

## ATTACHMENT #5



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

Western-Pacific Region  
Office of Civil Rights

777 S. Aviation Blvd., Suite 150  
El Segundo, CA 90245

April 18, 2019

Patty Wahto  
Airport Manager  
Juneau International Airport  
City of Juneau  
155 S. Seward  
Juneau, AK 99801

Re: Juneau International Airport (JNU) – Title VI Compliance Mini Review Final Report

Dear Ms. Wahto:

The Federal Aviation Administration (FAA) Office of Civil Rights would like to thank you for participating in the September 2017 review of JNU airport programs, activities, and services to ensure compliance with Title VI of the Civil Rights Act of 1964, and related regulations and requirements. We appreciate the substantial effort taken by your staff in providing the required documentation, meeting with FAA program staff, and providing access to all public areas of your airport.

We apologize for the delay in providing this report.

During the site visit, staff conducted a review for airport nondiscrimination requirements and evaluated JNU's compliance status at the time of the review. The compliance review focused on the following areas:

- ✓ Administrative Requirements
- ✓ Contracts
- ✓ Facility Elements

The attached compliance questionnaire (Attachment A) was used to conduct an initial assessment of the airport's compliance with airport nondiscrimination requirements.

During this review, we found that JNU has a designated coordinator for airport nondiscrimination issues, has Title VI complaint procedures, makes a copy of DOT's Title VI regulations available to the public, and posts unlawful discrimination notices at airport public facilities.

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We also identified instances where the airport is not in full compliance. The airport must take corrective actions to comply with the following requirements:

- Add foreseeable needs of people with limited English Proficiency (LEP) to airport emergency plans; and
- Conduct a Four-Factor Analysis to determine LEP assistance obligations and incorporate the determinations into an LEP Plan

In addition, once the Four-Factor Analysis is complete, we recommend that the airport authority verify that existing public announcements, language assistance services, translated resources, and other practices are consistent with the conclusions from the analysis. Training for airport staff and tenants may also help to ensure compliance with nondiscrimination requirements.

As discussed during the exit meeting, attached is the voluntary compliance agreement (Attachment B), which we will use to document compliance concerns and proposed dates of compliance. Within 30 days of this letter, please indicate the status of each finding, providing completion dates for corrective actions already implemented and proposed completion dates for the remaining open findings. If necessary, please include a separate letter describing your proposed corrective action plans. Please let us know if you require additional time.

The FAA Office of Civil Rights looks forward to continuing to work with you in ensuring compliance with airport nondiscrimination requirements. If you have any questions or require additional information, please contact me at (424) 405-7202 or by email at [Jonathan.Klein@FAA.gov](mailto:Jonathan.Klein@FAA.gov).

Sincerely,



Jonathan Klein  
Acting for Michael Freilich  
Director, National External Operations Program  
Office of Civil Rights

Attachments

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**ATTACHMENT A**

**Title VI  
Mini-Review  
Checklist  
2016 version**



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

*Office of Civil Rights*

ACHIEVING SAFETY  
THROUGH DIVERSITY

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	ITEM	YES/NO	COMMENTS
<b>GENERAL</b>			
1	Is there a Title VI Coordinator?	Y	
1a	If so, provide the name and contact information.		CBJ Deputy City Manager
1b	If not, who should be contacted regarding Title VI?	File through	Airport Manager (for Airport)
2	Is a copy of 49 CFR Part 21 available to the public?	Y	
2a	If so, where and how (electronic, paper)?		Paper (Airport Admin.)/ Airport Website
2b	During what hours is it available?		Paper M-F 8-4:30 / Website 24/7
3	Has the airport received any Title VI complaints within the past three years?	N	
3a	If yes, did they forward them to the FAA, within 15 days of receipt, with a copy of each written Title VI complaint and the actions taken regarding the complaint?	---	
3b	If no, do they know the requirement to forward the complaints to the FAA within 15 days of receipt?  <i>* Obtain a copy of any not forwarded</i>	Y	Also in complaint instructions
4	Does the airport have Title VI complaint procedures?	Y	
4a	If yes, are they on the airport website? <i>* Obtain a copy</i>	Y	<a href="http://www.juneau.org/airport/ps_titleVI.php">http://www.juneau.org/airport/ps_titleVI.php</a>
5	Does the airport have a Title VI complaint form?	Y	
5a	If yes, is it on the airport website? <i>* Obtain a copy</i>	Y	
6	Has the airport informed tenants to notify the airport if they receive a Title VI complaint?	Y	
6a	If yes, how?		Email to commercial tenants
6b	If not, do they have plans to?		
7	Does the airport provide Title VI training to airport employees?	Y	Through CBJ initial employment
7a	If yes, when / how often? (Annually, upon hire only, when badged, etc.)  <i>* Obtain a copy of the training materials (if any)</i>	Upon hire	New Employee Orientation, upon hire (pg 67-69 of NEO training PPT)
7b	If no, do they have plans to?		
8	Does the airport provide Title VI training to tenant employees?	N	
8a	If yes, when / how often? (Annually, upon hire only, when badged, etc.)  <i>* Obtain a copy of the training materials (if any)</i>		
8b	If no, do they have plans to?	N	Part of commercial lease obligations
9	Does the airport provide Title VI materials to tenants, e.g., binder with Title VI information?  <i>* Obtain a copy of Title VI materials (if any)</i>	N	
10	Does the airport conduct outreach in the minority- and/or women-owned business community to advise them of the business opportunities offered by the airport?		Through ACDBE program procurement
11	Is public transportation (bus, train, etc.) available at the airport?	Y	Bus – Capital Transit <a href="https://juneaucapitaltransit.org/title-vi/">https://juneaucapitaltransit.org/title-vi/</a>
11a	If yes, is it accessible to those in disadvantaged areas?	N/A	City-wide bus system

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	ITEM	YES/NO	COMMENTS
12	Are resources currently in place to provide meaningful access for LEP individuals?		See email – Travel Juneau volunteers Also computer translation
12a	If yes, what resources does the airport have?		
12b	If yes, has the airport informed tenants what resources are available?	N	
13	Does the airport have an LEP Plan?	N	
13a	If yes, is it on the airport website? <i>* Obtain a copy</i>		In progress
14	Does the airport Emergency Plan identify how LEP individuals/populations will be assisted in an emergency?	N	
14a	If so, in general how is the information included? (e.g., are they included with other special needs individuals, mentioned separately, etc.) <i>* Obtain a copy of pages that identify LEP individuals and/or non-English speakers</i>		ADA plans, otherwise LEP and hearing impaired are part of the ‘sweep’ completed by airport personnel and fire department
<b>CONTRACT REVIEW</b>			
15	Is there a Title VI clause in <u>all</u> contractual agreements (regardless of funding source)? (see the <a href="#">Required Contract Provisions for Airport Improvement Program and for Obligated Sponsors</a> document) <i>* Obtain samples of the language if it doesn't match what's in the referenced document</i>	Y*	*Sections on non-discrimination (not necessarily titled Title VI)
16	Is the required Title VI solicitation language included in bids for solicitation? (see above referenced document)	Y	
16a	If no, does the airport include anything about Title VI in the bids for solicitation? <i>* Obtain a solicitation for a sample of the language</i>		
17	Does the airport have a method for monitoring and ensuring that primary contractors have included Title VI requirements in their subcontracts?	Y	In bid documents
17a	If yes, what do they do? <i>* Obtain a copy their procedures (if available and applicable)</i>		In bid documents
<b>TOUR (FACILITIES WALK-THROUGH)</b>			
18	Is the “Unlawful Discrimination” poster conspicuously displayed in the main public area(s) of the airport? Including pre-/post-security. (e.g., information booths, food court, baggage area, fixed base operator facility, rental car center, hotel on airport property, etc.)	Y	Airline check-in, baggage claim, visitors booth, departure lounge, restaurant, FBO
18a	If so, where?		above
18b	Do they look like the sample?	Y	<a href="http://www.juneau.org/airport/documents/title_vi_poster.pdf">http://www.juneau.org/airport/documents/title_vi_poster.pdf</a>
19	Is any signage in a language other than English? (e.g., directional, emergency exits, etc.)	Y	Some universal symbols (restrooms)
19a	If so, where and what language(s)?		Some universal symbols

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	ITEM	YES/NO	COMMENTS
20	Are there volunteers and/or customer service personnel that interact with the public?	Y	
20a	If so, where are they located and when are they present?		Travel Juneau (formerly Juneau Convention/Visitor Bureau) during peak flight times (volunteers) near bag claim – see email-
20b	If so, do they wear name tags that identify if they speak another language (e.g., with the language itself listed or the country's flag)?	N	
20c	If so, do they know how to assist an LEP individual? <i>Ask them to show you or explain how.</i>	Y	See email- Travel Juneau
21	Are there any announcements, in a language other than English, especially in the international terminal?	N	No international terminal (only customs)
21a	If so, what language(s)?		

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### **ATTACHMENT B – VOLUNTARY COMPLIANCE AGREEMENT**

Airport(s)	Juneau International Airport (JNU)
Recipient	City of Juneau
Airport Type	Primary
Airport Representative(s)	Patty Wahto, Airport Manager Marc Cheatham, Deputy Airport Manager Roger Healy, Engineering Director Janet Sanbei, Contract Specialist
FAA Representative(s)	Gene Roth, Disadvantaged Business Enterprise Program Team Lead Sonia Cruz, Disadvantaged Business Enterprise Program Team Specialist
Date of Mini-Review	September 13, 2017

**ATTACHMENT #5**  
**JNU – Title VI Compliance Mini Review**

**Review Findings Matrix**

Topic and Location	Checklist Item Number	Compliance Status	Regulation	Corrective Action	Proposed date of compliance	Actual date of compliance
1. Limited English Proficiency (LEP)	12, 13	The Authority has not conducted a Four-Factor Analysis and determined what language assistance services are appropriate.	Executive Order 13166;  65 FR 50123;  Appendix C to Part 21, Sect. (a)(1)(ii)	<b>Recommendation:</b> Conduct a Four-Factor Analysis and develop an LEP plan to address the identified needs of LEP persons. Evaluate whether additional signage in other languages, and additional language resources, are advisable or necessary, as part of the LEP plan.  <b>Actual:</b>		
2. Airport Emergency Plan (AEP)	14	The Airport Emergency Plan does not fully address how they will assist an LEP individual.	AC 150/5200-31C	<b>Recommendation:</b> Update Airport Emergency Plan and/or related procedures to identify how LEP individuals will be assisted in an emergency.  The information can be included in the special needs population discussion if LEP individuals are included in the definition of the special needs population in Chapter 6, Sections 3, 4, and 5.  <b>Actual:</b>		