

TITLE VI NOTICE TO THE PUBLIC

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS

RAPID CITY REGIONAL AIRPORT

Public Notice of Rights

The following statement shall be posted on site at Rapid City Regional Airport and appropriate materials made available to the public:

Non-Discrimination - Your Rights under Title VI of the Civil Rights Act of 1964. The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes Rapid City Regional Airport, has violated his /her Title VI protections, should contact the Rapid City Regional Airport at 605-791-6794 or toni.broom@rcgov.org.

Rapid City Regional Airport's Title VI policy, complaint procedures shall be made available upon request by contacting Rapid City Regional Airport as indicated above.

Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

Rapid City Regional Airport grants all citizens equal access to all its transportation services. It is further the intent of Rapid City Regional Airport that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

Rapid City Regional Airport's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Rapid City Regional Airport.

Procedures

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Rapid City Regional Airport may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 15 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone

number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

Rapid City Regional Airport strongly encourages the use of the attached Title VI Complaint Form when filing official complaints.

The preferred method is to file your complaint in writing using the Rapid City Regional Airport City Title VI Complaint Form, and sending it to:

Rapid City Regional Airport
Toni Broom
4550 Terminal Rd Ste 102
Rapid City, SD 57703

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Rapid City Regional Airport Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Rapid City Regional Airport, Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within fifteen (15) calendar days by registered mail.
4. When a complaint is received, a copy of the complaint will be submitted to the FAA within fifteen (15) calendar days.
5. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

6. Within 15 calendar days from receipt of a complete complaint, Rapid City Regional Airport will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation.
7. Within five (5) calendar days of this decision, the Title VI Coordinator or his/her authorized designee will notify the Complainant by registered mail, informing them of the disposition.
 - A. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - B. If the complaint is to be investigated, the notification shall state the grounds of Rapid City Regional Airport's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
8. When Rapid City Regional Airport does not have sufficient jurisdiction, the Title VI Coordinator will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
9. If the complaint has investigative merit, Rapid City Regional Airport will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Rapid City Regional Airport within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

10. Rapid City Regional Airport or his/her authorized designee will issue letters of finding to the Complainant within 90 calendar days from receipt of the complaint.
11. If the Complainant is dissatisfied with Rapid City Regional Airport's resolution of the complaint, he/she has the right to file a complaint with:

South Dakota Department of Transportation
Civil Rights Compliance Officer / ADA Coordinator
June Hansen
700 E. Broadway Ave
Pierre, SD 57501
Telecommunication Relay Service for the Deaf: 1-800-877-1113

Federal Aviation Administration
Office of Civil Rights
800 Independence Ave. SW
Washington, DC 20591

FAA Complaint procedures can be found at:

https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/filing_complaint

12. If the response by the Title VI Coordinator or his designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Airport Executive Director or his designee, at 4550 Terminal Rd. Ste 102 Rapid City, SD 57703. The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal. Within 15 calendar days after receipt of the appeal, the Airport Executive Director or his designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. A copy of the final decision and all pertinent documents are sent to the FAA, Office of Civil Rights.