Los Angeles World Airports
Community Participation Plan (CPP)[1]

1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected[2] by Los Angeles World Airports (LAWA) projects or operations can be informed and participate and have their input thoughtfully considered in the key stages during airport planning efforts, regardless of their race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the "protected bases"). This plan is provided in accordance with Title VI of the Civil Rights Act of 1964 (Title VI) and related authorities.[3] This plan and associated reports regarding our CPP efforts will be communicated to the public in formats accessible to persons with disabilities and to limited English proficient (LEP) individuals.

The individuals primarily responsible for implementing the LAWA CPP are:

Responsible Official	Title, Office, and Responsibilities
1. Becca Doten	Chief Airport Affairs Officer
2. Nicole Carcel	Director of Community Relations

Responsible officials' contact information is shared with the public through the following methods:

Website, In-person, and Other Communication Methods
1. LAWA.org and FlyLAX.com
2. Community-wide emails (including weekly email update)
3. In-person, as appropriate

In addition, LAWA will ensure that members of the public are advised of our nondiscrimination obligations. This includes how to file discrimination complaints with LAWA and the FAA. We will also conspicuously display the FAA-provided Unlawful Discrimination Posters at airport facilities. See Notice section of LAWA's Title VI Plan.

LAWA also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

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[1] See DOT Order 1000.12C, "The U.S. Department of Transportation (DOT) Title VI Program," Ch. 2, Sec. 4. (Jun. 11, 2021). https://www.transportation.gov/sites/dot.gov/files/2021-08/Final-for-OST-C-210312-002-signed.pdf

[2] Within this CPP, the term "affected" also means *served*, in addition to *positively or negatively impacted*.

[3] Related authorities include the Age Discrimination Act of 1975; Sec. 520 of the Airport and Airway Improvement Act of 1982; and the Civil Rights Restoration Act of 1987.

Website, In-person, and Other Distribution Methods
1. LAWA.org and FlyLAX.com
2. Upon request through CivilRights@lawa.org
3. Upon in-person request

2. Goals and Objectives

This CPP applies to all airport planning and decision-making efforts, whether or not directly supported by Federal assistance. This includes surveys, public meetings (e.g., airport commission meetings), and hearings, not only meetings for a project requiring an environmental impact statement (EIS) or environmental assessment (EA).

LAWA's planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes
1. Mobility Strategy for Mode Allocation Upon Opening of Automated People Mover (APM)
2. Lulu's Place (northside) development
3. Van Nuys Airport (VNY) Vision Study
4. Airfield and Terminal Modernization Project (ATMP) outreach re: planning and outreach
5. Community outreach re: Landside Access Modernization Program (LAMP) benefits and impacts

LAWA seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A. Request for input via email and/or website	#1, 2, 3, 4, 5
B. Community meetings	#2, 3, 4, 5
C. Meetings with specific business interests	#1, 3, 4, 5
D. Board of Airport Commissioners updates and agendized items	#1, 2, 3, 4, 5
E. Neighborhood Council updates	#2, 4, 5
F. City Council Committee updates (Trade, Travel, & Tourism)	#1, 2, 3, 4, 5
G. VNY Community Advisory Committee (CAC) updates	#3

3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of LAWA's Title VI Plan for detailed discussion of Affected Communities. The specific steps LAWA will take to communicate with, inform, educate, consult or solicit input from, and expand opportunities for engagement with each Affected Community,[4] are provided below.

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
i. City of Los Angeles – Westchester	Neighborhood Council, business groups and community groups	a. Present info at all NC meetings b. Member and/or presenter to Chambers & business groups (e.g. LAX Coastal Chamber, Gateway to LA BID) c. Member of community groups (Kiwanis, Rotary, etc.) d. Engagement with local schools on educational activities
ii. City of LA – Playa Del Rey	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
iii. City of LA – Marina Del Rey	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
iv. City of LA – Playa Vista	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
v. City of LA – Baldwin Hills	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
vi. City of Inglewood – Morningside Park	Community groups, business groups, and schools	a. Member of the Inglewood Chamber b. Member of the Inglewood Rotary c. Engage schools with educational programs
vii. City of Inglewood – Ladera Heights	Community groups, business groups, and schools	a. Attend community events b. Engage schools with educational programs
viii. City of Inglewood – Lennox	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
ix. City of El Segundo	Community groups, business groups, and schools	a. Member of business groups and community groups b. Participate in and sponsor community events c. Engage schools with educational programs
x. City of Hawthorne	Community groups, business groups, and schools	a. Attend/sponsor events as appropriate b. Engage schools with educational programs
xi. City of Culver City	Community groups, business groups, and schools	a. Attend/sponsor community /chamber events as appropriate b. Engage schools in educational events

4. Effective Communication

LAWA will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including materials in accessible formats for persons with disabilities and in languages other than English. See Limited English Proficiency (LEP) section of LAWA's Title VI Plan.

5. Communication Platforms

Diverse communication platforms will be utilized to effectively reach the broadest audience. We will use the following platforms to communicate project details, our nondiscrimination obligations, and contact information for the public to share project or operational feedback with our office and the FAA.

Social Media, Monitors, and Other Communication Platforms
1. Social media platforms, where applicable
2. Flight information display system monitors, where applicable
3. LAWA.org and FlyLAX.com

6. Records

This section includes the procedures LAWA will follow to document our outreach efforts. Records for steps taken to provide outreach to Affected Communities will be maintained in the following locations:

Website, In-person, and Other Storage Methods
1. Designated office(s) of Development Group or Sustainability & Revenue Management Group
2. LAWA.org, when applicable

Records will be kept for community input. The records will document how LAWA considered, weighed, and incorporated input received. The records will include justifications for any decisions contrary to community feedback. The records will be stored in the following locations:

Website, In-person, and Other Storage Methods
1. Designated office(s) of Development Group or Sustainability & Revenue Management Group
2. LAWA.org, when applicable

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[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.

Records for demographics of participants will also be kept. Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership.[5] Demographic information will be requested by the following methods:

Demographic Information Collection Methods
1. Voluntary disclosure by attendees on sign-in sheets
2. Event registration process, whenever applicable

CPP records will be made available to the public using the same methods for other information outlined within this plan.

7. Reporting Outcomes

Within 30 days of the end of each fiscal year (FY), LAWA will create a CPP Report for that current FY. The report will summarize efforts taken under this CPP in a narrative statement describing:

1. The specific steps taken to produce meaningful engagement with Affected Communities that FY,
2. The results of those efforts for that FY, and
3. How the Affected Communities' comments and views are or will be incorporated into the decision-making process.

The CPP Reports for the prior three years will be included with LAWA's Title VI Plan.

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[5] This information is solicited to demonstrate compliance with Title VI and related requirements. See 49 CFR § 21.9(b); 49 U.S.C. § 47123; 28 CFR § 42.406; and FAA Order 1400.11.

Appendix 1

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

Affected Communities[6]	Population
City of Los Angeles – Westchester (90045 Zip Code)	37,447
City of Los Angeles – Playa Del Rey (90293)	12,732
City of Los Angeles – Marina Del Rey (90292)	23,901
City of Los Angeles – Playa Vista (90094)	11,378
City of Los Angeles – Baldwin Hills (90056)	7,878
City of Inglewood – Morningside Park (90301)	38,317
City of Inglewood – Ladera Heights (90302)	29,129
City of Inglewood – Lennox (90304)	26,067
City of El Segundo – 90245	17,185
City of Hawthorne – 90250	96,251
City of Culver City – 90230	33,409

(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[7].

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," LAWA is collecting information about affected and potentially affected low-income communities. According to U.S. Census Report S1701: Poverty Status in the Past 12 Months, the overall poverty level for Los Angeles County is approximately 13%. The poverty rate remains similar compared with the rest of the State of California (12%). The poverty rates for the specific Affected Communities are as follows:

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[6] "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.

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

Affected Communities	Poverty Rate
City of Los Angeles – Westchester (90045 Zip Code)	6.7%
City of Los Angeles – Playa Del Rey (90293)	5.9%
City of Los Angeles – Marina Del Rey (90292)	7.2%
City of Los Angeles – Playa Vista (90094)	5.1%
City of Los Angeles – Baldwin Hills (90056)	7.8%
City of Inglewood – Morningside Park (90301)	18.7%
City of Inglewood – Ladera Heights (90302)	13.6%
City of Inglewood – Lennox (90304)	18.2%
City of El Segundo – 90245	4.5%
City of Hawthorne – 90250	14.7%
City of Culver City – 90230	11.5%

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows[8]:

Affected Community: City of Los Angeles – Westchester Total Affected Community Population: 37,447		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	22,235	59%
Black or African American	3,774	10%
American Indian or Alaska Native	229	0.6%
Asian	5,255	14%
Native Hawaiian or Other Pacific Islander	78	0.2%
Hispanic or Latino	7,267	19%
More than one	4,758	13%
Some other race alone	1,118	3%

Affected Community: City of Los Angeles – Playa Del Rey Total Affected Community Population: 12,732		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,353	73%
Black or African American	559	4%
American Indian or Alaska Native	55	0.4%
Asian	1,299	10%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2,067	16%
More than one	1,039	8%
Some other race alone	427	3%

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[8] Recommend using demographic groups from the U.S. Census.

Affected Community: City of Los Angeles – Marina Del Rey **Total Affected Community Population:** 23,901		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	17,216	59%
Black or African American	1,789	10%
American Indian or Alaska Native	0	0.6%
Asian	2,350	14%
Native Hawaiian or Other Pacific Islander	59	0.2%
Hispanic or Latino	2,319	19%
More than one	2,042	13%
Some other race alone	445	3%

Affected Community: City of Los Angeles – Playa Vista **Total Affected Community Population:** 11,378		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	7,181	63%
Black or African American	754	7%
American Indian or Alaska Native	0	0%
Asian	1,980	17%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	1,377	12%
More than one	1,242	11%
Some other race alone	221	2%

Affected Community: City of Los Angeles – Baldwin Hills **Total Affected Community Population:** 7,878		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	1,227	16%
Black or African American	5,253	67%
American Indian or Alaska Native	40	0.5%
Asian	432	5%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	668	8%
More than one	860	11%
Some other race alone	66	0.8%

Affected Community: City of Inglewood – Morningside Park
Total Affected Community Population: 38,317

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,243	24%
Black or African American	11,674	30%
American Indian or Alaska Native	670	2%
Asian	1,048	3%
Native Hawaiian or Other Pacific Islander	533	1%
Hispanic or Latino	22,668	59%
More than one	4,567	12%
Some other race alone	10,582	28%

Affected Community: City of Inglewood – Ladera Heights
Total Affected Community Population: 29,129

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	6,230	24%
Black or African American	12,179	30%
American Indian or Alaska Native	253	2%
Asian	826	3%
Native Hawaiian or Other Pacific Islander	0	1%
Hispanic or Latino	13,076	59%
More than one	3,762	12%
Some other race alone	5,879	28%

Affected Community: City of Inglewood – Lennox
Total Affected Community Population: 26,067

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9,159	35%
Black or African American	1,013	4%
American Indian or Alaska Native	550	2%
Asian	1,045	4%
Native Hawaiian or Other Pacific Islander	380	1%
Hispanic or Latino	22,887	88%
More than one	3,891	15%
Some other race alone	10,029	39%

Affected Community: City of El Segundo		
Total Affected Community Population: 17,185		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	11,810	68%
Black or African American	778	5%
American Indian or Alaska Native	20	0.1%
Asian	1,855	11%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2,771	16%
More than one	2,261	13%
Some other race alone	461	3%

Affected Community: City of Hawthorne		
Total Affected Community Population: 96,251		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	32,611	34%
Black or African American	23,543	25%
American Indian or Alaska Native	1,386	1%
Asian	7,443	8%
Native Hawaiian or Other Pacific Islander	335	0.3%
Hispanic or Latino	51,199	53%
More than one	11,771	12%
Some other race alone	19,162	20%

Affected Community: City of Culver City		
Total Affected Community Population: 33,409		
Demographic Group within Affected Community	**Number of People in Minority Group**	**Percent of Total Affected Community Population**
White	17,473	52%
Black or African American	3,157	10%
American Indian or Alaska Native	86	0.3%
Asian	5,338	16%
Native Hawaiian or Other Pacific Islander	143	0.4%
Hispanic or Latino	9,707	29%
More than one	4,387	13%
Some other race alone	2,825	9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that LAWA communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages[9] that are spoken in LEP households in the Affected Communities. The data source is from the American Community Survey for Los Angeles County.

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.[10] 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
Spanish	3,546,775	±21,334
Chinese (incl. Mandarin, Cantonese)	364,321	±12,814
Tagalog (incl. Filipino)	223,622	±11,308
Armenian	189,633	±12,321
Korean	158,248	±8,462
Persian (incl. Farsi, Dari)	76,069	±6,987
Vietnamese	71,261	±6,051
Russian	56,443	±7,577
Japanese	50,382	±5,746
Arabic	49,817	±7,227
French	35,579	±4,982
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages	29,759	±4,164
Hindi	23,222	±3,830
Hebrew	20,840	±4,321
German	17,991	±2,660

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[9] 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.

[10] 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):

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
Tagalog (incl. Filipino)				X
Armenian			X	
Korean				X
Persian (incl. Farsi, Dari)				X
Vietnamese				X
Russian				X
Japanese				X
Arabic				X
French				X
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages		X		
Hindi				X
Hebrew		X		
German				X

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include: The languages indicated in the table above represent the predominant languages most spoken by LEP populations in the Los Angeles metro region. LAWA continuously monitors data from its service providers to ensure language provision needs are met. For instance, LAWA Guest Services will examine Language Line data on a regular basis to gather data on language requests from guests and ensure services are provided accordingly.

This information is updated annually[11] 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
State of California demographic data	https://dof.ca.gov/forecasting/demographics/
Los Angeles Unified School District data	https://www.ed-data.org/district/Los-Angeles/Los-Angeles-Unified

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

<u>Beneficiary Diversity.</u>

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
• The LAWA Guest Experience and Innovation Team conducts quarterly guest satisfaction surveys. Airport guests rate airport services in areas of each journey touchpoint, including courtesy, the feeling of being safe and secure, thoroughness of security and security screening wait times, restroom cleanliness and availability, the comfort of waiting in gate areas, retail and dining options, and value for money. The survey includes a voluntary request for demographic information.   • LAWA monitors compliance with subcontractor participation goals. Accordingly, LAWA adheres to and collects demographic information as part of several business enterprise (BE) programs, including the Federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs. Additionally, LAWA participates in City of Los Angeles-specific programs that provide certifications based on small, local, or disabled veteran status.

<u>Staff and Advisory Board Diversity.</u>

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
• During the hiring process, employees are asked to submit voluntary, confidential demographic information. Job applicants are asked to provide the same information when submitting their employment application through the City of Los Angeles employment application website.   • During the appointment and confirmation process, Board of Airport Commissioner members are asked to provide demographic information.

Appendix 2

In creating a Language Assistance Plan, LAWA will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In the Community Statistics section, we identified the following languages spoken by LEP persons in Affected Communities:

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold
Spanish
Chinese (incl. Mandarin, Cantonese)
Tagalog (incl. Filipino)
Armenian
Korean
Persian (incl. Farsi, Dari)
Vietnamese
Russian
Japanese
Arabic
French
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages
Hindi
Hebrew
German

LAWA also collects data for languages spoken by airport guests.[12] Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Airport language line usage data	www.languageline.com
Assumption from flight origin / destination	N/A
Assistance requests to ADA-related service providers	N/A
Assistance requests to airport information desks	N/A

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[12] 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.

Based on the above data, the following <u>additional</u> languages have been identified as likely to be spoken by LEP airport guests: None

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 LAWA of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

Translation Services:
- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.

- The following vendors have been identified for written translations:

Translation Vendors	Languages
LanguageLine Solutions	All above languages
Interpreters Unlimited, Inc.	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
LAWA website translate view	All above languages
Volunteer & multi-lingual Guest Services staff	All above languages
Airport Information Desks	All above languages
Airport Police and Security Personnel	All above languages

Interpretation Services:
- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
LanguageLine Solutions	All above languages
Interpreters Unlimited, Inc.	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Information Desks	All above languages
LAWA Human Resources	All above languages
Federal Inspection Areas	All above languages
Security Screening Checkpoints	All above languages
Airport Police and Security Personnel	All above languages
Airline Ticket Counters	All above languages
Transportation Providers	All above languages
Airport Concessions/Vendors	All above languages

Description of Interpretation Assistance Processes
• LAWA Human Resources maintains a list of employees who are multilingual, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient in providing interpretation and/or translation services. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours. • LAWA, via the City of Los Angeles, has a contract with Language Line, Inc. to provide on-demand telephonic interpretation services to airport guests. When a request for an interpreter is received, the following process is used: LAWA employees identify the language spoken by the airport guest. Staff contact Language Line, Inc. and "park" the request in the queue for the appropriate language. Language Line, Inc. operators will then coordinate and connect the requesting party to an interpreter for the duration of the call.