

Title VI Policy Statement

The Capital Region Airport Commission (Commission) 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.

The Commission further assures every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs are federally funded or not. The Commission 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 Commission will take action to inform them and the general public and provide opportunities for public participation in the decision-making process.

The Commission requires nondiscrimination assurances, as prescribed by the 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 the Commission and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Stacy Seay available at 804-226-8576 and sseay@flyrichmond.com, is responsible for overseeing the Commission’s compliance with Title VI and is the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.

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

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.” To be a Title VI Complaint, the complaint must:

1. Allege discrimination based on 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 matters¹
3. Allege misconduct by the Commission, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Commission 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 Commission.² 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.

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

Stacy L Seay, CPPB, VCA, Title VI Coordinator
Procurement Manager and AC/DBE Liaison Officer
(Disadvantaged Business Enterprise Liaison Officer)
(Airport Concession Disadvantaged Business Enterprise Liaison Officer)

Capital Region Airport Commission
1 Richard E. Byrd Terminal Drive Ste C
Richmond International Airport, VA 23250-2400
E sseay@flyrichmond.com
T 804-226-8576
C 804-903-9563

¹ Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If a Commission 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.

² 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.

Receipt of Complaint. The coordinator will log in the complaint and promptly send copies of the complaint to the Commission.

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 for individuals unable to file a written complaint due to their 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 1-3 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 upload the complaint to the FAA Civil Rights Connect System. The coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation, and resolution process.

Investigation Procedure

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

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against the, 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 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 alternate dispute resolution, negotiation and meditation.

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 the Commission'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:

- Not later than 15 business days after the receipt of the Coordinator's position, the complainant may appeal that decision in writing to the Commission's President & Chief Executive Officer:

Title VI Appeals
Attn: Perry J. Miller
President & Chief Executive Officer
Capital Region Airport Commission
1 Richard E. Byrd Terminal Drive, Suite C
Richmond International Airport, VA 23250

- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- Within 30 days of the receipt of this appeal, the President and Chief Executive Officer or his designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

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

Intimidation and Retaliation Prohibited. Capital Region Airport Commission 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

Stacy L Seay, CPPB, VCA
ADA/Title VI Coordinator
Tel: (804) 226-8576 TTY: (804) 226-1437
Email: sseay@flyrichmond.com

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

Website, In-person, and Other Distribution Methods	
1.	Public Notices - Richmond International Airport (flyrichmond.com)
2.	Upon request from the ADA/Title VI Program Coordinator sseay@flyrichmond.com or 804-226-8576.
3.	In-person, upon request, at the Capital Region Airport Commission: 1 Richard E. Byrd Terminal Drive, Suite C Richmond International Airport, VA 23250
4.	Via US Mail, upon request, by writing to: Stacy Seay ADA/Title VI Program Coordinator Capital Region Airport Commission 1 Richard E. Byrd Terminal Drive, Suite C Richmond International Airport, VA 23250

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: Stacy Seay
Phone: 804-226-8576 email: sseay@flyrichmond.com
Address: 1 Richard E. Byrd Terminal Drive Ste C
Richmond International Airport, VA 23250-2400

Discriminacion Illegal

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

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

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

Coordinador: Stacy Seay
Teléfono: 804-226-8576 email: sseay@flyrichmond.com
Dirección: 1 Richard E. Byrd Terminal Drive Ste C
Richmond International Airport, VA 23250-2400



U.S. Department of Transportation
Federal Aviation Administration

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