

St. Pete-Clearwater International Airport (PIE)

Pinellas County, Florida

Title VI Plan

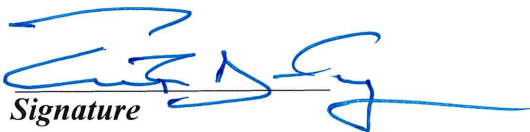
1. Title VI Policy Statement¹

Pinellas County, Florida 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.

Pinellas County, Florida 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 Airport Sponsor agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities the **Pinellas County, Florida** will take action to involve them and the general public in the decision-making process.

Pinellas County, Florida 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 **Pinellas County, Florida** and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Yvette Aehle, available at **727-453-7804** and **yaehle@fly2pie.com**, is responsible for overseeing the Airport Sponsor'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

Thomas R. Jewsbury
Airport Executive Director



Sept. 12, 2024
Effective Date

December 30, 2026
3-Year Expiration Date

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

2. Administration

Pinellas County's County Administrator will review and adopt this Title VI Plan for **Pinellas County, Florida**. 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's** or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the **County Administrator** 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
<i>Christopher T. McKinney</i>	<i>Airport Finance</i>

Pinellas County, Florida has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

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

Federal Source	Grant Number	Amount
<i>FAA BIL ATP</i>	<i>Docket # FAA-2023-1261</i>	<i>\$10,450,000</i>
	<i>NOFO</i>	

"In addition, **Pinellas County, Florida** 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
<i>None</i>		

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/
FDOT	https://www.dot.state.fl.us

3. Grant and Procurement Assurances

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

Pinellas County, Florida 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. **Pinellas County, Florida** requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. **During design of capital projects or putting together the documentation for a competitive bid, the Airport Engineer inserts the proper templates and federal contract provisions in the bid solicitation based upon whether the solicitation is for a Federal Aviation Administration grant-funded project, a Florida Department of Transportation grant-funded project, a Transportation Security Administration Other Transaction Agreement (OTA) funded project or is funded with Passenger Facility Charges (PFCs). The Coordinator also works with the Purchasing Department to ensure that Title VI language is included in all documents and contracts.**
- c. **The language that is to be used in all contracts is the following:**
 - *“Pinellas County, Florida, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises or airport concession disadvantaged business enterprises will be afforded full and fair opportunity*

to submit bids in response to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award."

Description of Oversight Methods for Subcontracts

Subcontract template must be used in all subcontracts related to the airport program. Subcontracts are audited by the Procurement Dept. 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 Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to **Pinellas County, Florida** leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in airport customer satisfaction surveys,

customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).

- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints Sections of this Plan.

The Coordinator **has** requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

5. Notice

49 CFR Part 21 Appendix C(b)(2)(ii)

Pinellas County, Florida will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 Appendix.

Pinellas County, Florida has posted the above Title VI policy statement at its staff offices.

Pinellas County, Florida will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by **February 28, 2024** at the Airport's January 2024 Tenant Manager Meeting.

Posters are displayed in the terminal, including the following public locations:

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>PIE Terminal</i>	<i>6</i>		
<i>PIE Terminal</i>		<i>2</i>	
<i>PIE Restaurant Concession</i>	<i>1</i>		

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

Outreach to Affected Communities

Pinellas County, Florida's St. Pete-Clearwater International Airport (Airport) 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, general circulation newspapers, community newspapers, email broadcast, and **flyers put in community centers**. **The Airport** contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ 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.

Pinellas County, Florida will create a detailed Community Participation Process (CPP) by **July 31, 2024**. A copy of the plan will be available at **the St. Pete-Clearwater International Airport's Administrative Office, 14700 Terminal Blvd., Suite 221, Clearwater, FL 33762**.

To ensure that the community is effectively informed of and able to participate in public hearings, **Human Rights 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 direction for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

6. Community Statistics

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

<i>Affected Communities</i>	<i>Population</i>
<i>Feather Sound</i>	<i>3,351 (2023)</i>
<i>High Point</i>	<i>3,845 (2023)</i>
<i>Safety Harbor</i>	<i>17,072 (2023)</i>

(Hereafter, the above communities will be referred to collectively as "the Affected

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.

Communities”).

We have identified the following facts about the Affected Communities:

Low Income Communities⁴.

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,” **County** is collecting information about affected and potentially affected low-income communities. According to the U.S. Census Report S1701 Poverty Status in the Past 12 Months, the overall poverty level for Pinellas County, Florida is approximately **14.2%**. The poverty rate remains **similar** compared with the rest of the United States’ poverty rate of 12.8%. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
Feather Sound	14.2%
Highpoint	18.1%
Safety Harbor	5.5%

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 follows⁵:

Affected Community: <u>Feather Sound (33762)</u>		
Total Affected Community Population: <u>3,351</u>		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	4,639	6.1%
Black or African American	119	8.4%
American Indian or Alaska Native	0	0%
Asian	199	4.5%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	573	6.8%
More than one	357	0%
No response / would not say	0	0%

⁴ 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.

⁵ Recommend using demographic groups from the U.S. Census.

Affected Community: High Point (33760)
Total Affected Community Population: 3,845

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	12,374	17.9%
<i>Black or African American</i>	3,174	13.9%
<i>American Indian or Alaska Native</i>	42	76.2%
<i>Asian</i>	1,195	11.1%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	3,571	32.1%
<i>More than one</i>	866	40.9%
<i>No response / would not say</i>	0	0%

Affected Community: Safety Harbor (34695)
Total Affected Community Population: 17,072

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	15,249	5.4%
<i>Black or African American</i>	911	0.7%
<i>American Indian or Alaska Native</i>	46	50%
<i>Asian</i>	335	0%
<i>Native Hawaiian or Other Pacific Islander</i>	10	0%
<i>Hispanic or Latino</i>	1,353	5.0%
<i>More than one</i>	761	3.0%
<i>No response / would not say</i>	0	0%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that the County communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁶ that are spoken in LEP households in the Affected Communities. The data source is **the U.S. Census**.

The threshold we have used for identifying the languages with significant LEP populations is the

⁶ 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.

DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.⁷ 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>	1,947	+/-644

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		

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>Portuguese</i>

⁷ 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 annually⁸ through checking the following resources:

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

Beneficiary Diversity.

Demographic information may be collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures on sign-in sheets. The sign-in sheet is on the next page, which has been vetted by the Airport's attorney. These sign-in sheets will be handed out at various meetings held on the Airport's campus, such as pre-bid meetings, tenant manager meetings, small business workshops, tours given to various groups, and other employee/citizen gatherings.

Description of Beneficiary Demographic Information Collection Methods

- *Pinellas County's Small Business Enterprise Office has software that contains voluntary demographic information on the vendors that regularly bid on County projects.*
- *Participants at small business workshops, meetings with airport customers, attendees at community meetings or workshops, pre-bid meetings, and other public meetings may be asked to complete an anonymous survey that includes demographic information.*
- *Airport may work with Purchasing in the future to have demographic information programmed into the OpenGov Procurement software. There will be a cost charged to the Airport for the additional programming.*

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. Human Resources will provide that information when requested by the Airport.*
- *Pinellas County's Business Technology Services (BTS) Department occasionally gathers voluntary demographic information of its Board of County Commissioners, Advisory Boards, BTS Board and the Human Resources Board. That information is requested by the Airport and will be kept in the Administrative Office.*

⁸ 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.



TAMPA BAY THE EASY WAY

Voluntary Demographic Information

Title VI (49 CFR § 21.9(b)) regulations require Federal grant recipients such as St. Pete-Clearwater International Airport (PIE) to know their community's demographics. By knowing this information, PIE will be able to identify, understand, communicate, and engage with surrounding communities. **Your answers will only be counted to calculate the demographics and will be kept anonymous.**

1. Please indicate your race below:

White ☐

Black or African American ☐

American Indian or Alaska Native ☐

Asian ☐

Native Hawaiian or Other Pacific Islander ☐

Hispanic or Latino ☐

2. Is English the language that you use primarily at home or away from work? ____Yes ____No
If you answered "No", please indicate which language you use.

French ☐ Chinese ☐

Spanish ☐ Filipino Tagalog ☐

Portuguese ☐ Vietnamese ☐

German ☐ Arabic ☐

Korean ☐ Japanese ☐

Russian ☐ Italian ☐

Haitian Creole ☐ Hindi, Urdu, etc. ☐

Other: _____

Thank you very much for your participation.

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 **County** activity must have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented substantial legitimate nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.⁹

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
<i>Existing Passenger Terminal Building (since 1950s)</i>	<i>None</i>
<i>Rehabilitation of Runway 18/36</i>	<i>Safety Harbor</i>
<i>Cargo Apron Rehabilitation/Conversion of Runway 09/27 to a Taxiway</i>	<i>None</i>

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

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
<i>New Airco Taxiway "D"</i>	<i>Feather Sound</i>
<i>New Taxiway "N"</i>	<i>None</i>
<i>Paving of Strawberry Parking Lot</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: **None. Feather Sound was contacted for a public meeting during the re-zoning of a portion of the Airco Taxiway "D" design. They were concerned about noise that could be generated from Airco. However, the Airport has a green buffer of 46.5 acres of vegetated land that exists between the Airport and Airco site and Feather Sound that the FAA Airports District Office (ADO) has approved. No development will occur on that property. A copy of the letter is attached to this Plan. This**

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



U.S. Department
of Transportation
**Federal Aviation
Administration**

Buffer letter

Orlando Airports District Office
5950 Hazeltine National Dr., Suite 400
Orlando, FL 32822-5024
Phone: 407-812-6331

August 17, 2010

Mr. Noah Lagos, A.A.E.
Airport Director
St. Petersburg-Clearwater International Airport
14700 Terminal Blvd., Ste. 221
Clearwater, Florida 33762

Dear Mr. Lagos,

RE: St. Petersburg-Clearwater International Airport (PIE)
St. Petersburg, Florida
Airport Buffer Area

This letter responds to your July 20, 2010 correspondence and Value Analysis Report regarding the proposed 46.5 acre Airport "Buffer Area" at the St. Petersburg-Clearwater International Airport. Based on the Report, the Federal Aviation Administration (FAA) recognizes the following benefits of this proposal:

- The proposed "Buffer Area" is located on the eastern-most portion of airport property, adjacent to Moog Place. The "Buffer Area" is not contiguous to other airport properties (Moog Place bisects the airfield from this parcel.)
- Pinellas County is not requesting a perpetual conservation easement for this property.
- Due to the presence of wetlands and archeological areas, the subject property has little development potential, and/or would generate significant public opposition if developed.
- If designated as a "Buffer Area," the existing development rights of this parcel will be transferred to other airport properties, such as the Airco Golf Course property and/or parcels adjacent to Roosevelt Boulevard, which are properties ripe for development.
- The transferred development rights will create a \$6,106,759 increase in airport land value which would not exist on the existing "Buffer Area" site. Designating this property as a "Buffer Area" and transferring the development rights is the highest and best use of this property.

Therefore, the FAA concurs with your request to designate this area as a "Buffer Area." Please update your Airport Layout Plan (ALP) to depict this change and submit 12 copies of the ALP to this office for approval.

If you have any questions, please feel free to contact me at (407) 812-6331, ext. 122.

Sincerely,

Rebecca R. Henry

Rebecca R. Henry
Planning Specialist

buffer was conceived specifically for the purpose of providing a noise buffer between the Airport and Feather Sound.

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

Justifications:

None

Facilities or Construction Projects	Justification
None	

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the **County** 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
Spanish
Portuguese

The County will begin collecting data for languages spoken by airport guests.¹⁰ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport language line usage data</i>	<i>www.languageine.com</i>
<i>Airport receptionist interview</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 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 **County** 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. Note that this vendor is for remote over-the-phone, video remote interpreting and document translation only. Can be on-demand or scheduled assistance.

Translation Vendors	Languages
State of Florida, Dept. of Management Services	All above languages

- Information regarding translation services can be obtained at: Airport's

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

Administrative Office, Suite 221 (second floor).

Location for Translation Assistance	Languages
<i>Airport Administrative Offices</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: **Airport's Administrative Office, Suite 221 (second floor).**

Location for Interpretation Assistance	Languages
<i>Airport Administrative Offices</i>	<i>All above languages</i>

Description of Interpretation Assistance Processes

- *The airport contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport information desk staff use I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc. and "parks" the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate connect the requesting party to an interpreter for the duration of the call. The Airport Receptionist notifies the Deputy Director for Finance and Administration which languages are requested with each Language Line invoice. Note: All phone calls that we have used the Language Line for in the past 3 years have all requested Spanish.*

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 encouraged the **Pinellas Suncoast Transit Authority (PTSA)** to provide transit service access between the airport and these Affected Communities. However, PSTA notified us that there is not enough traffic to warrant a separate route to the Airport.

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
None		

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>Parking lot operations RFP</i>	<i>Advertised through Pinellas County's OpenGov website (where all bids are advertised). During the bid process, the County's Small Business Enterprise office is notified and that office searches for opportunities and support for small businesses to move from sub-contracting to prime contracting roles. Airport inputs ACDBE goals into bid.</i>
<i>Janitorial services RFQ</i>	<i>Advertised through Pinellas County's OpenGov website. Title VI Coordinator participates in the Minority Enterprise Development Corporation Transportation Panel to notify members of the bid opportunity and how to become a vendor of Pinellas County.</i>
<i>Strawberry Parking Lot Paving</i>	<i>Airport and Florida Department of Transportation participate in the funding, so FDOT DBE clauses are used in the bid. FAA approved DBE goals are also used if federal funding is used for capital projects. All capital construction is also advertised through Pinellas County's OpenGov website.</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 **Pinellas County Purchasing**.

11. Training

New employee orientation for Airport employees incorporates Title VI training beginning in March 2024. 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 during a Tenant Manager's Meeting.

(The rest of this page is intentionally blank.)

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

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

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

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

Pinellas County's Title VI Policy and Grievance Procedure is found at <https://pinellas.gov/title-vi-policy-and-grievance-procedure/>.

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹³
3. Allege misconduct by the **County**, including airport employees, contractors, concessionaires, lessees, or tenants.

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

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

¹³ 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.

4. Concern an airport facility or actions by the **County** 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 **County**.¹⁴ Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. Pinellas County's Office of Human Rights will log in the complaint and promptly send copies of the complaint to **the Coordinator, since our complaint procedure directs the Complainant to file the complaint with the Office of Human Rights.**

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

Jeffery Lorick
Pinellas County Office of Human Rights
County Office Annex
400 South Fort Harrison Avenue, 5th Floor
Clearwater, FL 33756
Phone: 727-464-4880
Email: jlorick@pinellas.gov

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 County's Discrimination Grievance 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. The Coordinator will have thirty (30) days from the receipt of the written grievance through the Office of Human Rights.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within **five (5) 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 information 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 **the County**, 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. Pinellas County's 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 **various means, such as alternate dispute resolution, negotiation, and/or mediation.**

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state **Pinellas County'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 the Office of Human Rights' Director, Jeffrey Lorick.
- The written appeal must be received **within fourteen (14)** business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- Pinellas County's County Administrator will request that a panel of three (3) senior managers of unaffected County Departments be appointed to hear the grievance.
- Within fourteen (14) days from the date of the appeal hearing, the panel 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 **St. Pete-Clearwater International Airport** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **St. Pete-Clearwater International Airport's** 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 **Yvette Aehle** at either yaehle@fly2pie.com or 727-453-7804.

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 <https://fly2pie.com/airport-business-real-estate/hb915-financial-title-vi-compliance>*

2 *Pinellas County website Title VI Policy page at <https://pinellas.gov/title-vi-policy-and-grievance-procedure/>*

3. *Airport Administrative Office – Suite 221 in Terminal. A hard copy of this Title VI Plan will be kept in the Coordinator's office.*

14. Population / Language Data

	ZCTA5 33760 High Point		ZCTA5 33762 (Feather Sound)		ZCTA5 34695 (Safety Harbor)	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	16,007	±1,054	7,022	±575	17,005	±261
Speak only English	12,203	±795	6,102	±539	14,888	±592
Spanish or Spanish Creole:	2,591	±671	312	±143	903	±349
Speak English "very well"	1,125	±287	293	±142	441	±215
Speak English less than "very well"	1,466	±567	19	±30	462	±280
French (incl. Patois, Cajun):	5	±8	48	±45	19	±20
Speak English "very well"	5	±8	16	±14	19	±20
Speak English less than "very well"	0	±21	32	±43	0	±21
French Creole:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Italian:	15	±13	50	±38	138	±140
Speak English "very well"	15	±13	17	±20	126	±134
Speak English less than "very well"	0	±21	33	±31	12	±19
Portuguese or Portuguese Creole:	180	±166	10	±15	159	±171
Speak English "very well"	111	±102	10	±15	32	±50
Speak English less than "very well"	69	±86	0	±19	127	±165
German:	52	±42	22	±24	116	±105
Speak English "very well"	52	±42	10	±15	87	±98
Speak English less than "very well"	0	±21	12	±18	29	±34
Yiddish:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Other West Germanic languages:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Scandinavian languages:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Greek:	14	±19	28	±39	54	±68
Speak English "very well"	14	±19	28	±39	41	±66
Speak English less than "very well"	0	±21	0	±19	13	±20
Russian:	8	±14	28	±32	0	±21
Speak English "very well"	0	±21	28	±32	0	±21

	ZCTA5 33760 High Point		ZCTA5 33762 (Feather Sound)		ZCTA5 34695 (Safety Harbor)	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	8	±14	0	±19	0	±21
Polish:	19	±25	0	±19	0	±21
Speak English "very well"	19	±25	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Serbo-Croatian:	195	±153	11	±19	45	±50
Speak English "very well"	85	±67	0	±19	31	±34
Speak English less than "very well"	110	±90	11	±19	14	±21
Other Slavic languages:	98	±80	32	±50	0	±21
Speak English "very well"	40	±46	15	±24	0	±21
Speak English less than "very well"	58	±53	17	±26	0	±21
Armenian:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Persian:	0	±21	0	±19	69	±85
Speak English "very well"	0	±21	0	±19	29	±34
Speak English less than "very well"	0	±21	0	±19	40	±53
Gujarati:	0	±21	49	±61	132	±179
Speak English "very well"	0	±21	49	±61	132	±179
Speak English less than "very well"	0	±21	0	±19	0	±21
Hindi:	0	±21	10	±16	26	±36
Speak English "very well"	0	±21	10	±16	26	±36
Speak English less than "very well"	0	±21	0	±19	0	±21
Urdu:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Other Indic languages:	137	±197	19	±33	0	±21
Speak English "very well"	125	±196	19	±33	0	±21
Speak English less than "very well"	12	±18	0	±19	0	±21
Other Indo-European languages:	0	±21	0	±19	47	±60
Speak English "very well"	0	±21	0	±19	32	±45
Speak English less than "very well"	0	±21	0	±19	15	±25
Chinese:	45	±51	46	±39	143	±113
Speak English "very well"	29	±46	46	±39	44	±37

	ZCTA5 33760 High Point		ZCTA5 33762 (Feather Sound)		ZCTA5 34695 (Safety Harbor)	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	16	±23	0	±19	99	±88
Japanese:	11	±18	94	±139	17	±19
Speak English "very well"	11	±18	0	±19	9	±14
Speak English less than "very well"	0	±21	94	±139	8	±13
Korean:	12	±19	0	±19	33	±49
Speak English "very well"	0	±21	0	±19	14	±21
Speak English less than "very well"	12	±19	0	±19	19	±29
Mon-Khmer, Cambodian:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Hmong:	17	±84	0	±19	0	±21
Speak English "very well"	15	±75	0	±19	0	±21
Speak English less than "very well"	2	±9	0	±19	0	±21
Thai:	55	±56	19	±22	13	±22
Speak English "very well"	35	±35	19	±22	13	±22
Speak English less than "very well"	20	±24	0	±19	0	±21
Laotian:	23	±36	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	23	±36	0	±19	0	±21
Vietnamese:	165	±97	67	±95	20	±29
Speak English "very well"	40	±50	25	±37	20	±29
Speak English less than "very well"	125	±87	42	±58	0	±21
Other Asian languages:	0	±21	45	±41	62	±63
Speak English "very well"	0	±21	27	±24	55	±63
Speak English less than "very well"	0	±21	18	±19	7	±11
Tagalog:	51	±34	30	±52	74	±112
Speak English "very well"	37	±32	30	±52	53	±80
Speak English less than "very well"	14	±19	0	±19	21	±33
Other Pacific Island languages:	0	±21	0	±19	12	±19
Speak English "very well"	0	±21	0	±19	12	±19
Speak English less than "very well"	0	±21	0	±19	0	±21
Navajo:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21

	ZCTA5 33760 High Point		ZCTA5 33762 (Feather Sound)		ZCTA5 34695 (Safety Harbor)	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Other Native North American languages:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21
Hungarian:	21	±33	0	±19	0	±21
Speak English "very well"	13	±20	0	±19	0	±21
Speak English less than "very well"	8	±13	0	±19	0	±21
Arabic:	45	±55	0	±19	25	±39
Speak English "very well"	34	±44	0	±19	10	±16
Speak English less than "very well"	11	±13	0	±19	15	±23
Hebrew:	0	±21	0	±19	10	±17
Speak English "very well"	0	±21	0	±19	10	±17
Speak English less than "very well"	0	±21	0	±19	0	±21
African languages:	45	±72	0	±19	0	±21
Speak English "very well"	21	±33	0	±19	0	±21
Speak English less than "very well"	24	±39	0	±19	0	±21
Other and unspecified languages:	0	±21	0	±19	0	±21
Speak English "very well"	0	±21	0	±19	0	±21
Speak English less than "very well"	0	±21	0	±19	0	±21

	ZCTA5 33760 (High Point)						ZCTA5 33762 (Feather Sound)	
	Total		Below poverty level		Percent below poverty level		Total	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	18,278	±1,492	3,349	±619	18.3%	±3.1	5,402	±550
AGE								
Under 18 years	3,101	±540	626	±271	20.2%	±8.0	704	±154
Under 5 years	833	±244	326	±196	39.1%	±16.5	140	±76
5 to 17 years	2,268	±498	300	±145	13.2%	±6.5	564	±155
Related children of householder under 18 years	3,089	±540	614	±273	19.9%	±8.1	696	±154
18 to 64 years	12,707	±1,167	2,298	±468	18.1%	±3.4	3,467	±410
18 to 34 years	5,263	±635	1,227	±320	23.3%	±5.8	847	±181
35 to 64 years	7,444	±866	1,071	±316	14.4%	±3.9	2,620	±368
60 years and over	3,549	±408	746	±279	21.0%	±6.7	1,712	±224
65 years and over	2,470	±303	425	±198	17.2%	±7.2	1,231	±202
SEX								
Male	9,629	±883	1,882	±440	19.5%	±4.0	2,627	±315
Female	8,649	±891	1,467	±331	17.0%	±3.6	2,775	±338
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	12,374	±1,385	2,214	±502	17.9%	±3.8	4,639	±538
Black or African American alone	3,174	±677	440	±155	13.9%	±5.5	119	±68
American Indian and Alaska Native alone	42	±76	32	±74	76.2%	±76.2	0	±20
Asian alone	1,195	±528	133	±136	11.1%	±10.0	199	±93
Native Hawaiian and Other Pacific Islander alone	0	±27	0	±27	-	**	0	±20
Some other race alone	627	±349	176	±167	28.1%	±22.0	88	±74
Two or more races	866	±337	354	±282	40.9%	±21.8	357	±134
Hispanic or Latino origin (of any race)	3,571	±916	1,148	±456	32.1%	±11.0	573	±275
White alone, not Hispanic or Latino	9,852	±1,063	1,467	±403	14.9%	±3.9	4,333	±531

					ZCTA5 34695 (Safety Harbor)			
	Below poverty level		Percent below poverty level		Total		Below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	303	±129	5.6%	±2.4	17,592	±272	931	±456
AGE								
Under 18 years	8	±14	1.1%	±2.0	3,589	±440	179	±154
Under 5 years	0	±20	0.0%	±28.1	1,045	±290	0	±23
5 to 17 years	8	±14	1.4%	±2.5	2,544	±409	179	±154
Related children of householder under 18 years	0	±20	0.0%	±6.6	3,589	±440	179	±154
18 to 64 years	196	±99	5.7%	±3.0	10,243	±485	565	±264
18 to 34 years	17	±26	2.0%	±3.0	2,516	±400	125	±86
35 to 64 years	179	±94	6.8%	±3.8	7,727	±548	440	±208
60 years and over	151	±88	8.8%	±5.0	5,197	±472	262	±176
65 years and over	99	±78	8.0%	±6.0	3,760	±403	187	±174
SEX								
Male	213	±108	8.1%	±4.1	8,466	±469	435	±236
Female	90	±47	3.2%	±1.7	9,126	±506	496	±308
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	284	±122	6.1%	±2.7	15,249	±650	831	±433
Black or African American alone	10	±15	8.4%	±12.8	911	±504	6	±10
American Indian and Alaska Native alone	0	±20	-	**	46	±47	23	±36
Asian alone	9	±14	4.5%	±7.0	335	±220	0	±23
Native Hawaiian and Other Pacific Islander alone	0	±20	-	**	10	±16	0	±23
Some other race alone	0	±20	0.0%	±38.2	280	±142	48	±63
Two or more races	0	±20	0.0%	±12.4	761	±252	23	±34
Hispanic or Latino origin (of any race)	39	±39	6.8%	±7.0	1,353	±406	67	±55
White alone, not Hispanic or Latino	245	±111	5.7%	±2.6	14,549	±762	822	±432

	Percent below poverty level	
Label	Estimate	Margin of Error
Population for whom poverty status is determined	5.3%	±2.6
AGE		
Under 18 years	5.0%	±4.3
Under 5 years	0.0%	±4.4
5 to 17 years	7.0%	±6.0
Related children of householder under 18 years	5.0%	±4.3
18 to 64 years	5.5%	±2.6
18 to 34 years	5.0%	±3.5
35 to 64 years	5.7%	±2.7
60 years and over	5.0%	±3.4
65 years and over	5.0%	±4.5
SEX		
Male	5.1%	±2.8
Female	5.4%	±3.3
RACE AND HISPANIC OR LATINO ORIGIN		
White alone	5.4%	±2.8
Black or African American alone	0.7%	±1.2
American Indian and Alaska Native alone	50.0%	±50.0
Asian alone	0.0%	±13.2
Native Hawaiian and Other Pacific Islander alone	0.0%	±100.0
Some other race alone	17.1%	±19.1
Two or more races	3.0%	±4.7
Hispanic or Latino origin (of any race)	5.0%	±4.3
White alone, not Hispanic or Latino	5.6%	±2.9

15. Completed Unlawful Discrimination Poster

(See next page)

(See second page for terminal locations)

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: Yvette Aehle
Phone: 727-453-7804
Address: 14700 Terminal Blvd., Suite 221
Clearwater, FL 33762

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: Yvette Aehle
Teléfono: 727-453-7804
Dirección: 14700 Terminal Blvd., Suite 221
Clearwater, FL 33762



U.S. Department of Transportation
Federal Aviation Administration

★ **Legend:**

1. Baggage Claim Restrooms
2. Baggage Claim Pay Phones
3. West Elevator
4. Gates 7-11 Checkpoint
5. Ticketing "A" Restrooms
6. Gates 2-6 by Pax Screening
7. East Elevator
8. Adjacent to Administration
9. Gates 7-11 by Seating Area
10. Front Desk at Signature Flight Support (FBO)
11. Front desk at Sheltair Aviation (FBO)

TERMINAL MAP

★ 11.

FIRST FLOOR

