



BWI Marshall Airport Title VI Plan

1. Title VI Policy Statement¹

Baltimore/Washington International Thurgood Marshall Airport (“BWI Marshall”), 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.

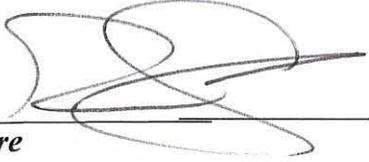
BWI Marshall Airport further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not. The BWI Marshall Airport agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities, the BWI Marshall Airport will take action to involve them and the general public in the decision-making process.

BWI Marshall Airport requires nondiscrimination assurances, as prescribed by Federal Aviation Administration (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 BWI Marshall Airport and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

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



J. Keith Scroggins is available at (410) 859-7009 and kscroggins@bwiairport.com, and is responsible for overseeing the BWI Marshall Airport'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

Ricky D. Smith
Executive Director/CEO
Maryland Aviation Administration

July 1, 2023

Effective Date

June 30, 2026

3-Year Expiration Date

2. Administration

The Maryland Aviation Administration (“MAA”) is the governing body of Baltimore Washington International Thurgood Marshall and Martin State Airports. As one of three (3) state owned airports in the country, our policies and processes are guided by State laws and there is no commission responsible for the review and adoption of the forgoing Title VI Plan. 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 Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Executive Director and resubmittal to FAA.

In addition to the Coordinator and BWI Marshall Airport’s leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	BWI Marshall Airport Program / Office
<i>Kim Y. Johnson</i>	<i>Manager, EEO Compliance, Office of Diversity, Equity & Inclusion</i>
<i>Nicole Gilliam</i>	<i>Administrative Assistant, Office of Diversity, Equity & Inclusion</i>

BWI Marshall Airport has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

As of the date of this Plan, BWI Marshall Airport has the following pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
<i>FAA AIP</i>	<i>Taxiway F Relocation (Phase 2)</i>	<i>\$17,417,898</i>
<i>FAA AIP/ATP</i>	<i>Concourse A/B Baggage Handling System</i>	<i>\$38,083,783</i>
<i>FAA AIP</i>	<i>Pending – Residential Sound Insulation Program Phases IB and 2</i>	<i>\$10,487,600</i>
<i>FAA AIP Supplemental</i>	<i>BWI Decarbonization</i>	<i>\$937,500</i>
<i>FAA AIP Supplemental</i>	<i>Martin State Decarbonization</i>	<i>\$450,000</i>
<i>FAA AIP Supplemental</i>	<i>Martin State Drainage</i>	<i>\$2,625,000</i>

	Remediation	
FAA AIP Supplemental	Residential Sound Insulation Program Phases 1B and 2	\$1,680,000
FAA AIP Supplemental	Taxiway F Relocation Phase 2	\$23,100,000

BWI Marshall Airport's or State DOT's sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT):

Federal Source	Grant Number	Amount
NONE		

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

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

3. Grant and Procurement Assurances

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

BWI Marshall 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. BWI Marshall Airport requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. Further, BWI Marshall Airport ensures all contractors will fulfill their contracts in a nondiscriminatory manner. While contractors are not required to prepare a Title VI Program, they must comply with the nondiscrimination requirements of the organization to which they are contracted. BWI and its contractors will not discriminate in the selection and retention of

contractors (at any level) or discriminate in employment practices in connection with any of our projects. During the performance of an airport contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. Compliance with Regulations. The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Plan.
2. Nondiscrimination. The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
4. Information and Reports. The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the BWI Marshall Airport or the Federal Aviation Administration to be pertinent to ascertain compliance with such regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to the sponsor or the FAA, as appropriate, and shall set forth what efforts it has made to obtain the information.
5. Sanctions for Noncompliance. In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the BWI Marshall Airport shall impose such contract sanctions as it or the FAA may determine to be appropriate, including, but not limited to:

- a. Withholding of payments to the contractor under the contract until the contractor complies, and/or
 - b. Cancellation, termination, or suspension of the contract, in whole or in part.
6. Incorporation of Provisions. The contractor shall include the provisions of these paragraphs in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued Pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the sponsor or the FAA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the BWI Marshall Airport to enter into such litigation to protect the interests of the airport and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

All contractors, consultants and vendors are monitored for compliance with program requirements, as applicable. All contractors and vendors who receive payments from the BWI Marshall Airport where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964.

BWI Marshall Airport's Office of Procurement and Materials Management (OPM), in conjunction with its Office of Diversity, Equity & Inclusion (ODEI), meets monthly. They are responsible for reviewing each contract prior to solicitation. OPM and ODEI collaborates and decides the goals and subgoals, where applicable.

Once a contract is awarded to the successful bidder, ODEI is solely responsible for ensuring compliance with Title VI and program requirements. ODEI's staff of compliance officers are assigned contracts based upon the type of work the contract requires and consists of three classes: (1) construction; (2) maintenance and service; and (3) architecture and engineering. ODEI monitors the contract monthly for prompt payments to the subcontractors and serves as a liaison between the prime and subcontractors when and if needed. As part of its compliance functions, ODEI compliance officers perform both desk and site audits to address complaints, issues, or concerns, as well as to verify contractor and subcontractor participation and verify work performed.

4. Title VI Coordinator Responsibilities

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

- Basic Title VI requirements
- Airport language assistance resources and practices
- Collecting and assessing demographic data

- Reporting Title VI complaints and other required FAA notifications.

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

Among other responsibilities, the Coordinator:

- Proactively ensures that BWI Marshall Airport is in compliance with nondiscrimination requirements of Title VI and reports to BWI Marshall 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 BWI Marshall Airport'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)

BWI Marshall 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/](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.

BWI Marshall Airport has posted the above Title VI policy statement at its staff offices.

BWI Marshall Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This Plan will be distributed by **July 20, 2023** via email and at monthly tenants' meeting.

Posters are displayed throughout 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>Terminal – Upper Level</i>	<i>8</i>	<i>7</i>	
<i>Terminal -Lower Level</i>	<i>11</i>	<i>3</i>	
<i>Passenger Walkways to Parking Garage</i>	<i>5</i>		
<i>FBO</i>			<i>2</i>
<i>Consolidated Rental Car Facility</i>			<i>3</i>

Outreach to Affected Communities

BWI Marshall Airport's Marketing and Air Service Development Division ("MASDD"), through its Communication 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 announcements and notices. Announcements are made via BWI Marshall Airport's website, in social media, general circulation newspapers, community newspapers, and email broadcast. MASDD has the capability to contact leaders and representatives in Affected

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

Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. The Communications Office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

BWI Marshall Airport will create a detailed CPP by **September 30, 2023**. A copy of the plan will be available at www.bwiairport.com.

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

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

Affected Communities ⁴	Population
<i>Pumphrey and Lansdowne</i>	<i>13,952</i>
<i>Ferndale</i>	<i>17,732</i>
<i>Baltimore Highlands</i>	<i>7,880</i>
<i>Brooklyn/Brooklyn Park</i>	<i>15,163</i>
<i>Glen Burnie</i>	<i>69,649</i>

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

We have identified the following facts about the Affected Communities:

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.

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

Low Income Communities⁵

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” BWI Marshall Airport is collecting information about affected and potentially affected low-income communities. According to U.S. Census Report S1701: Poverty Status in the Past 12 Months, the overall poverty level for the metropolitan area encompassing the area affected by and benefitting from the airport operations that includes all of the Affected Communities is approximately 11.9%. The poverty rates of the Affected Communities are slightly higher than that of the State at 10.3%, high compared to Anne Arundel County overall at 0.9%, and lower than that of Baltimore City, which is approximately ten miles north of the Airport at 35%. Based upon the U.S. Census, the poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
<i>Pumphrey and Lansdowne</i>	4.9%
<i>Ferndale</i>	7.7%
<i>Baltimore Highlands</i>	14.6%
<i>Brooklyn/Brooklyn Park</i>	25.1%
<i>Glen Burnie</i>	7.0%

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: Pumphrey and Lansdowne
Total Affected Community Population: 13,952

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White Alone</i>	332	3.7%
<i>Black or African American</i>	148	36.6%
<i>American Indian or Alaska Native</i>	0	0%

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

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

<i>Asian Alone</i>	<i>0</i>	<i>0%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino Origin (of any race)</i>	<i>0</i>	<i>0%</i>
<i>Two or More Races</i>	<i>1</i>	<i>0.3%</i>
<i>Some Other Race</i>	<i>0</i>	<i>0%</i>

Affected Community: Ferndale
Total Affected Community Population: 17,732

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White Alone</i>	<i>1,892</i>	<i>5.9%</i>
<i>Black or African American</i>	<i>1,947</i>	<i>13%</i>
<i>American Indian or Alaska Native</i>	<i>0</i>	<i>0%</i>
<i>Asian Alone</i>	<i>68</i>	<i>2.5%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino Origin (of any race)</i>	<i>539</i>	<i>12.5</i>
<i>Two or More Races</i>	<i>203</i>	<i>5.7%</i>
<i>Some Other Race</i>	<i>186</i>	<i>7.6</i>

Affected Community: Baltimore Highlands
Total Affected Community Population: 7,880

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White Alone</i>	<i>2,687</i>	<i>11.3%</i>
<i>Black or African American</i>	<i>1,174</i>	<i>20.7</i>
<i>American Indian or Alaska Native</i>	<i>0</i>	<i>0%</i>
<i>Asian Alone</i>	<i>242</i>	<i>17.3%</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino Origin (of any race)</i>	<i>442</i>	<i>18%</i>
<i>Two or More Races</i>	<i>187</i>	<i>11.6%</i>
<i>Some Other Race</i>	<i>703</i>	<i>42.7</i>

Affected Community: Brooklyn/Brooklyn Park
Total Affected Community Population: 15,163

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>1,815</i>	<i>14.1%</i>
<i>Black or African American</i>	<i>5,678</i>	<i>38.5</i>
<i>American Indian or Alaska Native</i>	<i>0</i>	<i>0%</i>
<i>Asian Alone</i>	<i>110</i>	<i>16.4</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino Origin (of any race)</i>	<i>965</i>	<i>17.6%</i>
<i>Two or More Races</i>	<i>216</i>	<i>11.5%</i>
<i>Some Other Race</i>	<i>724</i>	<i>21.3%</i>

Affected Community: Glen Burnie
Total Affected Community Population: 69,649

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	<i>1,555</i>	<i>6.7%</i>
<i>Black or African American</i>	<i>712</i>	<i>9.1%</i>
<i>American Indian or Alaska Native</i>	<i>0</i>	<i>0%</i>
<i>Asian Alone</i>	<i>154</i>	<i>10.5</i>
<i>Native Hawaiian or Other Pacific Islander</i>	<i>0</i>	<i>0%</i>
<i>Hispanic or Latino Origin (of any race)</i>	<i>199</i>	<i>5.4%</i>
<i>Two or More Races</i>	<i>40</i>	<i>1.9%</i>
<i>Some Other Race</i>	<i>110</i>	<i>7.3%</i>

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that BWI Marshall Airport communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is the U.S. Census Bureau, American Community Survey B16001 – Language Spoken at Home by Ability to Speak English.

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

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
<i>Spanish</i>	1000	+/-508

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
<i>French</i>	X			
<i>Italian</i>	X			
<i>Portuguese</i>	X			
<i>German</i>	X			
<i>Russian</i>	X			
<i>Polish</i>	X			
<i>Persian</i>	X			

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.

<i>Urdu</i>	X		
<i>Chinese</i>		X	
<i>Japanese</i>	X		
<i>Korean</i>		X	
<i>Thai and other Asian</i>		X	
<i>Tagalog</i>		X	
<i>African Languages</i>	X		

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

Additional Languages Spoken

<i>None</i>

This information is updated annually⁹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
<i>Anne Arundel County Public School data</i>	www.aacps.org
<i>Anne Arundel County Public Health Department</i>	www.aahealth.org

Beneficiary Diversity.

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

Description of Beneficiary Demographic Information Collection Methods

- BWI Marshall Airport, Office of Customer Experience conducts quarterly 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.*

⁹ Data should be kept up to date, but this plan does not need to be updated for incremental data changes during the Plan's 3-year period.

- *Participants at minority and disadvantaged business outreach efforts, pre-bid meetings, 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

- *Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website or in writing if completing hard/physical paper applications.*
- *Every 3 years, the airport administration sends an email to all board members asking them to voluntarily and anonymously enter demographic information through an online survey.*

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 BWI Marshall 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.¹⁰

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
<i>A/B Connector Baggage Handling System</i>	<i>None</i>
<i>Restroom Restoration</i>	<i>None</i>
<i>Airfield Pavements</i>	<i>None</i>
<i>Roadway Lighting Improvements</i>	<i>None</i>
<i>Central Utility Plant Upgrades</i>	<i>None</i>

¹⁰ In order to carry out an alternative with a discriminatory impact, the BWI Marshall Airport 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.

Southwest Airlines Maintenance Facility	<i>None</i>
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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>North Fuel Farm Additional Tanks</i>	<i>None</i>
<i>ARFF Heating and Vehicle Exhaust Upgrades</i>	<i>None</i>
<i>Taxiway F Phase 2</i>	<i>None</i>
<i>Glycol Dump Relocations</i>	<i>None</i>
<i>MdTA Police Relocation to Building 113 and Terminal Substation</i>	<i>None</i>
<i>BWI AOA Fence Hardening</i>	<i>None</i>
<i>Electrical Substation ST-AB Replacement</i>	<i>None</i>
<i>Concourse D/E Roof Repairs</i>	<i>None</i>
<i>Martin State Airport Runway Rehabilitation</i>	<i>None</i>
<i>Escalator Rehabilitation</i>	<i>None</i>
<i>Elevator Rehabilitation</i>	<i>None</i>
<i>Taxiway T Reconstruction Phases 2 & 3</i>	<i>None</i>
<i>ARFF Kitchen Renovations</i>	<i>None</i>
<i>Concourse E BHS Expansion</i>	<i>None</i>
<i>Checkpoint D-E Expansion</i>	<i>None</i>
<i>Passenger Boarding Bridge Replacement</i>	<i>None</i>
<i>D-E Bag Claim Expansion</i>	<i>None</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?
<i>None</i>		

Justifications:

N/A

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the BWI Marshall 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>

BWI Marshall Airport also collects data for languages spoken by airport guests.¹¹ Data sources include:

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

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

Language
<i>None</i>

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

¹¹ 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.

and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the BWI Marshall 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>	

- Information regarding translation services can be obtained at both pre and post security screening areas, security desks, information counters, BWI Marshall Airport website and video teleprompts.

Location for Translation Assistance	Languages
<i>Airport website request form</i>	<i>All above languages</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>Language Line, Inc.</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport Language Assistance page</i>	<i>All above languages</i>
<i>Airport information desks</i>	<i>All above languages, using Language Line, Inc.</i>
<i>Various bilingual staff (during regular business hours only)</i>	<i>Spanish</i>

Description of Interpretation Assistance Processes

- *BWI Marshall Airport Customer Service Office may contact multilingual employees as needed, to assist with interpretation and translation during normal business hours of the Airport. Additional employees are added when the Office of Customer Experience sends out email solicitations requesting volunteers.*
- *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 and 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 Maryland Transit Administration, which provides bus and rail service, Anne Arundel County Maryland, as well as the BWI Partnership and Maryland Live Casino 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
Westport Community	Fixed-route buses	Existing
Severna Park	Fixed route buses	Existing
Glen Burnie Park	Fixed route buses	Existing

10. Minority Businesses

49 CFR 21 Appendix C (a)(1)(x)

Bids for airport concessions and other business opportunities are solicited from area minority and woman-owned businesses through the following methods:

Airport Business Opportunity	Minority Business Outreach Methods
<i>Construction Projects</i>	<i>Advertised through all the local chambers of commerce, State Minority and Woman Owned Business Enterprise and eMaryland Marketplace Advantage (eMMA)</i>
<i>Maintenance and Service contracts</i>	<i>Followed procedures for State Minority and Woman Owned Business Enterprise Program, Office of State Procurement (on behalf of the State Department of General Services)</i>
<i>Parking Garages</i>	<i>eMaryland Marketplace Advantage</i>
<i>Architecture & Engineering</i>	<i>eMaryland Marketplace Advantage</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 Linda Dangerfield, Office of Procurement and Materials Management.

11. Training

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibiting 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

The Airport is committed to supporting the nondiscriminatory administration of its programs and services through training. Basic training will cover overall Title VI obligations. Airport personnel may receive specialized training on the application of Title VI in their specific work areas. All personnel will receive basic Title VI training as part of new hire orientation process.

Title VI and LEP policy and procedures training will be incorporated in the orientation activities for new hires to ensure that all Airport personnel remain aware of federal requirements for compliance and have the capacity to assist LEP persons that engage with them at the Airport. Further, Airport personnel periodically will receive additional refresher Title VI training, and be reminded of our Title VI nondiscrimination obligations annually. The Airport's Title VI training requirements will be documented in the Human Resources Department and Interactive Training System badging procedures.

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

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

- Compliance reviews or audits concerning civil rights requirements¹²
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹³

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, BWI Marshall 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)

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 of

¹² Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the BWI Marshall Airport or any of its sub-recipients by any State, local or Federal agency.

¹³ 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 BWI Marshall Airport itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

administrative requirements under Title VI or related laws.

2. Not only be for employment matters.¹⁴
3. Allege misconduct by BWI Marshall Airport or its sub-recipients, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the BWI Marshall 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 BWI Marshall Airport. 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 any office requiring a copy and the Airport Executive Director or his designee.

Complaints must be filed within one hundred eighty (180) days of the discriminatory event. The complaint must be in writing, and must be delivered to:

J. Keith Scroggins
Director,
Office of Diversity, Equity & Inclusion
7050 Friendship Road
P.O. Box 8766
Baltimore, MD 21240
Telephone: (410) 859-7009
Facsimile: (410) 859-7769
Email: kscroggins@bwiairport.com

If a complaint is initially made by phone, it must be supplemented with a written complaint before 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. An 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

¹⁴ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an BWI Marshall Airport 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.

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 **two (2) days or forty-eight (48) hours** of receipt.

Complaints filed with the BWI Marshall Airport should be directed to the Title VI Coordinator, as set forth above.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (**Note:** complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload the complaint into the FAA Civil Rights Connect System, which issues automated notifications to the 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 to investigate the complaint.

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 BWI Marshall 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 sixty (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 or negotiation.

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 BWI Marshall 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 Ricky Smith, BWI Marshall Airport's Executive Director/CEO.
- The written appeal must be received **within ten (10)** 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 Executive Director/CEO will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to acting with respect to any specific instances of discrimination, BWI Marshall Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. BWI Marshall 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 J. Keith Scroggins, (410) 859-7009 by phone, (410) 859-7769 by facsimile, or via email at kscroggins@bwiairport.com.

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

Website, In-person, and Other Distribution Methods

1. *Airport website, Title VI page at www.localairport.gov/civilrights*
2. *J. Keith Scroggins, Director, Office of Diversity, Equity & Inclusion, 7050 Friendship Road, Third Floor, Baltimore, MD 21040*
3. *Social media pages*

14. Population / Language Data

See Attached B16001 and S1701 Tables

15. Completed Unlawful Discrimination Poster

See Attached Poster