

## Bangor International Airport Title VI Plan

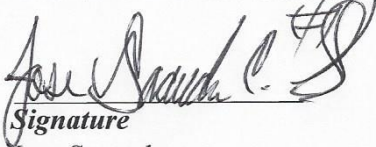
### 1. Title VI Policy Statement<sup>1</sup>

Bangor International Airport 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.

Bangor International Airport further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not. The Airport Sponsor agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities the Bangor International Airport will take action to involve them and the general public in the decision-making process.

Bangor International Airport 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 Bangor International Airport and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Jeff Young, available at (207)992-4609 and [jyoung@flybangor.com](mailto:jyoung@flybangor.com), is responsible for overseeing the Airport Sponsor's compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



*Signature*

Jose Saavedra  
Airport Director

12/31/24  
Effective Date

Effective Date plus 3 years  
3-Year Expiration Date

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

## 2. Administration

Bangor City Council has reviewed and adopted this Title VI Plan for Bangor International Airport. This plan will be updated no less than once every 3 years. The plan will not be re-adopted following minor changes, such as updating the Airport Director’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Bangor City Council 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:

<b>Staff Supporting Title VI Program</b>	<b>Airport Sponsor Program / Office</b>
<i>Aimee Thibodeau</i>	<i>Marketing &amp; Business Development</i>

**Bangor International Airport** has the following airport program sub-recipients:

<b>Sub-Recipients</b>
<i>DOJ-MEANG</i>
<i>DOT-MDOT</i>

As of the date of this plan, Bangor International Airport has the following pending applications for Federal financial assistance:

<b>Federal Source</b>	<b>Grant Number</b>	<b>Amount</b>
<i>FAA AIP</i>	<i>TBD Runway Rehab</i>	<i>\$15,285,800</i>
<i>FAA AIG</i>	<i>TBD Runway Rehab</i>	<i>\$8,125,342</i>

In addition, Bangor International Airport’s sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through the State DOT):

<b>Federal Source</b>	<b>Grant Number</b>	<b>Amount</b>
<i>DOJ-MEANG</i>	<i>TBD Runway Rehab</i>	<i>\$11,665,473</i>
<i>DOJ-MEANG</i>	<i>TBD Runway Rehab</i>	<i>\$4,861,316</i>
<i>DOT-MDOT</i>	<i>TBD Runway Rehab</i>	<i>\$1,083,222</i>
<i>DOT-MDOT</i>	<i>TBD Runway Rehab</i>	<i>\$451,408</i>

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

<b>Federal Source</b>	<b>Grant Award Information Available at:</b>
<i>DOJ</i>	<i><a href="http://www.USgrantsinfo.net">www.USgrantsinfo.net</a></i>
<i>FAA AIP</i>	<i><a href="https://www.faa.gov/airports/aip/">https://www.faa.gov/airports/aip/</a></i>

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

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

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

#### **Clauses/Covenants**

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See [https://www.faa.gov/airports/aip/procurement/federal\\_contract\\_provisions/](https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/). Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. Bangor International Airport requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. Templates of all boiler plate language relating to Title VI will be appropriately labeled and stored electronically where all necessary parties can locate and access the documents. These will be reviewed every 3 years with the filing of Bangor International Airport's Title VI Plan.

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

*Subcontract template must be used in all subcontracts related to the airport program. Subcontracts are audited by the City of Bangor Procurement Dept. to verify they include the template language, for not less than 10 percent of contractors each year.*

### **4. Title VI Coordinator Responsibilities**

The Coordinator is responsible for ensuring that they and other staff supporting the Title VI are trained in Title VI requirements. Essential training topics include:

- Basic Title VI requirements
- Airport language assistance resources and practices
- Collecting and assessing demographic data
- Reporting Title VI complaints and other required FAA notifications.

See Training Section for more information for expected training for all staff.

Among other responsibilities, the Coordinator:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to Bangor International Airport leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.

- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Airport Sponsor's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning and advisory bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i)).

See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints Sections of this Plan.

The Coordinator has requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

## **5. Notice**

49 CFR Part 21 Appendix C(b)(2)(ii)

Bangor International Airport will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,<sup>1</sup> and maintained. The poster template is available at [https://www.faa.gov/about/office\\_org/headquarters\\_offices/acr/com\\_civ\\_support/non\\_disc\\_pr/](https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/) and a completed copy is attached. See Section 15 Appendix.

Bangor International Airport has posted the above Title VI policy statement at its staff offices.

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<sup>1</sup> For more information about website accessibility, please visit [ADA.gov](http://ADA.gov).

Bangor International Airport will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by Dec. 31, 2024 by email and included in invoices/payments sent to impacted parties. In addition, it will be posted on Bangor International Airport’s website.

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

<b>Terminal/FBO/Concessions/ Other Locations</b>	<b>Quantity in Pre-Security Area</b>	<b>Quantity in Post-Security Area</b>	<b>Additional Quantities</b>
<i>Domestic Terminal</i>	<i>1</i>	<i>1</i>	
<i>International Terminal lobby</i>	<i>1</i>		
<i>BGR Aviation (FBO)</i>	<i>1</i>		

Outreach to Affected Communities

The City of Bangor ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers, email broadcast, and the City’s website. The City of Bangor contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities<sup>2</sup> and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

Bangor International Airport has created a detailed CPP and pending FAA approval, a copy of the plan will be available at flybangor.com.

To ensure that the community is effectively informed of and able to participate in public hearings, the City of Bangor Administrative Department includes public notices translated into appropriate languages, including for any language spoken by a significant number or proportion of the Affected Community population that has limited English proficiency (LEP). Such social media postings and notices will include direction for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.

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<sup>2</sup> We will not subject any persons to discrimination based on race, color, national origin, age, sex, or creed. The term “protected communities” is used within this Title VI Plan to highlight the requirements of Title VI, 49 U.S.C. § 47123, the Age Discrimination Act of 1975, and in some instances, includes low-income populations under Executive Order 12898.

## **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 Bangor International Airport will be able to identify, understand, and engage with communities. In doing so, the Bangor International Airport needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by Bangor International Airport’s program.

<b>Affected Communities<sup>3</sup></b>	<b>Population</b>
<i>Bangor</i>	<i>31,628</i>
<i>Brewer</i>	<i>9,646</i>
<i>Hampden</i>	<i>7,975</i>
<i>Hermon</i>	<i>6,826</i>
<i>Old Town</i>	<i>7,431</i>
<i>Orono</i>	<i>12,253</i>

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

We have identified the following facts about the Affected Communities:

### **Low Income Communities<sup>4</sup>**

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” Bangor International Airport is collecting information about affected and potentially affected low-income communities.

According to

<https://www.maine.gov/mdot/civilrights/docs/title6/2023/Title%20VI%20Implementation%20Plan%20FFY%202023.pdf>, the overall poverty level for Penobscot County is approximately 14.8 %. The poverty rate remains similar compared with the rest of the state.

### **Racial and Ethnic Communities.**

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows<sup>5</sup>:

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<sup>3</sup> “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

<sup>4</sup> Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

<sup>5</sup> Recommend using demographic groups from the U.S. Census.

**Affected Community: Bangor**  
**Total Affected Community Population: 31,628**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		88.9%
<i>Black or African American</i>		2.6%
<i>American Indian or Alaska Native</i>		1.2%
<i>Asian</i>		1.8%
<i>Native Hawaiian or Other Pacific Islander</i>		0.1%
<i>Hispanic or Latino</i>		2.9%
<i>Two or more races, percent</i>		4.1%
<i>White alone, not Hispanic or Latino</i>		87.9%

**Affected Community: Brewer**  
**Total Affected Community Population: 9,646**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		94.5%
<i>Black or African American</i>		0.5%
<i>American Indian or Alaska Native</i>		0%
<i>Asian</i>		0%
<i>Native Hawaiian or Other Pacific Islander</i>		0%
<i>Hispanic or Latino</i>		1.5%
<i>Two or more races, percent</i>		3.4%
<i>White alone, not Hispanic or Latino</i>		94.5%

**Affected Community: Hampden**  
**Total Affected Community Population: 7,975**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		91.4%
<i>Black or African American</i>		0.5%
<i>American Indian or Alaska Native</i>		0.3%
<i>Asian</i>		0%
<i>Native Hawaiian or Other Pacific Islander</i>		0%
<i>Hispanic or Latino</i>		1.5%
<i>Two or more races, percent</i>		7.6%
<i>White alone, not Hispanic or Latino</i>		91.1%

**Affected Community: Hermon**  
**Total Affected Community Population: 6,826**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		93.9%
<i>Black or African American</i>		1.6%
<i>American Indian or Alaska Native</i>		2.2%
<i>Asian</i>		0%
<i>Native Hawaiian or Other Pacific Islander</i>		0%
<i>Hispanic or Latino</i>		0.6%
<i>Two or more races, percent</i>		2.2%
<i>White alone, not Hispanic or Latino</i>		93.5%

**Affected Community: Old Town**  
**Total Affected Community Population: 7,431**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		93.8%
<i>Black or African American</i>		0%
<i>American Indian or Alaska Native</i>		3.4%
<i>Asian</i>		0.2%
<i>Native Hawaiian or Other Pacific Islander</i>		0%
<i>Hispanic or Latino</i>		1%
<i>Two or more races, percent</i>		2.4%
<i>White alone, not Hispanic or Latino</i>		93.8%

**Affected Community: Orono**  
**Total Affected Community Population: 12,253**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
<i>White</i>		88.5%
<i>Black or African American</i>		2.2%
<i>American Indian or Alaska Native</i>		0.1%
<i>Asian</i>		4%
<i>Native Hawaiian or Other Pacific Islander</i>		0%
<i>Hispanic or Latino</i>		3.4%
<i>Two or more races, percent</i>		4.1%
<i>White alone, not Hispanic or Latino</i>		87.3%



Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that Bangor 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<sup>6</sup> that are spoken in LEP households in Maine. The data source is the U.S. Census Bureau.

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less.<sup>7</sup> The safe harbor for our community is 1,000 because LEP data for specific counties and municipalities isn't available through the U.S. Census Bureau. It is, however, available for the State, which is what is referenced below. Please refer to the end of this document to find data for all languages in our community.

<b>Languages Spoken by LEP Population that Meet the Safe Harbor Threshold</b>	<b>Number</b>	<b>Margin of Error</b>
<i>Spanish</i>	2,531	+/-429
<i>Chinese (incl. Mandarin, Cantonese)</i>	1,249	+/-288
<i>Amharic, Somali, or other Afro-Asiatic</i>	1,512	+/-449

See Appendix B [Table B16001: Language Spoken at Home by Ability to Speak English](#)]

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

<b>Languages Spoken by LEP Persons</b>	<b>A few times a year (12 or less days a year)</b>	<b>Several times a month (13 to 51 days a year)</b>	<b>At least once a week (52 to 364 days a year)</b>	<b>Every day (365 days a year)</b>
<i>Spanish</i>	X			
<i>Chinese (incl. Mandarin, Cantonese)</i>	X			
<i>Amharic, Somali, or other Afro-Asiatic</i>	X			

This information is updated every 3 years with the filing of Bangor International Airport's Title VI Plan through checking with the U.S. Census Bureau.

<sup>6</sup> Recommend using language groups from the U.S. Census, and using data for the "Speak English less than 'very well'" category for each language over the threshold.

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

### 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**

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- *Airport Marketing Department will conduct biannual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.*
  - *Participants at pre-bid meetings will be asked to complete an anonymous survey that includes demographic information.*
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### Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees through voluntary disclosures.

#### **Description of Employee and Advisory Board Demographic Information Collection Methods**

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- *Employees are asked to submit voluntary confidential demographic information at time of hiring.*
  - *Every 3 years, the airport administration will ask employees to voluntarily and anonymously enter demographic information during badge renewal.*
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## **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 Bangor International Airport activity must have a discriminatory disparate impact on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age. This means that policies or procedures that have a disparate impact would require a well-documented substantial legitimate nondiscriminatory justification, summarized below. Impacts to protected communities must be avoided or minimized to the extent possible. No project with a discriminatory impact on protected communities will be undertaken.<sup>8</sup>

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

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<sup>8</sup> In order to carry out an alternative with a discriminatory impact, the airport sponsor must demonstrate that there was a substantial legitimate justification for the decision. The sponsor must also show that alternatives with less discriminatory impacts were meaningfully considered and rejected for legitimate reasons.

**Existing Airport Facilities**

**Affected Community Impacted by Operation of the Facility**

<i>Runway 15-33</i>	<i>None</i>
<i>Domestic/International Terminal Connection</i>	<i>None</i>

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

**Airport Facility Construction Projects**

**Affected Community Impacted by Construction of the Facility**

<i>TSA Checkpoint</i>	<i>None</i>
<i>Former Alert Building Removal</i>	<i>None</i>
<i>New passenger parking lot</i>	<i>None</i>

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts:

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

**Justifications:**

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

**8. Limited English Proficiency (LEP)**

Executive Order 13166

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

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

<b>Language</b>
<i>Spanish</i>
<i>Chinese (incl. Mandarin, Cantonese)</i>
<i>Amharic, Somali, or other Afro-Asiatic</i>

Based on the above data, the following additional languages have been identified as likely to be

spoken by LEP airport guests:

**Language**

<i>None</i>
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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 Bangor 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

<b>Translation Vendors</b>	<b>Languages</b>
<i>Google Translate</i>	

- Information regarding translation services can be obtained at: flybangor.com, BGR Switchboard, security officers.

<b>Location for Translation Assistance</b>	<b>Languages</b>
<i>Google Translate</i>	<i>All above languages</i>
<i>Volunteer multi-lingual staff pool</i>	<i>Spanish, French, ASL</i>
<i>University of Maine International Programs</i>	<i>Varies</i>

**Interpretation Services:**

- The following vendors have been identified for interpretation services:

<b>Interpretation Vendors</b>	<b>Languages</b>
<i>Google Translate</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at: flybangor.com, BGR Switchboard, security officers.

**Description of Interpretation Assistance Processes**

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<ul style="list-style-type: none"> <li>• <i>Airport Customer Service Office maintains a list of multilingual employees, the languages they speak, and their associated office/department telephone numbers. The list indicates whether each employee is proficient to provide interpretation and/or translation services.</i></li> </ul>
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*The list is updated as necessary and reviewed at least every 3 years with the review of Bangor International Airport’s Title VI Plan. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.*

- *The airport also maintains a valued relationship with the University of Maine’s International Programs Office, which is able to provide names and contact numbers of staff and students who can assist in providing translation/interpretation services.*

## **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 Bangor Community Connector (the City of Bangor’s public transit service) encourage them to provide transit service access between the airport and these areas.

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

<b>Minority and/or Disadvantaged Community Areas</b>	<b>Transit Service</b>	<b>Planned or Existing</b>
Bangor Community Connector	Fixed-route buses	Existing
Bangor Community Connector	Paratransit vans	Existing/requires scheduling

## **10. Minority Businesses**

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

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

<b>Airport Business Opportunity</b>	<b>Minority Business Outreach Methods</b>
Parking Lot Operations Contract	<i>Follow ACDBE requirements</i>
Food Concessions	<i>Follow ACDBE requirements</i>
Retail Concessions	<i>Follow ACDBE requirements</i>

Selections are in compliance with Title VI, Part 21, and related requirements. Information on the award process and documentation for specific bid decisions is kept with the City of Bangor.

## **11. Training**

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided annually.

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

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

- Compliance reviews or audits concerning civil rights requirements<sup>9</sup>
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements<sup>10</sup>

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

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

## **13. Title VI Complaints**

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters<sup>11</sup>
3. Allege misconduct by the Bangor International Airport, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Bangor International Airport including airport employees, contractors, concessionaires, lessees, or tenants.

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<sup>9</sup> Includes any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the airport sponsor or any of its sub-recipients by any State, local or Federal agency.

<sup>10</sup> Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

<sup>11</sup> Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the Bangor International Airport.<sup>12</sup> Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the Airport Director, City of Bangor Administration, and the Department/Company named in the complaint.

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

Jeff Young, Manager of Compliance and Infrastructure  
287 Godfrey Boulevard Bangor Maine 04401, (207)-992-4609, jyoung@flybangor.com

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

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

### **Discrimination Complaint Referral Procedure**

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

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload information to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff. The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

### **Investigation Procedure**

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<sup>12</sup>



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 Bangor International Airport, 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 negotiation and/or mediation.

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the BGR Title VI Compliance Coordinator'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 Director.
- 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 Airport Director will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, the Bangor International Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. Bangor International Airport 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 Jeff Young.

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

**Website, In-person, and Other Distribution Methods**

**1** *Airport websites, flybangor.com and bgraviation.com*

**2.** *City of Bangor website, bangormaine.gov*

## 14. Population / Language Data

[About datasets used in this table](#)

### Value Notes

⚠ Methodology differences may exist between data sources, and so estimates from different sources are not comparable.

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info  icon to the left of each row in TABLE view to learn about sampling error.

The vintage year (e.g., V2023) refers to the final year of the series (2020 thru 2023). Different vintage years of estimates are not comparable.

Users should exercise caution when comparing 2018-2022 ACS 5-year estimates to other ACS estimates. For more information, please visit the [2022 5-year ACS Comparison Guidance page](#).

### Fact Notes

- (a) Includes persons reporting only one race
- (b) Hispanics may be of any race, so also are included in applicable race categories
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

### Value Flags

- D** Suppressed to avoid disclosure of confidential information
- F** Fewer than 25 firms
- FN** Footnote on this item in place of data
- NA** Not available
- S** Suppressed; does not meet publication standards
- X** Not applicable
- Z** Value greater than zero but less than half unit of measure shown
- Either no or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest or upper interval of an open ended distribution.
- N** Data for this geographic area cannot be displayed because the number of sample cases is too small.

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

<b>Income &amp; Poverty</b>									
Median household income (in 2022 dollars), 2018-2022	\$56,682	\$46,343	\$55,870	\$52,438	\$97,260	\$89,150			
Per capita income in past 12 months (in 2022 dollars), 2018-2022	\$29,901	\$30,584	\$33,595	\$36,120	\$44,901	\$37,624			
Persons in poverty, percent	△ 26.8%	△ 24.8%	△ 15.8%	△ 15.2%	△ 5.3%	△ 3.8%			

**BUSINESSES**

<b>Businesses</b>									
Total employer establishments, 2022	X	X	X	X	X	X			
Total employment, 2022	X	X	X	X	X	X			
Total annual payroll, 2022 (\$1,000)	X	X	X	X	X	X			
Total employment, percent change, 2021-2022	X	X	X	X	X	X			
Total nonemployer establishments, 2021	X	X	X	X	X	X			
All employer firms, Reference year 2017	117	141	286	1,359	229	202			
Men-owned employer firms, Reference year 2017	S	85	171	695	124	131			
Women-owned employer firms, Reference year 2017	S	S	24	225	S	S			
Minority-owned employer firms, Reference year 2017	S	S	S	S	S	S			
Nonminority-owned employer firms, Reference year 2017	82	103	234	1,010	188	180			
Veteran-owned employer firms, Reference year 2017	S	S	S	S	S	S			
Nonveteran-owned employer firms, Reference year 2017	73	102	211	882	182	164			

**GEOGRAPHY**

<b>Geography</b>									
Population per square mile, 2020	615.3	191.4	634.7	926.9	203.2	180.1			
Population per square mile, 2010	569.7	201.8	622.4	964.3	191.3	151.0			
Land area in square miles, 2020	18.18	38.82	15.24	34.26	37.94	35.87			
Land area in square miles, 2010	18.19	38.85	15.23	34.26	37.94	35.87			
FIPS Code	2301955565	2355225	2306925	2302795	2301930795	2301932510			



**QuickFacts**

**Orono town, Penobscot County, Maine; Old Town city, Maine; Brewer city, Maine; Bangor city, Maine; Hampden town, Penobscot County, Maine; Hermon town, Penobscot County, Maine**

QuickFacts provides statistics for all states and counties. Also for cities and towns with a population of 5,000 or more.

All Topics	Orono town, Penobscot County, Maine	Old Town city, Maine	Brewer city, Maine	Bangor city, Maine	Hampden town, Penobscot County, Maine	Hermon town, Penobscot County, Maine
<b>Population estimates, July 1, 2023, (V2023)</b>	△ 12,253	△ 7,431	△ 9,646	△ 31,628	△ 7,975	△ 6,826
<b>PEOPLE</b>						
<b>Population</b>						
<b>Population estimates, July 1, 2023, (V2023)</b>	△ 12,253	△ 7,431	△ 9,646	△ 31,628	△ 7,975	△ 6,826
Population estimates base, April 1, 2020, (V2023)	△ 11,179	△ 7,435	△ 9,677	△ 31,739	△ 7,709	△ 6,462
Population, percent change - April 1, 2020 (estimates base) to July 1, 2023, (V2023)	△ 9.6%	△ -0.1%	△ -0.3%	△ -0.3%	△ 3.5%	△ 5.6%
Population, Census, April 1, 2020	11,183	7,431	9,672	31,753	7,709	6,461
Population, Census, April 1, 2010	10,362	7,840	9,482	33,039	7,257	5,416
<b>Age and Sex</b>						
Persons under 5 years, percent	△ 2.0%	△ 6.9%	△ 5.2%	△ 4.6%	△ 5.0%	△ 4.3%
Persons under 18 years, percent	△ 7.0%	△ 17.8%	△ 20.6%	△ 17.2%	△ 26.0%	△ 24.1%
Persons 65 years and over, percent	△ 12.5%	△ 16.7%	△ 18.8%	△ 18.8%	△ 18.5%	△ 18.0%
Female persons, percent	△ 47.7%	△ 50.8%	△ 54.2%	△ 53.5%	△ 50.6%	△ 51.0%
<b>Race and Hispanic Origin</b>						
White alone, percent	△ 88.5%	△ 93.8%	△ 94.5%	△ 88.9%	△ 91.4%	△ 93.9%
Black or African American alone, percent (a)	△ 2.2%	△ 0.0%	△ 0.5%	△ 2.6%	△ 0.5%	△ 1.6%
American Indian and Alaska Native alone, percent (a)	△ 0.1%	△ 3.4%	△ 0.0%	△ 1.2%	△ 0.3%	△ 2.2%
Asian alone, percent (a)	△ 4.0%	△ 0.2%	△ 0.0%	△ 1.8%	△ 0.0%	△ 0.0%
Native Hawaiian and Other Pacific Islander alone, percent (a)	△ 0.0%	△ 0.0%	△ 0.0%	△ 0.1%	△ 0.0%	△ 0.0%
Two or More Races, percent	△ 4.1%	△ 2.4%	△ 3.4%	△ 4.1%	△ 7.6%	△ 2.2%
Hispanic or Latino, percent (b)	△ 3.4%	△ 1.0%	△ 1.5%	△ 2.9%	△ 1.5%	△ 0.6%
White alone, not Hispanic or Latino, percent	△ 87.3%	△ 93.8%	△ 94.5%	△ 87.9%	△ 91.1%	△ 93.5%
<b>Population Characteristics</b>						
Veterans, 2018-2022	529	526	595	2,276	423	346
Foreign born persons, percent, 2018-2022	6.4%	1.9%	1.7%	5.1%	2.5%	1.1%

**15. Completed Unlawful Discrimination Poster**

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## Unlawful Discrimination

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

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

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

**Coordinator:** Jose Saavedra, C.M.  
**Phone:** 207-992-4605  
**Address:** 287 Godfrey Boulevard  
Bangor, ME  
04401

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## Discriminacion Ilegal

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

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

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

**Coordinador:** Jose Saavedra, C.M.  
**Teléfono:** 207-992-4605  
**Dirección:** 287 Godfrey Boulevard  
Bangor, ME  
04401



U.S. Department of Transportation  
Federal Aviation Administration

HQ-101058