CPP PLAN

CONTENTS

Airport Sponsor Community Participation Plan (CPP)[1]

1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected[2] by **St. Louis Lambert International Airport**© (**STL**) 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 **St. Louis Lambert International Airport** CPP are:

Responsible Official	Title, Office, and Responsibilities
1. Roger Lotz	Manager – Public Information (STL)
2. Sandra Dressel	Title VI Coordinator

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

Website, In-person, and Other Communication Methods
1 Website – flystl.com
2 (In-Person) Information Desk
3 (Call-In) Information Services
4 (In-Person) Admin Office Reception (Answers airport's main phone number)
5 Information provided at presentations to organizational/community meetings

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

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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.

St. Louis Lambert International Airport also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

Website, In-person, and Other Distribution Methods
1 Website – flystl.com
2 (In-Person) Information Desk
3 (Call-In) Information Services
4 (In-Person) Admin Office Reception (Answers airport's main phone number)
5 (In Airport Displays) T1 and T2 Postings (Title VI and ADA Information)

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).

St. Louis Lambert International Airport's planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes
1. West Airfield Program (WAP)
2. Central Utility Plant and Electrical Substation
3. Boeing Site Development for Aircraft Assembly and Flight Testing
4. Consolidated Terminal Program (CTP)

St. Louis Lambert International Airport seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A. Public Surveys (via Mailers, QR Codes, website)	# 1, 2, 3
B. Public Questions (via website, e-mail, phone)	# 1, 2, 3, 4
C. Public Comments (via website, e-mail, phone)	# 1, 2, 3, 4
D. Open House	# 1, 2, 3, 4
E. Website Project Description/Updates	# 1, 2, 3, 4
F. Presentations to organizational/community meetings	# 1, 2, 3, 4

| **G. Airport Tours** | # 1, 2, 4 |

3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of **St. Louis Lambert International Airport**'s Title VI Plan, for detailed discussion of Affected Communities.

The specific steps **St. Louis Lambert International Airport** 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.

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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.

Affected Community		Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
i.	**Bellerive**	Mayor Pro Tem Kel Ward	a. b. c.
ii.	**Bel-Ridge**	Mayor Willie Fair	a. b. c.
iii.	**Berkeley**	Mayor Babatunde Deinbo	a. b. c.
iv.	**Breckenridge Hills**	Mayor Jack Shrewsbury	a. b. c.
v.	**Bridgeton**	Mayor Terry Briggs	a. MP** Mtg w/Airport Director and Dp. Dir. Planning and Development *(w/City Administrator Doug Zaze)* b. Airport Dir. addressed mtg. of SLACMA* *(Community is a member of this association)* c. Airport Dir. addressed mtg. of Mayor of Large Cities, St. Louis Region
vi.	**Calverton Park**	Mayor James Paunovich	a. b. c.
vii.	**Cool Valley**	Mayor Jermaine Matthew	a. b. c.
viii.	**Edmundson**	Mayor John Gwaltney	a. b. c.
ix.	**Ferguson**	Mayor Ella M. Jones	a. Airport Dir. addressed mtg. of SLACMA* *(Community is a member of this association)* b. Airport Dir. addressed mtg. of Mayor of Large Cities, St. Louis Region c.
x.	**Florissant**	Mayor Timothy J. Lowery	a. Airport Dir. addressed mtg. of Mayor of Large Cities, St. Louis Region b. c.
xi.	**Hazelwood**	Mayor Matthew G. Robinson	a. Airport Dir. addressed mtg. of SLACMA* *(Community is a member of this association)* b. Airport Dir. addressed mtg. of Mayor of Large Cities, St. Louis Region c.
xii.	**Kinloch**	Mayor Evelyn Carter	a. b. c.
xiii.	**Normandy**	Mayor Mark Beckmann	a. Airport Dir. addressed mtg. of SLACMA* *(Community is a member of this association)* b. c.

xiv.	**St. Ann**	Mayor Amy Poelker	a. Airport Dir. addressed mtg. of SLACMA* *(Community is a member of this association)* b. Airport Dir. addressed mtg. of Mayor of Large Cities, St. Louis Region c.
xv.	**St. John**	Mayor Tom Halaska	a. b. c.
xvi.	**Woodson Terrace**	Mayor Lawrence P. "Butch" Besmer	a. MP** Mtg w/Airport Director and Dp. Dir. Planning and Development b. c.

*SLACMA = St. Louis Association Area City Managers Association
**MP = STL Master Plan Project/Info found at: https://www.flystl.com/about-us/stl-airport-layout-plan/airport-layout-plan-introduction

4. Effective Communication

St. Louis Lambert International Airport 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 **St. Louis Lambert International Airport'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. Website – flySTL.com
2. Social Media Platform X - @flystl
3. Social Media Platform Facebook - @flystl
4. Media Releases – Sent to local media
5. Surveys (Using QR Codes)
6. Phone comments/questions
7. Email comments/questions
8. Open Houses/Community Events
9. Airport Flyers (Posted and/or Distributed)
10. STL Annual Report

6. Records

This section includes the procedures **St. Louis Lambert International Airport (STL)** 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. Electronic and hard copy files of contacts categorized by individuals are held by the STL Public Information department
2. Community Outreach Records of Planning Projects 1, 2 and 4 listed in Section 2 are held by WSP (STL Consultant)
3. Community Outreach Records of Planning Project listed as 3 in Section 2 are held by Jacobs Engineering (Boeing Consultant)

Records will be kept for community input. The records will document how **St. Louis Lambert International Airport** 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. Electronic and hard copy files of contacts categorized by individuals are held by the STL Public Information department
2. Community Outreach Records of Planning Projects 1, 2 and 4 listed in Section 2 are held by WSP (STL Consultant)
3. Community Outreach Records of Planning Project listed as 3 in Section 2 are held by Jacobs Engineering (Boeing Consultant)

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: Voluntary disclosure by attendees through sign-in sheets and/or through an event's registration process.

Demographic Information Collection Methods
1. This data is held by STL's Public Information Department

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), St. Louis Lambert International Airport 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 will be included with **St. Louis Lambert International Airport's** Title VI Plan. If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.

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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

Complete only if required by Section 3

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

Affected Communities[6]	Population[8]
Bel-Ridge	2,687
Bellerive Acres	421
Berkeley	8,232
Breckenridge Hills	4,452
Bridgeton	11,422
Calverton Park	1,295
Cool Valley	1,175
Edmundson	1,224
Ferguson	18,546
Florissant	52,167
Hazelwood	25,345
Kinloch	291
Normandy	4,301
St. Ann	12,917
St. John	6,583
Woodson Terrace	3,943

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

We have identified the following facts about the Affected Communities:

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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.

[8] Demographic groups obtained from the U.S. Census. Grid View: Table B17001 - Census Reporter

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," **St. Louis Lambert International Airport** is collecting information about affected and potentially affected low-income communities. According to *United States Census Bureau American Community Survey Table S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the Affected Communities is approximately 15.24%. The poverty rate remains high compared with the rest of the St. Louis County region. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate[8]
Bel-Ridge	24%
Bellerive Acres	1.4%
Berkeley	32.1%
Breckenridge Hills	25.5%
Bridgeton	12.1%
Calverton Park	21.9%
Cool Valley	34.9%
Edmundson	28.5%
Ferguson	21.1%
Florissant	9.2%
Hazelwood	14.3%
Kinloch	50.5%
Normandy	21.7%
St. Ann	12.5%
St. John	13.7%
Woodson Terrace	19.8%

Source: U.S. Census Bureau (2018-2022). Poverty Status in the Past 12 Months by Sex by Age American Community Survey 5-year estimates. Retrieved from <https://censusreporter.org>

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[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.

<u>Racial and Ethnic Communities</u>.

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: Bel-Ridge
Total Affected Community Population: 2,687

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	283	10.5%
Black or African American	2,158	80.3%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	106	3.9%
Two or more races	140	5.2%

(More Racial and Ethnic Demographic Charts to Follow)

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[8] Demographic groups obtained from the U.S. Census. Grid View: Table B02001 - Census Reporter and Grid View: Table B03002 - Census Reporter

Affected Community: Bellerive
Total Affected Community Population: 421

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	169	40.1%
Black or African American	239	56.8%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	6	1.4%
Two or more races	7	1.7%

Affected Community: Berkeley
Total Affected Community Population: 8,232

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	607	7.4%
Black or African American	7,001	85%
American Indian or Alaska Native	7	.7%
Asian	38	.5%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	477	5.8%
Some other race alone	0	0%
Two or more races	102	1.2%

Affected Community: Breckenridge Hills
Total Affected Community Population: 4,452

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1,994	44.8%
Black or African American	1,219	27.4%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	931	20.9%
Some other race alone	0	0%
Two or more races	308	6.9%

Affected Community: Bridgeton
Total Affected Community Population: 11,422

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	7,102	62.2%
Black or African American	2,434	21.3%
American Indian or Alaska Native	4	.8%
Asian	343	3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	1,096	9.6%
Some other race alone	10	.1%
Two or more races	433	3%

Affected Community: Calverton Park
Total Affected Community Population: 1,295

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	544	42%
Black or African American	525	40.5%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	35	2.7%
Some other race alone	0	0%
Two or more races	191	14.7%

Affected Community: Cool Valley
Total Affected Community Population: 1,175

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	87	7.4%
Black or African American	1,043	88.8%
American Indian or Alaska Native	7	.6%
Asian	25	2.1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	9	.8%
Some other race alone	0	0%
Two or more races	4	.3%

Affected Community: Edmundson
Total Affected Community Population: 1,224

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	515	42.1%
Black or African American	488	39.9%
American Indian or Alaska Native	5	.4%
Asian	10	.8%
Native Hawaiian or Other Pacific Islander	1	.1%
Hispanic or Latino	144	11.8%
Some other race alone	6	.5%
Two or more races	55	4.5%

Affected Community: Ferguson
Total Affected Community Population: 18,546

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	4,180	22.5%
Black or African American	13,261	71.5%
American Indian or Alaska Native	9	.1%
Asian	17	.1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	191	1%
Some other race alone	235	1.3%
Two or more races	653	3.5%

Affected Community: Florissant
Total Affected Community Population: 52,167

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	25,743	49.3%
Black or African American	21,199	40.6%
American Indian or Alaska Native	18	.05%
Asian	461	.9%
Native Hawaiian or Other Pacific Islander	11	.05%
Hispanic or Latino	1,116	2.1%
Some other race alone	562	1.1%
Two or more races	3,057	5.9%

Affected Community: Hazelwood
Total Affected Community Population: 25,345

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	12,279	48.4%
Black or African American	9,962	39.3%
American Indian or Alaska Native	0	0%
Asian	516	2%
Native Hawaiian or Other Pacific Islander	7	.1%
Hispanic or Latino	750	3%
Some other race alone	80	.3%
Two or more races	1,751	6.9%

Affected Community: Kinloch
Total Affected Community Population: 291

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	80	27.5%
Black or African American	147	50.5%
American Indian or Alaska Native	4	1.4%
Asian	2	.7%
Native Hawaiian or Other Pacific Islander	5	1.7%
Hispanic or Latino	42	14.4%
Some other race alone	0	0%
Two or more races	11	3.8%

Affected Community: Normandy
Total Affected Community Population: 4,301

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	747	17.4%
Black or African American	3,063	71.2%
American Indian or Alaska Native	0	0%
Asian	174	4%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	34	.8%
Some other race alone	171	4%
Two or more races	112	2.6%

Affected Community: St. Ann
Total Affected Community Population: 12,917

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	7,457	57.7%
Black or African American	4,012	31.1%
American Indian or Alaska Native	12	.1%
Asian	183	1.4%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	798	6.2%
Some other race alone	7	.1%
Two or more races	448	3.5%

Affected Community: St. John
Total Affected Community Population: 6,583

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2,942	44.7%
Black or African American	2,552	38.8%
American Indian or Alaska Native	0	0%
Asian	184	2.8%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	723	11%
Some other race alone	11	.2%
Two or more races	171	2.6%

Affected Community: Woodson Terrace
Total Affected Community Population: 3,943

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1,554	39.4%
Black or African American	1,066	27%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	997	25.3%
Some other race alone	95	2.4%
Two or more races	231	5.9%

Source: U.S. Census Data/ACS 5-Year Estimate

<u>Limited English Proficiency (LEP)</u>.

The goal of all language access planning and implementation is to ensure that **St. Louis Lambert International Airport** 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 listed at the bottom of tables shown.

The threshold we have used for identifying the languages with significant LEP populations is the DOT 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	52,138	+/-4,716
Amharic, Somali or other Afro-Asiatic languages	3,098	+/-3,024
Arabic	8,067	+/-2,856
Chinese (incl. Mandarin, Cantonese)	14,402	+/-2,930
German	6,633	+/-1,534
Gujarati	1,900	+/-1,213
Hindi	5,046	+/-2,434
Italian	2,424	+/-1,494
Japanese	1,179	+/-846
Korean	4,255	+/-1,160
Malayalam, Kannada, or other Dravidian languages	1,630	+/-885
Nepali, Marathi, or other Indic	1,782	+/-1,144
Polish	1,321	+/-711
Portuguese	1,252	+/-676
Persian (incl. Farsi, Dari)	1,243	+/-771
Russian	1,250	+/-634
Serbo-Croatian	10,982	+/-2,774
Swahili or other languages of Central, Eastern, and Southern Africa	3,659	+/-2,109
Tamil	2,676	+/-1,542
Telugu	6,521	+/-2,379
Thai, Lao, or other Tai-Kadai languages	1,195	+/-2,434
Ukrainian or other Slavic languages	2,572	+/-2,262
Urdu	3,416	+/-2,069
Vietnamese	3,927	+/-1,764
Yoruba, Twi, Igbo, or other languages of Western Africa	2,085	+/-1,191
Other languages of Asia	1,517	+/-906
Other Indo-European languages	3,264	+/-1,467

Source: Census/American Community Survey – Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over (St. Louis, MO-IL Metro Area)

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[9] Language groups from the U.S. Census, and 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	
German		X		
Polish	X			
Somalian	X			

Source: YTD STL Airport Data - 2023

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include:

Additional Languages Spoken
Serbo-Croatian

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/American Community Survey – Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over (St. Louis, MO-IL Metro Area	*https://data.census.gov/table?q=B16001:+Language+Spoken+at+Home+by+Ability+to+Speak+English+for+the+Population+5+Years+and+Over&g=310XX00US41180*

Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

Description of Beneficiary Demographic Information Collection Methods
The Business Diversity Department (BDD) of the St. Louis Lambert International Airport utilizes the survey monkey software to collect demographic information when informational trainings and seminars are conducted. Also, BDD collects demographic data from minority and women owned businesses seeking opportunities at the airport when they contact the department with inquiries. The information booth services in the airport collects demographic information from individuals seeking language assistance if they approach the information booths located in terminal 1 and terminal 2 of the airport.

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
- Job applicants are asked to submit voluntary confidential demographic information at time of application through the City of St. Louis's job application website.   - Employees are asked to submit voluntary confidential demographic information upon hiring.   - Airport administration will send an email to all Commissioners asking them to voluntarily provide demographic information through a survey.

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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.

Appendix 2

Complete only if required by Section 4

In creating a Language Assistance Plan, the **St. Louis Lambert International Airport** will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide. We are also working with the City of St. Louis' Mayor's Office, Director for the Office of New Americans as well as the Civil Rights Enforcement Agency to synchronize our work and efforts in identifying needed and important local population groups.

In Community Statistics section, we identified the following languages spoken by LEP persons in the St. Louis Metropolitan Statistical Area:

Languages
Spanish
Amharic, Somali or other Afro-Asiatic languages
Arabic
Chinese (incl. Mandarin, Cantonese)
German
Gujarati
Hindi
Italian
Japanese
Korean
Malayalam, Kannada, or other Dravidian languages
Nepali, Marathi, or other Indic
Polish
Portuguese
Persian (incl. Farsi, Dari)
Russian
Serbo-Croatian
Swahili or other languages of Central, Eastern, and Southern Africa
Tamil
Telugu
Thai, Lao, or other Tai-Kadai languages
Ukrainian or other Slavic languages
Urdu
Vietnamese
Yoruba, Twi, Igbo, or other languages of Western Africa
Other languages of Asia
Other Indo-European languages

Source: U.S. Census/American Community Survey – Language Spoken at Home by Ability to Speak English
for the Population 5 Years and Over (St. Louis, MO-IL Metro Area)

St. Louis Lambert International Airport 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
Assistance requests received at our airport information desks	N/A
Assistance requests received at "Contact Us" on the flySTL.com website	https://www.flystl.com/contact-us

Based on the above data, the following <u>additional</u> languages have been identified as likely to be spoken by LEP airport guests:

Language
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 the **St. Louis Lambert International Airport** 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
City of St. Louis' Mayor's Office, Director for the Office of New Americans as well as the Civil Rights Enforcement Agency Via the International Institute, Saint Louis., LAMP	All languages listed in Appendix 2 on P. 19

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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.

- Information regarding translation services can be obtained at:

Interpretation Vendors	Languages
City of St. Louis' Mayor's Office, Director for the Office of New Americans as well as the Civil Rights Enforcement Agency Via the International Institute	All languages listed in Appendix 2 on P. 19
Language Access Multicultural People (LAMP)	All listed languages
Volunteer Translators (STL Staff/Employees)	Akan Fanti, Amharic, Arabic, Chinese (Cantonese/Mandarin), French, German, Italian, Japanese, Korean, Spanish and Sign Language)

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

Interpretation Vendors	Languages
City of St. Louis' Mayor's Office, Director for the Office of New Americans as well as the Civil Rights Enforcement Agency Via the International Institute	All languages listed in Appendix 2 on P. 19
Language Access Multicultural People (LAMP)	All listed languages
Volunteer Translators (STL Staff/Employees)	Akan Fanti, Amharic, Arabic, Chinese (Cantonese/Mandarin), French, German, Italian, Japanese, Korean, Spanish and Sign Language)

- Information regarding interpretation services can be obtained at: STL Information Desks (located in both terminals [T1 and T2 pre-security]), at the airport's administrative offices located in T1 (pre-security), at the various airline ticket (pre-security) counters and the airline's gates (post-security).

Location for Interpretation	Languages

Assistance	
Airport Information Desks (T1/T2)	All above languages listed with volunteer translators
Airport Administrative Office (T1)	All above languages listed with volunteer translators
Airport Information Desk (T1/T2)	For all languages available through LAMP vendor

Description of Interpretation Assistance Processes

- Airport Public Relations maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services. The list will be updated annually and provided to all airport employees. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours. Any potential after-hours availability is based on the hours provided by our volunteers. Any interpretation interaction with a passenger or guest is tallied and collected as data by the information staff for data driven monthly and annual reports. The information is also filed.

- SLA information booth ambassadors utilize Language Access Multicultural People (LAMP) services to assist with foreign language translation. Information booth ambassadors will contact LAMP for over the phone interpreter services by dialing 888.501.4976. If the caller does not speak English information booth ambassadors say "Language" to determine how to proceed. Check to see if there is an information booth ambassador available that can translate, if not prepare to facilitate a conference call by:

  1. Contacting LAMP for Over the Phone Interpreter Services by dialing 888.501.4976
  2. Entering the Access Code #260612

3. Entering the appropriate Language Code from the chart below:

Language	Code	Language	Code	Language	Code	Language	Code
Albanian	405	French	103	Malaysian	217	Serbian	402
Amharic	303	German	310	Mandarin	202	Somali	301
Arabic	501	Hebrew	106	Marshallese	407	Spanish	101
Bajuni	309	Hakha-Chin	211	May May	313	Swahili	302
Bengali	214	Hindi	212	Nepali	204	Taiwanese	218
Bosnian	401	Italian	104	Oromo	307	Thai	306
Burmese	205	Japanese	207	Pashtu	215	Tigrinya	308
Cantonese	203	Kinyarwanda	304	Polish	406	Turkish	408
Chin	210	Kirundi	305	Portuguese	102	Ukrainian	409
Croatian	403	Korean	206	Punjabi	216	Urdu	213
Dari	208	Kurdish	504	Romanian	105	Vietnamese	201
Farsi	209	Lingala	311	Russian	404	Other Languages	999

4. Explaining who the Information Booth Ambassador is to the translator and the reason for the call
5. Staying on the line to facilitate the conversation and start the introduction
6. Noting the language in the description

- The information booth provides ASL Hand Talk Translator on cell phones and computer devices to be used while Information Booth Ambassadors are on their shifts. This application available through **Google Play** is led by Hugo, the world's most lovable 3D interpreter, the Hand Talk app automatically translates text and audio to American Sign Language (ASL) [Beta] and Brazilian Sign Language (Libras) through artificial Intelligence. Download the ASL Hand Talk Translator app on Google Play to access.

AT&T 8840 TTY Calls – Operating Instructions
1. Plug TTY into a telephone jack.
2. Plug TTY into electrical outlet
3. Push the TTY **On/Off** button located on the lower right corner of the machine
4. **Text-Telephone** will appear on the screen
5. Push the **Dial** button located on the lower left corner of the machine.
6. Dial the phone number
   a. Dial 9 to reach an outside line
   b. Dial the desired phone number

7. **Sending** will appear on the screen.
8. Type a message using the keyboard when a connection is made.

To end a TTY call:

1. Push the **Shift** button and the TTY **On/Off** button at the same time to end the call and power down the machine.
2. Unplug the machine from both the telephone jack and electrical outlet.
3. Store in a locked cabinet.

In the event the TTY phone does not work, a call can be made to **Missouri Voice to TTY: 1-866-735-2460** from any airport phone. Notify Airport Operations Center at 314.426.8041 if the TTY is not working.

Any completed call is tallied and collected as data by the information staff for data driven monthly and annual reports. This information is also filed.