

Airport Sponsor Title VI Plan

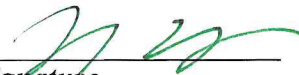
1. Title VI Policy Statement¹

McAllen International Airport (MFE) 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.

McAllen International Airport 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. The Airport Sponsor 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 the McAllen International Airport will take action to involve them and the general public in the decision making process.

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

Estela Velasquez, available at (956) 681-1527 and evelasquez@mcallen.net, is responsible for overseeing the Airport Sponsor'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
Jeremy Santoscoy, P.E.
Director of Aviation

December 9, 2024
Effective Date

December 8, 2027
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

City of McAllen Board of Commissioners has reviewed and adopted this Title VI Plan for McAllen International Airport. 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 equivalent's or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the City Commission and resubmittal to FAA.

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

Staff Supporting Title VI Program	Airport Sponsor Program / Office
<i>None</i>	

McAllen International Airport has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

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

Federal Source	Grant Number	Amount
<i>GA Land Acquisition</i>	<i>3-48-0144-061-2024</i>	<i>\$2,500,000.00</i>

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

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

3. Grant and Procurement Assurances

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

McAllen International Airport 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. McAllen International Airport requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. McAllen International Airport will provide required contract clauses to be included in all subcontractor agreements.

Description of Oversight Methods for Subcontracts

The required contract language must be included in all subcontracts related to the airport program. These requirements will be emphasized during pre-submittal and pre-construction conferences. At the start of a project, the City of McAllen, Texas Purchasing & Contracting Department will facilitate a preconstruction meeting and then issue a notice to proceed to the vendor (or prime contractor). All required contractor or subcontractor documents (if applicable) will be submitted either manually or via the city's certified payroll reporting software program and will be reviewed for compliance both initially and throughout the project. Additional compliance reviews by the Purchasing and Contracting Department's Contract Compliance Officer (CCO) will be conducted periodically during all phases of construction as the prime contractor and subcontractors carry out their work.

4. Title VI Coordinator Responsibilities

The Title VI 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 Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to McAllen International Airport 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)

McAllen International Airport 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.

McAllen International Airport has posted the above Title VI policy statement at its staff offices.

McAllen International Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. **This plan will be distributed by March 30, 2024 via email to employees, workshops if required, and at tenant meetings.**

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
Terminal	2	2	2*
Baggage Claim	1		
Rental Car Concession Counter	1		
Concession – F&B & Retail	1		
Concession – F&B		1	
Concession – Retail		1	

Outreach to Affected Communities

Airport – Aviation Administration Division 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. Airport – Aviation Administration Division contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ 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.

McAllen International Airport will create a detailed CPP by 06/30/2024. A copy of the plan will be available at McAllen International Airport Administrative Offices and sponsor website: <https://www.mcallenairport.com>.

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

To ensure that the community is effectively informed of and able to participate in public hearings, Airport – Aviation Administration Division 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, the McAllen International Airport will be able to identify, understand, and engage with communities. In doing so, the McAllen International Airport needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by McAllen International Airport program.

Affected Communities	Population
<i>McAllen, Texas</i>	<i>141,493</i>

(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,” McAllen International Airport is collecting information about affected and potentially affected low-income communities. According to the U.S; Census Data – American Community Survey (ACS) Poverty Status in the Past 12 Months (ACS 5 Year Average) Year 2022 Table S1701, the overall poverty level for the McAllen Metropolitan Area is approximately 21%. The poverty rate remains low compared to the rest of Hidalgo County, Texas which is 27.6% per the U.S. Census 2022 Poverty Tables S1701. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
<i>McAllen, Texas</i>	<i>21.0%</i>

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: McAllen, Texas
Total Affected Community Population: 141,493

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White alone</i>	73,883	52.22%
<i>Black or African American</i>	1,447	1.02%
<i>American Indian and Alaska Native</i>	559	0.40%
<i>Asian alone</i>	3,999	2.83%
<i>Native Hawaiian & Other Pacific Islander</i>	35	0.02%
<i>Some other race</i>	24,643	17.42%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that McAllen International Airport 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 **the U.S. Census Data American Community Survey (ACS) 5 Year Average - 2015 Table B16001.**

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 one thousand. 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 – McAllen, Texas	Number	Margin of Error
<i>Spanish</i>	95695	+/- 1994

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)
<i>Spanish</i>				X

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Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include:

Additional Languages Spoken

<i>Tagalog</i>
<i>Korean</i>
<i>Chinese</i>
<i>Japanese</i>

This information is updated annually through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau – American Community Survey (ACS)</i>	https://data.census.gov/table/ACSDT5Y2015.B16001?q=B16001&g=160XX00US4845384&y=2015 or most current table year
<i>U.S. Census Quick Facts</i>	https://www.census.gov/quickfacts/fact/table/mcallencitytexas/POP060210

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 Customer Service Office conducts annual 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.*
- *Businesses that are registered with the City’s bidding portal are asked to complete applicable diversity type.*

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 will be asked to submit voluntary confidential demographic information at time of hiring.*

- Every 3 years, the airport administration will send an email to all board members asking them to voluntarily and anonymously enter demographic information through an online survey.
- Demographic information is currently not formally requested from advisory board members but is accepted if voluntarily offered.

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 McAllen International Airport 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
RWY/TWY A – PH3, 4A,4C – Drainage Improvements	<i>McAllen Texas</i>
Terminal Refurbishment - Environmental & Design	<i>McAllen Texas</i>

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
Cargo Apron Reconstruction	<i>McAllen Texas</i>
Terminal Jet Bridge Replacements (2)	<i>McAllen Texas</i>
Baggage Conveyor Replacement	<i>McAllen Texas</i>

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:

Facilities or Construction Projects with Disparate Impacts	Affected Community Impacted	Impact Can Be Eliminated?

None		
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Justifications: N/A

Facilities or Construction Projects	Justification
None	N/A

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the McAllen International Airport 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
<i>Spanish</i>
<i>Tagalog</i>
<i>Korean</i>
<i>Chinese</i>
<i>Japanese</i>

McAllen International Airport also collects data for languages spoken by airport guests.⁴ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport Information Desk (Limited)</i>	<i>On-site if available</i>
<i>Airline Ticket Counter</i>	<i>On-site if available</i>
<i>Rental Car Ticket Counter</i>	<i>On-site if available</i>

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

Language
<i>Tagalog</i>
<i>Korean</i>

The Title VI Coordinator will also actively engage with community educators, community groups,

⁴ 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.

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 the leadership and staff of the McAllen International Airport 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
<i>None</i>	<i>N/A</i>

- Information regarding translation services can be obtained at

Location for Translation Assistance	Languages
<i>Airport Information Desk</i>	<i>Spanish</i>
<i>Informational Signs</i>	<i>Spanish</i>

Interpretation Services:

- The following vendors have been identified for interpretation services.

Interpretation Vendors	Languages
<i>None</i>	<i>N/A</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport Information Desk</i>	<i>Spanish</i>

Description of Interpretation Assistance Processes

- *Airport Customer Service Desk volunteers speak English and Spanish fluently. These volunteers are available to assist members of the public with verbal real-time interpretation during limited business hours (part-time to be announced).*

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 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
<i>McAllen, Texas</i>	<i>Metro McAllen Bus Route 4</i>	<i>Existing</i>

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
<i>Food & Beverage Concession Agreement</i>	<i>City of McAllen solicitations and 49 CFR Part 23 ACDBE triennial goals and Good Faith Efforts (GFE).</i>
<i>Rental Car Agencies Concession Agreement</i>	<i>City of McAllen solicitations and 49 CFR Part 23 ACDBE triennial goals and Good Faith Efforts (GFE).</i>
<i>Professional Services Agreements</i>	<i>City of McAllen solicitations and 49 CFR Part 26 DBE triennial goals and Good Faith Efforts (GFE).</i>
<i>Construction Contracts and Agreements</i>	<i>City of McAllen solicitations and 49 CFR Part 26 DBE triennial goals and Good Faith Efforts (GFE).</i>

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 the City’s Purchasing & Contracting Department.

11. Training

The McAllen International Airport's new employee orientation will incorporate 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 - Provided by City of McAllen

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 requirements⁵
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements⁶

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, McAllen International Airport 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)

⁵ 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.

⁶ 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

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 matters⁷
3. Allege misconduct by the McAllen International Airport, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concerning an airport facility or actions by the McAllen International Airport 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 the McAllen International Airport.⁸ 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 office named in complaint, Aviation Administration, Airport Director.

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

Estela Velasquez, Assistant Director of Aviation Administration
McAllen International Airport
2500 S. Bicentennial Blvd., Ste. 100
McAllen Texas 78503
(956) 681-1527
evelasquez@mcallen.net

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

employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

⁷ 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.

⁸

individuals unable to file a written complaint due to a disability.

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 *three (3) 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 complaint to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff.*** 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 McAllen International Airport, 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 *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 McAllen International Airport’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 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 Director of Aviation
- The written appeal must be received within fifteen 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 Director of Aviation 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, the McAllen International Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. McAllen International Airport 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 **Estela Velasquez, Assistant Director of Aviation Administration, Title VI Coordinator.**

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

Website, In-person, and Other Distribution Methods

<i>1 Airport website, Title VI page – To be developed by February 24, 2025</i>

14. Population / Language Data

McAllen, Texas Languages Spoken - ACS 5 Year Average - 2015 Table B16001	Estimate	Margin of Error (+ / -)
Total:	125835	851
Speak only English	26757	1974
Spanish or Spanish Creole:	95695	1994
Speak English "very well"	59020	1973
Speak English less than "very well"	36675	1894
French (incl. Patois, Cajun):	239	225
Speak English "very well"	81	65
Speak English less than "very well"	158	216
French Creole:	9	14
Speak English "very well"	9	14
Speak English less than "very well"	0	30
Italian:	6	9
Speak English "very well"	6	9
Speak English less than "very well"	0	30
Portuguese or Portuguese Creole:	76	61
Speak English "very well"	76	61
Speak English less than "very well"	0	30
German:	15	23
Speak English "very well"	15	23
Speak English less than "very well"	0	30
Yiddish:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Other West Germanic languages:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Scandinavian languages:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Greek:	20	33
Speak English "very well"	0	30
Speak English less than "very well"	20	33
Russian:	94	111
Speak English "very well"	59	89
Speak English less than "very well"	35	54
Polish:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30

Serbo-Croatian:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Other Slavic languages:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Armenian:	72	109
Speak English "very well"	72	109
Speak English less than "very well"	0	30
Persian:	25	29
Speak English "very well"	25	29
Speak English less than "very well"	0	30
Gujarati:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Hindi:	45	42
Speak English "very well"	29	33
Speak English less than "very well"	16	23
Urdu:	164	155
Speak English "very well"	109	118
Speak English less than "very well"	55	78
Other Indic languages:	46	42
Speak English "very well"	31	36
Speak English less than "very well"	15	25
Other Indo-European languages:	32	39
Speak English "very well"	32	39
Speak English less than "very well"	0	30
Chinese:	177	99
Speak English "very well"	93	70
Speak English less than "very well"	84	63
Japanese:	64	70
Speak English "very well"	0	30
Speak English less than "very well"	64	70
Korean:	251	164
Speak English "very well"	109	78
Speak English less than "very well"	142	106
Mon-Khmer, Cambodian:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Hmong:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30

Thai:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Laotian:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Vietnamese:	89	114
Speak English "very well"	27	38
Speak English less than "very well"	62	79
Other Asian languages:	58	56
Speak English "very well"	40	48
Speak English less than "very well"	18	31
Tagalog:	1503	403
Speak English "very well"	1277	366
Speak English less than "very well"	226	126
Other Pacific Island languages:	166	105
Speak English "very well"	144	87
Speak English less than "very well"	22	35
Navajo:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Other Native North American languages:	0	30
Speak English "very well"	0	30
Speak English less than "very well"	0	30
Hungarian:	105	133
Speak English "very well"	105	133
Speak English less than "very well"	0	30
Arabic:	72	74
Speak English "very well"	60	58
Speak English less than "very well"	12	18
Hebrew:	9	14
Speak English "very well"	9	14
Speak English less than "very well"	0	30
African languages:	21	34
Speak English "very well"	21	34
Speak English less than "very well"	0	30
Other and unspecified languages:	25	39
Speak English "very well"	12	19
Speak English less than "very well"	13	20

McAllen Texas Poverty Rate - ACS 5 Year Average - 2022 Table S1701	Total Estimated Population	Margin of Error	Estimated Below Poverty Level	Margin of Error	Percent below Poverty Level	Margin of Error
Population for whom poverty status is determined	141,493	224	29,685	3,424	21.00%	2.4
AGE						
Under 18 years	40,072	1714	11,786	1,994	29.40%	4.6
Under 5 years	9,902	991	3,044	832	30.70%	7.1
5 to 17 years	30,170	1393	8,742	1,441	29.00%	4.5
Related children of householder under 18 years	39,973	1715	11,687	2,006	29.20%	4.6
18 to 64 years	83,464	1386	14,619	1,732	17.50%	2.1
18 to 34 years	35,217	1495	7,259	1,355	20.60%	3.6
35 to 64 years	48,247	1488	7,360	853	15.30%	1.7
60 years and over	24,061	1421	3,939	513	16.40%	1.9
65 years and over	17,957	1053	3,280	494	18.30%	2.4
SEX						
Male	69,804	1256	13,040	1,648	18.70%	2.4
Female	71,689	1243	16,645	1,999	23.20%	2.7
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	73,883	3258	14,698	2,325	19.90%	2.9
Black or African American alone	1,447	555	276	247	19.10%	16
American Indian and Alaska Native alone	559	258	165	169	29.50%	22
Asian alone	3,999	552	397	331	9.90%	7.9
Native Hawaiian and Other Pacific Islander alone	35	47	-	35	0%	62.2
Some other race alone	24,643	2517	7,171	1,408	29.10%	5.1
Two or more races	36,927	3357	6,978	2,360	18.90%	5.9
Hispanic or Latino origin (of any race)	123,222	1416	27,746	3,358	22.50%	2.7
White alone, not Hispanic or Latino	11,469	1240	1,174	453	10.20%	3.6

EDUCATIONAL ATTAINMENT						
Population 25 years and over	86,999	1752	15,004	1,483	17.20%	1.7
Less than high school graduate	18,268	1352	6,579	1,200	36.00%	5.4
High school graduate (includes equivalency)	17,898	1110	3,461	557	19.30%	2.8
Some college, associate's degree	23,022	1315	3,117	564	13.50%	2.3
Bachelor's degree or higher	27,811	1342	1,847	396	6.60%	1.4
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	66,865	1912	9,069	1,242	13.60%	1.9
Employed	63,256	1864	7,940	1,239	12.60%	2
Male	34,005	1357	3,389	645	10.00%	1.9
Female	29,251	1230	4,551	820	15.60%	2.7
Unemployed	3,609	508	1,129	334	31.30%	7.9
Male	2,271	385	677	223	29.80%	8.6
Female	1,338	369	452	204	33.80%	12.1
WORK EXPERIENCE						
Population 16 years and over	106,755	1658	19,305	1,828	18.10%	1.8
Worked full-time, year-round in the past 12 months	44,288	1610	3,153	667	7.10%	1.5
Worked part-time or part-year in the past 12 months	24,033	1737	5,877	1,051	24.50%	3.7
Did not work	38,434	1788	10,275	1,089	26.70%	2.7
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	11,699	2563	(X)	(X)	(X)	(X)
125 percent of poverty level	40,649	3510	(X)	(X)	(X)	(X)
150 percent of poverty level	49,888	3570	(X)	(X)	(X)	(X)
185 percent of poverty level	59,481	3554	(X)	(X)	(X)	(X)

200 percent of poverty level	63,006	3543	(X)	(X)	(X)	(X)
300 percent of poverty level	86,968	2914	(X)	(X)	(X)	(X)
400 percent of poverty level	105,587	2573	(X)	(X)	(X)	(X)
500 percent of poverty level	116,127	2220	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	16,192	1263	4,943	554	30.50%	2.7
Male	7,952	840	2,095	371	26.30%	3.9
Female	8,240	851	2,848	432	34.60%	5
15 years	21	32	21	32	100%	80.3
16 to 17 years	78	66	78	66	100%	41.6
18 to 24 years	1,190	353	524	233	44.00%	13.5
25 to 34 years	3,517	565	647	275	18.40%	7
35 to 44 years	2,739	679	705	288	25.70%	8.5
45 to 54 years	2,329	389	624	193	26.80%	7.8
55 to 64 years	2,279	487	726	228	31.90%	8.2
65 to 74 years	2,230	325	855	221	38.30%	8.1
75 years and over	1,809	334	763	213	42.20%	9.6
Mean income deficit for unrelated individuals (dollars)	6,673	654	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	7,826	860	600	222	7.70%	2.8
Worked less than full-time, year-round in the past 12 months	3,501	572	1,651	367	47.20%	8
Did not work	4,865	582	2,692	464	55.30%	7
Population in housing units for whom poverty status is determined	141,340	216	29,582	3,417	20.90%	2.4

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: Estela Velasquez
Phone: (956) 681-1527
Address: McAllen International Airport
2500 S. Bicentennial Blvd., Ste. 100
McAllen Texas 78503

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: Estela Velasquez
Teléfono: (956) 681-1527
Dirección: McAllen International Airport
2500 S. Bicentennial Blvd., Ste. 100
McAllen Texas 78503



U.S. Department of Transportation
Federal Aviation Administration

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