



APRIL 1, 2024

LOUIS ARMSTRONG
NEW ORLEANS INTERNATIONAL AIRPORT
TITLE VI AND NON-DISCRIMINATION PLAN



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1. TITLE VI POLICY STATEMENT¹

The Louis Armstrong New Orleans International Airport (MSY) 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 Louis Armstrong New Orleans International Airport (MSY) further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not, including any programs or activities of our sub-recipients. 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 Louis Armstrong New Orleans International Airport (MSY) will take action to involve them and the general public in the decision-making process.

The Louis Armstrong New Orleans International Airport (MSY) 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 The Louis Armstrong New Orleans International Airport (MSY) and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

The Airport Director of Disadvantaged Business Enterprises, available at (504) 303-7610 and philisti@flymsy.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
 Kevin Dolliole
 Director of Aviation

April 1, 2024
Effective Date

April 1, 2027
3-Year Expiration Date

¹ This policy statement will be translated into languages other than English, including Spanish and Vietnamese, upon request.



2. ADMINISTRATION

The New Orleans Aviation Board (NOAB) has reviewed and adopted this Title VI Plan for the Louis Armstrong New Orleans International Airport (MSY). 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 Director of Aviation or Title VI Coordinator, Philistine Ferrand. Significant revisions to our policies or federal guidelines may warrant re-adoption by the NOB 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:

Responsible Official Supporting Title VI Program	Airport Sponsor Program / Office
Kevin Dolliole	Director of Aviation
Erin Burns	Director of Communications
Carmen Robinson	Interim Deputy Director of Aviation, Finance and Administration
James McCluskie	Deputy Director of Aviation, Planning, Development, and Construction
Michelle Wilcut	Deputy Director of Aviation, Customer Service
DBE Office Staff & supporting consultants	Director of Disadvantaged Business Enterprises (DBE)

The Louis Armstrong New Orleans International Airport (MSY) has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

As of the date of this plan, the Louis Armstrong New Orleans International Airport (MSY) does not have pending applications for Federal financial assistance:

Federal Source	Grant Number	Amount
FAA AIP	<i>TBD</i>	\$7,000,000

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

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



3. GRANT AND PROCUREMENT ASSURANCES

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

The Louis Armstrong New Orleans International Airport (MSY) 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. The Louis Armstrong New Orleans International Airport (MSY) requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. The Airport's legal department prepares all agreements and reviews all procurements to ensure that required Civil Rights Clauses are included in solicitations. Further, all agreement templates include the required Civil Rights clauses. The required language in the Civil Rights clauses requires the Civil Rights language to be included in all sub-agreements.

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.
Monitoring and compliance will be the responsibility of the Title VI Coordinator in partnership with the NOAB Legal Department. All sub-recipients will be required to provide an annual report of compliance with the Airport's Title VI policy and requirements.
All sub-recipients, contractors, consultants, and vendors are monitored for compliance with program requirements, as applicable. All sub-recipients, subcontractors and vendors who receive payments from the NOAB and/or City of New Orleans where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964.
In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the sponsor shall impose such contract sanctions as it or the FAA may determine to be appropriate, including, but not limited to: Withholding of payments to the contractor under the contract until the contractor complies, and/or Cancellation, termination, or suspension of the contract, in whole or in part.



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 The Louis Armstrong New Orleans International Airport (MSY) 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)

The Louis Armstrong New Orleans International Airport (MSY) 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 Louis Armstrong New Orleans International Airport (MSY) has posted the above Title VI policy statement at its staff offices.

The Louis Armstrong New Orleans International Airport (MSY) will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be or will be distributed by April 1, 2024, by email and will be posted on the Airport's website.

Signage is posted in the employee areas of each FBO location at MSY. Signature Flight Support is operating out of a temporary trailer and does not have a public space at this time. Atlantic Aviation has signage posted in their public lobby area. The airport also requested a quote for signage in all of the Airport's public parking garages in June 2023.

Terminal/FBO/Concessions/Other Locations				
Area	Location	Quantity	Pre-Security	Post-Security
South Campus	Employee Parking Garage Elevators	4	4	NA
South Campus	Badging Office Employee Bulletin Board	1	1	NA
North Terminal	Short Term Parking Garage Elevators	6	6	NA
North Terminal	Terminal Elevators	6	6	NA
North Terminal	FIDS Monitors - throughout	21	8	13
North Terminal	Ticketing Restrooms	4	4	NA
North Terminal	Bag Claim Restrooms	4	4	NA
North Terminal	Pre-Security Restrooms - Level 2	4	4	NA
North Terminal	Post-Security Head of House Restrooms	4	NA	4
North Terminal	Concourse A Restrooms	4	NA	4
North Terminal	Concourse B Restrooms	6	NA	6
North Terminal	Concourse C Restrooms	6	NA	6
North Terminal	CBP Restrooms	3	0	3
North Terminal	Family Restrooms	15	5	10
North Terminal	Mothers/Lactation Rooms	3	0	3
North Terminal	Service Animal Relief Areas	1	0	1
North Terminal	Employee Bulletin Boards	3	1	2
FBO		2	NA	NA

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



Outreach to Affected Communities

The Airport's Marketing and Communications Departments ensure 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 social media.

CPP Communication: Social Media, Monitors, and Other Communication Platforms	
Website	https://www.flymsy.com
Social Media:	
X	@flyneworleans
Instagram	@flyneworleans
Facebook	@MSY-Airport
LinkedIn	New Orleans Aviation Board
In-Terminal Airport signage (monitors, signs, flyers, printed material)	Temporary signage for travelers and the general public
E-mails	Public Notices, General News and updates, Press Releases and Media Advisories, City of New Orleans ERP system (BRASS)
Media Outreach	Print, Broadcast, Digital
Advertising	Print, Broadcast or Digital Ads
Fact Sheets, Brochures, and Newsletters	
Surveys	
Visualizations and Videos	YouTube
Community Outreach	Presentations and speaking engagements at community meetings

The Marketing and Communications Departments contact leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. Additional measures may include openly stating our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of Airport announcements. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

Detailed information on our public notice and outreach procedures is available in the Louis Armstrong New Orleans International Airport (MSY) CPP. CPP information is available:

MSY CPP Information Sharing Sources	
Website	https://www.flymsy.com
Airport Programmatic Plans	On-line: https://flymsy.com/wp-content/uploads/2020/10/DBE_Plan_2011_Final_Revision_20140212-bdp.pdf On-line: https://flymsy.com/wp-content/uploads/2020/10/ACDBE_Plan_2011_20120212-bdp.pdf On-line: https://flymsy.com/wp-content/uploads/2022/02/NOAB-Title-VI-Plan-202201.pdf Other: Media outreach efforts managed by NOAB Director of Communications

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.

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MSY CPP Information Sharing Sources	
Disadvantaged Business Enterprises Public Outreach & Programming	In-Person/ Virtual Outreach, Community Meetings, Pre-Bid Meetings
Airport In-Person/ Virtual Public Outreach Meetings	In-Person/ Virtual
Airport Contracting & Pre-Bid Meetings	In-Person/ Virtual
In-Terminal Airport signage (monitors, signs, flyers, printed material)	Temporary signage for travelers and general public
E-mails	Public Notices, General News & Updates, Press Releases and Media Advisories, City of New Orleans ERP system (BRASS)
Advertising	Print Ads

The Louis Armstrong New Orleans International Airport (MSY) has created a detailed CPP, submitted in February 2024. A copy of the plan will be available on the flymsy.com website once made effective. The CPP reporting will be included and available with future updates to MSY’s Title VI and Non-Discrimination Plan.

To ensure that the community is effectively informed of and able to participate in public hearings, the Airport’s Marketing and Communications Departments and the DBE Office include 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, the Louis Armstrong New Orleans International Airport (MSY) will be able to identify, understand, and engage with communities. In doing so, the Louis Armstrong New Orleans International Airport (MSY) needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by MSY's airport program.

The Airport has identified the areas proximate to its operations for the purposes of conducting analyses of the socioeconomic impacts, environmental justice, and children's health and safety risks. To analyze the additional existing socioeconomic conditions (e.g., income, housing) in the Airport Study Area, Census Tracts 206 and 9800 were identified.⁴ The Airport also considers demographic data associated with other geographic areas that the Airport Study Area intersects, City of Kenner, Jefferson Parish, and the City of New Orleans.

Affected Communities ⁵	Population
Census Tract 206/9800 (EA Study Area)	4,680*

(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 Communities⁶

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 Louis Armstrong New Orleans International Airport (MSY) 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 New Orleans-Metairie Metropolitan Statistical Area (MSA) is approximately 15.7 %. The poverty rate remains slightly lower compared with the rest of the state of Louisiana (18.7%).

The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
MSY Affected Community (EA Study Area)	30.6 %*
Orleans Parish	22.2%
Jefferson Parish	14.1%
City of Kenner	13.8%

⁴ To analyze the additional existing socioeconomic conditions (e.g., income, housing) in the Airport Study Area, this Supplemental EA used 2010 U.S. Census data from Census Tracts 206 and 9800, which encompass the Airport Study Area.

⁵ "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.

⁶ 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.



Affected Communities	Poverty Rate
New Orleans - Metairie MSA	15.7%
Louisiana	18.7%

Sources: U.S. Census American Community Survey (ACS) Estimates ending 2010-2011 (Affected Area)

U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1701, 2022,
https://data.census.gov/table/ACSST1Y2022.S1701?q=s1701&g=050XX00US22051,22071_160XX00US2239475. Accessed on February 10, 2024.

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 follows⁷:

Affected Community: Orleans Parish Total Affected Community Population: 357,172		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	112,856	31.6%
Black or African American alone	198,362	55.5%
American Indian and Alaska Native alone	N	N
Asian alone	9,438	2.6%
Native Hawaiian and Other Pacific Islander alone	N	N
Some other race alone	6,515	1.8%
Two or more races	29,491	8.3%
Hispanic or Latino origin (of any race)	20,897	5.9%
White alone, not Hispanic or Latino	110,503	30.9%
Affected Community: Jefferson Parish Total Affected Community Population: 422,860		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	218,918	51.8%
Black or African American alone	113,049	26.7%
American Indian and Alaska Native alone	N	N
Asian alone	18,623	4.4%
Native Hawaiian and Other Pacific Islander alone	N	N
Some other race alone	22,827	5.4%
Two or more races	47,018	11.1%
Hispanic or Latino origin (of any race)	66,776	15.8%
White alone, not Hispanic or Latino	209,272	49.5%
Affected Community: City of Kenner Total Affected Community Population: 63,676		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White alone	31,406	49.3%

⁷ Demographic groups from the U.S. Census.



Black or African American alone	12,944	20.3%
American Indian and Alaska Native alone	N	N
Asian alone	N	N
Native Hawaiian and Other Pacific Islander alone	N	N
Some other race alone	N	N
Two or more races	10,110	15.9%
Hispanic or Latino origin (of any race)	16,124	25.3%
White alone, not Hispanic or Latino	29,253	45.9%

*N: The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area.

Limited English Proficiency (LEP)

The goal of all language access planning and implementation is to ensure that the Louis Armstrong New Orleans International Airport (MSY) communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁸ that are spoken in LEP households in the Affected Communities. The data source is the American Community Survey.

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.⁹ The safe harbor for our community is¹⁰ approximately 59,000. 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
Spanish	78,418	±1,947
Speak a language other than English	71,613	±2,498

Frequency of contact with LEP individuals at the airport and airport-related activities (all languages), based on most recent Four Factor Analysis (2022):

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)
Spanish			X	
Chinese (incl. Mandarin, Cantonese)		X		
Arabic		X		
Korean		X		
French			X	
Vietnamese			X	

⁸ 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.

⁹ 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.

¹⁰ 1,189,784 total MSA population; safe harbor (5%) = ~59,489



Contact with LEP individuals at the airport and airport-related activities (top ten languages), based on most recent MSY Tax Free customer data (2022-2023):

Rank	Top Languages (Passenger travel)	# Customers Refunded
1	Spanish	6,753
2	Portuguese	1,914
3	Tagalog	1,826
4	French	1,414
5	Hindi	1,192
6	Arabic	791
7	Mandarin	661
8	German	524
9	Turkish	481
10	Korean	465

This information is updated annually¹¹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
U.S. Census Bureau	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
- Airport Customer Service Office conducts biannual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information. - Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information. - Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.

The Airport aims to identify LEP Populations through intentional outreach to the local community to understand the cultural environment within its service area.

The specific steps the Louis Armstrong New Orleans International Airport (MSY) will take when appropriate to communicate with, inform, educate, consult, or solicit input from, and expand opportunities for engagement with each Affected Community,¹² are provided below.

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
Spanish	Hispanic Chamber of Commerce, Spanish-speaking local media	Email blasts Media Interviews Ads

¹¹ 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.

¹² "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.

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Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
Other Indo-European languages	French American Chamber of Commerce	Email to members
Asian and Pacific Island languages	Vayla New Orleans	Email to members
Low Income	City of New Orleans Office of Neighborhood Engagement, City of Kenner PIO, St. Charles Parish PIO, local media	Community Bulletins Email Blasts MediPlacements
Racial Minorities	Black Chamber of Commerce, The Collaborative, Black-owned local media	Email blasts Interviews Ads

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. - Periodically the Airport administration sends an email to all board members asking them to voluntarily and anonymously enter demographic information through an online survey.



7. POTENTIAL OR KNOWN COMMUNITY IMPACTS

Projects or services receiving federal financial assistance have the potential to touch so many aspects of American life. Thus, in general, no Airport (MSY) 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.¹³

The Airport's existing terminal structure, located on the south side of the Airport, is divided into four separate concourses and a main terminal structure. The airfield is comprised of two runways and the taxiways, aprons, and other facilities needed to serve aircraft using those runways. 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
South Campus	MSY Study Area
North Terminal	MSY Study Area

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

Year	Airport Facility Construction Projects Project	Affected Community Impacted by Operation of the Facility
2022	North / South Connector Road	MSY Study Area
2022	Intermodal Station - Phase I	MSY Study Area
2022	North Terminal Development (Terminal) -1A	MSY Study Area
2022	North Terminal Development (Terminal) - 1B	MSY Study Area
2022	South Terminal Development - Phase 1A	MSY Study Area
2022	InterCity Rail (APM) - Design/Construction- Phase I	MSY Study Area
2023	Taxiway Rehabilitation Echo & Sierra & Foxtrot	MSY Study Area
2023	North Terminal Development (Terminal) - Phase II	MSY Study Area
2023	Ingress/Egress Roadway Improvement Project - Phase II	MSY Study Area
2023	Intermodal Station - Phase II	MSY Study Area
2023	Storm Water Pump Station Expansion - Phase I	MSY Study Area

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts:

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

¹³ 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.



Justifications: NA

Facilities or Construction Projects	Justification
NA	NA



8. LIMITED ENGLISH PROFICIENCY (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the Louis Armstrong New Orleans International Airport (MSY) 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, particularly Spanish and Vietnamese:

Language
Spanish
Vietnamese

The Airport also identified Portuguese, Tagalog, French and Hindi usage among top five MSY Tax Free customers.

The Louis Armstrong New Orleans International Airport (MSY) also collects data for languages spoken by airport guests.¹⁴ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport language line usage data	The Airport will provide this information on the www.flymsy.com website DBE program page (via Title VI Compliance reporting)
MSY Tax Free customer data	
Airline-provided data	
Assumption from flight origin / destination	
Assistance requests to airport customer service/ information desks	
Vendor polls	
Four Factor Analysis report	

Based on the above data and the most recent Four Factor Analysis, the following additional languages have been identified as likely to be spoken by LEP airport guests:

Language
French
Portuguese
Hindi
Tagalog
Arabic
Chinese (incl. Mandarin, Cantonese)
Korean

¹⁴ 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.



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 Louis Armstrong New Orleans International Airport (MSY) 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:

MSY takes reasonable steps to provide language interpretation resources to LEP persons, including: MSY personnel with fluency in or a working knowledge of various languages to assist LEP persons with oral interpretation. The customer service agents at MSY utilize language translation through technological tools, including a language line and Google translate. The Airport's phone translation services are available to LEP customers; those persons can directly communicate through translators that speak the LEP person's requested language. The Airport Communications Center (AVCOM) at the Louis Armstrong International Airport has an active account with Language Line:

- Language Line offers over 240 languages on-demand through 14,000 professional interpreters.
- 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
AVCOM Language line	All above languages

- Information regarding translation services can be obtained at: the www.flymsy.com website, security desks, customer service public information counters, and terminal services officers.

The Airport currently has LEP resources available that include the following:

All terminal wayfinding signage within the Louis Armstrong New Orleans International Airport is in English and includes the standard aviation international symbols as described in:

- FAA Advisory Circular AC 150/5360-12F
- Airport Signing and Graphics and Airport Cooperative Research Program (ACRP) Report 52
- Wayfinding and Signing Guidelines for Airport Terminals and Landside

Louis Armstrong New Orleans International Airport provides accessibility and language support on its website at www.flymsy.com:

- It enables visitors to customize their experience to best suit their individual needs.
- Those with a disability, learning difficulty, low visual impairment, or speak English as a second language, can access information barrier-free.
- The toolbar includes a variety of features, such as:



- a screen reader
- reading aids
- fully customizable styling options, and
- a translation tool with over 107 languages

The Airport Communications Center (AVCOM) at the Louis Armstrong International Airport has an active account with Language Line:

- Language Line offers over 240 languages on-demand through 14,000 professional interpreters.

The Airport Customer Service Department has several team members that are bi-lingual with the second language being Spanish:

- They are available from 4am until 8pm daily.
- Additionally, many of the janitorial employees speak Spanish and are able to assist within the terminal.

Location for Translation Assistance	Languages
Airport website request form	All above languages
Volunteer multi-lingual staff	Spanish, Vietnamese

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
ACVCOM Language Line, Inc.	All above languages

- Information regarding interpretation services can be obtained at: the www.flymsy.com website, security desks, customer service public information counters, and terminal services officers.

Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages
Airport information desks	All above languages, using Language Line, Inc.

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 completed call is then logged in the Language Line Service binder. This log is kept for one year. • For general language assistance, many staff members have turned to Google Translate to provide basic information on directing persons through the facility and helping them to find basic location. • Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours. The Airport provides interpretation by utilizing bilingual personnel, community volunteers, and through providing interpretation services with on demand translation line service. • The MSY Airport also provides translation by using universal symbols and pictograms where appropriate throughout its new North Terminal, as well as translated documents upon request and related to outreach efforts. • The Airports now also provides translated written materials within its public facing website

Detailed information is available in the MSY Language Assistance plan.



9. TRANSPORTATION

49 Part CFR 21 Appendix C (a)(1)(ix)

In the Community Statistics section of this plan, we identified Affected Communities and provided demographic and related data for the community populations. The minority and disadvantaged community areas located within the Affected Communities are identified below. Other minority and disadvantaged community areas that are near the airport but not within Affected Communities are also identified below.

We have coordinated with the Regional Planning Authority (RTA) and Jefferson Transit Authority (JeT) to encourage them to provide transit service access between the airport and these areas. MSY passenger may utilize public transit to and from the Louis Armstrong New Orleans International Airport. Service to Downtown New Orleans from the airport is available via the Jefferson Transit Authority (JET) and the Regional Transportation Authority (RTA). Bus service is available from Level 1 Baggage Claim outside Door 2, Zones B4 and B5.

Jefferson Transit Authority (JET)

Bus fare for the Veterans-Airport (E1) bus operated by JET is \$2.00. The fare boxes will accept \$1, \$5, \$10, \$20 dollar bills and all U.S. coins. The Veterans-Airport (E1) bus provides service from the Louis Armstrong New Orleans International Airport, to Downtown, with a total travel time of approximately fifty (50) minutes. For more information on public transit in the area, including accessibility, route, and fare information, please visit the [Jefferson Transit website](#).

Regional Transportation Authority (RTA)

The Regional Transit Authority (RTA) provides the Airport Express (202) Bus with service to and from the Louis Armstrong New Orleans International Airport into New Orleans. Pick up locations for the Airport Express (202) Bus in New Orleans include two separate Downtown New Orleans locations. Bus stops include Elk Place at Cleveland, or the Union Passenger Terminal/Bus Bay 2. Bus fare for this route is \$1.25. For complete bus schedule information, pick up locations, and route information, please click here.

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
Orleans Parish	Fixed-route buses & paratransit vans	Existing
Jefferson Parish	Fixed-route buses & paratransit vans	Existing



10. MINORITY BUSINESSES

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

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

Airport Business Opportunity	Minority Business Outreach Methods
Auto Repair/Detailing Security Guard Services Janitorial Services Insurance Services Food/ Beverage Gift/Novelty/Souvenirs Advertising Luggage Carts Vending Machines Internet/Wi-Fi Wine Bar Banking/ATM Public Relations Environmental Geophysical Surveying/Mapping Engineering Landscaping Services Architectural Trucking Site Preparation Electrical Poured Concrete Highway Power & Communications Lines & Structures Water/Sewer Line All Other Professional, Scientific, and Technical Services Commercial and Institutional Building Construction Other Heavy and Civil Engineering Construction Industrial Building Construction	▪ MSY Opportunities advertised through DBE outreach email list ▪ Notices will be published in the following publications: NOLA.com; The Advocate & New Orleans Tribune ▪ MSY Opportunities advertised shared to stakeholders including, but not limited to the following: the New Orleans Regional Black Chamber of Commerce, the New Orleans Hispanic and Asian Chambers of Commerce, the New Orleans Chamber of Commerce, minority and women's business groups, civic, community & professional organizations, trade associations, as well as currently certified disadvantaged businesses, and other officials or organizations which could be expected to have information concerning the availability of diverse & certified businesses, the effects of discrimination on opportunities for businesses, and LANOIA's efforts to increase participation. ▪ The Airport generally follows procedures for State Minority and Woman Owned Business Enterprise Program ▪ Contract goals will be established on federally assisted contracts that have subcontracting opportunities ▪ The NOAB will continue to establish contract goals to meet any portion of the overall goal that is not attainable via race-neutral means ▪ The Airport will also utilize race-neutral means of facilitating DBE participation that include: ○ Inclusion of DBE firms and other small businesses in project notifications. Supplying a list of potential subcontractors to potential prime contractors ○ Ensuring the widest feasible distribution of this program by utilizing the LAUCP Directory ▪ Notice of the proposed overall DBE/ACDBE Program goals will be made available to the public via the Airport's website, local news publications, public outreach email, and stakeholder engagement ▪ Host Public Hearings on Airport diversity goals/ updates ▪ All currently certified DBEs and the general community are invited to pre-bid conferences by advertisements in the newspaper and on the NOAB website. This provides advance notification to all known prospective bidders of informational pre-bid conferences and briefings which will outline scope of the work, delivery schedules, methods of bidding, quantities, specifications, and other exchanges of useful information. ▪ Encourage master concessionaires to structure concession opportunities to foster and facilitate the participation of ACDBEs when practical. ▪ Identify opportunities for technical assistance to ACDBE firms; including assisting with back-office, financial and marketing services. ▪ Identify education and training programs to encourage an expansion of services, which are offered to ACDBEs and small businesses. ▪ Ensure that the ACDBE website is updated with available opportunities for ACDBE-owned and other small business firms in the community. ▪ Identify opportunities for business development assistance through financing and loan guarantee programs with local banks and lending organizations

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 Airport Procurement Department.



11. TRAINING

The Airport is committed to supporting the nondiscriminatory administration of its programs and services through training. Basic training will cover overall Title VI obligations. Airport personnel may receive specialized training on the application of Title VI in their specific work areas. All personnel will receive basic Title VI training as part of new hire orientation process. Title VI and LEP Policy and procedures training will be incorporated in the orientation activities for new hires to ensure that all Airport personnel remain aware of federal requirements for compliance and have the capacity to assist LEP persons that engage the airport.

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibit discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age
- MSY and FAA nondiscrimination complaint procedures and reporting
 - 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
- Anti-harassment training
- Cultural and community relations sensitivity training
 - Aviation staff will be continually encouraged to attend workshops and training designed to highlight cultural diversity and meet language assistance needs, including the DBE Office personnel

The Airport will ensure that all employees are trained during the new employee orientation training and badging process sessions and biannually in its LEP and how to assist LEP persons throughout MSY. Title VI and LEP requirements and reference materials will also be available on the MSY website. This training will include the following elements:

- Information about the MSY LEP Plan
 - Language interpretation and translation services
 - how to assist with communication to LEP passengers
 - MSY phone interpreter services that can assist LEP passengers
 - Any new services for LEP passengers are explained and/or demonstrated

Further, Airport personnel periodically will receive additional refresher Title VI training, and be reminded of our Title VI nondiscrimination obligations annually. Refresher information will be provided at least every three years. The Airport's Title VI training requirements will be documented in the Human Resources Department and Airport security badging procedures.



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 requirements¹⁵
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹⁶

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, The Louis Armstrong New Orleans International Airport (MSY) 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.

¹⁵ 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.

¹⁶ 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. 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 matters¹⁷
3. Allege misconduct by the Louis Armstrong New Orleans International Airport (MSY), or its sub-recipients, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Louis Armstrong New Orleans International Airport (MSY), 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 Louis Armstrong New Orleans International Airport. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. Title VI complaints must be filed within 180 days after the alleged discriminatory event, must be in writing, and must be delivered to:

Philistine Ferrand, DBE Liaison Officer
 P. O. Box 20007
 New Orleans, LA 70141
 504-303-7610 (office) 504-303-7614 (fax)
 philisti@flymsy.com

The Coordinator will log in the complaint and promptly send copies of the complaint to:

Federal Aviation Administration Office of Civil Rights, ACR1
 800 Independence Avenue SW
 Washington, D.C. 20591

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

¹⁷ 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.



At a minimum, complaints must include the following information:

- Name, mailing address, and contact information
- How, when, where, and why complainant alleges they were discriminated against
- Names and contact information of any witnesses
- Any other significant information

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.

Once the correspondence is deemed a complaint, the Title VI coordinator will acknowledge acceptance of the complaint via a written or electronic (e-mail) statement. If an attorney submits the complaint on behalf of a complainant, the Title VI coordinator must contact the attorney and must request permission to contact the complainant directly. The Title VI coordinator will review the complaint for complete information in order to proceed with processing, investigation, and resolution. For a complaint to be complete it must include the required information, and any additional written details regarding the alleged discrimination that may be requested by the Coordinator.

Discrimination Complaint Referral Procedure

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within 10 days of initial receipt. Title VI Coordinator will log in the complaint and promptly send copies of the complaint to:

- The office named in the Complaint
- NOAB Legal Department
- Airport CEO

If the written complaint is determined to have merit, the Airport will investigate and attempt an early resolution. If a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant within ten (10) business days. Additional information will be requested if the complaint is incomplete. The complainant will be provided 15 business days to submit any requested information. Failure to do so may be considered good cause for a determination of no investigative merit.

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, within 15 days of receiving a written complaint, the Title VI Coordinator will forward a copy of the complaint to the FAA Airport Nondiscrimination Compliance Program Team, along with a statement describing all actions taken to resolve the matter and the results of such actions. The Title VI Coordinator will work with the Airport Nondiscrimination Compliance Program Team during this process.



The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation, and resolution process.

Investigation Procedure

The Airport will notify the complainant and respondent of whether the complaint has sufficient merit to warrant investigation. If the complaint is to be investigated, the notification shall state the grounds of the Airport's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator. If the complaint does not warrant investigation, the notification to the complainant shall specifically state the reason for the decision.

The Title VI Coordinator may decline to proceed with a complaint for one or more of the following reasons:

- The complaint is not supported by the regulations, is lacking in detail, or without merit and as a whole cannot be considered to be grounded in fact.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- Litigation has been filed by the complainant with the same basis and issues involved in the complaint. In such cases, the complaint should not be held in abeyance, but dismissed.
- The complainant withdraws the complaint.

Assignment of Investigator. Once the basis of the complaint investigation is determined, the Title VI Coordinator will immediately begin the investigation or designate an investigator. The complaint investigation may involve: Interviews with the parties to the complaint; Interviews with third parties involved with the issue, incident, or event; Collection and review of supporting documentation; Review of applicable regulations; and/or other methods of data collection and analysis as warranted. All parties to the complaint, including the complainant, must comply with all requests for information from the Title VI coordinator.

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 Louis Armstrong New Orleans International Airport, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Title VI Coordinator will make every effort to complete discrimination complaint investigations within 90 business days after the complaint is received to conduct and complete the investigation and prepare an investigative report, except in cases of a disparate impact investigation, and to provide the findings, in writing, to the complainant. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible. The Title VI Coordinator will document each investigation in an investigation report.

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 Title VI Coordinator will issue either a closure letter or a letter of finding as a final report. A closure letter summarizes the allegations and states that there was no finding of a Title VI violation, and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings and explains whether any disciplinary action, additional training, or other action will occur.

Consultation with Legal Counsel. In each case, the Coordinator will consult with Legal Counsel regarding the investigation and the final report. Airport Legal Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through negotiation.

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 Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via the FAA Civil Rights Connect System and by email.

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:

- If a complainant disagrees with the response of the Title VI Coordinator, he/she may request reconsideration by submitting a written request to the NOAB Law Department.
- The written appeal must be received within ten calendar days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal, and must be sufficiently detailed to contain any items the complainant feels were not fully understood or investigated.
- The NOAB Law Department will issue a final written decision in response to the appeal.
- If the request for reconsideration is denied by the Law Department, the complainant may appeal by submitting a written appeal to the Office of Civil Rights of Louisiana Department of Transportation & Development.
- A request for appeal must be submitted in writing within 10 calendar days of the Airport's response rejecting the reconsideration.
 - a. If the complainant is unable to or incapable of preparing a written request for appeal the Airport must provide the complainant assistance in converting a verbal request into a written request.

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

New Orleans Aviation Board Contracting. If the Airport determines that there is a viable discrimination complaint relative to an entity with is an active contract, the Title VI Coordinator shall consider utilization of the termination for cause provision. Alternatively, if a contract is about to expire, the NOAB reserves the right to terminate and/or opt to not renew pending the Complaint outcome or a determination of Title VI violations. If there is no contract in place, but the entity is a respondent to an Airport RFP/RFQ or a bidder, evidence of Title VI violations may support the Airport's determination that the entity is not responsible and should be disqualified.



Intimidation and Retaliation Prohibited. Louis Armstrong New Orleans International Airport employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact the Title VI Coordinator, Philistine Ferrand and/or the MSY DBE Office.

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

Website, In-person, and Other Distribution Methods
1 Airport website, DBE page at www.flymsy.com shall have Title VI Plan posted.
2 Copies of the MSY Title VI Plan will be available at the Airport DBE Office and designated Title VI Program staff.
3 Title VI and Non-Discrimination information posters shall be prominently and publicly displayed in all major facilities of the airport and will be available on the Louis Armstrong New Orleans International airport website at http://www.flymsy.com .



14. POPULATION / LANGUAGE DATA

Population

S1601	New Orleans-Metairie, LA Metro Area					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	1,225,686	±1,092	192,240	±13,530	15.7%	±1.1
AGE						
Under 18 years	268,417	±1,438	58,903	±6,897	21.9%	±2.5
Under 5 years	68,980	±1,755	14,404	±2,490	20.9%	±3.6
5 to 17 years	199,437	±2,056	44,499	±6,226	22.3%	±3.1
Related children of householder under 18 years	267,852	±1,549	58,500	±6,856	21.8%	±2.5
18 to 64 years	737,415	±1,779	103,366	±7,803	14.0%	±1.1
18 to 34 years	257,621	±2,484	40,294	±4,818	15.6%	±1.8
35 to 64 years	479,794	±2,777	63,072	±5,062	13.1%	±1.1
60 years and over	305,967	±4,466	44,525	±4,343	14.6%	±1.4
65 years and over	219,854	±1,699	29,971	±3,322	13.6%	±1.5
SEX						
Male	593,365	±2,378	85,214	±7,955	14.4%	±1.3
Female	632,321	±2,248	107,026	±8,080	16.9%	±1.3
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	627,012	±5,369	61,784	±6,212	9.9%	±1.0
Black or African American alone	402,290	±6,817	98,021	±10,152	24.4%	±2.4
American Indian and Alaska Native alone	7,817	±2,466	2,021	±1,338	25.9%	±13.6
Asian alone	33,936	±1,725	4,330	±1,566	12.8%	±4.6
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	37,446	±5,040	8,132	±2,716	21.7%	±6.9
Two or more races	116,629	±7,869	17,678	±3,933	15.2%	±3.2
Hispanic or Latino origin (of any race)	118,555	±537	22,477	±4,407	19.0%	±3.7
White alone, not Hispanic or Latino	610,869	±4,269	59,776	±6,302	9.8%	±1.1
EDUCATIONAL ATTAINMENT						
Population 25 years and over	862,183	±2,705	115,545	±7,430	13.4%	±0.9
Less than high school graduate	93,670	±7,067	26,398	±3,255	28.2%	±3.2
High school graduate (includes equivalency)	213,469	±8,799	37,439	±4,090	17.5%	±1.9
Some college, associate's degree	254,122	±7,704	32,532	±3,473	12.8%	±1.3
Bachelor's degree or higher	300,922	±8,890	19,176	±2,733	6.4%	±0.9
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	614,628	±7,790	48,930	±4,951	8.0%	±0.8
Employed	582,096	±8,200	39,484	±4,639	6.8%	±0.8
Male	290,579	±6,088	15,721	±2,523	5.4%	±0.9
Female	291,517	±5,010	23,763	±3,317	8.2%	±1.2
Unemployed	32,532	±3,646	9,446	±2,091	29.0%	±5.5
Male	15,542	±2,808	3,477	±1,236	22.4%	±7.3

LOUIS ARMSTRONG NEW ORLEANS INTERNATIONAL AIRPORT TITLE VI PLAN



S1601	New Orleans-Metairie, LA Metro Area					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Female	16,990	±2,756	5,969	±1,291	35.1%	±7.1
WORK EXPERIENCE						
Population 16 years and over	989,530	±2,720	139,539	±8,943	14.1%	±0.9
Worked full-time, year-round in the past 12 months	432,168	±8,913	13,562	±2,516	3.1%	±0.6
Worked part-time or part-year in the past 12 months	204,723	±8,683	34,365	±4,444	16.8%	±2.1
Did not work	352,639	±7,682	91,612	±6,189	26.0%	±1.5
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	90,394	±9,425	(X)	(X)	(X)	(X)
125 percent of poverty level	247,525	±16,341	(X)	(X)	(X)	(X)
150 percent of poverty level	309,516	±16,860	(X)	(X)	(X)	(X)
185 percent of poverty level	382,234	±19,896	(X)	(X)	(X)	(X)
200 percent of poverty level	414,603	±19,441	(X)	(X)	(X)	(X)
300 percent of poverty level	622,385	±18,442	(X)	(X)	(X)	(X)
400 percent of poverty level	775,842	±18,051	(X)	(X)	(X)	(X)
500 percent of poverty level	893,325	±14,956	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	268,738	±8,835	71,457	±4,873	26.6%	±1.4
Male	127,657	±5,432	32,168	±3,223	25.2%	±2.1
Female	141,081	±6,027	39,289	±3,241	27.8%	±2.0
15 years	121	±171	121	±171	100.0%	±66.9
16 to 17 years	388	±445	282	±421	72.7%	±52.8
18 to 24 years	17,887	±2,772	7,501	±1,553	41.9%	±7.0
25 to 34 years	53,256	±4,006	9,992	±2,097	18.8%	±3.4
35 to 44 years	36,998	±3,412	6,629	±1,592	17.9%	±4.0
45 to 54 years	36,374	±3,585	9,076	±1,688	25.0%	±4.1
55 to 64 years	48,451	±3,795	17,966	±2,475	37.1%	±3.8
65 to 74 years	44,035	±2,994	11,867	±1,595	26.9%	±3.0
75 years and over	31,228	±2,404	8,023	±1,467	25.7%	±4.4
Mean income deficit for unrelated individuals (dollars)	8,649	±380	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	118,547	±5,726	4,034	±1,081	3.4%	±0.9
Worked less than full-time, year-round in the past 12 months	49,878	±4,917	16,034	±2,955	32.1%	±4.5
Did not work	100,313	±5,318	51,389	±4,139	51.2%	±2.9
Population in housing units for whom poverty status is determined	1,222,576	±1,121	189,623	±13,543	15.5%	±1.1

U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1701, 2022, <https://data.census.gov/table/ACSST1Y2022.S1701?q=S1701&g=310XX00US35380>. Accessed on February 7, 2024

LOUIS ARMSTRONG NEW ORLEANS INTERNATIONAL AIRPORT TITLE VI PLAN



Language

S1701	New Orleans-Metairie, LA Metro Area											
	Total		Percent		Percent of specified language speakers							
					Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	1,189,784	±184	(X)	(X)	1,135,416	±2,311	95.4%	±0.2	54,368	±2,332	4.6%	±0.2
Speak only English	1,055,644	±2,884	88.7%	±0.2	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	134,140	±2,907	11.3%	±0.2	79,772	±2,838	59.5%	±1.6	54,368	±2,332	40.5%	±1.6
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	78,418	±1,947	6.6%	±0.2	42,569	±1,916	54.3%	±2.2	35,849	±2,083	45.7%	±2.2
5 to 17 years old	16,277	±925	1.4%	±0.1	10,786	±833	66.3%	±4.0	5,491	±751	33.7%	±4.0
18 to 64 years old	53,865	±1,361	4.5%	±0.1	27,120	±1,641	50.3%	±2.8	26,745	±1,686	49.7%	±2.8
65 years old and over	8,276	±578	0.7%	±0.1	4,663	±613	56.3%	±5.2	3,613	±430	43.7%	±5.2
Other Indo-European languages	22,994	±1,842	1.9%	±0.2	18,209	±1,598	79.2%	±2.5	4,785	±668	20.8%	±2.5
5 to 17 years old	2,924	±479	0.2%	±0.1	2,503	±384	85.6%	±6.2	421	±218	14.4%	±6.2
18 to 64 years old	14,519	±1,454	1.2%	±0.1	11,911	±1,335	82.0%	±2.8	2,608	±442	18.0%	±2.8
65 years old and over	5,551	±703	0.5%	±0.1	3,795	±557	68.4%	±4.7	1,756	±330	31.6%	±4.7
Asian and Pacific Island languages	23,275	±1,140	2.0%	±0.1	12,869	±972	55.3%	±2.7	10,406	±728	44.7%	±2.7
5 to 17 years old	2,734	±461	0.2%	±0.1	2,235	±409	81.7%	±6.5	499	±199	18.3%	±6.5
18 to 64 years old	17,324	±835	1.5%	±0.1	9,714	±882	56.1%	±3.8	7,610	±684	43.9%	±3.8
65 years old and over	3,217	±318	0.3%	±0.1	920	±219	28.6%	±6.4	2,297	±312	71.4%	±6.4
Other languages	9,453	±1,568	0.8%	±0.1	6,125	±1,102	64.8%	±6.0	3,328	±835	35.2%	±6.0
5 to 17 years old	1,529	±467	0.1%	±0.1	1,173	±401	76.7%	±12.1	356	±209	23.3%	±12.1
18 to 64 years old	7,416	±1,250	0.6%	±0.1	4,664	±888	62.9%	±7.2	2,752	±748	37.1%	±7.2
65 years old and over	508	±174	0.0%	±0.1	288	±127	56.7%	±14.6	220	±101	43.3%	±14.6
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	940,701	±2,427	(X)	(X)	919,987	±2,208	97.8%	±0.1	20,714	±1,259	2.2%	±0.1
Speak only English	869,088	±2,554	92.4%	±0.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	71,613	±2,498	7.6%	±0.3	50,899	±2,236	71.1%	±1.6	20,714	±1,259	28.9%	±1.6
Spanish	36,070	±1,839	3.8%	±0.2	26,096	±1,573	72.3%	±2.4	9,974	±992	27.7%	±2.4
Other languages	35,543	±1,712	3.8%	±0.2	24,803	±1,634	69.8%	±2.2	10,740	±795	30.2%	±2.2

U.S. Census Bureau. "Language Spoken at Home." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601, 2022,
<https://data.census.gov/table/ACSST5Y2022.S1601?q=S1601: LANGUAGE SPOKEN AT HOME&g=310XX00US35380>. Accessed on February 7, 2024.



15. COMPLETED UNLAWFUL DISCRIMINATION POSTER

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: Philistine Ferrand, DBE Liaison Officer
Phone: 504-303-7611
Address: P O Box 20007
New Orleans, LA 70141

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: Philistine Ferrand, DBE Liaison Officer
Teléfono: 504-303-7611
Dirección: P O Box 20007
New Orleans, LA 70141



U.S. Department of Transportation
Federal Aviation Administration

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