

## Sample Airport Sponsor Title VI Plan

### 1. Title VI Policy Statement<sup>1</sup>

**Chisholm-Hibbing Airport Authority (CHAA), Range Regional Airport (HIB), here in after referred to as CHAA,** 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.

**CHAA** 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. **CHAA** 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 **CHAA** will take action to involve them and the general public in the decision-making process.

**CHAA** requires nondiscrimination assurances, as prescribed by FAA, from each tenant, contractor, and concessionaire providing an activity, service, or facility at the airport. Assurances must be included in any related lease, contract, or franchise agreement between **CHAA** and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

**Mr. Barrett A. Ziemer**, available at **218-440-5407** and **barrett@rangeregionalairport.com**, is responsible for overseeing the **CHAA’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**  
**Michael Furlong**  
**CHAA Chairman**

November 1, 2024  
\_\_\_\_\_  
**Effective Date**

October 31, 2027  
\_\_\_\_\_  
**3-Year Expiration Date**

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

## 2. Administration

**Chisholm-Hibbing Airport Authority (CHAA)** has reviewed and adopted this Title VI **Plan for Range Regional Airport (HIB)**. 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 Executive Director or equivalent's name**. Significant revisions to our policies or federal guidelines may warrant re-adoption by the **CHAA** and resubmittal to FAA.

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

Staff Supporting Title VI Program	Airport Sponsor Program / Office
Barrett A. Ziemer	Executive Director
Jill Fatticci	Office Administrator

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

Federal Source	Grant Number	Amount
FAA AIP	3-27-0041-51-24	\$958,644.00
FAA AIG	3-27-0041-50-24	\$726,308.00
FAA AIP	3-27-0041-48-23	\$765,319.00
FAA AIG	3-27-0041-49-23	\$1,194,866.00
FAA AIG	3-27-0041-XX-25	\$760,000.00
FAA AIP	3-27-0041-XX-25	\$237,500.00
FAA AIP	3-27-0041-XX-25	\$515,580.00

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

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

## 3. Grant and Procurement Assurances

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

**CHAA** 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](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/](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. **CHAA** requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. **Civil Rights clauses will be included in all FAA AIP airport project bid specifications and contract provisions.**

#### **Description of Oversight Methods for Subcontracts**

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

#### **4. Title VI Coordinator Responsibilities**

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

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

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

Among other responsibilities, the Coordinator:

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

**CHAA** 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,<sup>2</sup> 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.

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

**CHAA will distribute** this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by **October 31, 2024** by sending email notifying employees, contractors, concessionaires, lessees, and tenants that the plan is posted to [www.rangeregionalairport.com](http://www.rangeregionalairport.com) website.

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<sup>2</sup> For more information about website accessibility, please visit [ADA.gov](http://ADA.gov).

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

<b>Terminal/FBO/Concessions/ Other Locations</b>	<b>Quantity in Pre-Security Area</b>	<b>Quantity in Post-Security Area</b>	<b>Additional Quantities</b>
Passenger Terminal Entrances	2		
Passenger Terminal Seating Areas	3		
Post Security		2	
General Aviation Building (FBO)			1
CHAA Administrative Building			1

Outreach to Affected Communities

CHAA ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in **social media, email broadcasting, general circulation newspapers, and on the airport website**. CHAA contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities<sup>3</sup> and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

CHAA will create a detailed CPP by **November 30, 2024**. A copy of the plan will be available at **www.rangeregionalairport.com** or a **hard copy will be available at the CHAA Administrative Offices**.

To ensure that the community is effectively informed of and able to participate in public hearings, CHAA provides access to a translation service which has the ability to translate any language spoken that may be needed by the Affected Community population that has limited English proficiency (LEP). 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 CHAA will be able to identify, understand, and engage with communities. In doing so, the CHAA needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by CHAA’s airport program.

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<sup>3</sup> 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.

Affected Communities <sup>4</sup>	Population
ZCTA5 - 55746	16,690

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

We have identified the following facts about the Affected Communities:

Low Income Communities<sup>5</sup>

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,” CHAA is collecting information about affected and potentially affected low-income communities. According to *a U.S. Census Report, S1701: Poverty Status in the Past 12 Months*, the overall poverty level for ZCTA5 – 55746 is approximately 14%. **The poverty rate remains higher than with the rest of the State of Minnesota at 9.3%.** The poverty rates for the specific Affected Communities are as follows.

Affected Communities	Poverty Rate
ZCTA5 – 55746	14%

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows<sup>6</sup>:

**Affected Community: ZCTA5-55746  
Total Affected Community Population: 16,690**

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	15611	93.5%
<i>Black or African American</i>	313	1.88%
<i>American Indian or Alaska Native</i>	48	0.29%
<i>Asian</i>	15	0.09%
<i>Native Hawaiian or Other Pacific Islander</i>	1	0.006%
<i>Hispanic or Latino</i>	240	1.4%

<sup>4</sup> “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.

<sup>5</sup> 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.

<sup>6</sup> Recommend using demographic groups from the U.S. Census.

<i>Some other race alone</i>	37	0.22%
<i>Two or more races</i>	665	4.0%

**Limited English Proficiency (LEP).**

The goal of all language access planning and implementation is to ensure that CHAA communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages<sup>7</sup> that are spoken in LEP households in the Affected Communities. The data source is **U.S. Census report, American Community Survey (ACS)**.

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.<sup>8</sup> The safe harbor for our community is **800**. Please refer to the end of this document to find data for all languages in our community.

<b>Languages Spoken by LEP Population that Meet the Safe Harbor Threshold</b>	<b>Number</b>	<b>Margin of Error</b>
None	0	0

Frequency of contact with LEP individuals at the airport and airport-related activities (all languages):

<b>Languages Spoken by LEP Persons</b>	<b>A few times a year (12 or less days a year)</b>	<b>Several times a month (13 to 51 days a year)</b>	<b>At least once a week (52 to 364 days a year)</b>	<b>Every day (365 days a year)</b>
<i>Spanish</i>	X			

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

**Additional Languages Spoken**

<i>None</i>
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<sup>7</sup> 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.

<sup>8</sup> 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.

This information is updated annually<sup>9</sup> through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	<a href="https://data.census.gov/table?q=B16001/Hibbing">https://data.census.gov/table?q=B16001/Hibbing</a>

Beneficiary Diversity.

Demographic information **may** be 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**

- CHAA may conduct biannual 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.
- CHAA may ask for participants to complete anonymous surveys that include demographic information during small business workshops, pre-bid meetings, and other public meetings.
- CHAA may ask businesses who submit bids or offers to complete anonymous surveys that includes demographic information.

Staff and Advisory Board Diversity.

Demographic information **may** be 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 and Airport Authority Board Members may be asked to submit voluntary confidential demographic information at time of hiring or appointment.
- Every three (3) years, the airport administration will provide a voluntary demographics disclosure form to 1) all Board members, 2) all employees, asking them to complete and submit the form to the Airport Administration Office, care of the Title VI Coordinator.

<sup>9</sup> 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.



## 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 CHAA 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.<sup>10</sup>

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

<b>Existing Airport Facilities</b>	<b>Affected Community Impacted by Operation of the Facility</b>
Runway 13	None
Runway 31	None
Runway 4	None
Runway 22	None
Apron Area	None
Central Terminal Area	None
Taxiways	None

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

<b>Airport Facility Construction Projects</b>	<b>Affected Community Impacted by Construction of the Facility</b>
Taxilane A01 Rehabilitation	None
Taxiway A Rehabilitation	None
Airport Perimeter Fence Reconstruction	None
DNR Air Tanker Base Improvements	None
Runway 13-31 Crackseal	None
Taxiway B and C Crackseal	None

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts: None.

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<sup>10</sup> 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.

Facilities or Construction Projects with Disparate Impacts	Affected Community Impacted	Impact Can Be Eliminated?
None		

### **8. Limited English Proficiency (LEP)**

#### Executive Order 13166

In creating a Language Assistance Plan, the CHAA 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
None

CHAA does not collect data for languages spoken by airport guests.<sup>11</sup> Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport Language Line Usage Data	<a href="http://www.language.com">www.language.com</a>
Airline provided data	N/A
Assumption from flight origin / destination	N/A
Assistance requests from airport information desks	N/A
TSA	N/A

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

Language
<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 and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the CHAA 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:

<sup>11</sup> 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.

**Translation Services:**

- The following vendors have been identified for written translations:

<b>Translation Vendors</b>	<b>Languages</b>
Language Line	All Above Languages

- Information regarding translation services can be obtained at:

<b>Location for Translation Assistance</b>	<b>Languages</b>
Airport Personnel	All Above Languages

**Interpretation Services:**

- The following vendors have been identified for interpretation services:

<b>Interpretation Vendors</b>	<b>Languages</b>
Language Line	All Above Languages

- Information regarding interpretation services can be obtained at:

<b>Location for Interpretation Assistance</b>	<b>Languages</b>
Airport Personnel	All Above Languages

**Description of Interpretation Assistance Processes**

- The CHAA 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 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 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 Arrowhead Economic and Opportunity Agency (AEOA) 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
City of Hibbing, MN	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
Cleaning Services	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities.
Website Design & Management	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities
Concessions	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities
Auto Rentals	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities
Airport Signage and Advertising	Advertised through public bidding process and on airport website. Also using FAA Matchmaker system to post opportunities

Selections are in compliance with Title VI, Part 21, and related requirements. Information on the award process and documentation for specific bid decisions is kept with CHAA Administrative Office.

**11. Training**

New employee orientation incorporates Title VI training. Topics include:

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

- Anti-harassment training

Refresher information will be provided annually.

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

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

- Compliance reviews or audits concerning civil rights requirements<sup>12</sup>
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements<sup>13</sup>

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

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

## **13. Title VI Complaints**

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters<sup>14</sup>

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<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> 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.

3. Allege misconduct by the **CHAA**, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the **CHAA** 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 **CHAA**.<sup>15</sup> 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 CHAA administration office.

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

**Chisholm-Hibbing Airport Authority**  
**Attn: Jill Faticci, Office Administrator**  
**11038 Hwy 37, Box #1**  
**Hibbing, MN 55746**  
**Office: (218) 262-3451**  
**Email: [chaa@rangeregionalairport.com](mailto:chaa@rangeregionalairport.com)**

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

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

### **Discrimination Complaint Referral Procedure**

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within three (3) business days.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA

within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator **will be uploaded to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff.** The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

### **Investigation Procedure**

Assignment of Investigator. The Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against CHAA, 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 **negotiation or mediation, as required.**

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 CHAA'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 CHAA Chairperson of the Chisholm-Hibbing Airport Authority.
- The written appeal must be received **within seven (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 CHAA Chairperson 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 **CHAA** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **CHAA** 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 Barrett Ziemer.

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

**Website, In-person, and Other Distribution Methods**

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1 Airport Website, Title VI Page

2 A copy of the procedure will be available at the CHAA administration office.

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## 14. Population / Language Data

**B16001 and S1701 tables for your area from [www.census.gov](http://www.census.gov)**

<b>B16001-Language spoken at home by ability to speak English for the population 5 years and over</b>		<b>Hibbing, Minnesota</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>	
Total:	15,358	±168	
Speak only English	14,545	±318	
Spanish or Spanish Creole:	189	±93	
Speak English "very well"	163	±93	
Speak English less than "very well"	26	±21	
French (incl. Patois, Cajun):	96	±144	
Speak English "very well"	96	±144	
Speak English less than "very well"	0	±14	
French Creole:	33	±48	
Speak English "very well"	33	±48	
Speak English less than "very well"	0	±14	
Italian:	17	±30	
Speak English "very well"	17	±30	
Speak English less than "very well"	0	±14	
Portuguese or Portuguese Creole:	0	±14	
Speak English "very well"	0	±14	
Speak English less than "very well"	0	±14	
German:	99	±64	
Speak English "very well"	73	±49	
Speak English less than "very well"	26	±29	
Yiddish:	0	±14	
Speak English "very well"	0	±14	
Speak English less than "very well"	0	±14	
Other West Germanic languages:	0	±14	
Speak English "very well"	0	±14	

Speak English less than "very well"	0	±14
Scandinavian languages:	24	±28
Speak English "very well"	24	±28
Speak English less than "very well"	0	±14
Greek:	27	±38
Speak English "very well"	27	±38
Speak English less than "very well"	0	±14
Russian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Polish:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Serbo-Croatian:	26	±31
Speak English "very well"	26	±31
Speak English less than "very well"	0	±14
Other Slavic languages:	20	±29
Speak English "very well"	20	±29
Speak English less than "very well"	0	±14
Armenian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Persian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Gujarati:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Hindi:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14

Urdu:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Other Indic languages:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Other Indo-European languages:	15	±25
Speak English "very well"	15	±25
Speak English less than "very well"	0	±14
Chinese:	108	±159
Speak English "very well"	35	±47
Speak English less than "very well"	73	±112
Japanese:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Korean:	30	±40
Speak English "very well"	30	±40
Speak English less than "very well"	0	±14
Mon-Khmer, Cambodian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Hmong:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Thai:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Laotian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Vietnamese:	50	±67

Speak English "very well"	0	±14
Speak English less than "very well"	50	±67
Other Asian languages:	14	±18
Speak English "very well"	14	±18
Speak English less than "very well"	0	±14
Tagalog:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Other Pacific Island languages:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Navajo:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Other Native North American languages:	10	±15
Speak English "very well"	10	±15
Speak English less than "very well"	0	±14
Hungarian:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Arabic:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Hebrew:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
African languages:	0	±14
Speak English "very well"	0	±14
Speak English less than "very well"	0	±14
Other and unspecified languages:	55	±71

Speak English "very well"	55	±71
Speak English less than "very well"	0	±14

<b>S1701 – Poverty Status in the past 12 months</b>		<b>Hibbing, Minnesota</b>				
	<b>Total</b>		<b>Below poverty level</b>		<b>Percent below poverty level</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>
Population for whom poverty status is determined	15,894	±50	2,262	±421	14.2%	±2.7
<b>AGE</b>						
Under 18 years	3,265	±325	535	±277	16.4%	±8.1
Under 5 years	779	±201	159	±109	20.4%	±12.3
5 to 17 years	2,486	±272	376	±210	15.1%	±8.2
Related children of householder under 18 years	3,247	±326	517	±276	15.9%	±8.1
18 to 64 years	9,125	±434	1,394	±290	15.3%	±3.1
18 to 34 years	3,229	±366	645	±191	20.0%	±5.0
35 to 64 years	5,896	±411	749	±231	12.7%	±3.9
60 years and over	4,761	±409	496	±148	10.4%	±3.1
65 years and over	3,504	±382	333	±119	9.5%	±3.3
<b>SEX</b>						
Male	7,950	±308	1,106	±235	13.9%	±2.8
Female	7,944	±307	1,156	±267	14.6%	±3.4
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>						
White alone	14,835	±324	2,099	±420	14.1%	±2.8
Black or African American alone	313	±290	6	±12	1.9%	±5.5
American Indian and Alaska Native alone	48	±40	23	±26	47.9%	±48.6
Asian alone	15	±25	0	±15	0.0%	±60.1
Native Hawaiian and Other Pacific Islander alone	0	±15	0	±15	-	**

Some other race alone	37	±82	0	±15	0.0%	±38.2
Two or more races	646	±248	134	±97	20.7%	±14.2
Hispanic or Latino origin (of any race)	230	±154	49	±44	21.3%	±22.4
White alone, not Hispanic or Latino	14,802	±326	2,088	±421	14.1%	±2.8
EDUCATIONAL ATTAINMENT						
Population 25 years and over	11,448	±391	1,498	±266	13.1%	±2.3
Less than high school graduate	546	±155	144	±64	26.4%	±10.8
High school graduate (includes equivalency)	2,975	±347	704	±244	23.7%	±7.2
Some college, associate's degree	5,598	±545	583	±156	10.4%	±2.6
Bachelor's degree or higher	2,329	±452	67	±52	2.9%	±2.3
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	7,575	±565	650	±210	8.6%	±2.7
Employed	7,200	±599	522	±208	7.3%	±2.8
Male	3,821	±416	321	±174	8.4%	±4.1
Female	3,379	±390	201	±99	5.9%	±2.9
Unemployed	375	±181	128	±78	34.1%	±18.8
Male	166	±102	50	±45	30.1%	±24.2
Female	209	±142	78	±71	37.3%	±27.5
WORK EXPERIENCE						
Population 16 years and over	13,142	±335	1,773	±308	13.5%	±2.4
Worked full-time, year-round in the past 12 months	4,281	±436	122	±79	2.8%	±1.9
Worked part-time or part-year in the past 12 months	3,576	±428	522	±192	14.6%	±5.1
Did not work	5,285	±569	1,129	±234	21.4%	±4.1
ALL INDIVIDUALS WITH INCOME BELOW THE						

FOLLOWING POVERTY RATIOS						
50 percent of poverty level	1,120	±427	(X)	(X)	(X)	(X)
125 percent of poverty level	3,269	±562	(X)	(X)	(X)	(X)
150 percent of poverty level	4,002	±627	(X)	(X)	(X)	(X)
185 percent of poverty level	5,120	±729	(X)	(X)	(X)	(X)
200 percent of poverty level	5,394	±745	(X)	(X)	(X)	(X)
300 percent of poverty level	8,507	±867	(X)	(X)	(X)	(X)
400 percent of poverty level	10,838	±819	(X)	(X)	(X)	(X)
500 percent of poverty level	12,254	±743	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	4,673	±536	1,286	±304	27.5%	±5.5
Male	2,315	±375	723	±221	31.2%	±7.3
Female	2,358	±372	563	±156	23.9%	±6.4
15 years	5	±8	5	±8	100.0%	±100.0
16 to 17 years	13	±22	13	±22	100.0%	±64.5
18 to 24 years	554	±297	173	±123	31.2%	±13.2
25 to 34 years	763	±208	269	±113	35.3%	±15.1
35 to 44 years	246	±107	58	±38	23.6%	±15.0
45 to 54 years	620	±216	114	±55	18.4%	±10.5
55 to 64 years	766	±253	390	±216	50.9%	±15.9
65 to 74 years	880	±259	106	±66	12.0%	±7.5
75 years and over	826	±206	158	±72	19.1%	±7.9
Mean income deficit for unrelated individuals (dollars)	7,520	±1,108	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	1,209	±285	65	±56	5.4%	±4.9

Worked less than full-time, year-round in the past 12 months	1,220	±319	383	±186	31.4%	±12.6
Did not work	2,244	±387	838	±185	37.3%	±8.1
Population in housing units for whom poverty status is determined	15,822	±48	2,212	±424	14.0%	±2.7



## 15. Completed Unlawful Discrimination Poster

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### **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:** Barrett Ziemer  
**Phone:** (218) 262-3451  
**Address:** Chisholm-Hibbing Airport Authority  
11038 Hwy 37  
Hibbing, MN 55746

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### **Discriminacion Ilegal**

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administrador del Aeropuerto o a:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

**Coordinador:** Barrett Ziemer  
**Teléfono:** (218) 262-3451  
**Dirección:** Chisholm-Hibbing Airport Authority  
11038 Hwy 37  
Hibbing, MN 55746



U.S. Department of Transportation  
Federal Aviation Administration

HQ-101058