

City of Philadelphia Department of Aviation Title VI Plan

August 2023



City of Philadelphia Department of Aviation

Title VI Plan

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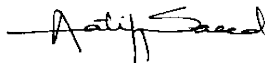
1. Title VI Policy Statement¹

The City of Philadelphia, Department of Aviation 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 Department of Aviation 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 Department of Aviation 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 Department of Aviation will take action to involve them and the general public in the decision making process.

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

M. Denise Bailey, available at 215-937-1801 and Denise.Bailey@phl.org, is responsible for overseeing the Department of Aviation’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
Atif Saeed, A.A.E., IAP
CEO

September 7, 2023

Effective Date

September 7, 2026

3-Year Expiration Date

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

2. Administration

The Mayor of the City of Philadelphia has received information on this Title VI Plan from the Department of Aviation. Subsequent to comments received from the FAA on the draft plan submitted, the Mayor received the final plan prior to its adoption by the CEO for the Department of Aviation. This plan will be updated no less than once every three years. The plan will not be re-adopted following minor changes, such as updating the Airport Chief Executive Officer (CEO)'s or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Airport CEO 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
Sharron Williams	City of Philadelphia Law Department
Keesha Lane	Assistant Director of Community Engagement and Outreach

The Department of Aviation has no airport program sub-recipients.

Sub-Recipients

None

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

Federal Source	Grant Number	Amount
FAA AIP	Taxiway S Reconstruction - Package 1 – <i>Grant Number not currently assigned</i>	\$23,621,380
FAA AIP	Taxiway L Pavement Rehabilitation - Package 2 – <i>Grant Number not currently assigned</i>	\$2,824,150
FAA AIP	Concourse D & E PCAir & GPU Replacements – <i>Grant Number not currently assigned</i>	\$1,123,950
FAA BIL-ATP	Rehabilitate Restrooms Phases 5-9 – <i>Grant Number not currently assigned</i>	\$15,000,000

The Department of Aviation has no sub-recipients and therefore, no subrecipients with pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT).

Federal Source	Grant Number	Amount
N/A – no subrecipients		



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/
FAA BIL	https://www.transportation.gov/bipartisan-infrastructure-law/bipartisan-infrastructure-law-grant-programs

3. Grant and Procurement Assurances

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

The Department of Aviation 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 City's and Airport's Procurement Departments require Civil Rights clauses to be included in contracts and agreements and that these clauses be included in all subcontractors, sublessees, and any other sub-agreements. The Office of Business Diversity, during its project initiation and sublease approval processes, reviews subcontracts and subleases to ensure the inclusion of appropriate Civil Rights clauses in subagreements.

Description of Oversight Methods for Subcontracts

The Airport's Office of Business Diversity, during its contract initiation/kickoff meetings (for subcontracts) and sublease approval processes (for concessions subleases), reviews subcontracts and subleases to ensure the inclusion of appropriate Civil Rights clauses in subagreements.

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 the Training Section of this plan (Section 11) for more information on expected training for all staff.

Among other responsibilities, the Coordinator:

- Proactively ensures that the Department of Aviation is in compliance with nondiscrimination requirements of Title VI and reports to Department of Aviation 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 Department of Aviation'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/data-gathering in: airport surveys, customer complaints, airport event attendance sheets, and bids/proposals for airport contracts, and other methods to be described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of the Airport Advisory Board, identifies any disparities compared to the community, and provides information to the Department of Aviation, 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 Department of Aviation will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 of this plan for the Department of Aviation's Unlawful Discrimination Poster.

The Department of Aviation has posted the above Title VI policy statement at its staff offices.

The Department of Aviation will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by August 1, 2023, by posting the Plan on the Airport's Title VI website (<https://phl.org/at-phl/accessibility/Non-Discrimination>) and emailing our employees, contractor, concessionaire and tenant informing them of its location. A link to the Airport's Accessibility and Title VI webpage is provided on the home page of our website.

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
Terminal A	2	1	
Terminal B	2	1	
Terminal C	2	1	
Terminal D	2	1	
Terminal E	2	1	
Terminal F	2	1	
Marriott Hotel			1
Rental Car locations			1 at each car rental entity
Concession Manager's Office			1
Fixed Base Operator – Atlantic Aviation			1

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

Outreach to Affected Communities

The Department of Aviation's Assistant Director of Community Engagement and Outreach and the Title VI Coordinator, or their designees, ensure that notices for public meetings reach all segments of an impacted community. The Title VI Coordinator and the Assistant Director of Community Engagement and Outreach, or their designees, will identify the effective media platforms to share announcements and notices. Announcements are typically made in social media, on the Airport's website (PHL.org), general circulation newspapers, community publications, and email broadcasts. The Assistant Director of Community Engagement and Outreach, or designee, contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

The Department of Aviation will create a detailed Community Participation Plan (CPP) by September 30, 2023. A copy of the plan will be available at <https://phl.org/at-phl/accessibility/Non-Discrimination> when completed and accepted by FAA.

To ensure that the community is effectively informed of and able to participate in public hearings, the Assistant Director of Community Engagement and Outreach, or designee, 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 interpretation of meeting materials, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

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.

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 Department of Aviation will be able to identify, understand, and engage with communities. In doing so, the Department of Aviation needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by the Department of Aviation’s airport program. The table below lists each affected community that the Department of Aviation identified.

As provided by FAA, affected communities include 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. The Department of Aviation reviewed flight path communities by using the most recent sound contour survey and including any of the communities that were within the 65 decibel Day Night Level (DNL) Sound Contours. The most recently-submitted Contour Map is included in Section 16 of this plan. Additionally, the Department of Aviation identified communities that could be impacted by other activities such as our warehouse/maintenance facility operations and our ground transportation operations, which includes the employee parking lot. Lastly, communities that were adjacent to or included in the areas of airport facility projects were identified and included. Based on this, for Census data purposes, the zip codes of 19029 and 19153 were examined and included, as they included our identified Affected Communities.

Affected Communities⁴	Population
Eastwick	12,723
Tinicum	4,027

(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 Communities⁵

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 Department of Aviation is collecting information about affected and potentially affected low-income communities.

According to U.S. Census Data’s American Community Survey’s 2020 5-year Estimate Table *SI701: Poverty Status in the Past 12 Months*, the overall poverty level for the Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area, which includes all of the Affected Communities identified, is approximately 11.9%. The poverty rate of the Metro area remains

⁴ “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.

⁵ 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.

similar compared with the rest of the state of Pennsylvania, which has a poverty rate of 12.0%. The poverty rates for the specific Affected Communities are as follows.

Affected Communities	Poverty Rate
Eastwick	19.0%
Tinicum	12.2%

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 follows⁶:

Affected Community: Eastwick
Total Affected Community Population: 12,723

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1,537	12.1%
Black or African American	9,514	74.8%
American Indian or Alaska Native	17	0.1%
Asian	639	5.0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	620	11.2%
Two or more races	896	7.0%
Some other race alone	120	0.9%

Affected Community: Tinicum
Total Affected Community Population: 4,027

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	3,677	91.3%
Black or African American	59	1.5%
American Indian or Alaska Native	0	0%
Asian	51	1.3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	155	3.8%
Two or more races	164	4.1%
Some other race alone	76	1.9%

⁶ Recommend using demographic groups from the U.S. Census.

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that the Department of Aviation communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The Department of Aviation examined three data sources for determining which languages were considered predominant for LEP:

1. Metropolitan Statistical Area data, which is much larger than then the areas of our affected communities, but the area for which the most recent data was available. The data source is the American Community Survey of the US Census – Table B16001.
2. Affected Community language data that included the most recent data available for the block groups that make up the Affected Community zip codes. The data source is the American Community Survey of the US Census – Table B16001.
3. Interaction data with beneficiaries gathered from their use of our language assistance tools.

1. Philadelphia-Camden-Wilmington, PA-NJ-DE-MD MSA Language Spoken at Home for the Population 5 Years and Over

The full data tables for this information is included in Section 14 of this plan.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error	Percent
Spanish	166,889	±10,938	3%
Malayalam, Kannada,	40,232	±4,913	0.68%
Russian	20,090	±3,657	0.34%
Vietnamese	16,672	±2,807	0.28%
Korean	13,561	±2,587	0.23%
Arabic	11,313	±2,876	0.19%
Portuguese	10,049	±5,120	0.17%
Malayalam, Kannada,	9,280	±2,534	0.16%
Gujarati	9,216	±2,565	0.16%
Haitian	8,385	±2,492	0.14%
French (incl. Cajun)	7,223	±1,829	0.12%
Bengali	6,658	±1,720	0.11%
Khmer	6,482	±2,042	0.11%
Amharic, Somali	6,388	±2,465	0.11%
Other and unspecified languages	5,662	±2,934	0.10%
Hindi	5,312	±1,840	0.09%
Other languages of Asia	4,878	±1,536	0.08%
Tagalog	4,668	±1,196	0.08%
Italian	4,659	±1,193	0.08%
Ukrainian	3,910	±1,546	0.07%
Polish	3,786	±1,436	0.06%
Yiddish	3,385	±1,830	0.06%
Urdu	3,251	±1,357	0.06%
Other Indo-European	3,117	±1,214	0.05%
Telugu	2,625	±1,930	0.04%
Japanese	2,121	±1,164	0.04%
Greek	2,021	±881	0.03%
German	1,858	±595	0.03%
Punjabi	1,810	±928	0.03%
Khmer	1,686	±724	0.03%
Swahili	1,395	±1,063	0.02%
Ilocano, Samoan, Hawaiian,	1,342	±815	0.02%
Tamil	1,156	±589	0.02%
Amharic, Somali	1,137	±709	0.02%
Serbo-Croatian	1,028	±567	0.02%

Source: 2021 ACS 1-Year, Table B16001, U.S. Census Bureau

2. Affected Communities LEP data based on most recent block group data available.

The full data tables for this information is included in Section 14 of this plan.

Languages Spoken by LEP Population for Tinicum that Meet Safe Harbor	Number	Margin of Error
<i>None</i>		
Languages Spoken by LEP Population for Eastwick	Number	Margin of Error
<i>None</i>		

3. Frequency of contact with LEP individuals at the airport and airport-related activities.

This data is drawn from our language assistance service, GLOBO, for the CFY 2022.

Data related to this information is provided in Section 14 of this plan.

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			
Russian	X			
French	X			
Italian	X			
Arabic	X			
Portuguese	X			
Vietnamese	X			
Farsi	X			

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.⁷

While the LEP data from our affected communities showed that no language spoken by groups that spoke English “Less than Very Well” met the Safe Harbor threshold, the wider MSA data showed that numerous languages exceeded the 1,000 in population threshold. The Department of Aviation notes that the most prevalent language spoken by respondents was Spanish based on the MSA data and number of interactions on our language line service.

⁷ See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.

This information is updated annually⁸ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
U.S. Census Bureau	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
City of Philadelphia Language Usage Dashboard	https://experience.arcgis.com/experience/51923768a6b14d5bb773bfcc1cf74cd1/?mc_cid=d55b2adff2&mc_eid=2fafa475a7

Beneficiary Diversity.

Demographic information is collected from airport customers, and attendance at meetings through voluntary disclosures and public information.

Description of Beneficiary Demographic Information Collection Methods

- The Department of Aviation includes a demographic survey as part of its free public wi-fi login process. This survey captures data on
 - Race/ethnicity
 - Fluency in English
 - Country of origin
 - Disability
 - Passenger status (to distinguish passengers from employees, contractors, and flight crews)
- Throughout the year, the Department of Aviation conducts surveys through multiple platforms which capture demographic information, including household income and country of origin.
- At small business workshops held quarterly, the race/ethnicity/gender of the ownership of diverse businesses in attendance is recorded.

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

- Newly hired Department of Aviation employees are given a voluntary demographic survey which includes race and gender during onboarding. During our annual Human Resources Open House, employees are provided information regarding the self-reporting survey in our Human Resource electronic system.
- Every three years, the Airport will send an email to Airport Advisory Board members asking them to voluntarily and anonymously enter demographic information on race and gender through an online survey.

⁸ Data should be kept up-to-date, but this plan does not need to be updated for incremental data changes during the Plan's 3-year period.

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

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
Airfield pavement (runways, taxiways, and associated aprons and pavements) <i>no extensions likely in next 3 years</i>	Eastwick Tinicum
Terminals A-F and associated public garages	None
International Plaza	None
Existing Cargo and Maintenance Facilities	None
Landside pavement (departures, arrivals and commercial roads, and associated sidewalks)	None
Airport Rescue and Fire Fighting (ARFF) Facility	None
Economy and Employee Parking lots	Eastwick

In addition to improvements and routine maintenance projects for the above existing facilities, the following additional airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

Airport Facility Construction Projects	Affected Community Impacted by Construction of the Facility
West Cargo Development Phase 1	None
Cold Storage Cargo Facility	None
Economy Lot Redevelopment	None

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. This includes reviewing potential impacts during NEPA and project assessment phases. As detailed in the Noise Contour map in Attachment 16, the Department of Aviation participates in FAA's Part 150 Residential Sound Insulation Program. Even though no disparate impacts have

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

been identified, the Airport routinely meets with community stakeholders in both Tinicum and Eastwick to inform them of upcoming projects and operations and understand their needs.

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

Justifications: n/a

Facilities or Construction Projects	Justification
n/a	.

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the Department of Aviation considered the items included in a four-factor analysis, which include:

1. The number or proportion of LEP persons served or encountered
2. The frequency with which LEP persons come into contact with the program
3. The nature and importance of the program, activity, or service provided; and
4. The resources available and costs.

Factors 1 and 2 are addressed below and in Section 6 of this Plan. The Metropolitan Statistical Area data shows numerous languages over the safe harbor threshold of 1,000 people for LEP; the Affected Communities data does not indicate any language over that threshold; and our language assistance usage data indicates Spanish as the only language over that threshold.

For Factor 3, because the Airport is a transportation entity, the nature of providing that service is determined to be important.

For Factor 4, the Airport has allocated funds for translation and interpretation services, invests in its technology (such as that for the website), and maintains an inventory of internal resources that can be drawn on, who are fluent in numerous languages.

Details of items supporting the four-factor analysis and our language assistance plan are provided below.

In Community Statistics section, we identified the following languages above the safe harbor thresholds spoken by LEP persons in Affected Communities

Language
None

For the wider MSA, we identified the following languages spoken by LEP persons above the safe harbor threshold of 1,000 people.

Languages
Spanish
Malayalam, Kannada,
Russian
Vietnamese
Korean
Arabic
Portuguese
Malayalam, Kannada,
Gujarati
Haitian
French (incl. Cajun)

Bengali
Khmer
Amharic, Somali
Other and unspecified languages
Hindi
Other languages of Asia
Tagalog
Italian
Ukrainian
Polish
Yiddish
Urdu
Other Indo-European
Telugu
Japanese
Greek
German
Punjabi
Khmer
Swahili
Ilocano, Samoan, Hawaiian,
Tamil
Amharic, Somali
Serbo-Croatian

The Department of Aviation also collects data for languages spoken by airport guests.¹⁰ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport translation usage data	https://experience.arcgis.com/experience/51923768a6b14d5bb773bfcc1cf74cd1/?mc_cid=d55b2adff2&mc_eid=2faf e475a7
Information from surveys regarding flight origin / destination	N/A

Based on the above data, the following additional language has been identified as likely to be spoken by LEP airport guests:

Language
None

The Title VI Coordinator and Assistant Director of Community Engagement and Outreach, or

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

their designees, will also actively engage with community educators, community groups, business 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 Department of Aviation 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:

- Written notices will contain a statement in the identified language, when appropriate, of how to receive translated written materials.
- The airport's website can also be translated into over 100 languages with the embedded Google Translate function.
- Utilizing its vendor, Powerling, Inc., the Airport has the ability to translate documents into over 90 languages upon request.

The following vendor has been identified for written translations:

Translation Vendors	Languages
Powerling, Inc.	Over 90 languages, including those identified by the Department of Aviation as requesting translation

Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website's translate view	Over 100 languages, including Spanish
Multi-lingual staff can be reached through the Communications Center. Connection to the communications center can be through the information desks pre- and post-security or through the PHL.org website	Across our staff, there is fluency in 33 languages, with most prevalent language being Spanish.
Written notices contain a statement in the identified language, when appropriate, of how to receive translated written materials.	The notice of translation services is included in identified LEP language of Spanish as a standard. However, depending on specific community needs, information and materials can be translated through our contract with Powerling.
Website for translated informational documents and complaint forms	Spanish versions of informational documents on the Airport's website, such as our Annual Report and the Title VI and Accessibility Complaint Form, are provided.

Interpretation Services:

The following vendor has been identified for interpretation services:

Interpretation Vendors	Languages
GLOBO	Over 70 languages, including Spanish

Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
PHL Communications Center through Airport Website and Telephone	Over 70 languages
Airport information desks	Over 70 languages.

Description of Interpretation Assistance Processes

- Information desk personnel have I-Speak postings at information desks, along with iPads that use the HelpScout program/platform to quickly access information for passengers. The HelpScout platform is customized for PHL and is updated on an ongoing basis to provide the most current information. Personnel at the information desks can connect LEP passengers LEP through phone or video with the Communications Center for interpretation. The Communications Center uses the Department of Aviation's contract with GLOBO to assist passengers in multiple languages. The information desks are equipped with phone, video, and printer technology to assist passengers. The Communications Center logs language requests that they assist with.
- Members of the public can also directly call the Communications Center for language assistance by utilizing the *Contact Us* phone number or by email to ContactPHL.org. This information is located on PHL's website which can be automatically translated into over 100 languages. The Communications Center uses the Department of Aviation's contract with GLOBO to assist passengers in multiple languages.
- The Department of Aviation maintains a list of multilingual employees and the languages they speak. The list is updated annually. Generally, these employees are available to assist members of the public with verbal real-time interpretation, during normal business hours.
- An inventory of the languages that the information desk personnel speak is maintained and any language assistance requests that they assist with directly are maintained in monthly reports.

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 Southeastern Pennsylvania Transportation Authority (SEPTA) to encourage them to continue transit service access between the airport and these areas.

The following chart identifies existing 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
North Philadelphia, Center City Philadelphia, Eastwick	Rail – PHL to Temple University	Existing
Eastwick	Fixed Route Bus (Route 37) – South Philadelphia to Chester, PA	Existing
Upper Darby, Yeadon, Elmwood, Eastwick	Fixed Route Bus (Route 108) – 69 th St. to PHL	Existing
Eastwick, Upper Darby	Fixed Route Bus (Route 115) – Delaware County Community College to PHL	Existing
Upper Darby, Yeadon, Elmwood, Eastwick	Complementary Paratransit – with $\frac{3}{4}$ miles of above fixed-route bus lines	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
<p>Public Works Contracts <i>These include all construction contracts; those with FAA funding and locally-funded procurements.</i></p>	<p>In addition to advertising through the City’s public website PHL Contracts https://www.phlcontracts.phila.gov/bsol/, the City’s Central Procurement advertises in local newspapers such as the minority-owned and focused Philadelphia Tribune. The Department of Aviation supplements these efforts with an annual Business Opportunity Forum, and quarterly vendor outreach sessions that highlight upcoming opportunities, provide information on successfully bidding, and allow for networking; both business-to-business and with PHL procurement, business diversity, and project management staff. In addition to direct invitations to women and minority-owned businesses, the Department of Aviation asks local diverse chambers of commerce, and organizations such as the USDOT Mid-Atlantic Small Business Transportation Resource Center to distribute bid information/invitations to their constituencies. An example of this type of direct solicitation regarding BIL-funded procurements is located at https://www.phl.org/drupalbin/media/BIL_TEOP_flyer_8p5x11_v5.pdf.</p>
<p>Service, Supply, and Equipment <i>Primarily for non-FAA-funded operational purchases</i></p>	<p>In addition to advertising through the City’s public website PHL Contracts https://www.phlcontracts.phila.gov/bsol/, the City’s Central Procurement advertises in local newspapers such as the minority-owned and focused Philadelphia Tribune. The Department of Aviation supplements these efforts with an annual Business Opportunity Forum, and quarterly vendor outreach sessions that highlight upcoming opportunities, provide information on successfully bidding, and allow for networking; both business-to-business and with PHL procurement, business diversity, and project management staff. In addition to direct invitations to women and minority-owned businesses, the Department of Aviation asks local diverse chambers of commerce, and organizations such as the USDOT Mid-Atlantic Small Business Transportation Resource Center to distribute invitations to their constituencies.</p>
<p>Concessions Opportunities</p>	<p>For food and shops concessions opportunities under our Concessions Manager, a Leasing Outreach meeting is held to which woman and minority-owned firms are directly invited. For direct concessions opportunities for the Department of Aviation, advertisements follow the procedures at the City’s Central Procurement PHL contracts website at https://www.phlcontracts.phila.gov/bsol/. Additional direct solicitation to minority and woman-owned businesses is conducted by the Office of Business Diversity.</p>

	For opportunities with our car rental partners, the Department of Aviation invites car rental tenants to participate in its outreach efforts for Service, Supply, and Equipment purchases; since these are the items that car rental organizations primarily outsource. Direct solicitation for these outreach efforts is targeted to small, minority, woman-owned and disadvantaged businesses.
Professional Service Contracts	In addition to advertising through the City's public website eContract Philly (https://philawx.phila.gov/econtract/) the Department of Aviation hosts an annual Business Opportunity Forum and quarterly vendor outreach sessions that highlight upcoming opportunities, provide information on successfully bidding, and allow for networking; both business-to-business and with PHL procurement, business diversity, and project management staff. In addition to direct invitations to women and minority-owned businesses, the Department of Aviation asks local diverse chambers of commerce, and organizations such as the USDOT Mid-Atlantic Small Business Transportation Resource Center to distribute invitations to their constituencies.

Procurement 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 within the City's electronic records systems; eContract Philly and the ACIS system for professional services and PHL Contracts for public works and service, supply, equipment procurements. The Department of Aviation has accessed to each of these systems.

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
- Non-discrimination requirements under the Americans With Disabilities Act (ADA)
- Employee-facing cultural sensitivity and anti-harassment topics are also discussed in the Employee Relations section of new employee orientation.

This training is provided in-person and a pre-recorded PowerPoint session is also available for our training unit's use. Refresher information on Title VI will be announced and made available annually through the Airport's Learning Management System (*LMS*).

Training conducted to date:

- Training on Title VI was provided to the Department of Aviation's extended senior staff team (approximately 40 staff members) on April 25, 2023.
- Introductory training on Title VI for tenants, subtenants, and external stakeholders was provided on May 19, 2023, as part of the ACDBE goal-setting meeting. Approximately 70 stakeholder, tenant, and business representatives attended this training and consultation event.

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

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

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

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

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

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

13. 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 of administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹³
3. Allege misconduct by the Department of Aviation, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Department of Aviation 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 Department of Aviation. 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 any office named in the complaint, the City’s Law Department and the Airport CEO.

Complaints must be filed within 180 days of the alleged discriminatory event, must be in writing, and must be delivered to the physical or email address below:

Denise Bailey; Deputy Director of Aviation for Business Diversity and Accessibility
Department of Aviation – Office of Business Diversity
2 International Plaza, Suite 400
Philadelphia, PA 19113
Phone: 215-937-5533
Email: accessibility@phl.org

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

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

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 one day of receipt.

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, if available at that time. If not available at that time, results thereof will be forwarded once complete. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload it to the FAA Civil Rights Connect System and confirm receipt via email. The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

Investigation Procedure

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

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against the Department of Aviation, 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 mediation with the complainant and contractor/tenants/other persons involved in the dispute.

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 Department of Aviation'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 Airport CEO.
- The written appeal must be received within 30 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 CEO 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 Department of Aviation will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. Department of Aviation 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 Denise Bailey, Title VI Coordinator.

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

Website, In-person, and Other Distribution Methods

1. The Airport's Title VI complaint policy is posted on the Airport's Title VI page at <https://phl.org/at-phl/accessibility/Non-Discrimination> .
 2. The public can request and receive the complaint policy through our Nondiscrimination phone line (215-937-5533); or our email accessibility@phl.org. These methods are included on our website and direction has been provided to our Communications Center that all complaints or inquires related to Title VI or race/gender discrimination be forwarded to the phone number and emails noted above.
-

14. Population / Language Data

S1701 For Tinicum

Table: ACSST5Y2020.S1701

	ZCTA5 19029 - Tinicum					
	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	4,027	±59	493	±268	12.2%	±6.7
AGE						
Under 18 years	777	±162	104	±84	13.4%	±11.3
Under 5 years	197	±86	37	±37	18.8%	±21.5
5 to 17 years	580	±127	67	±52	11.6%	±9.4
Related children of householder under 18 years	777	±162	104	±84	13.4%	±11.3
18 to 64 years	2,610	±169	310	±181	11.9%	±6.9
18 to 34 years	1,069	±216	154	±141	14.4%	±11.7
35 to 64 years	1,541	±178	156	±106	10.1%	±6.9
60 years and over	990	±140	116	±87	11.7%	±8.3
65 years and over	640	±100	79	±55	12.3%	±8.3
SEX						
Male	1,930	±164	227	±162	11.8%	±8.3
Female	2,097	±164	266	±146	12.7%	±6.9
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	3,677	±206	425	±266	11.6%	±7.3
Black or African American alone	59	±72	45	±71	76.3%	±40.2
American Indian and Alaska Native alone	0	±11	0	±11	-	**
Asian alone	51	±55	0	±11	0.0%	±38.2
Native Hawaiian and Other Pacific Islander alone	0	±11	0	±11	-	**
Some other race alone	76	±97	0	±11	0.0%	±29.5
Two or more races	164	±102	23	±23	14.0%	±18.8
Hispanic or Latino origin (of any race)	155	±192	0	±11	0.0%	±16.2
White alone, not Hispanic or Latino	3,677	±206	425	±266	11.6%	±7.3
EDUCATIONAL ATTAINMENT						
Population 25 years and over	2,843	±200	326	±182	11.5%	±6.3
Less than high school graduate	278	±107	23	±28	8.3%	±10.1
High school graduate (includes equivalency)	1,441	±226	234	±139	16.2%	±9.2
Some college, associate's degree	714	±162	56	±67	7.8%	±9.5
Bachelor's degree or higher	410	±128	13	±20	3.2%	±4.7
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	2,248	±251	168	±145	7.5%	±6.2
Employed	2,025	±229	69	±64	3.4%	±3.1

data.census.gov | Measuring America's People, Places, and Economy



Table: ACSST5Y2020.S1701

ZCTA5 19029 - Tinicum						
Total			Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Male	1,125	±158	36	±51	3.2%	±4.5
Female	900	±132	33	±38	3.7%	±4.2
Unemployed	223	±123	99	±112	44.4%	±34.5
Male	136	±115	68	±105	50.0%	±50.0
Female	87	±45	31	±38	35.6%	±39.4
WORK EXPERIENCE						
Population 16 years and over	3,339	±157	404	±212	12.1%	±6.3
Worked full-time, year-round in the past 12 months	1,330	±207	0	±11	0.0%	±2.0
Worked part-time or part-year in the past 12 months	1,021	±208	170	±144	16.7%	±12.7
Did not work	988	±195	234	±156	23.7%	±13.5
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	322	±224	(X)	(X)	(X)	(X)
125 percent of poverty level	619	±300	(X)	(X)	(X)	(X)
150 percent of poverty level	704	±311	(X)	(X)	(X)	(X)
185 percent of poverty level	1,282	±344	(X)	(X)	(X)	(X)
200 percent of poverty level	1,342	±352	(X)	(X)	(X)	(X)
300 percent of poverty level	2,212	±417	(X)	(X)	(X)	(X)
400 percent of poverty level	2,723	±338	(X)	(X)	(X)	(X)
500 percent of poverty level	3,225	±264	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	985	±219	266	±155	27.0%	±13.7
Male	547	±164	159	±125	29.1%	±19.1
Female	438	±123	107	±68	24.4%	±14.5
15 years	0	±11	0	±11	-	**
16 to 17 years	0	±11	0	±11	-	**
18 to 24 years	173	±125	63	±89	36.4%	±41.5
25 to 34 years	268	±153	79	±105	29.5%	±32.4
35 to 44 years	120	±73	29	±42	24.2%	±35.1
45 to 54 years	85	±49	32	±34	37.6%	±29.6
55 to 64 years	158	±70	14	±17	8.9%	±10.8
65 to 74 years	92	±39	17	±20	18.5%	±19.5
75 years and over	89	±43	32	±31	36.0%	±26.5
Mean income deficit for unrelated individuals (dollars)	6,074	±2,483	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	496	±167	0	±11	0.0%	±5.4
Worked less than full-time, year-round in the past 12 months	233	±160	145	±141	62.2%	±31.3
Did not work	256	±90	121	±68	47.3%	±19.7

S1701 Eastwick

Table: ACSST5Y2020.S1701

	ZCTAS Eastwick					
	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	12,723	±1,269	2,412	±831	19.0%	±6.2
AGE						
Under 18 years	2,142	±380	613	±329	28.6%	±12.7
Under 5 years	282	±133	24	±33	8.5%	±11.4
5 to 17 years	1,860	±389	589	±316	31.7%	±13.5
Related children of householder under 18 years	2,135	±380	606	±328	28.4%	±12.8
18 to 64 years	8,463	±882	1,646	±556	19.4%	±6.4
18 to 34 years	3,315	±699	747	±327	22.5%	±9.2
35 to 64 years	5,148	±551	899	±329	17.5%	±6.0
60 years and over	2,907	±573	248	±130	8.5%	±4.8
65 years and over	2,118	±440	153	±92	7.2%	±4.9
SEX						
Male	5,537	±637	1,089	±485	19.7%	±7.9
Female	7,186	±833	1,323	±474	18.4%	±6.7
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	1,537	±441	96	±72	6.2%	±4.5
Black or African American alone	9,514	±1,387	2,107	±811	22.1%	±8.2
American Indian and Alaska Native alone	17	±31	0	±17	0.0%	±66.2
Asian alone	639	±230	208	±191	32.6%	±21.5
Native Hawaiian and Other Pacific Islander alone	0	±17	0	±17	-	**
Some other race alone	120	±93	1	±2	0.8%	±2.1
Two or more races	896	±541	0	±17	0.0%	±3.0
Hispanic or Latino origin (of any race)	620	±407	1	±2	0.2%	±0.5
White alone, not Hispanic or Latino	1,429	±443	96	±72	6.7%	±4.8
EDUCATIONAL ATTAINMENT						
Population 25 years and over	8,834	±811	1,338	±394	15.1%	±4.5
Less than high school graduate	1,251	±310	151	±105	12.1%	±8.2
High school graduate (includes equivalency)	3,188	±539	633	±251	19.9%	±7.2
Some college, associate's degree	2,435	±472	366	±190	15.0%	±7.6
Bachelor's degree or higher	1,960	±459	188	±144	9.6%	±7.7
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	6,674	±743	785	±347	11.8%	±5.0
Employed	6,191	±688	731	±344	11.8%	±5.3

Table: ACSST5Y2020.S1701

	ZCTA5 Eastwick					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Male	2,933	±436	420	±236	14.3%	±7.6
Female	3,258	±543	311	±172	9.5%	±5.1
Unemployed	483	±236	54	±69	11.2%	±13.4
Male	310	±175	11	±18	3.5%	±5.6
Female	173	±117	43	±70	24.9%	±33.0
WORK EXPERIENCE						
Population 16 years and over	10,800	±1,105	1,826	±580	16.9%	±5.5
Worked full-time, year-round in the past 12 months	4,200	±417	331	±260	7.9%	±6.1
Worked part-time or part-year in the past 12 months	2,834	±708	423	±219	14.9%	±7.3
Did not work	3,766	±553	1,072	±391	28.5%	±10.1
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	742	±398	(X)	(X)	(X)	(X)
125 percent of poverty level	3,327	±863	(X)	(X)	(X)	(X)
150 percent of poverty level	3,660	±865	(X)	(X)	(X)	(X)
185 percent of poverty level	4,791	±972	(X)	(X)	(X)	(X)
200 percent of poverty level	5,351	±1,085	(X)	(X)	(X)	(X)
300 percent of poverty level	7,473	±1,217	(X)	(X)	(X)	(X)
400 percent of poverty level	9,291	±1,308	(X)	(X)	(X)	(X)
500 percent of poverty level	10,713	±1,261	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	3,327	±624	826	±275	24.8%	±6.9
Male	1,621	±352	496	±231	30.6%	±12.6
Female	1,706	±438	330	±146	19.3%	±9.7
15 years	7	±10	7	±10	100.0%	±100.0
16 to 17 years	0	±17	0	±17	-	**
18 to 24 years	152	±125	63	±81	41.4%	±38.5
25 to 34 years	558	±322	175	±135	31.4%	±21.7
35 to 44 years	394	±172	87	±57	22.1%	±14.6
45 to 54 years	893	±302	276	±172	30.9%	±12.6
55 to 64 years	386	±161	106	±94	27.5%	±18.7
65 to 74 years	685	±364	70	±59	10.2%	±12.3
75 years and over	252	±100	42	±43	16.7%	±16.1
Mean income deficit for unrelated individuals (dollars)	6,698	±1,267	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	1,476	±349	160	±121	10.8%	±7.7
Worked less than full-time, year-round in the past 12 months	704	±400	181	±151	25.7%	±20.6
Did not work	1,147	±359	485	±198	42.3%	±15.6

Table B16001 – Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area

Table: ACSDT1Y2021.B16001

	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area	
Label	Estimate	Margin of Error
Total:	5,887,205	±903
Speak only English	4,909,426	±21,155
Spanish:	394,691	±12,583
Speak English "very well"	227,802	±11,007
Speak English less than "very well"	166,889	±10,938
French (incl. Cajun):	22,971	±3,757
Speak English "very well"	15,748	±3,208
Speak English less than "very well"	7,223	±1,829
Haitian:	18,844	±4,502
Speak English "very well"	10,459	±3,025
Speak English less than "very well"	8,385	±2,492
Italian:	17,246	±2,652
Speak English "very well"	12,587	±2,063
Speak English less than "very well"	4,659	±1,193
Portuguese:	19,415	±5,820
Speak English "very well"	9,366	±2,295
Speak English less than "very well"	10,049	±5,120
German:	10,671	±2,288
Speak English "very well"	8,813	±2,296
Speak English less than "very well"	1,858	±595
Yiddish, Pennsylvania Dutch or other West Germanic languages:	11,293	±3,346
Speak English "very well"	7,908	±2,204
Speak English less than "very well"	3,385	±1,830
Greek:	10,553	±2,476
Speak English "very well"	8,532	±2,178
Speak English less than "very well"	2,021	±881
Russian:	40,352	±5,874
Speak English "very well"	20,262	±3,535
Speak English less than "very well"	20,090	±3,657
Polish:	9,478	±2,152
Speak English "very well"	5,692	±1,233



Table: ACSDT1Y2021.B16001

	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area	
Label	Estimate	Margin of Error
Speak English less than "very well"	3,786	±1,436
Serbo-Croatian:	3,210	±1,209
Speak English "very well"	2,182	±906
Speak English less than "very well"	1,028	±567
Ukrainian or other Slavic languages:	10,617	±2,748
Speak English "very well"	6,707	±1,798
Speak English less than "very well"	3,910	±1,546
Armenian:	3,440	±1,449
Speak English "very well"	2,920	±1,268
Speak English less than "very well"	520	±407
Persian (incl. Farsi, Dari):	3,729	±1,809
Speak English "very well"	2,826	±1,424
Speak English less than "very well"	903	±602
Gujarati:	20,847	±3,632
Speak English "very well"	11,631	±2,670
Speak English less than "very well"	9,216	±2,565
Hindi:	27,100	±5,334
Speak English "very well"	21,788	±4,452
Speak English less than "very well"	5,312	±1,840
Urdu:	10,793	±3,208
Speak English "very well"	7,542	±2,272
Speak English less than "very well"	3,251	±1,357
Punjabi:	5,902	±2,606
Speak English "very well"	4,092	±2,051
Speak English less than "very well"	1,810	±928
Bengali:	15,715	±3,751
Speak English "very well"	9,057	±2,522
Speak English less than "very well"	6,658	±1,720
Nepali, Marathi, or other Indic languages:	4,792	±1,678
Speak English "very well"	4,036	±1,462

Table: ACSDT1Y2021.B16001

	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area	
Label	Estimate	Margin of Error
Speak English less than "very well"	756	±501
Other Indo-European languages:	11,263	±2,863
Speak English "very well"	8,146	±2,325
Speak English less than "very well"	3,117	±1,214
Telugu:	12,745	±2,989
Speak English "very well"	10,120	±2,255
Speak English less than "very well"	2,625	±1,930
Tamil:	9,320	±3,096
Speak English "very well"	8,164	±2,776
Speak English less than "very well"	1,156	±589
Malayalam, Kannada, or other Dravidian languages:	21,523	±4,117
Speak English "very well"	12,243	±2,612
Speak English less than "very well"	9,280	±2,534
Chinese (incl. Mandarin, Cantonese):	73,353	±6,985
Speak English "very well"	33,121	±3,870
Speak English less than "very well"	40,232	±4,913
Japanese:	4,489	±1,428
Speak English "very well"	2,368	±832
Speak English less than "very well"	2,121	±1,164
Korean:	22,259	±3,682
Speak English "very well"	8,698	±1,858
Speak English less than "very well"	13,561	±2,587
Hmong:	98	±121
Speak English "very well"	98	±121
Speak English less than "very well"	0	±210
Vietnamese:	28,906	±4,479
Speak English "very well"	12,234	±2,644
Speak English less than "very well"	16,672	±2,807
Khmer:	9,868	±2,797
Speak English "very well"	3,386	±1,460

Table: ACSDT1Y2021.B16001

	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area	
Label	Estimate	Margin of Error
Speak English less than "very well"	6,482	±2,042
Thai, Lao, or other Tai-Kadai languages:	3,516	±1,489
Speak English "very well"	1,830	±1,003
Speak English less than "very well"	1,686	±724
Other languages of Asia:	9,568	±2,583
Speak English "very well"	4,690	±1,658
Speak English less than "very well"	4,878	±1,536
Tagalog (incl. Filipino):	18,349	±3,388
Speak English "very well"	13,681	±2,930
Speak English less than "very well"	4,668	±1,196
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	3,013	±1,315
Speak English "very well"	1,671	±854
Speak English less than "very well"	1,342	±815
Arabic:	38,319	±8,090
Speak English "very well"	27,006	±6,736
Speak English less than "very well"	11,313	±2,876
Hebrew:	3,236	±962
Speak English "very well"	2,863	±866
Speak English less than "very well"	373	±399
Amharic, Somali, or other Afro-Asiatic languages:	3,073	±1,496
Speak English "very well"	1,936	±1,193
Speak English less than "very well"	1,137	±709
Yoruba, Twi, Igbo, or other languages of Western Africa:	26,354	±5,670
Speak English "very well"	19,966	±5,029
Speak English less than "very well"	6,388	±2,465
Swahili or other languages of Central, Eastern, and Southern Africa:	4,019	±2,046
Speak English "very well"	2,624	±1,538

Table: ACSDT1Y2021.B16001

	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area	
Label	Estimate	Margin of Error
Speak English less than "very well"	1,395	±1,063
Navajo:	0	±210
Speak English "very well"	0	±210
Speak English less than "very well"	0	±210
Other Native languages of North America:	925	±820
Speak English "very well"	562	±732
Speak English less than "very well"	363	±311
Other and unspecified languages:	11,924	±3,581
Speak English "very well"	6,262	±1,993
Speak English less than "very well"	5,662	±2,934

Table: ACSDT5Y2015.B16001

Tinicum township, Delaware County, Pennsylvania		
Label	Estimate	Margin of Error
Total:	3,879	±91
Speak only English:	3,719	±96
Spanish or Spanish Creole:	51	±32
Speak English "very well"	43	±28
Speak English less than "very well"	8	±12
French (incl. Patois, Cajun):	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
French Creole:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Italian:	11	±13
Speak English "very well"	6	±11
Speak English less than "very well"	5	±8
Portuguese or Portuguese Creole:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
German:	5	±9
Speak English "very well"	5	±9
Speak English less than "very well"	0	±10
Yiddish:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other West Germanic languages:	18	±23
Speak English "very well"	18	±23
Speak English less than "very well"	0	±10
Scandinavian languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Greek:	20	±34
Speak English "very well"	20	±34
Speak English less than "very well"	0	±10
Russian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Polish:	1	±4
Speak English "very well"	1	±4
Speak English less than "very well"	0	±10
Serbo-Croatian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other Slavic languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10



Table: ACSDT5Y2015.B16001

Label	Tinicum township, Delaware County, Pennsylvania	
	Estimate	Margin of Error
Armenian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Persian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Gujarati:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Hindi:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Urdu:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other Indic languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other Indo-European languages:	9	±10
Speak English "very well"	9	±10
Speak English less than "very well"	0	±10
Chinese:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Japanese:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Korean:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Mon-Khmer, Cambodian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Hmong:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Thai:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Laotian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Vietnamese:	10	±16
Speak English "very well"	0	±10
Speak English less than "very well"	10	±16
Other Asian languages:	34	±43
Speak English "very well"	0	±10
Speak English less than "very well"	34	±43
Tagalog:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other Pacific Island languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Navajo:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10

Table: ACSDT5Y2015.B16001

	Tinicum township, Delaware County, Pennsylvania	
Label	Estimate	Margin of Error
Other Native North American languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Hungarian:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Arabic:	1	±4
Speak English "very well"	1	±4
Speak English less than "very well"	0	±10
Hebrew:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
African languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10
Other and unspecified languages:	0	±10
Speak English "very well"	0	±10
Speak English less than "very well"	0	±10

Table B16001 – Eastwick

Table: ACSDT5Y2015.B16001

	ZCTA5 19153	
Label	Estimate	Margin of Error
Total:	11,180	±792
Speak only English	8,865	±662
Spanish or Spanish Creole:	513	±335
Speak English "very well"	278	±206
Speak English less than "very well"	235	±182
French (incl. Patois, Cajun):	72	±73
Speak English "very well"	32	±28
Speak English less than "very well"	40	±68
French Creole:	24	±28
Speak English "very well"	12	±21
Speak English less than "very well"	12	±18
Italian:	204	±186
Speak English "very well"	116	±131
Speak English less than "very well"	88	±84
Portuguese or Portuguese Creole:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
German:	17	±27
Speak English "very well"	17	±27
Speak English less than "very well"	0	±16
Yiddish:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Other West Germanic languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Scandinavian languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Greek:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Russian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16

Table: ACSDT5Y2015.B16001

	ZCTA5 19153	
Label	Estimate	Margin of Error
Polish:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Serbo-Croatian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Other Slavic languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Armenian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Persian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Gujarati:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Hindi:	10	±15
Speak English "very well"	10	±15
Speak English less than "very well"	0	±16
Urdu:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Other Indic languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Other Indo-European languages:	9	±13
Speak English "very well"	9	±13
Speak English less than "very well"	0	±16
Chinese:	67	±61
Speak English "very well"	34	±48
Speak English less than "very well"	33	±47
Japanese:	38	±38
Speak English "very well"	21	±29

Table: ACSDT5Y2015.B16001

	ZCTA5 19153	
Label	Estimate	Margin of Error
Speak English less than "very well"	17	±26
Korean:	5	±8
Speak English "very well"	5	±8
Speak English less than "very well"	0	±16
Mon-Khmer, Cambodian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Hmong:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Thai:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Laotian:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Vietnamese:	314	±204
Speak English "very well"	120	±79
Speak English less than "very well"	194	±148
Other Asian languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Tagalog:	82	±131
Speak English "very well"	35	±57
Speak English less than "very well"	47	±75
Other Pacific Island languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Navajo:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Other Native North American languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Hungarian:	0	±16

Table: ACSDT5Y2015.B16001

	ZCTA5 19153	
Label	Estimate	Margin of Error
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
Arabic:	50	±63
Speak English "very well"	8	±12
Speak English less than "very well"	42	±62
Hebrew:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16
African languages:	910	±450
Speak English "very well"	692	±447
Speak English less than "very well"	218	±188
Other and unspecified languages:	0	±16
Speak English "very well"	0	±16
Speak English less than "very well"	0	±16

Language Access Data Report			
Department/Agency	Division Of Aviation/Communication Center		
Contact Person	Louis H. Poinson		
Period Covered (FY):	2022		

Language	Type of Services Provided to LEP Customers (# of Interactions)				Total # of LEP Interactions
	Bilingual Staff	Telephonic Interpretation	In-Person Interpretations (Non-Staff)	Other (please specify):	
Albanian					0
Amharic		0			0
Arabic		3			3
Cambodian (Mon-Khmer)					0
Cantonese		1			1
Chinese (Mandarin)		8			8
French	2	3			5
French Creole					0
German					0
Hindi					0
Italian		3			3
Korean					0
Polish					0
Portuguese		3			3
Russian		5			5
Spanish	401	1044			1445
Thai					0
Vietnamese		2			2
Other (Specify): Farsi		1			1
					0
TOTAL	403	1073			1476

of LEP Interactions- Interactions consist of both customers and individual interactions, depending on how the covered entity operates. For those entities that sustain relationships with customers over time, one customer may generate multiple interactions. Whenever possible, covered entities should count each interaction individually, because every interaction uses agency resources.

Bilingual Staff - Interactions in which bilingual staff provided service in a language other than English

Telephonic Interpretation - amount of times telephonic interpretation was used to provide service

In-Person Interpretation - amount of times an in-person interpretation was scheduled and used to provide service (this would not include bilingual staff)

Language Services Expenditures- Total amount spent in each category in FY22

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: M. Denise Bailey, ADA/Title VI
Saron McKee, ADA

Email: accessibility@phl.org

Phone: 215-937-5533

Address: Dept. of Aviation; 2 International Plaza, Suite 400
Philadelphia, PA 19113

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: M. Denise Bailey, ADA/Title VI
Saron McKee, ADA

Email: accessibility@phl.org

Telefono: 215-937-5533

Dirección: Dept. of Aviation; 2 International Plaza, Suite 400
Philadelphia, PA 19113



U.S. Department of Transportation
Federal Aviation Administration

HQ-10029

Affected Communities Location Maps



19029, Essington, Pennsylvania



19153, Philadelphia, Pennsylvania