

1. Title VI Policy Statement¹

Albany County Airport Authority (ACAA) 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.

ACAA 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 ACAA will take action to involve their leaders and the general public in the decision making process. Awards of contracting, concessionaires and leases are made without regard for race, color, national origin, sex or creed.

ACAA requires Title VI assurances, as prescribed by FAA, from each tenant, contractor, and concessionaire providing an activity, service, or facility at the airport under lease, contract or franchise from the airport. ACAA also requires that such tenants, contractors and concessionaires require Title VI assurances of their subcontractors.

Elizabeth Charland, available at 518-242-2222 and lcharland@albanyairport.com is responsible for overseeing the ACAA'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

January 13, 2025
Effective Date

Stephen Clark
Chief Executive Officer

January 13, 2028
3-Year Expiration Date

¹ This policy statement will be translated into languages other than English, upon request and based on patron and local language demographics.

2. Administration

The ACAA Board has reviewed and adopted this Title VI Plan for ACAA. 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 Chief Executive Officer or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the ACAA Board and resubmittal to FAA. This plan will not be re-adopted following minor changes, such as updating

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

Staff Supporting Title VI Program	Airport Sponsor Program / Office
<i>Jenn Munger</i>	<i>Paralegal/Law</i>
	<i>Airport Planner</i>
<i>Helen Chadderdon</i>	<i>Concessions</i>

ACAA has the following airport program sub-recipients: None

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

Federal Source	Grant Number	Amount Requested	ACAA Project
<i>FAA AIP Funding</i>	<i>Pending</i>	<i>\$12,572,000</i>	<i>Runway 01-19 Rehab/Lighting Upgrades & South Perimeter Road Construction</i>
<i>FAA BIL-ATP Funding</i>	<i>Pending</i>	<i>\$10,600,000</i>	<i>Concourse A Modernization and Enhancement</i>
<i>FAA BIL-AIG Funding</i>	<i>Pending</i>	<i>\$1,686,250</i>	<i>Terminal Checkpoint Expansion: Bid package 1 Elevators & Escalators</i>

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

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

Federal Source	Grant Award Information Available at:
<i>US Department of Homeland Security, including all child agencies</i>	www.DHSgrantinfo.gov https://www.albanyairport.com/airport-authority
<i>US Department of Transportation, including all child agencies</i>	https://www.transportation.gov/grants https://www.albanyairport.com/airport-authority

3. Grant and Procurement Assurances

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

ACAA 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. ACAA requires, Civil Rights clauses (Collectively, “Required Clauses”) to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

ACAA General Counsel and, from time to time, outside legal counsel, advises all divisions of ACAA on its solicitation for bids, Requests for Proposals for work or material, subject to these Assurances, and in all proposals for agreements, including airport concessions (“Solicitations”); and ACAA General Counsel and, from time to time, outside legal counsel drafts all agreements, contracts, covenants, deeds, leases, licenses, permits, and similar instruments (“Contracts”) to which ACAA is a party as owner, lessor, concessionaire, grantor, or licensing or permitting authority.

ACAA’s Procurement and Legal Divisions, which processes all Solicitations, establishes the administrative requirements applicable to a Solicitation or Contract, and determines whether a bidder or contractor has met the administrative requirements to contract with ACAA. Accordingly, ACAA has drafted a directive that such Required Clauses be included, inserted and incorporated as a standard provision in all future such Solicitations and Contracts.

Description of Oversight Methods for Subcontracts

ACAA Procurement and Legal Divisions will randomly select three contracts per year and review the subcontracts awarded in the last year that are under the scopes of those primary contracts to ascertain compliance with all of the above stated requirements and clauses.

4. Title VI Coordinator Responsibilities

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

ACAA 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.

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

ACAA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed annually by electronic mail and at our tenants meeting.

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
<i>Vestibules for ingress & egress</i>	<i>8</i>		
<i>Information Desk</i>	<i>1</i>	<i>1</i>	
<i>Business Center</i>		<i>1</i>	
<i>ACAA Administrative Offices</i>	<i>1</i>		
<i>Gift Shop Concession Locations</i>		<i>3</i>	
<i>Fixed-Base Operator – Millionair</i>	<i>1</i>	<i>2</i>	

Outreach to Affected Communities

ACAA Administrative Services ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will help identify effective media platforms to share announcement and notices. Announcements are made on social media, print news, press release, emails to partners to share or directly to interested parties and announcements at community events. Administrative Services in conjunction with ACAA groups leading a given project, contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on

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.

translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

ACAA will create a detailed Community Participation Plan by September 16, 2024. A copy of the plan will be available at <https://www.albanyairport.com/airport-authority>.

To ensure that the community is effectively informed of and able to participate in public hearings, ACAA Administrative Services 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 ACAA will be able to identify, understand, and engage with communities. In doing so, the ACAA needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by ACAA's airport program.

Affected Communities⁴	Population
<i>City of Albany</i>	99,224
<i>Town of Berne</i>	2,689
<i>Town of Bethlehem</i>	35,034
<i>Town of Coeymans</i>	7,256
<i>City of Cohoes</i>	18,147
<i>Town of Colonie</i>	85,590
<i>Town of Green Island</i>	2,934
<i>Town of Guilderland</i>	36,848
<i>Town of Knox</i>	2,635
<i>Town of New Scotland</i>	9,096
<i>Town of Rensselaerville</i>	1,826
<i>City of Watervliet</i>	10,375
<i>Town of Westerlo</i>	3,194

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

⁴ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

We have identified the following facts about the Affected Communities:

Low Income Communities⁵

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," ACAA is collecting information about affected and potentially affected low-income communities. According to *Census Report, S1701: Poverty Status in the Past 12 Months*, the overall poverty level for Albany County is approximately 14.8%. The poverty rate remains similar compared with the rest of the State of New York (14.3%). The poverty rates for the specific Affected Communities are as follows

Affected Communities	Poverty Rate
<i>City of Albany</i>	30.3%
<i>Town of Berne</i>	4.4%
<i>Town of Bethlehem</i>	4.5%
<i>Town of Coeymans</i>	9.3%
<i>City of Cohoes</i>	19.6%
<i>Town of Colonie</i>	8%
<i>Town of Green Island</i>	26%
<i>Town of Guilderland</i>	5.2%
<i>Town of Knox</i>	5.2%
<i>Town of New Scotland</i>	6.5%
<i>Town of Rensselaerville</i>	4.7%
<i>City of Watervliet</i>	20.2%
<i>Town of Westerlo</i>	5.1%

⁵ Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows⁶:

Affected Community: City of Albany
Total Affected Community Population: 99,224

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>46,391</i>	<i>47%</i>
<i>Black or African American</i>	<i>31,023</i>	<i>31%</i>
<i>American Indian or Alaska Native</i>	<i>436</i>	<i>0.44%</i>
<i>Asian</i>	<i>7,993</i>	<i>8%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>77</i>	<i>0.08%</i>
<i>Hispanic or Latino</i>	<i>11,541</i>	<i>12%</i>
<i>More than one</i>	<i>7,893</i>	<i>8%</i>
<i>Some Other Race</i>	<i>5,411</i>	<i>5%</i>

Affected Community: Town of Berne
Total Affected Community Population: 2,689

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>2,468</i>	<i>92%</i>
<i>Black or African American</i>	<i>13</i>	<i>0.48%</i>
<i>American Indian or Alaska Native</i>	<i>4</i>	<i>0.15%</i>
<i>Asian</i>	<i>10</i>	<i>0.37%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>2</i>	<i>0.07%</i>
<i>Hispanic or Latino</i>	<i>51</i>	<i>1.9%</i>
<i>More than one</i>	<i>183</i>	<i>6.81%</i>
<i>Some Other Race</i>	<i>9</i>	<i>0.33%</i>

⁶ Recommend using demographic groups from the U.S. Census.

Affected Community: Town of Bethlehem
Total Affected Community Population: 35,034

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	26,757	76%
<i>Black or African American</i>	1,026	3%
<i>American Indian or Alaska Native</i>	54	0.15%
<i>Asian</i>	1,690	5%
<i>Native Hawaiian or Other Pacific Islander</i>	9	0.03%
<i>Hispanic or Latino</i>	1,395	4%
<i>More than one</i>	2,072	6%
<i>Some Other Race</i>	426	1%

Affected Community: Town Coeymans
Total Affected Community Population: 7,256

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	6,210	86%
<i>Black or African American</i>	271	4%
<i>American Indian or Alaska Native</i>	10	0.14%
<i>Asian</i>	63	1%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	381	5%
<i>More than one</i>	545	8%
<i>Some Other Race</i>	157	2%

Affected Community: City of Cohoes
Total Affected Community Population: 18,147

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>14,327</i>	<i>79%</i>
<i>Black or African American</i>	<i>1507</i>	<i>8%</i>
<i>American Indian or Alaska Native</i>	<i>51</i>	<i>0.28%</i>
<i>Asian</i>	<i>423</i>	<i>2%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>2</i>	<i>.01%</i>
<i>Hispanic or Latino</i>	<i>1093</i>	<i>6%</i>
<i>More than one</i>	<i>1,458</i>	<i>8%</i>
<i>Some Other Race</i>	<i>379</i>	<i>2%</i>

Affected Community: Town of Colonie
Total Affected Community Population: 85,590

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>63,547</i>	<i>74%</i>
<i>Black or African American</i>	<i>5,887</i>	<i>7%</i>
<i>American Indian or Alaska Native</i>	<i>176</i>	<i>0.21%</i>
<i>Asian</i>	<i>9340</i>	<i>11%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>23</i>	<i>0.03%</i>
<i>Hispanic or Latino</i>	<i>4,004</i>	<i>5%</i>
<i>More than one</i>	<i>5,190</i>	<i>6%</i>
<i>Some Other Race</i>	<i>1,427</i>	<i>2%</i>

Affected Community: Town of Green Island
Total Affected Community Population: 2,934

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	2155	73%
<i>Black or African American</i>	228	8%
<i>American Indian or Alaska Native</i>	16	1%
<i>Asian</i>	196	7%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	137	5%
<i>More than one</i>	290	10%
<i>Some Other Race</i>	49	2%

Affected Community: Town of Guilderland
Total Affected Community Population: 36,848

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	28,520	77%
<i>Black or African American</i>	1,500	4%
<i>American Indian or Alaska Native</i>	40	0.11%
<i>Asian</i>	4,050	11%
<i>Native Hawaiian or Other Pacific Islander</i>	69	0.19%
<i>Hispanic or Latino</i>	1,685	5%
<i>More than one</i>	2,120	6%
<i>Some Other Race</i>	549	1%

Affected Community: Town of Knox
Total Affected Community Population: 2,635

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	2,398	91%
<i>Black or African American</i>	14	0.53%
<i>American Indian or Alaska Native</i>	6	0.23%
<i>Asian</i>	24	1%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	59	2%
<i>More than one</i>	179	7%
<i>Some Other Race</i>	14	1%

Affected Community: Town of New Scotland
Total Affected Community Population: 9,096

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	8,242	91%
<i>Black or African American</i>	78	1%
<i>American Indian or Alaska Native</i>	14	0.15%
<i>Asian</i>	144	2%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	271	3%
<i>More than one</i>	543	6%
<i>Some Other Race</i>	75	1%

Affected Community: Town of Rensselaerville

Total Affected Community Population: 1,826

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>1,700</i>	<i>93%</i>
<i>Black or African American</i>	<i>18</i>	<i>1%</i>
<i>American Indian or Alaska Native</i>	<i>0</i>	<i>0%</i>
<i>Asian</i>	<i>12</i>	<i>1%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino</i>	<i>45</i>	<i>2%</i>
<i>More than one</i>	<i>82</i>	<i>4%</i>
<i>Some Other Race</i>	<i>14</i>	<i>1%</i>

Affected Community: City of Watervliet

Total Affected Community Population: 10,375

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>6,781</i>	<i>65%</i>
<i>Black or African American</i>	<i>1,632</i>	<i>16%</i>
<i>American Indian or Alaska Native</i>	<i>33</i>	<i>0.32%</i>
<i>Asian</i>	<i>522</i>	<i>5%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>1</i>	<i>0.01%</i>
<i>Hispanic or Latino</i>	<i>863</i>	<i>8%</i>
<i>More than one</i>	<i>1,056</i>	<i>10%</i>
<i>Some Other Race</i>	<i>350</i>	<i>3%</i>

Affected Community: Town of Westerlo

Total Affected Community Population: 3,194

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>3,000</i>	<i>94%</i>
<i>Black or African American</i>	<i>9</i>	<i>0.28%</i>
<i>American Indian or Alaska Native</i>	<i>5</i>	<i>0.16%</i>
<i>Asian</i>	<i>6</i>	<i>0.19%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino</i>	<i>70</i>	<i>2%</i>
<i>More than one</i>	<i>161</i>	<i>5%</i>
<i>Some Other Race</i>	<i>13</i>	<i>0.41%</i>

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that ACAAs communicate effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is from the American Community Survey for Albany County.

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.⁸ The safe harbor for our community is 1,000. Please refer to the end of this document to find data for all languages in our community.

⁷ Recommend using language groups from the U.S. Census, and using data for the "Speak English less than 'very well'" category for each language over the threshold.

⁸ See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish</i>	9,091	+/-686
<i>Italian</i>	1,703	+/-263
<i>Polish</i>	1,042	+/-362
<i>Hindi</i>	1,241	+/-356
<i>Urdu</i>	1,600	+/-445
<i>Other Indic languages</i>	1,295	+/-393
<i>Other Indo-European languages</i>	1,206	+/-493
<i>Chinese</i>	3,574	+/-618
<i>Other Asian Languages</i>	2,402	+/-609
<i>Arabic</i>	1,151	+/-479

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>				<i>X</i>
<i>Italian</i>	<i>X</i>			
<i>Polish</i>	<i>X</i>			
<i>Hindi</i>	<i>X</i>			
<i>Urdu</i>	<i>X</i>			
<i>Other Indo languages</i>	<i>X</i>			
<i>Other Indo-European languages</i>	<i>X</i>			
<i>Chinese</i>		<i>X</i>		
<i>Other Asian languages</i>	<i>X</i>			
<i>Arabic</i>	<i>X</i>			

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others: The languages indicated in the table above represent the predominant languages most spoken by LEP populations in the Albany County region. ACAA continuously monitors data from its service providers to ensure language provision needs are met. For example ACAA contracts with the Albany County Convention and Visitors Bureau to operate our guest services information desk where they gather data on language requests and currency requests. Additionally, ACAA participates in the Airports Council International (ACI) Airport Service Quality (ASQ) Survey for departing passengers.

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

- *ACAA management conducts quarterly surveys using the ACI ASQ Survey of airport guests. Airport guests rate airport services in areas of each journey touchpoint.*
 - *Arrival at Airport: Ease of getting to the airport, Signage to access the terminal and VFM transport.*
 - *Check-In: Ease of finding check-in area, waiting time during check-in and courtesy/helpfulness of check-in staff.*
 - *Security and Screening: Ease in security screening, waiting time in security screening and courtesy/helpfulness of security staff.*
 - *Border/Passport Control: waiting time and courtesy/helpfulness of passport control staff.*
 - *Shopping/Dining: Restaurants/bars/café's/Shops availability, VFM and courtesy/helpfulness dining and shop staff.*
 - *Gate Areas: Comfort of waiting and availability of seats in gate areas.*
 - *Throughout the Airport: ease of finding way, availability of flight info, walking distance inside terminal, ease of making connection, courtesy/helpfulness of airport staff, Wi-Fi service quality, availability of charging station, entertainment and leisure options and availability/cleanliness of washrooms.*
 - *Airport Atmosphere: Health safety, cleanliness and ambiance.*
 - *The survey includes a voluntary request for demographic information.*
- *ACAA monitors compliance with contractor and subcontractor participation goals. Accordingly, ACAA adheres to and collects demographic information as part of business enterprise programs. Those include the Federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE). Additionally, ACAA adheres to and collects demographic information as a part of New York State Minority and Women-Owned Business Enterprise (M/WBE) and Service-Disabled Veteran Owned Business (SDVOB)*
- *Participants at small business workshops, pre-bid meetings, bid submissions and other public meetings are asked to complete an anonymous survey that includes demographic information.*

Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees and members of planning and advisory boards, through voluntary disclosures.

Description of Employee and Advisory Board Demographic Information Collection Methods

- *During the hiring process, ACAA job applicants and employees are asked to submit voluntary confidential demographic information.*
- *During the hiring process, AvPorts (Airport Management Contract) job applicants and employees are asked to submit voluntary confidential demographic information.*
- *During the hiring process, Million Air (FBO Management Contract) employees are asked to submit voluntary confidential demographic information.*
- *During the appointment and confirmation process, ACAA Board members are asked to submit voluntary confidential demographic information.*

7. Potential or Known Community Impacts

Projects or services receiving federal financial assistance have the potential to touch so many aspects of American life. Thus, in general, no ACAA activity must have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented substantial legitimate nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.⁹

The following airport facilities are already in use or under construction and expected to be in use within the next 3 years: See attached Airport Layout Plan (ALP) for existing airport facilities.

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
<i>Properties on Airport Layout Plan</i>	<i>None</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
<i>Runway 01-19 Rehabilitation/Lighting Upgrades & Southside Perimeter Road Construction</i>	<i>None</i>
<i>Concourse A Modernization and Enhancement</i>	<i>None</i>
<i>Air Traffic Control Tower Rehabilitation</i>	<i>None</i>
<i>Main Terminal/North Garage Elevator Rehabilitation</i>	<i>None</i>
<i>Terminal Checkpoint Expansion Project</i>	<i>None</i>

⁹ In order to carry out an alternative with a discriminatory impact, the airport sponsor must demonstrate that there was a substantial legitimate justification for the decision. The sponsor must also show that alternatives with less discriminatory impacts were meaningfully considered and rejected for legitimate reasons.

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 ACAA 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>Italian</i>
<i>Polish</i>
<i>Hindi</i>
<i>Urdu</i>
<i>Other Indic languages</i>
<i>Other Indo-European languages</i>
<i>Chinese</i>
<i>Other Asian Languages</i>
<i>Arabic</i>

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

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>ACI-ASQ Survey Data</i>	<i>N/A</i>
<i>Assistance requests to airport information desks</i>	<i>N/A</i>

¹⁰ We aim to provide appropriate language assistance services to every LEP person encountered. This includes instances when LEP statistical data for a particular language was not available beforehand, or the safe harbor threshold for written translation was not met.

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 the ACAA 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>Language Line Solutions.</i>	<i>All above languages</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
<i>Airport website translate view</i>	<i>All above languages</i>
<i>Airport Information Desks</i>	<i>All above languages</i>
<i>Airport Police & Security Personnel</i>	<i>All above languages</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>Language Line Solutions</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport Information Desks</i>	<i>All above languages</i>
<i>Security Screening Checkpoints</i>	<i>All above languages</i>
<i>Airport Police and Security Personnel</i>	<i>All above languages</i>
<i>Airport Authority Admin. Offices</i>	<i>All above languages</i>
<i>Business Center</i>	<i>All above languages</i>

Description of Interpretation Assistance Processes

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

following process is used: Airport information desk staff use I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc. and “parks” the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate 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 the Capital District Transportation Authority (CDTA) to encourage them to provide transit service access between the airport and these areas.

The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas. We have used a minimum 10% poverty rate as the threshold to determine disadvantaged community areas.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
<i>City of Albany</i>	<i>Fixed-route buses</i>	<i>Existing</i>
<i>City of Cohoes</i>	<i>Fixed-route buses</i>	<i>Existing</i>
<i>Town of Green Island</i>	<i>Fixed-route buses</i>	<i>Existing</i>
<i>City of Watervliet</i>	<i>Fixed-route buses</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:

It is the policy of the Authority to place all procurement notices in major local newspapers, as well as periodicals of interest to the disadvantaged community; including

- Dodge Bulletin
- DBE trade associated newsletters
- Business Review
- Times Union
- Minority Commerce Weekly
- Rensselaer County Affirmative Action
- Albany County Affirmative Action
- Saratoga County Affirmative Action
- Schenectady County Affirmative Action
- ACAA Website
- BidNet

In addition to posting notices a letter is sent to certified M/WBE & DBE's informing them of Request for Proposal or Invitation to Bid Notice issued for upcoming projects or procurements.

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 ACAA Procurement Department.

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided annually.

12. Compliance Reviews, Audits, Complaints, Lawsuits, and Other Investigations

FAA Notification. The Coordinator will notify FAA of any pending investigations and reviews, including:

- Compliance reviews or audits concerning civil rights requirements¹¹
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹²

As discussed in the Title VI Complaints Section, Title VI complaints must be forwarded to FAA contacts within 15 days of receipt. For all other civil rights investigations, ACAA 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.

¹¹ Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the airport sponsor or any of its sub-recipients by any State, local or Federal agency.

¹² Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹³
3. Allege misconduct by the ACAA, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the ACAA 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 ACAA.¹⁴ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the ACAA office involved in the complaint, the Chief Executive Officer, General Counsel and any other office as appropriate.

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

Elizabeth Charland
Director of Administrative Services/Title VI Coordinator
Albany County Airport Authority
737 Albany Shaker Rd, Main Terminal, Albany, NY 12211
(518) 242-2222; lcharland@albanyairport.com

¹³ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

¹⁴ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

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.

Initial Procedure. The Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within 48 hours.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will email the FAA Office of Civil Rights analyst(s), as well as upload the relevant information to the FAA Civil Rights Connect System. The Coordinator will also seek technical assistance from FAA, as needed, throughout 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 ACAA, 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 several means such as alternate 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 ACAA's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via email and/or the FAA Civil Rights Connect System.

Appeal Rights. The complainant must be notified of their right to appeal the findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to the Chief Executive Officer.
- The written appeal must be received within 7 business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The Chief Executive Officer will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, the ACAA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. ACAA 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 Elizabeth Charland.

This complaint procedure is shared with the public through Website, In-person, and Other Distribution Methods

1. ACAA Website, Civil Rights Page at <https://albanyairport.com/accessibility-ada>
2. A copy of the procedure will be available at airport-sponsored information desks.

14. Population / Language Data

Poverty Data Albany County

Source: American Community Survey

	Total		Below Poverty Level		Percent Below Poverty Level	
Label	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	299979	721	44349	5895	14.8	2
AGE						
Under 18 years	54762	576	9554	3213	17.4	5.8
Under 5 years	14242	114	1836	1026	12.9	7.2
5 to 17 years	40520	551	7718	2853	19	6.9
Related children of householder under 18 years	54279	790	9071	3139	16.7	5.8
18 to 64 years	188813	330	29128	3769	15.4	2
18 to 34 years	75165	1257	16290	3111	21.7	4.1
35 to 64 years	113648	1249	12838	2248	11.3	2
60 years and over	76751	1979	8304	1709	10.8	2.2
65 years and over	56404	483	5667	1296	10	2.3
SEX						
Male	147578	1369	23373	4039	15.8	2.7
Female	152401	1364	20976	3008	13.8	2
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	209547	2168	21256	3406	10.1	1.6
Black or African American alone	36755	3388	11268	3872	30.7	9.8
American Indian and Alaska Native alone	N	N	N	N	N	N
Asian alone	24278	1540	4960	1988	20.4	7.9
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	9374	2374	3539	2197	37.8	18.7
Two or more races	19520	3357	3326	1415	17	6.3
Hispanic or Latino origin (of any race)	19066	602	5657	1909	29.7	10.1
White alone, not Hispanic or Latino	206839	1847	21065	3411	10.2	1.7
EDUCATIONAL ATTAINMENT						
Population 25 years and over	209969	835	24509	3205	11.7	1.5
Less than high school graduate	14350	2249	4525	1209	31.5	7.5
High school graduate (includes equivalency)	52068	3779	8539	2176	16.4	4
Some college, associate's degree	50783	3884	6856	1667	13.5	3
Bachelor's degree or higher	92768	4468	4589	925	4.9	1

Label	Total		Below Poverty Level		Percent Below Poverty Level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	164279	3915	14783	2611	9	1.5
Employed	154840	4306	10766	2380	7	1.5
Male	76112	3219	4450	1674	5.8	2.1
Female	78728	2807	6316	1799	8	2.2
Unemployed	9439	2285	4017	1645	42.6	13.1
Male	5431	1878	2447	1475	45.1	17.5
Female	4008	1436	1570	1044	39.2	17.4
WORK EXPERIENCE						
Population 16 years and over	252090	995	36531	4199	14.5	1.7
Worked full-time, year-round in the past 12 months	109299	4091	2155	828	2	0.8
Worked part-time or part-year in the past 12 months	58726	4730	12441	2340	21.2	3.4
Did not work	84065	4187	21935	3526	26.1	3.7
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	28287	4989	(X)	(X)	(X)	(X)
125 percent of poverty level	53172	5888	(X)	(X)	(X)	(X)
150 percent of poverty level	60613	6022	(X)	(X)	(X)	(X)
185 percent of poverty level	72188	5766	(X)	(X)	(X)	(X)
200 percent of poverty level	79601	5946	(X)	(X)	(X)	(X)
300 percent of poverty level	116130	7463	(X)	(X)	(X)	(X)
400 percent of poverty level	155960	7401	(X)	(X)	(X)	(X)
500 percent of poverty level	187205	6962	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED						
	92129	5326	25485	3548	27.7	3.2
Male	44778	3473	12757	2528	28.5	4.6
Female	47351	3088	12728	2067	26.9	4.1
15 years	85	155	85	155	100	78.8
16 to 17 years	398	472	398	472	100	36.2
18 to 24 years	16341	2549	9229	2776	56.5	13.2
25 to 34 years	17862	2139	4866	1442	27.2	6.6
35 to 44 years	10706	2089	1268	430	11.8	4.6
45 to 54 years	9604	1565	1785	731	18.6	6.8
55 to 64 years	14640	1893	3769	1181	25.7	6.9
65 to 74 years	12637	1824	2537	820	20.1	5.7
75 years and over	9856	1129	1548	511	15.7	5
Mean income deficit for unrelated individuals (dollars)	10019	677	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	38380	3849	1166	723	3	1.9
Worked less than full-time, year-round in the past 12 months	22163	3478	10254	2206	46.3	6.5
Did not work	31586	3120	14065	2821	44.5	5.9
Population in housing units for whom poverty status is determined	296816	728	42082	5865	14.2	2

Language Data Albany County

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

Language & Ability Level	Estimate	Margin of Error +/-
Total:	292102	25
Speak only English	257721	1422
Spanish or Spanish Creole:	9091	686
Speak English "very well"	7048	641
Speak English less than "very well"	2043	281
French (incl. Patois, Cajun):	1806	432
Speak English "very well"	1390	287
Speak English less than "very well"	416	222
French Creole:	453	218
Speak English "very well"	363	207
Speak English less than "very well"	90	51
Italian:	1703	263
Speak English "very well"	1278	219
Speak English less than "very well"	425	127
Portuguese or Portuguese Creole:	185	83
Speak English "very well"	162	83
Speak English less than "very well"	23	23
German:	722	159
Speak English "very well"	552	147
Speak English less than "very well"	170	62
Yiddish:	47	36
Speak English "very well"	43	35
Speak English less than "very well"	4	8
Other West Germanic languages:	256	167
Speak English "very well"	209	138
Speak English less than "very well"	47	45
Scandinavian languages:	40	32
Speak English "very well"	40	32
Speak English less than "very well"	0	27
Greek:	585	223
Speak English "very well"	435	162
Speak English less than "very well"	150	104

Language & Ability Level	Estimate	Margin of Error +/-
Russian:	847	236
Speak English "very well"	428	172
Speak English less than "very well"	419	139
Polish:	1042	362
Speak English "very well"	660	303
Speak English less than "very well"	382	163
Serbo-Croatian:	252	167
Speak English "very well"	148	112
Speak English less than "very well"	104	67
Other Slavic languages:	241	118
Speak English "very well"	184	99
Speak English less than "very well"	57	49
Armenian:	74	59
Speak English "very well"	74	59
Speak English less than "very well"	0	27
Persian:	404	237
Speak English "very well"	301	169
Speak English less than "very well"	103	93
Gujarati:	133	90
Speak English "very well"	106	75
Speak English less than "very well"	27	33
Hindi:	1241	356
Speak English "very well"	823	262
Speak English less than "very well"	418	252
Urdu:	1600	445
Speak English "very well"	1130	346
Speak English less than "very well"	470	196
Other Indic languages:	1295	393
Speak English "very well"	836	239
Speak English less than "very well"	459	265
Other Indo-European languages:	1206	493
Speak English "very well"	786	366
Speak English less than "very well"	420	179
Chinese:	3574	618
Speak English "very well"	1570	403
Speak English less than "very well"	2004	460

Language & Ability Level	Estimate	Margin of Error +/-
Japanese:	289	128
Speak English "very well"	79	54
Speak English less than "very well"	210	111
Korean:	981	336
Speak English "very well"	452	206
Speak English less than "very well"	529	179
Mon-Khmer, Cambodian:	27	30
Speak English "very well"	18	21
Speak English less than "very well"	9	13
Hmong:	0	27
Speak English "very well"	0	27
Speak English less than "very well"	0	27
Thai:	92	91
Speak English "very well"	44	52
Speak English less than "very well"	48	52
Laotian:	37	58
Speak English "very well"	0	27
Speak English less than "very well"	37	58
Vietnamese:	460	204
Speak English "very well"	196	112
Speak English less than "very well"	264	134
Other Asian languages:	2402	609
Speak English "very well"	1302	358
Speak English less than "very well"	1100	478
Tagalog:	915	287
Speak English "very well"	706	252
Speak English less than "very well"	209	111
Other Pacific Island languages:	64	60
Speak English "very well"	20	23
Speak English less than "very well"	44	50
Navajo:	0	27
Speak English "very well"	0	27
Speak English less than "very well"	0	27
Other Native North American languages:	0	27
Speak English "very well"	0	27
Speak English less than "very well"	0	27

Language & Ability Level	Estimate	Margin of Error +/-
Hungarian:	34	27
Speak English "very well"	33	26
Speak English less than "very well"	1	3
Arabic:	1151	479
Speak English "very well"	811	391
Speak English less than "very well"	340	172
Hebrew:	227	135
Speak English "very well"	168	93
Speak English less than "very well"	59	87
African languages:	882	318
Speak English "very well"	700	267
Speak English less than "very well"	182	126
Other and unspecified languages:	23	21
Speak English "very well"	12	15
Speak English less than "very well"	11	15

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: Liz Charland
Phone: 518-242-2222
Address: 737 Albany Shaker Rd., 3rd Fl. Main Terminal
Albany, NY 12211
lcharland@albanyairport.com

Discriminacion Illegal

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.

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