

## Duluth Airport Authority Title VI Plan

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

The **Duluth Airport Authority (DAA)** 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 **DAA** 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. 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 **DAA** will take action to involve them and the general public in the decision-making process.

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

**Joelle Bodin**, available at **218-625-7769** and **jbodin@duluthairport.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.

*Kevin O'Brien*

[Kevin O'Brien \(Sep 18, 2024 15:55 CDT\)](#)

**Signature**

**Kevin O'Brien**

**DAA Board President**

September 17, 2024

**Effective Date**

September 17, 2027

**3-Year Expiration Date**

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

## 2. Administration

The **Duluth Airport Authority** has reviewed and adopted this Title VI Plan for **DAA**. 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* or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the **DAA Board** 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
Tom Werner	Executive Director
Mark Papko	Director of Operations
Jana Kayser	Director of Business Development
Natalie Baker	Director of Communications & Marketing

The **DAA** has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

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

Federal Source	Grant Number	Amount
<i>FAA AIP</i>	<i>Unknown</i>	<i>\$10,371,806</i>
<i>FAA AIG/BIL ATP Grant</i>	<i>Unknown</i>	<i>\$417,238</i>

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

Federal Source	Grant Award Information Available at:
<i>DOT FAA BIL</i>	<i><a href="https://www.faa.gov/bil/airport-terminals">https://www.faa.gov/bil/airport-terminals</a></i>
<i>FAA AIP</i>	<i><a href="https://www.faa.gov/airports/aip/">https://www.faa.gov/airports/aip/</a></i>
<i>FAA BIL</i>	<i><a href="https://www.faa.gov/bil/airport-infrastructure">https://www.faa.gov/bil/airport-infrastructure</a></i>

### **3. Grant and Procurement Assurances**

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

The DAA will complete standard grant assurances for Title VI and related requirements, in the form prescribed by FAA. See [https://www.faa.gov/airports/aip/grant\\_assurances/#current-assurances](https://www.faa.gov/airports/aip/grant_assurances/#current-assurances).

#### Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See [https://www.faa.gov/airports/aip/procurement/federal\\_contract\\_provisions/](https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/). Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. DAA requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. **Language will be added to required templates.**

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

*Contract templates must be used in all contracts related to the airport program. Subcontracts will be reviewed where plausible to ensure the language is added.*

### **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 DAA 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 DAA** will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,<sup>2</sup> and maintained. The poster template is available at

[https://www.faa.gov/about/office\\_org/headquarters\\_offices/acr/com\\_civ\\_support/non\\_disc\\_pr/](https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/) and a completed copy is attached. See Section 15 Appendix.

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

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<sup>2</sup> For more information about website accessibility, please visit ADA.gov.

**The DAA will distribute** this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan **will be** distributed by **12/31/2024** by email and at staff and tenants meetings.

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

<b>Terminal/FBO/Concessions/ Other Locations</b>	<b>Quantity in Pre-Security Area</b>	<b>Quantity in Post-Security Area</b>	<b>Additional Quantities</b>
<i>First Floor of Terminal</i>	<i>1</i>		
<i>Second Floor of Terminal</i>	<i>1</i>	<i>1</i>	
<i>Third Floor of Terminal</i>	<i>1</i>		

Outreach to Affected Communities

**Duluth Airport Authority** 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 may be made in social media, general circulation newspapers, community newspapers, or email broadcast. **The Duluth Airport Authority’s engineering consultant or the Director of Communication and Marketing** contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities<sup>3</sup> and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

**Duluth Airport Authority** will create a detailed CPP by **12/31/2024**. A copy of the plan will be available at [www.duluthairport.com/compliance](http://www.duluthairport.com/compliance).

To ensure that the community is effectively informed of and able to participate in public hearings, DAA admin 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**

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<sup>3</sup> We will not subject any persons to discrimination based on race, color, national origin, age, sex, or creed. The term “protected communities” is used within this Title VI Plan to highlight the requirements of Title VI, 49 U.S.C. § 47123, the Age Discrimination Act of 1975, and in some instances, includes low-income populations under Executive Order 12898.

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

<b>Affected Communities<sup>4</sup></b>	<b>Population</b>
<i>City of Duluth</i>	80,291
<i>City of Hermantown</i>	8,954
<i>City of Rice Lake</i>	4,132

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

We have identified the following facts about the Affected Communities:

Low Income Communities<sup>5</sup>.

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” **DAA** is collecting information about affected and potentially affected low-income communities. According to *U.S. Census Report, such as SI701: Poverty Status in the Past 12 Months*, the overall poverty level for the **St. Louis County, MN** is approximately **13.8%**. The poverty rate remains **high** compared with the rest of the **state**. The poverty rates for the specific Affected Communities are as follows.

<b>Affected Communities</b>	<b>Poverty Rate</b>
<i>City of Duluth</i>	17.7%
<i>City of Hermantown</i>	4.9%
<i>City of Rice Lake</i>	5.4%

Racial and Ethnic Communities.

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

<sup>4</sup> “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

<sup>5</sup> Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

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

**Affected Community: City of Duluth**  
**Total Affected Community Population: 80,291**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White alone</i>	71,872	89.51%
<i>Black or African American</i>	1,630	2.03%
<i>American Indian or Alaska Native</i>	1,386	1.73%
<i>Asian</i>	1,042	1.3%
<i>Native Hawaiian or Other Pacific Islander</i>	30	.04%
<i>Hispanic or Latino</i>	1,943	30%
<i>More than one</i>	3,853	4.8%
<i>Some other race alone</i>	478	.6%
<i>White alone, not Hispanic or Latino</i>	71,020	88.45%

**Affected Community: City of Hermantown**  
**Total Affected Community Population: 8,954**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White alone</i>	8,382	93.61%
<i>Black or African American</i>	60	.67%
<i>American Indian or Alaska Native</i>	82	.92%
<i>Asian</i>	53	.59%
<i>Native Hawaiian or Other Pacific Islander</i>	9	.10%
<i>Hispanic or Latino</i>	144	1.61%
<i>More than one</i>	347	3.88%
<i>No response / would not say</i>	500	5%
<i>White alone, not Hispanic or Latino</i>	8,344	93.19%

**Affected Community:** City of Rice Lake  
**Total Affected Community Population:** 10,000

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	3,999	99.78%
<i>Black or African American</i>	0	0%
<i>American Indian or Alaska Native</i>	22	.53%
<i>Asian</i>	6	.15%
<i>Native Hawaiian or Other Pacific Islander</i>	0	0%
<i>Hispanic or Latino</i>	22	.53%
<i>More than one</i>	83	2.01%
<i>No response / would not say</i>	500	5%
<i>White alone, not Hispanic or Latino</i>	3,999	96.78%

**Limited English Proficiency (LEP).**

The goal of all language access planning and implementation is to ensure that **Duluth Airport Authority** communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages<sup>7</sup> that are spoken in LEP households in the Affected Communities. The data source is **American Community Survey B16001: Language Spoken at Home by Ability to Speak English filtered for the listed affected communities,**

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.<sup>8</sup> The safe harbor for our community is **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>None</i>		

<sup>7</sup> Recommend using language groups from the U.S. Census, and using data for the “Speak English less than ‘very well’” category for each language over the threshold.

<sup>8</sup> See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.



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

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

This information is updated (EVERY 3 YEARS) through checking the following resources:

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

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**

- *Duluth Airport Authority Board Meeting with have optional demographic information to collect, includes a voluntary request for demographic information.*
- *Airport Customer Service Office conducts surveys of airport guests and the survey will include a voluntary request for 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. Via City of Duluth Purchasing*

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.*
- *Every year, the airport administration sends an email to all board members asking them to*

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

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

<b>Existing Airport Facilities</b>	<b>Affected Community Impacted by Operation of the Facility</b>
<i>Airport Terminal</i>	<i>none</i>
<i>Runway 9/27</i>	<i>none</i>
<i>Runway 3/21</i>	<i>none</i>
<i>4825 Ranch Hangars (5 Bays)</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:

<b>Airport Facility Construction Projects</b>	<b>Affected Community Impacted by Construction of the Facility</b>
<i>Air Traffic Control Tower</i>	<i>None</i>
<i>Sky Harbor Terminal</i>	<i>None</i>
<i>Sky Harbor SRE</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:

<b>Facilities or Construction Projects with Disparate Impacts</b>	<b>Affected Community Impacted</b>	<b>Impact Can Be Eliminated?</b>
<i>None</i>	<i>None</i>	

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

**Justifications:**

Facilities or Construction Projects	Justification
<i>None</i>	

**8. Limited English Proficiency (LEP)**  
Executive Order 13166

In creating a Language Assistance Plan, the **DAA** 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
<i>None</i>

**Duluth Airport Authority** also collects data for languages spoken by airport guests.<sup>10</sup> Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Airport Tenants</i>	<i>N/A</i>
<i>DAA Website “Optional Demographic” Submissions</i>	<i>www.duluthairport.com/compliance</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 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 **DAA** of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that

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

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:

<b>Translation Vendors</b>	<b>Languages</b>
<i>Google translate</i> ( <a href="https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate">https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate</a> )	<i>Many/All</i>

- Information regarding translation services can be obtained at [www.duluthairport.com/compliance](http://www.duluthairport.com/compliance) or <https://translate.google.com/?sl=auto&tl=en&op=translate>
- DAA has very few, if not no need for translation services at this time. DAA is collecting data on our website of language assistance needs and has provided links to Google services at this time.

<b>Location for Translation Assistance</b>	<b>Languages</b>
<a href="https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate">https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate</a>	<i>Many/All</i>

**Interpretation Services:**

- The following vendors have been identified for interpretation services:

<b>Interpretation Vendors</b>	<b>Languages</b>
<i>Google translate</i> ( <a href="https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate">https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate</a> )	<i>Many/All</i>

- Information regarding interpretation services can be obtained at: [www.duluthairport.com/compliance](http://www.duluthairport.com/compliance) or <https://translate.google.com/?sl=auto&tl=en&op=translate>

<b>Location for Interpretation Assistance</b>	<b>Languages</b>
<a href="https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate">https://translate.google.com/?sl=auto&amp;tl=en&amp;op=translate</a>	<i>Many/All</i>

**Description of Interpretation Assistance Processes**

- *The airport may contract with the Language Line, Inc. to provide interpretation services to customers if needed.*

- *New cellphones with AI features have interpretation services via Google Translate: <https://translate.google.com/?sl=auto&tl=en&op=translate>*
- *DAA is collecting language data to determine need for additional services in the future via their website. [www.duluthairport.com/compliance](http://www.duluthairport.com/compliance)*

## **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 **Duluth Transit Authority and Arrowhead Transit** to encourage them to provide transit service access between the airport and these areas.

The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas.

<b>Minority and/or Disadvantaged Community Areas</b>	<b>Transit Service</b>	<b>Planned or Existing</b>
Downtown Duluth	Fixed-route buses	Existing

## **10. Minority Businesses**

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

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

<b>Airport Business Opportunity</b>	<b>Minority Business Outreach Methods</b>
<i>Business Opportunities</i>	<i>Advertised through the City of Duluth's Purchasing Website which is open to anyone in the public.</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 **Purchasing Office**.

## **11. Training**

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided annually during all staff meeting.

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

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

- Compliance reviews or audits concerning civil rights requirements<sup>11</sup>
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements<sup>12</sup>

As discussed in the Title VI Complaints Section, Title VI complaints must be forwarded to FAA contacts within 15 days of receipt. For all other civil rights investigations, **DAA** must notify FAA contacts of any new investigations prior to grant execution.

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

### **13. Title VI Complaints**

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters<sup>13</sup>
3. Allege misconduct by the **DAA** including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the **Duluth Airport Authority** including airport employees, contractors, concessionaires, lessees, or tenants.

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

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

<sup>13</sup> Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

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 **Duluth Airport Authority**.<sup>14</sup> Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to **the DAA leadership group, the office named in the complaint and the DAA Board of Directors.**

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

**Title VI Coordinator**  
**4701 Grinden Drive, Duluth, MN 55811**  
**218-625-7769**  
**daa@duluthairport.com**

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

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

### **Discrimination Complaint Referral Procedure**

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within *48 hours*.

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 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.

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<sup>14</sup>



## 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 **DAA**, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within **60** calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Coordinator will prepare a written report.

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

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through **conversations, 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 **DAA**'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 **Executive Director.**
- The written appeal must be received **within 7** business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.

- The **Executive Director** 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 **DAA** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **DAA** 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 **DAA Title VI Coordinator using the contact information listed in section 1.**

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 [www.duluthairport.com/compliance](http://www.duluthairport.com/compliance)*

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## 14. Population / Language Data

### [www.census.gov](http://www.census.gov) S1701: Poverty in the last 12 Months - 2020

	Minnesota					
	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	5,476,956	±1,148	511,185	±6,996	9.3%	±0.1
AGE						
Under 18 years	1,275,790	±1,222	147,958	±4,242	11.6%	±0.3
Under 5 years	345,291	±824	41,145	±1,594	11.9%	±0.5
5 to 17 years	930,499	±970	106,813	±3,499	11.5%	±0.4
Related children of householder under 18 years	1,269,959	±1,400	142,629	±4,173	11.2%	±0.3
18 to 64 years	3,343,600	±682	301,979	±4,082	9.0%	±0.1
18 to 34 years	1,202,256	±1,030	152,766	±2,844	12.7%	±0.2
35 to 64 years	2,141,344	±1,117	149,213	±3,188	7.0%	±0.1
60 years and over	1,212,589	±3,255	88,697	±1,851	7.3%	±0.2
65 years and over	857,566	±608	61,248	±1,558	7.1%	±0.2
SEX						
Male	2,724,730	±1,430	230,592	±4,191	8.5%	±0.2
Female	2,752,226	±1,552	280,593	±4,449	10.2%	±0.2
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	4,478,328	±4,966	317,396	±5,538	7.1%	±0.1
Black or African American alone	346,607	±3,289	91,622	±4,344	26.4%	±1.2
American Indian and Alaska Native alone	51,026	±1,390	16,527	±1,158	32.4%	±2.0
Asian alone	269,960	±1,863	34,717	±2,579	12.9%	±0.9
Native Hawaiian and Other Pacific Islander alone	2,079	±435	358	±129	17.2%	±7.7
Some other race alone	117,137	±4,935	20,085	±2,024	17.1%	±1.5
Two or more races	211,819	±4,983	30,480	±2,064	14.4%	±0.9
Hispanic or Latino origin (of any race)	300,403	±531	52,427	±2,652	17.5%	±0.9
White alone, not Hispanic or Latino	4,332,935	±3,077	292,512	±4,768	6.8%	±0.1

	St. Louis County, Minnesota					
	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	191,447	±729	26,357	±1,277	13.8%	±0.7
AGE						
Under 18 years	36,537	±232	5,300	±702	14.5%	±1.9
Under 5 years	9,741	±98	1,818	±304	18.7%	±3.1
5 to 17 years	26,796	±214	3,482	±534	13.0%	±2.0
Related children of householder under 18 years	36,275	±263	5,112	±689	14.1%	±1.9
18 to 64 years	117,916	±685	18,282	±908	15.5%	±0.8
18 to 34 years	43,912	±666	10,581	±705	24.1%	±1.6
35 to 64 years	74,004	±222	7,701	±555	10.4%	±0.8
60 years and over	51,981	±535	4,548	±422	8.7%	±0.8
65 years and over	36,994	±297	2,775	±313	7.5%	±0.8
SEX						
Male	95,760	±454	12,770	±864	13.3%	±0.9
Female	95,687	±431	13,587	±817	14.2%	±0.9
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	175,528	±1,165	21,536	±1,148	12.3%	±0.7
Black or African American alone	2,226	±327	972	±291	43.7%	±10.7
American Indian and Alaska Native alone	3,313	±278	1,427	±314	43.1%	±7.4
Asian alone	1,729	±215	480	±219	27.8%	±11.1
Native Hawaiian and Other Pacific Islander alone	71	±34	19	±29	26.8%	±38.1
Some other race alone	1,860	±771	223	±195	12.0%	±11.8
Two or more races	6,720	±503	1,700	±285	25.3%	±4.0
Hispanic or Latino origin (of any race)	3,217	±107	555	±214	17.3%	±6.7
White alone, not Hispanic or Latino	173,991	±1,085	21,401	±1,133	12.3%	±0.7

	Duluth city, Minnesota					
	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	80,291	±737	14,237	±946	17.7%	±1.2
Total	80,291	±737	14,237	±946	17.7%	±1.2
Males	41,615	±562	7,992	±389	13.6%	±2.6
Females	38,676	±348	6,245	±237	17.5%	±4.9
Persons	10,014	±437	1,186	±275	11.8%	±2.8
Related children of householder under 18 years	14,505	±573	1,953	±384	13.5%	±2.6
Persons	53,098	±755	11,121	±724	20.9%	±1.4
Males	25,189	±724	7,661	±625	30.4%	±2.4
Females	27,909	±573	3,460	±333	12.4%	±1.2
Under 18 years	17,340	±693	1,770	±230	10.2%	±1.4
18 years and over	12,578	±595	1,124	±177	8.9%	±1.4
Total	38,974	±619	6,761	±598	17.3%	±1.5
Persons	41,317	±621	7,476	±625	18.1%	±1.5
RACE AND HISPANIC OR LATINO ORIGIN						
Total	71,872	±958	11,218	±749	15.6%	±1.1
Black or African American alone	1,630	±315	800	±262	49.1%	±10.3
American Indian and Alaska Native alone	1,386	±283	724	±280	52.2%	±13.7
Native Hawaiian and Other Pacific Islander alone	1,042	±230	254	±94	24.4%	±8.3
Two or more races	30	±30	19	±29	63.3%	±57.8
Hispanic or Latino origin (of any race)	478	±250	185	±196	38.7%	±32.2
White alone, not Hispanic or Latino	3,853	±416	1,037	±213	26.9%	±5.1
Total	1,943	±320	439	±198	22.6%	±9.6
White alone, not Hispanic or Latino	71,020	±956	11,126	±743	15.7%	±1.1

	Hermantown city, Minnesota					
	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	8,954	±185	437	±204	4.9%	±2.3
18 years	2,490	±403	121	±120	4.9%	±4.8
Under 5 years	625	±193	63	±67	10.1%	±9.7
Under 7 years	1,865	±463	58	±58	3.1%	±3.3
Related children of householder under 18 years	2,490	±403	121	±120	4.9%	±4.8
Under 4 years	5,071	±337	267	±115	5.3%	±2.2
5 to 34 years	1,595	±407	215	±105	13.5%	±6.0
65 years and over	3,476	±261	52	±38	1.5%	±1.1
Under 18 years and over	1,861	±371	54	±46	2.9%	±2.4
Under 18 years and over	1,393	±261	49	±47	3.5%	±3.2
Total	4,362	±249	220	±125	5.0%	±2.8
Total	4,592	±245	217	±111	4.7%	±2.5
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	8,382	±280	364	±198	4.3%	±2.4
Black or African American alone	60	±58	24	±36	40.0%	±48.6
American Indian and Alaska Native alone	82	±69	49	±51	59.8%	±30.8
Native Hawaiian and Other Pacific Islander alone	53	±63	0	±13	0.0%	±30.4
Other race alone	9	±18	0	±13	0.0%	±77.5
Two or more races	21	±28	0	±13	0.0%	±50.8
Hispanic or Latino origin (of any race)	347	±196	0	±13	0.0%	±5.6
White alone, not Hispanic or Latino	144	±136	0	±13	0.0%	±12.9
Total	8,344	±283	364	±198	4.4%	±2.4

	Rice Lake city, Minnesota					
	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	4,132	±24	222	±153	5.4%	±3.7
Total	694	±96	20	±21	2.9%	±3.1
Males	365	±78	0	±9	0.0%	±11.4
Females	529	±106	20	±21	3.8%	±4.1
Related children of householder under 18 years	682	±97	8	±13	1.2%	±1.9
Persons	2,623	±172	76	±65	2.9%	±2.5
Males	705	±147	40	±52	5.7%	±6.9
Females	1,918	±163	36	±34	1.9%	±1.8
Under 18 years	1,037	±208	141	±145	13.6%	±13.2
18 to 64 years	815	±168	126	±143	15.5%	±16.2
65 years and over	2,194	±135	85	±70	3.9%	±3.1
Total	1,938	±139	137	±138	7.1%	±6.8
RACE AND HISPANIC OR LATINO ORIGIN						
Total	3,999	±77	217	±155	5.4%	±3.9
Black or African American alone	0	±9	0	±9	-	**
American Indian and Alaska Native alone	22	±25	2	±4	9.1%	±25.6
Hispanic or Latino	6	±11	0	±9	0.0%	±95.0
Native Hawaiian and Other Pacific Islander alone	0	±9	0	±9	-	**
Two or more races	22	±32	0	±9	0.0%	±49.6
Total	83	±65	3	±8	3.6%	±9.2
Hispanic or Latino origin (of any race)	22	±32	0	±9	0.0%	±49.6
White alone, not Hispanic or Latino	3,999	±77	217	±155	5.4%	±3.9

[www.census.gov](http://www.census.gov) S1701: Language Spoken at Home by Ability to Speak English - 2020

Label	Duluth city, Minnesota		Hermantown city, Minnesota		Rice city, Minnesota	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	81,509	±275	9,118	±212	1,358	±134
Speak only English	77,523	±515	8,580	±254	1,332	±131
Spanish or Spanish Creole:	4,100	±237	200	±72	6	±7
Speak English "very well"	958	±200	122	±49	3	±5
Speak English less than "very well"	142	±77	98	±57	3	±4
French (incl. Patois, Cajun):	103	±40	17	±28	0	±9
Speak English "very well"	52	±44	17	±28	0	±9
Speak English less than "very well"	21	±20	0	±12	0	±9
French Creole:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Italian:	59	±37	15	±25	0	±9
Speak English "very well"	54	±35	15	±25	0	±9
Speak English less than "very well"	5	±11	0	±12	0	±9
Portuguese or Portuguese Creole:	12	±15	0	±12	0	±9
Speak English "very well"	12	±15	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
German:	446	±103	113	±97	14	±15
Speak English "very well"	304	±97	113	±97	14	±15
Speak English less than "very well"	42	±36	0	±12	0	±9
Yiddish:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Other West Germanic languages:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Scandinavian languages:	118	±67	0	±12	0	±9
Speak English "very well"	101	±64	0	±12	0	±9
Speak English less than "very well"	17	±14	0	±12	0	±9
Greek:	17	±23	5	±10	0	±9
Speak English "very well"	17	±23	5	±10	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Russian:	147	±80	0	±12	3	±4
Speak English "very well"	85	±59	0	±12	0	±9
Speak English less than "very well"	62	±51	0	±12	3	±4
Polish:	106	±63	28	±46	0	±9
Speak English "very well"	90	±54	0	±12	0	±9
Speak English less than "very well"	16	±25	28	±46	0	±9
Serbo-Croatian:	79	±80	0	±12	3	±4
Speak English "very well"	68	±78	0	±12	0	±9
Speak English less than "very well"	11	±12	0	±12	3	±4
Other Slavic languages:	40	±37	0	±12	0	±9
Speak English "very well"	40	±37	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Armenian:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Persian:	19	±26	0	±12	0	±9
Speak English "very well"	19	±26	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Gujarati:	17	±24	0	±12	0	±9
Speak English "very well"	17	±24	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Hindi:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Urdu:	77	±83	0	±12	0	±9
Speak English "very well"	40	±42	0	±12	0	±9
Speak English less than "very well"	37	±45	0	±12	0	±9
Other Indic languages:	39	±36	0	±12	0	±9
Speak English "very well"	35	±34	0	±12	0	±9
Speak English less than "very well"	4	±6	0	±12	0	±9
Other Indo-European languages:	72	±49	10	±16	0	±9
Speak English "very well"	64	±44	10	±16	0	±9
Speak English less than "very well"	8	±13	0	±12	0	±9
Chinese:	381	±128	0	±12	0	±9
Speak English "very well"	202	±78	0	±12	0	±9
Speak English less than "very well"	179	±90	0	±12	0	±9
Japanese:	17	±24	0	±12	0	±9
Speak English "very well"	10	±13	0	±12	0	±9
Speak English less than "very well"	7	±11	0	±12	0	±9
Korean:	63	±88	9	±16	0	±9
Speak English "very well"	34	±30	0	±12	0	±9
Speak English less than "very well"	29	±24	9	±16	0	±9
Mon-Khmer, Cambodian:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Hmong:	87	±53	0	±12	0	±9
Speak English "very well"	87	±53	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Thai:	13	±15	0	±12	0	±9
Speak English "very well"	9	±13	0	±12	0	±9
Speak English less than "very well"	4	±7	0	±12	0	±9
Laotian:	1	±2	0	±12	0	±9
Speak English "very well"	1	±2	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Vietnamese:	126	±102	9	±16	0	±9
Speak English "very well"	100	±80	0	±12	0	±9
Speak English less than "very well"	26	±27	0	±12	0	±9
Other Asian languages:	48	±34	0	±12	0	±9
Speak English "very well"	38	±31	0	±12	0	±9
Speak English less than "very well"	10	±14	0	±12	0	±9
Tagalog:	151	±97	0	±12	0	±9
Speak English "very well"	81	±66	0	±12	0	±9
Speak English less than "very well"	70	±60	0	±12	0	±9
Other Pacific Island languages:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Navajo:	0	±20	0	±12	0	±9
Speak English "very well"	0	±20	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Other Native North American languages:	251	±142	32	±27	0	±9
Speak English "very well"	244	±142	12	±15	0	±9
Speak English less than "very well"	7	±11	20	±16	0	±9
Hungarian:	30	±35	0	±12	0	±9
Speak English "very well"	30	±35	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Arabic:	28	±28	9	±17	0	±9
Speak English "very well"	28	±28	9	±17	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
Hebrew:	14	±16	0	±12	0	±9
Speak English "very well"	14	±16	0	±12	0	±9
Speak English less than "very well"	0	±20	0	±12	0	±9
African languages:	485	±83	44	±63	0	±9
Speak English "very well"	17	±73	44	±63	0	±9
Speak English less than "very well"	68	±44	0	±12	0	±9
Other and unspecified languages:	190	±106	27	±43	0	±9
Speak English "very well"	94	±59	27	±43	0	±9
Speak English less than "very well"	96	±84	0	±12	0	±9



## 15. Completed Unlawful Discrimination Poster

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### **Unlawful Discrimination**

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

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

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

Coordinator: Joelle Bodin  
Phone: 218-625-7769  
Address: 4701 Grinden Drive  
Duluth, MN 55811

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### **Discriminacion Ilegal**

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

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

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

Coordinador: Joelle Bodin  
Teléfono: 218-625-7769  
Dirección: 4701 Grinden Drive  
Duluth, MN 55811



U.S. Department of Transportation  
Federal Aviation Administration

HQ-107098