

Capital Region Airport Commission Sponsor Community Participation Plan (CPP)¹

1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected² by Capital Region Airport Commission (Commission) projects or operations can be informed and participate and have their input thoughtfully considered in the key stages during airport planning efforts, regardless of their race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the “protected bases”). This plan is provided in accordance with Title VI of the Civil Rights Act of 1964 (Title VI) and related authorities.³ This plan and associated reports regarding our CPP efforts will be communicated to the public in formats accessible to persons with disabilities and to limited English proficient (LEP) individuals.

The individuals primarily responsible for implementing the Commission CPP are:

Responsible Official	Title, Office, and Responsibilities
1 Stacy Seay	DBLEO, Title VI and ADA Coordinator
2 Rochell Akins	ACDBE/ DBE Compliance Coordinator

Responsible officials’ contact information is shared with the public through the following methods:

Website ⁴ , In-person, and Other Communication Methods
1 Upon request In-person
2 Airport Website

In addition, the Commission will ensure that members of the public are advised of our nondiscrimination obligations. This includes how to file discrimination complaints with the Commission and the FAA. We will also conspicuously display the FAA-provided Unlawful Discrimination Posters at airport facilities. See Notice Section of the Commission’s Title VI Plan.

The Commission also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

¹ See DOT Order 1000.12C, “The U.S. Department of Transportation (DOT) Title VI Program,” Ch. 2, Sec. 4. (Jun. 11, 2021). <https://www.transportation.gov/sites/dot.gov/files/2021-08/Final-for-OST-C-210312-002-signed.pdf>

² Within this CPP, the term “affected” also means *served*, in addition to *positively or negatively impacted*.

³ Related authorities include the Age Discrimination Act of 1975; Sec. 520 of the Airport and Airway Improvement Act of 1982; and the Civil Rights Restoration Act of 1987.

Website⁵, In-person, and Other Distribution Methods

1 Airport Website
2 Social Media
3 Community Organizations
4 Commercial Media (TV, Radio)

2. Goals and Objectives

This CPP applies to all airport planning and decision-making efforts, whether or not directly supported by Federal assistance. This includes surveys, public meetings (e.g., airport commission meetings), and hearings, not only meetings for a project requiring an environmental impact statement (EIS) or environmental assessment (EA).

The Commission's planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes

1. RFP for Concessions Concourse A & B -planning and outreach
2. Terminal Expansion (Check Points)- planning and outreach
3. Service Animal Relief Area – planning and outreach
4. Airport Rescue Fire Fighter station – planning and outreach
5. International Flights – outreach
6. Language and Translation services – planning
7. Solar energy Study – planning and outreach
8. Airport Rescue Fire Fighter vehicle – planning and outreach
9. Hawthorne Hangar Roof Replacement- planning and outreach

The Commission seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A. Request for input by surveys	# 1-9
B. Community meetings	# 1-9
C. Board Commissioners updates and organized agenda	# 1-9
D. Utilizing local County News/Media newsletters, websites, etc.	# 1-9
E. Social media	#1-9

⁵ [If adding a website, include the relevant webpage location address]

3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of the Commission’s Title VI Plan, for detailed discussion of Affected Communities. The specific steps the Commission will take to communicate with, inform, educate, consult, or solicit input from, and expand opportunities for engagement with each Affected Community,⁶ are provided below.

Affected Community	Key Community Reps. (CBOs, unions, leaders, etc.)⁷	Focused Outreach Steps
i. Henrico County	Henrico EDA Commission Board leaders Airport Business Association group	a. Attend community events b. Collaborations with Chamber commerce using workshops c. Collaboration with County purchasing team to educate community on procurement and certifications d. Utilizing external media/website for airport planning objectives e. Commission agenda posted at airport website
ii. City of Richmond County	City of Richmond Minority Development Commission Board leaders Community groups	a. Attend community events b. Collaboration with County purchasing and EDA teams to educate community on procurement and certifications c. Utilizing external media/website for airport planning objectives
iii. Hanover County	Commission Board leaders Community groups	a. Attend community events b. Collaboration with community organizers to educate community on procurement and certifications c. Utilizing external media/website for airport planning objectives
iv. Chesterfield County	Commission Board leaders Community groups	a. Attend community events b. Collaboration with County purchasing and EDA teams to educate community on procurement and certifications c. Utilizing external media/website for airport planning objectives

4. Effective Communication

The Commission will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including ensuring materials are in accessible formats for persons with disabilities and in languages other than English. See Limited English Proficiency (LEP) section of the Commission's Title VI Plan.

5. Communication Platforms

Diverse communication platforms will be utilized to effectively reach the broadest audience. We will use the following platforms to communicate project details, our nondiscrimination obligations, and points of contact for the public to share project or operational feedback with our office and the FAA.

Social Media, Monitors, and Other Communication Platforms

1 Social Media Platforms
2 Airport website flyrichmond.com/public-notice
3 Community partners and Commerce Chambers membership email directory
4 Community partners media websites
5 Commercial media Outlets
6 B2Gnow Contract Compliance Software

⁶ "Affected communities" means any readily identifiable group impacted or potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

⁷ Potential representatives include chamber of commerce, environmental advocacy groups, business leaders, and labor groups. These representatives should have a close association with the community, with particular emphasis on connection to racial and ethnic minority groups within the communities, including limited English proficient populations, as well as other constituencies historically underserved by transportation programs, such as low income populations, and others.

6. Records

This section includes the procedures [the Commission] will follow to document outreach efforts. Records for steps taken to provide outreach to Affected Communities will be maintained in the following locations:

Website⁸, In-person, and Other Storage Methods

1 B2Gnow Contract compliance Monitoring System
2 Internal Calendar
3 Airport website when applicable
4 eVa Virginia's Marketplace

Records will be kept for community input. The records will document how [the Commission] considered, weighed, and incorporated input received. The records will include justifications for any decisions contrary to community feedback. The records will be stored in the following locations:

Website⁹, In-person, and Other Storage Methods

1 Word press software
2 Commission Meeting Minutes when applicable
3 Airport website when applicable
4 In-person with Marketing Department
5 B2Gnow Contract compliance Monitoring Systems

Records for demographics of participants will also be kept. Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership.¹⁰ Demographic information will be requested by the following methods:

Demographic Information Collection Methods

1 Voluntary disclosure survey will be provided through Gravity Forms and housed in WordPress
2 Event registration process, whenever applicable
3 B2Gnow Contract compliance Monitoring Systems
4 eVa Virginia's Marketplace

CPP records will be made available to the public using the same methods for other information outlined within this plan.

⁸ [If adding a website, include the relevant webpage location address]

⁹ [If adding a website, include the relevant webpage location address]

¹⁰ This information is solicited to demonstrate compliance with Title VI and related requirements. See 49 CFR § 21.9(b); 49 U.S.C. § 47123; 28 CFR § 42.406; and FAA Order 1400.11.

7. Reporting Outcomes

Within 30 days of the end of each fiscal year (FY),¹¹ the Commission will create a CPP Report for the completed FY. The report will summarize efforts taken under this CPP in a narrative statement describing:

1. The specific steps taken to produce meaningful engagement with Affected Communities in the completed-FY,
2. The results of those efforts for the completed FY, and
3. How the Affected Communities' comments and views are or will be incorporated into the decision-making process.

Moving forward, the CPP Reports for the prior three years will be included with the Commission's Title VI Plan.

¹¹ The first report is required after the first complete fiscal year, after this plan is adopted. Information for activities during a partial year immediately following adoption of the plan will be included with the first full year's report.

Appendix 1

Complete only if required by Section 3¹²

Title VI regulation requires Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, the Commission will be able to identify, understand, and engage with communities. In doing so, the Commission will know about communities eligible to be served, actually or potentially affected, benefited or burdened by the Commission's airport program.

Affected Communities ¹³	Population
City of Richmond	218,414
County of Chesterfield	372,794
County of Hanover	109,979
County of Henrico	329,554

(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 Communities¹⁴

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,” the Commission 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 Richmond area is approximately [21.7] %. The poverty rate remains “high” compared with the rest of the rest of the Affected Communities and the Commonwealth of Virginia overall, which has an estimate of 10.6% poverty rate. The poverty rates for the specific Affected Communities are as follows

Affected Communities	Poverty Rate
City of Richmond	21.7%
County of Chesterfield	6.4%
County Hanover	4.4%

¹² [In general, this appendix should only be completed if the airport does not have a current Title VI Plan that has been accepted by the FAA. Information does not need to be copied and pasted from the Title VI Plan].

¹³ “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.

¹⁴ 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.

County of Henrico	9.1%
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Source [S1701: Poverty Status in the Past 12 Months](#)

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 follows¹⁵:

Affected Community: City of Richmond
Total Affected Community Population: 218,414

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	96,661	44%
Black or African American	89,891	41%
American Indian or Alaska Native	n/a	n/a
Asian	3,534	1.6%
Native Hawaiian or Other Pacific Islander	n/a	n/a
Hispanic or Latino	17,889	8.19%
Two or More races	18,725	8.6%
Population of two races	12,975	5.9%

Affected Community: Chesterfield County
Total Affected Community Population: 372,794

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	220,592	59%
Black or African American	90,619	24%
American Indian or Alaska Native	n/a	n/a
Asian	14,905	4%
Native Hawaiian or Other Pacific Islander	n/a	n/a
Hispanic or Latino	40,341	10%
Some other race alone	21,136	6%
Population of two races or more	25,186	7%

Affected Community: Henrico County
Total Affected Community Population: 329,554

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
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¹⁵ Recommend using demographic groups from the U.S. Census.

White	165,999	50%
Black or African American	96,922	29%
American Indian or Alaska Native	n/a	n/a
Asian	32,120	10%
Native Hawaiian or Other Pacific Islander	n/a	n/a
Hispanic or Latino	21,082	6%
Some other Race alone	10,868	3%
Population Two or More races	23,023	7%

Affected Community: Hanover County
Total Affected Community Population: 109,979

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	90,586	82%
Black or African American	9,821	9%
American Indian or Alaska Native	n/a	n/a%
Asian	n/a	
Native Hawaiian or Other Pacific Islander	n/a	n/a
Hispanic or Latino	n/a	n/a
Some other race alone	n/a	n/a
Population of two races or more	n/a	n/a

Source: [S1701](#)

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure the Commission communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages¹⁶ that are spoken in LEP households in the Affected Communities. The data source is [[Table 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 safe harbor threshold, which is 5% or 1,000, whichever is less.¹⁷ The safe harbor for our

¹⁶ 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.

¹⁷ 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.

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 of Individuals who Speak English less than “very well”	Margin of Error
<i>Spanish</i>		
Richmond City	6481	±373
Hanover County	770	±187
Henrico County	5942	±625
Chesterfield County	8591	±749
<i>Chinese (incl. Mandarin, Cantonese)</i>		
Richmond City	364	±184
Hanover County	138	±074
Henrico County	1,284	±355
Chesterfield County	541	±240
<i>Vietnamese</i>		
Richmond City	92	±83
Hanover County	71	±51
Henrico County	1,701	±488
Chesterfield County	914	±351
<i>Arabic</i>		
Richmond City	194	±106
Hanover County	8	±12
Henrico County	940	±355
Chesterfield County	195	±186
<i>Korean</i>		
Richmond City	294	±115
Hanover County	62	±57
Henrico County	360	±180
Chesterfield County	524	±167
<i>Other African Languages</i>		
Richmond City	333	±176
Hanover County	18	±17
Henrico County	615	±320
Chesterfield County	141	±95
<i>Other Asian Languages</i>		
Richmond City	30	±28
Hanover County	0	±28
Henrico County	1,354	±328
Chesterfield County	234	±170

See [Table B16001: Language Spoken at Home by Ability to Speak English](#)]

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	Several times a month	At least once a week	Every day
<i>Spanish</i>		X		
<i>Chinese (incl. Mandarin, Cantonese)</i>		X		
<i>Vietnamese</i>		X		
<i>Arabic</i>	X			
<i>Korean</i>	X			
<i>Other African Languages</i>	X			
<i>Other Asian Languages</i>				

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

Additional Languages Spoken		
Languages Spoken by LEP Population	Number of Individuals who Speak English less than “very well”	Margin of Error
<i>French</i>		
Richmond City	226	±131
Hanover County	261	±113
Henrico County	3	±9
Chesterfield County	244	±180
<i>Russian</i>		
Richmond City	39	±37
Hanover County	0	±28
Henrico County	608	±252
Chesterfield County	111	±85

This information is updated annually through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001

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

- The Commission 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.
 - Offerors for Commission contracts are required to submit certain representations and certifications, that disclose business demographic information including designation as MBE, WBE and geographical location.
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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.
 - The Commission is governed by 14 Commissioners, with four Commissioners appointed by the City of Richmond, four appointed by the County of Chesterfield, two appointed by the County of Hanover, and four appointed by the County of Henrico.
 - Beginning in July of 2024, the Commission will collect demographic data on its Commissioners.
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Appendix 2

Complete only if required by Section 4¹⁸

In creating a Language Assistance Plan, the Commission 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

¹⁸ [In general, this appendix should only be completed if the airport does not have a current Title VI Plan that has been accepted by the FAA. Information does not need to be copied and pasted from the Title VI Plan].

in Affected Communities

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold
Spanish
Chinese (incl. Mandarin, Cantonese)
Vietnamese
Arabic
Korean

The Commission also collects data for languages spoken by airport guests.¹⁹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Recite Me web add on	Flyrichmond.com
Assistance requests to airport information desks	n/a

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

Language
None

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 **[Commission]** 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
None at this time, but the Commission is working to identify	<i>All above languages</i>
Richmond Airport Employees volunteer staff pool	<i>Spanish, African Dialects</i>

¹⁹ 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.

Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website request form	All above languages
Volunteer multilingual RIC staff pool	Spanish, African languages

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
None currently, but the Commission is working to identify	<i>All above languages</i>

Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
None at this time, but the Commission will provide	All above languages

Description of Interpretation Assistance Processes

Airport Customer Service Office maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient in providing interpretation and/or translation services. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.
