 – 48906*	25,728

*The affected communities in ZCTA5-48906 include all neighborhoods.

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

We have identified the following facts about the Affected Communities:

Low Income Communities.

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,” **CRAA** 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 ZCTA5 – 48906 is approximately 20 %. The poverty rate in the impacted area is higher compared with the rest of the state of Michigan which is 13.4%. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
ZCTA5 - 48906	20%

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 follows:

Affected Community: ZCTA5 - 48906
Total Affected Community Population: 25,728

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	17,956	69.8%
Black or African American	3,417	13.3%
American Indian or Alaska Native	150	0.6%
Asian	416	1.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
Hispanic or Latino	3,172	12.3%
Some other Race	573	2.2%
Two or More Races	3,216	12.5%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that **CRAA** communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages that are spoken in LEP households in the Affected Communities. The data source is American Community Survey.

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. The safe harbor for our community is 1000 since the population of the area exceeds 20,000. Please refer to Section 14 at 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	1,541	+/-273

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			
German	X			
Hmong	X			
Arabic	X			

Hindi	X		
Vietnamese			X
Tagalog		X	
African			X

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include: **None**

This information is updated annually through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
U.S. Census Bureau	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
Local public school data	www.lansingschools.net
Community Economic Development Association in MI (CEDAM)	Home - CEDAM (cedamichigan.org)
Capital Region Community Foundation	https://ourcommunity.org

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

- *Airport Administration Office conducts voluntary surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information. The surveys are available 24/7 through the use of a QR code that is visible throughout CRAA facilities.*
- *Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.*
- *Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.*
- *Request information (voluntarily) during login on public wifi network.*

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

- *Employees are asked to submit voluntary confidential demographic information during the hiring process. Job applicants are asked to submit the same information when submitting their job application through the job application website.*
- *Every 3 years, the airport administration provides a voluntary demographics disclosure form to 1) all Board members 2) all employees, asking them to complete and submit the form to the Airport Administration Office, care of the Title VI Coordinator.*

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 **CRAA** 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.

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
Runway 10R	W Grand River, Felton Rd
Runway 28L	State to Chavez, Northdale Farms
Runway 6	Saratoga Farms, Delta River
Runway 24	DeWitt N Airport Rd
Runway 10L	W Grand River, Felton Rd
Runway 28R	Clinton Village, West State Rd, State to Chavez
Apron Area	None
Central Terminal Area	None
Taxiways	None

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
Terminal Apron Rehabilitation Design	None
Apron Area Rehabilitation Construction	None
Runway 10R-28L Rehabilitation Design	None
Runway 10R-28L Rehabilitation Construction	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

8. Limited English Proficiency (LEP)

Executive Order 13166

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

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

Language
Spanish

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

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

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests:

Language
French
Italian
German
Russian
Polish
Gujarati
Hindi
Chinese
Hmong
Lao
Thia
Vietnamese
Arabic
Hebrew
African (Somali, Sudanese)

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

Translation Services:

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

Translation Vendors	Languages
Language Line	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website request form	All above languages
Airport website translate view	All Languages
Volunteer multi-lingual staff pool	Spanish

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Language Line	All above languages
Volunteer multi-lingual staff pool	Spanish

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages
Airport information desks	All above languages, using Language Line, Inc.
Airport Staff – Various Locations	All Languages Language Line

Description of Interpretation Assistance Processes

Airport Administration Office maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.

The airport contracts with the Language Line to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used:

- Airport staff use I-Speak cards to identify the language spoken by the airport guest.
- Staff contacts Language Line and “parks” the request in the queue for the appropriate language.
- Language Line operators will connect the requesting party to an interpreter for the duration of the call.
- The completed call is then logged in the Language Line Service binder. This log is kept for one year.

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 local transit authority to encourage them to provide transit service access between the airport and these areas.

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

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
Capital Area Transit Authority (CATA) All Communities	Fixed-route buses	Existing
CATA All Communities	Paratransit vans	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
Parking Lot Operations Contract	Contract arranged to facilitate participation by DBEs. Coordinate with SBA office on pre-bid meeting opportunity.

Cleaning Services	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.
Website Design / Management	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.
Car Rentals	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.
Food & Beverage	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.
Signage & Advertising	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.

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 Airport Administrative Office.

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided 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 requirements
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements

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, **CRAA** must notify FAA contacts of any new investigations prior to grant execution.

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

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters
3. Allege misconduct by **CRAA**, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by **CRAA** 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 **CRAA**. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to Airport Administration Office.

Complaints must be filed within 180 days of the discriminatory event and must be in writing. Complaints may be submitted 1) in-person at the CRAA offices, 2) via the airport’s website www.flylansing.com, or 3) or delivered to the address below:

Robert W. Benstein, Chief Operating Officer
Capital Region Airport Authority
4100 Capital City Boulevard
Lansing, MI 48906
(517) 886-3716
TitleVI@craa.com

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

These instructions are included on the Title VI Posters and the Complaint Form.

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 3 business days.

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

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Coordinator will consult with Legal Counsel regarding the investigation and the report. Airport Legal Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through dispute resolution, negotiation, and/or mediation..

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state **CRAA**'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 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 **President - CEO**.
- The written appeal must be received **within 14** 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 **President - CEO** 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, **CRAA** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **CRAA** 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 **Title VI Coordinator**.

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

Website, In-person, and Other Distribution Methods

1 Airport website, Title VI page

A - Population / Language Data



Poverty Status in the Past 12 Months

Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES	
TABLE ID:	S1701
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2022
DATASET:	ACSST5Y2022
PRODUCT:	ACS 5-Year Estimates Subject Tables
UNIVERSE:	None
MLA:	U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, 2022, https://data.census.gov/table/ACSST5Y2022.S1701?q=S1701&g=860XX00US48906 . Accessed on
FTP URL:	None
API URL:	https://api.census.gov/data/2022/acs/acs5/subject
USER SELECTIONS	
TABLES	S1701
GEOS	ZCTA5 48906
EXCLUDED COLUMNS	None
APPLIED FILTERS	None
APPLIED SORTS	None
PIVOT & GROUPING	
PIVOT COLUMNS	None
PIVOT MODE	Off
ROW GROUPS	None
VALUE COLUMNS	None
WEB ADDRESS	https://data.census.gov/table/ACSST5Y2022.S1701?q=S1701&g=860XX00US48906
TABLE NOTES	Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, the decennial census is the official source of population totals for April 1st of each decennial year. In between censuses, the Census Bureau's Population Estimates Program produces and disseminates the official estimates of the population for the <small>nation, states, counties, cities, and towns and estimates of housing units for states and counties</small>

Table: ACSST5Y2022.S1701

<p>Information about the American Community Survey (ACS) can be found on the ACS website. Supporting documentation including code lists, subject definitions, data accuracy, and statistical testing, and a full list of ACS tables and table shells (without estimates) can be found on the Technical Documentation section of the ACS website.</p>	<p>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section. Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates</p>
<p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a</p>	<p>Dollar amounts are adjusted to respective calendar years. For more information, see: Change to Income Deficit.</p>
<p>The 2018-2022 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates</p>	<p>Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on 2020 Census data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing</p>
<p>Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-")median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. ***** A margin</p>	<p>of ongoing observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-")median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. ***** A margin</p>
<p>COLUMN NOTES</p>	<p>None</p>

Table: ACSST5Y2022.S1701

ZCTA5 48906		Below poverty level	
Total		Estimate	Margin of Error
Label	Estimate	Estimate	Margin of Error
Population for whom poverty status is determined	25,728	5,190	±1,109
AGE			
Under 18 years	6,220	2,120	±724
Under 5 years	1,535	619	±314
5 to 17 years	4,685	1,501	±671
Related children of householder under 18 years	6,213	2,113	±725
18 to 64 years	16,079	2,867	±498
18 to 34 years	6,202	1,473	±426
35 to 64 years	9,877	1,394	±279
60 years and over	5,029	490	±129
65 years and over	3,429	203	±70
SEX			
Male	12,689	2,248	±566
Female	13,039	2,942	±716
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	17,956	2,672	±790
Black or African American alone	3,417	1,256	±670
American Indian and Alaska Native alone	150	38	±35
Asian alone	416	30	±46
Native Hawaiian and Other Pacific Islander alone	0	0	±20
Some other race alone	573	147	±126
Two or more races	3,216	1,047	±487

Table: ACSST5Y2022.S1701

Label	Percent below poverty level	
	Estimate	Margin of Error
Population for whom poverty status is determined	20.2%	±3.8
AGE		
Under 18 years	34.1%	±9.1
Under 5 years	40.3%	±13.3
5 to 17 years	32.0%	±11.1
Related children of householder under 18 years	34.0%	±9.1
18 to 64 years	17.8%	±2.7
18 to 34 years	23.8%	±5.6
35 to 64 years	14.1%	±2.6
60 years and over	9.7%	±2.5
65 years and over	5.9%	±2.1
SEX		
Male	17.7%	±4.0
Female	22.6%	±4.8
RACE AND HISPANIC OR LATINO ORIGIN		
White alone	14.9%	±3.9
Black or African American alone	36.8%	±14.4
American Indian and Alaska Native alone	25.3%	±20.3
Asian alone	7.2%	±11.6
Native Hawaiian and Other Pacific Islander alone	-	**
Some other race alone	25.7%	±18.0
Two or more races	32.6%	±10.3

Table: ACSST5Y2022.S1701

		ZCTA5 48906		
		Total		
Label	Estimate	Margin of Error	Below poverty level	
			Estimate	
			Margin of Error	
			Estimate	
			Margin of Error	
Hispanic or Latino origin (of any race)	3,172	±553	877	±309
White alone, not Hispanic or Latino	16,621	±1,167	2,298	±717
EDUCATIONAL ATTAINMENT				
Population 25 years and over	16,974	±848	2,476	±457
Less than high school graduate	1,680	±266	502	±145
High school graduate (includes equivalency)	4,551	±602	1,056	±399
Some college, associate's degree	6,114	±503	566	±152
Bachelor's degree or higher	4,629	±421	352	±137
EMPLOYMENT STATUS				
Civilian labor force 16 years and over	13,148	±785	1,327	±338
Employed	12,087	±673	941	±281
Male	6,432	±508	417	±135
Female	5,655	±480	524	±232
Unemployed	1,061	±289	386	±165
Male	728	±256	239	±159
Female	333	±123	147	±81
WORK EXPERIENCE				
Population 16 years and over	20,028	±974	3,169	±508
Worked full-time, year-round in the past 12 months	8,659	±584	348	±220
Worked part-time or part-year in the past 12 months	5,276	±440	1,269	±285

Table: ACSST5Y2022.S1701

Label	Percent below poverty level	
	Estimate	Margin of Error
Hispanic or Latino origin (of any race)	27.6%	±7.1
White alone, not Hispanic or Latino	13.8%	±3.8
EDUCATIONAL ATTAINMENT		
Population 25 years and over	14.6%	±2.4
Less than high school graduate	29.9%	±7.0
High school graduate (includes equivalency)	23.2%	±7.1
Some college, associate's degree	9.3%	±2.3
Bachelor's degree or higher	7.6%	±2.9
EMPLOYMENT STATUS		
Civilian labor force 16 years and over	10.1%	±2.4
Employed	7.8%	±2.2
Male	6.5%	±2.2
Female	9.3%	±3.8
Unemployed	36.4%	±12.2
Male	32.8%	±17.4
Female	44.1%	±17.8
WORK EXPERIENCE		
Population 16 years and over	15.8%	±2.3
Worked full-time, year-round in the past 12 months	4.0%	±2.5
Worked part-time or part-year in the past 12 months	24.1%	±4.5

Table: ACSST5Y2022.S1701

		ZCTA5 48906	
		Total	
Label	Estimate	Margin of Error	Below poverty level
	Estimate	Margin of Error	Estimate
Did not work	6,093	±593	1,552
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS			
50 percent of poverty level	2,747	±854	(X)
125 percent of poverty level	6,889	±1,177	(X)
150 percent of poverty level	8,120	±1,187	(X)
185 percent of poverty level	9,568	±1,213	(X)
200 percent of poverty level	10,179	±1,191	(X)
300 percent of poverty level	14,583	±1,340	(X)
400 percent of poverty level	18,410	±1,419	(X)
500 percent of poverty level	20,806	±1,428	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED			
Male	6,544	±709	1,435
Female	3,762	±581	819
15 years	2,782	±335	616
16 to 17 years	0	±20	0
18 to 24 years	7	±11	7
25 to 34 years	948	±241	248
35 to 44 years	1,610	±307	395
45 to 54 years	1,051	±232	189
55 to 64 years	719	±212	184
65 to 74 years	1,002	±199	319
75 years and over	735	±133	73
Mean income deficit for unrelated individuals (dollars)	472	±147	20
	7,586	±843	(X)

Table: ACSST5Y2022.S1701

		Percent below poverty level	
Label	Estimate	Margin of Error	
Did not work	25.5%	±4.8	
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS			
50 percent of poverty level	(X)	(X)	
125 percent of poverty level	(X)	(X)	
150 percent of poverty level	(X)	(X)	
185 percent of poverty level	(X)	(X)	
200 percent of poverty level	(X)	(X)	
300 percent of poverty level	(X)	(X)	
400 percent of poverty level	(X)	(X)	
500 percent of poverty level	(X)	(X)	
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED			
Male	21.9%	±3.6	
Female	21.8%	±5.5	
15 years	22.1%	±4.6	
16 to 17 years	-	**	
18 to 24 years	100.0%	±100.0	
25 to 34 years	26.2%	±10.4	
35 to 44 years	24.5%	±8.6	
45 to 54 years	18.0%	±8.0	
55 to 64 years	25.6%	±10.7	
65 to 74 years	31.8%	±10.6	
75 years and over	9.9%	±5.1	
Mean income deficit for unrelated individuals (dollars)	4.2%	±4.9	
	(X)	(X)	

Table: ACSST5Y2022.S1701

ZCTA5 48906					
Total			Below poverty level		
Label	Estimate	Margin of Error	Estimate	Margin of Error	Margin of Error
Worked full-time, year-round in the past 12 months	3,246	±503	112		±87
Worked less than full-time, year-round in the past 12 months	1,793	±293	759		±196
Did not work	1,505	±245	564		±138
Population in housing units for whom poverty status is determined	25,641	±1,422	5,136		±1,102

Table: ACSST5Y2022.S1701

Label	Percent below poverty level	
	Estimate	Margin of Error
Worked full-time, year-round in the past 12 months	3.5%	±2.6
Worked less than full-time, year-round in the past 12 months	42.3%	±9.0
Did not work	37.5%	±6.9
Population in housing units for whom poverty status is determined	20.0%	±3.8

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES	
TABLE ID:	B16001
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2015
DATASET:	ACSDT5Y2015
PRODUCT:	ACS 5-Year Estimates Detailed Tables
UNIVERSE:	Population 5 years and over
MLA:	U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16001, 2015,
FTP URL:	https://www2.census.gov/programs-surveys/acs/summary_file/2015/data/
API URL:	https://api.census.gov/data/2015/acs/acs5
USER SELECTIONS	
TABLES	B16001
GEOS	7CTA5.48906
EXCLUDED COLUMNS	None
APPLIED FILTERS	None
APPLIED SORTS	None
PIVOT & GROUPING	
PIVOT COLUMNS	None
PIVOT MODE	Off
ROW GROUPS	None
VALUE COLUMNS	None
WEB ADDRESS	https://data.census.gov/table/ACSDT5Y2015.B16001?q=B16001&g=860XX00US48906
TABLE NOTES	

Table: ACSDT5Y2015.B16001

<p>Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.</p>	<p>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section. Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.</p> <p>Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties</p> <p>Explanation of Symbols: * An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.</p> <ul style="list-style-type: none"> * An "_" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution. * An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution. * An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution. * An "***" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate. * An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate. * An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small. <p>Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing</p>
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Table: ACSDT5Y2015.B16001

	<p>While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.</p>
	<p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a</p>
	<p>Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates</p>
<p>COLUMN NOTES</p>	<p>None</p>

Table: ACSDT5Y2015.B16001

	ZCTA5 48906	
Label	Estimate	Margin of Error
Total:	24,449	±873
Speak only English	21,740	±926
Spanish or Spanish Creole:	1,541	±273
Speak English "very well"	1,183	±253
Speak English less than "very well"	358	±113
French (incl. Patois, Cajun):	5	±9
Speak English "very well"	5	±9
Speak English less than "very well"	0	±18
French Creole:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Italian:	12	±14
Speak English "very well"	12	±14
Speak English less than "very well"	0	±18
Portuguese or Portuguese Creole:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
German:	87	±68
Speak English "very well"	74	±65
Speak English less than "very well"	13	±19
Yiddish:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Other West Germanic languages:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Scandinavian languages:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Greek:	17	±18
Speak English "very well"	17	±18

Table: ACSDT5Y2015.B16001

	ZCTA5 48906	
Label	Estimate	Margin of Error
Speak English less than "very well"	0	±18
Russian:	14	±15
Speak English "very well"	5	±7
Speak English less than "very well"	9	±13
Polish:	6	±9
Speak English "very well"	6	±9
Speak English less than "very well"	0	±18
Serbo-Croatian:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Other Slavic languages:	2	±7
Speak English "very well"	2	±7
Speak English less than "very well"	0	±18
Armenian:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Persian:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Gujarati:	10	±16
Speak English "very well"	10	±16
Speak English less than "very well"	0	±18
Hindi:	20	±23
Speak English "very well"	20	±23
Speak English less than "very well"	0	±18
Urdu:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Other Indic languages:	112	±176
Speak English "very well"	51	±81
Speak English less than "very well"	61	±95

Table: ACSDT5Y2015.B16001

	ZCTA5 48906	
Label	Estimate	Margin of Error
Other Indo-European languages:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Chinese:	178	±171
Speak English "very well"	31	±25
Speak English less than "very well"	147	±173
Japanese:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Korean:	5	±8
Speak English "very well"	0	±18
Speak English less than "very well"	5	±8
Mon-Khmer, Cambodian:	4	±8
Speak English "very well"	0	±18
Speak English less than "very well"	4	±8
Hmong:	106	±159
Speak English "very well"	86	±127
Speak English less than "very well"	20	±34
Thai:	5	±8
Speak English "very well"	0	±18
Speak English less than "very well"	5	±8
Laotian:	4	±7
Speak English "very well"	4	±7
Speak English less than "very well"	0	±18
Vietnamese:	116	±126
Speak English "very well"	16	±17
Speak English less than "very well"	100	±127
Other Asian languages:	69	±53
Speak English "very well"	41	±28
Speak English less than "very well"	28	±34
Tagalog:	45	±48
Speak English "very well"	37	±38

Table: ACSDT5Y2015.B16001

	ZCTA5 48906	
Label	Estimate	Margin of Error
Speak English less than "very well"	8	±15
Other Pacific Island languages:	23	±35
Speak English "very well"	23	±35
Speak English less than "very well"	0	±18
Navajo:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Other Native North American languages:	31	±24
Speak English "very well"	20	±16
Speak English less than "very well"	11	±18
Hungarian:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18
Arabic:	19	±26
Speak English "very well"	11	±15
Speak English less than "very well"	8	±14
Hebrew:	8	±12
Speak English "very well"	8	±12
Speak English less than "very well"	0	±18
African languages:	270	±223
Speak English "very well"	154	±153
Speak English less than "very well"	116	±103
Other and unspecified languages:	0	±18
Speak English "very well"	0	±18
Speak English less than "very well"	0	±18

B - 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 Administration Office or on the website <https://www.flylansing.com> or by using the QR Code below or by contacting:

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 Administration Office.

Coordinator: Robert Benstein - Chief Operating Officer
Phone: 517-886-3716
Address: 4100 Capital City Blvd
Lansing, MI 48906

Discriminación 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 denuncias de discriminación deben informarse de inmediato a la Oficina de Administración Aeroportuaria o en el sitio web <https://www.flylansing.com> o utilizando el código QR que aparece a continuación o poniéndose en contacto con:

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 de Administración Aeroportuaria.

Coordinador: Robert Benstein - Director de Operaciones
Teléfono: 517-886-3716
Dirección: 4100 Capital City Blvd
Lansing, MI 48906



U.S. Department of Transportation
Federal Aviation Administration



C - Title VI Complaint Form



TITLE VI Complaint Form

Capital Region International Airport (LAN) 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 (PL 100.259), and the Section 520 of the Airport and Airway Improvement Act of 1982 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Complaints must be filed within 180 days of the discriminatory event and must be in writing. Complaints may be submitted 1) in-person at the CRAA offices, 2) via the airport's website www.flylansing.com, or 3) delivered to the address at the bottom of this form.

These instructions are also included on the Title VI Posters.

Complainant's Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____

Telephone: _____ Email: _____

**Preferred method of how to contact you.*

Who is responsible for the discriminatory action(s): _____

Name of Organization: _____

Name of Individual (if known): _____

Location of Discrimination: _____

What is the discrimination based on?

- Race
- Color
- Sex
- Creed
- National Origin
- Age

Date of the alleged discrimination: _____ Time: _____

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (additional sheets of paper may be attached to this form).

List names and contact information of persons who may have knowledge of the alleged discrimination.

What remedy are you seeking?

Have you filed this complaint with any other Federal, State or local agency? If so, whom.

Please sign and date. The complaint will not be accepted if it has not been signed. You may attach any written materials or other supporting information that you think is relevant to your complaint. Please submit the complaint form to the agencies as soon as possible but no more than 180 days after the alleged occurrence.

Signature

Date

The Title VI Complaint form may be submitted directly to:

Title VI Coordinator: Robert Benstein, Chief Operating Officer
Capital Regional International Airport
4100 Capital City Blvd
Lansing, MI 48906
517-886-3716
TitleVI@CRAA.com

*Within 15 days of receiving the completed form the Title VI Coordinator is required to submit the form to:

Federal Aviation Administration
Office of Civil Rights
via
FAA.CivilRightsConnect.com