



**Title VI Plan
for
Lanai Airport**

June 28, 2024

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**Hawaii Department of Transportation (HDOT)
Title VI Plan
for Lanai Airport (LNY)**

1. Title VI Policy Statement¹

HDOT 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.

HDOT 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. **HDOT** 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 **HDOT** will take action to involve them and the general public in the decision-making process.

HDOT requires nondiscrimination assurances, as prescribed by Federal Aviation Administration (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 **HDOT** and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Randall Landry, Title VI Coordinator, available at **(808) 831-7921** and **randall.t.landry@hawaii.gov**, 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.



EDWIN H. SNIFFEN
Director of Transportation

6/30/2024

Effective Date

6/30/2027

3-Year Expiration Date

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

2. Administration

HDOT has reviewed and adopted this Title VI Plan. 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 Director of Transportation’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by **HDOT** and resubmittal to FAA.

In addition to the Coordinator and airport sponsor’s leadership, the following people also assist with our Title VI program requirements:

Staff Supporting Title VI Program	Airport Sponsor Program/Office
<i>Property & Business Development Staff</i>	<i>Airports Staff Services Office</i>
<i>Engineers and Planners</i>	<i>Airports Engineering Branch</i>
<i>Visitor Information Program Staff</i>	<i>Airports Visitor Information Program</i>
<i>Information Specialists</i>	<i>Administration, Office of Public Affairs</i>

HDOT has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

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

Federal Source	Grant Number	Amount
<i>None</i>		

In addition, **HDOT** sub-recipients have the following pending applications for Federal financial assistance (either directly from the FAA, or passed through HDOT):

Federal Source	Grant Number	Amount
<i>None</i>		

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

Federal Source	Grant Award Information Available at:
<i>FAA AIP</i>	https://www.faa.gov/airports/aip/

3. Grant and Procurement Assurances

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

HDOT will complete standard grant assurances for Title VI and related requirements, in the form prescribed by FAA.

See https://www.faa.gov/airports/aip/grant_assurances/#current-assurances.

Clauses/Covenants

- a. All contracts, leases, deeds, licenses, permits, and other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. See https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/. Note that unlike many other clauses, Civil Rights clauses are required in all contracts. Note also special clauses that are required for certain types of contracts, such as land acquisition.
- b. HDOT requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

- *General Civil Rights Provisions and Title VI Assurances (based on the 1/20/2023 FAA Guidance for Contract Provisions) are included in the construction specifications for federally funded projects. These provisions require contractors and subcontractors to comply with Civil Rights and Title VI requirements.*
- *Subcontracts are audited by the HDOT Airports Engineering Branch, HDOT Airports Staff Services Office Property & Business Development Staff, and/or HDOT Office of Civil Rights to verify they include the Civil Rights clauses, 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 **HDOT** 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 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)

HDOT will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,² and maintained. The poster template is available at

https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/ and a completed copy is attached. See Section 15 Appendix.

HDOT has posted the above Title VI policy statement at its staff offices.

HDOT will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed by 6/30/2024 by email and at tenants meeting.

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

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
<i>Public-facing areas</i>	<i>1</i>	<i>0</i>	<i>0</i>

Outreach to Affected Communities

HDOT Office of Civil Rights 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, and email broadcast. **HDOT Office of Civil Rights** contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities³ and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities.

HDOT will create a detailed CPP by 6/30/2024. A copy of the plan will be available at <https://hidot.hawaii.gov/administration/ocr/title-vi-program/>.

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

³ We will not subject any persons to discrimination based on race, color, national origin, age, sex, or creed. The term “protected communities” is used within this Title VI Plan to highlight the requirements of Title VI, 49 U.S.C. § 47123, the Age Discrimination Act of 1975, and in some instances, includes low-income populations under Executive Order 12898.

To ensure that the community is effectively informed of and able to participate in public hearings, **HDOT** 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.

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, **HDOT** will be able to identify, understand, and engage with communities. In doing so, **HDOT** needs to know about communities eligible to be served, actually or potentially affected, benefitted, or burdened by **HDOT**'s airport program.

Affected Communities ⁴	Population
<i>Lanai City</i>	3,212

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

We have identified the following facts about the Affected Communities:

Low Income Communities⁵

A low-income area is an identifiable group of people 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,” **HDOT** is collecting information about affected and potentially affected low-income communities. According to the **U.S. Census Bureau, American Community Survey, [S1701: Poverty Status in the Past 12 Months](#)**, the overall poverty level for **Maui County** is approximately **8.2%**. The poverty rate remains similar compared with the rest of the **State of Hawaii**. The poverty rates for the specific Affected Communities are as follows:

⁴ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

⁵ Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low-income communities in airport programs and activities.

Affected Communities	Poverty Rate
<i>Lanai City</i>	7.8%

Racial and Ethnic Communities

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows⁶:

Affected Community: *Lanai City*
Total Affected Community Population: 3,218

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
<i>White</i>	412	12.8%
<i>Black or African American</i>	1	0.0 %
<i>American Indian or Alaska Native</i>	0	0.0%
<i>Asian</i>	1,634	50.1%
<i>Native Hawaiian or Other Pacific Islander</i>	308	1.0%
<i>Some other race</i>	114	3.5%
<i>More than one</i>	745	23.2%
<i>Hispanic or Latino</i>	204	0.6%
<i>White, not Hispanic or Latino</i>	401	12.5%

⁶ Recommend using demographic groups from the U.S. Census. Data cited here comes from Table B03002.

Limited English Proficiency (LEP)

The goal of all language access planning and implementation is to ensure that **HDOT** communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next tables list non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is the **U.S. Census Bureau, American Community Survey, [Table B16001: Language Spoken at Home by Ability to Speak English](#)** and **Department of Business, Economic Development & Tourism (DBEDT) calculation using Public Use Microdata Sample from U.S. Census Bureau 2011 5-year American Community Survey.**

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.⁸ The safe harbor for our community is **160**. Please refer to the end of this document to find data for all languages in our community.

⁷ 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.

⁸ 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.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold (State of Hawaii)	Number	Margin of Error
<i>Ilocano, Samoan, Hawaiian, or other Austronesian languages</i>	54,675	+/-2,773
<i>Tagalog (incl. Filipino)</i>	27,785	+/-1,629
<i>Chinese (incl. Mandarin, Cantonese)</i>	19,467	+/-1,531
<i>Japanese</i>	16,873	+/-1,248
<i>Korean</i>	11,017	+/-1,054
<i>Spanish</i>	6,896	+/-921
<i>Vietnamese</i>	6,893	+/-1,084
<i>Thai, Lao or other Tai-Kadai languages</i>	2,526	+/-539

Data source: U.S. Census Bureau, American Community Survey, [Table B16001: Language Spoken at Home by Ability to Speak English](#)

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold (Maui and Kauai Counties)	Number	Margin of Error
<i>Ilocano</i>	8,322	+/-1,273
<i>Tagalog</i>	5,012	+/-926
<i>Spanish</i>	1,734	+/-574
<i>Japanese</i>	1,311	+/-420
<i>Chinese*</i>	566	+/-276

* Chinese include Mandarin, Cantonese, and other Chinese languages

Data source: DBEDT calculation using Public Use Microdata Sample from U.S. Census Bureau 2021 5-year American Community Survey (Amalgamated from Maui County and Kauai County data)

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)
<i>Ilocano</i>	X			
<i>Tagalog</i>	X			
<i>Chinese</i>	X			
<i>Japanese</i>	X			
<i>Korean</i>	X			
<i>Vietnamese</i>	X			
<i>Chuukese</i>	X			
<i>Spanish</i>	X			
<i>Samoan</i>	X			
<i>Other Eastern Malayo-Polynesian languages</i>	X			
<i>Marshallese</i>	X			
<i>Cebuano and other Philippine languages</i>	X			
<i>Hawaiian</i>	X			
<i>Thai</i>	X			

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

Additional Languages Spoken

<i>None</i>

This information is updated annually⁹ through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
<i>U.S. Census Bureau</i>	https://data.census.gov/cedsci/table?q=B16001&tid=ACSDT1Y2019.B16001
<i>State of Hawaii Office of Language Access</i>	https://dbedt.hawaii.gov/economic/language-use-dashboard/

⁹ 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.

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

- *All passengers arriving in Hawaii are required to complete the [State of Hawaii Department of Agriculture Plants and Animals Declaration Form](#). The form also includes a voluntary request for demographic information.*
- *Participants at public participation meetings are asked to complete a Hawaii Department of Transportation Voluntary Title VI Public Involvement Data Card (via in-person paper form or online survey remotely). The anonymous survey includes demographic information.*

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

Employees are asked to submit voluntary confidential demographic information at time of hiring using the State of Hawaii Department of Human Resources Development Application Data Survey.

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 **HDOT** 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.¹⁰

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
<i>Passenger Terminal</i>	<i>None</i>
<i>Runway 3-21</i>	<i>Lanai City</i>

¹⁰ 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.

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>Repave Runway 17-35 and Taxiway E</i>	<i>Ho'olehua</i>
<i>Terminal and Utility Improvements</i>	<i>None</i>
<i>Perimeter Fence Replacement</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:

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

Justifications:

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

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, the **HDOT** 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:

Language
<i>Hawaiian</i>
<i>Ilocano</i>
<i>Tagalog</i>
<i>Spanish</i>
<i>Japanese</i>
<i>Chinese</i>

HDOT also collects data for languages spoken by airport guests.¹¹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
<i>Assistance requests to Airports Visitor Information Program (VIP)</i>	<i>N/A</i>
<i>Assumption from interactions with international passengers at Customs and Border Protection, TSA checkpoints, and VIP counters</i>	<i>N/A</i>

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

Language
<i>Hawaiian</i>

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 **HDOT** 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:

¹¹ 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.

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
<i>NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation</i>	<i>All above languages except Hawaiian</i>
<i>Pacific Gateway Center Hawaii Language Bank</i>	<i>All above languages except Hawaiian</i>
<i>Hawaii Interpreters and Translators Association</i>	<i>All above languages except Ilocano, Tagalog, Vietnamese, Chuukese, Spanish, Samoan, Other Eastern Malayo-Polynesian languages, Marshallese, Hawaiian, and Cebuano</i>
<i>Languages Services Hawaii</i>	<i>All above languages</i>
<i>Helping Hands Hawaii Bilingual Access Line</i>	<i>All above languages except Hawaiian</i>

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
<i>Airport Visitor Information Program (VIP) counters</i>	<i>All above languages except Hawaiian and Cebuano</i>
<i>Volunteer HDOT Bilingual Staff Directory</i>	<i>All above languages except Chuukese, Marshallese, Hawaiian, and Thai</i>
<i>State of Hawaii Office of Language Access</i>	<i>All above languages with exceptions</i>

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
<i>NASPO Valuepoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation</i>	<i>All above languages except Hawaiian</i>
<i>Pacific Gateway Center Hawaii Language Bank</i>	<i>All above languages except Hawaiian</i>
<i>Hawaii Interpreters and Translators Association</i>	<i>All above languages except Ilocano, Tagalog, Vietnamese, Chuukese, Spanish, Samoan, Other Eastern Malayo-Polynesian languages, Marshallese, Hawaiian, and Cebuano</i>
<i>Languages Services Hawaii</i>	<i>All above languages</i>
<i>Helping Hands Hawaii Bilingual Access Line</i>	<i>All above languages except Hawaiian</i>
<i>State of Hawaii Judiciary Court Interpreter Registry</i>	<i>All above languages</i>

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
<i>Airport Visitor Information Program (VIP) counters</i>	<i>All above languages except Hawaiian and Cebuano</i>
<i>Volunteer HDOT Bilingual Staff Directory</i>	<i>All above languages except Chuukese, Marshallese, Hawaiian, and Thai</i>
<i>State of Hawaii Office of Language Access</i>	<i>All above languages with exceptions</i>
<i>State of Hawaii Judiciary Court Interpreter Registry</i>	<i>All above languages</i>

Description of Interpretation Assistance Processes

The following is based on interpretation assistance processes described in the [HDOT Language Access Plan](#). Relevant citations, attachments and references are not included here, please view the HDOT Language Access Plan for details.

Oral Interpretation Services

Providing LEP persons with oral language assistance at public service counters when there is telephone contact or at public meetings is necessary. First, one determines the language in which the interpretive service is needed. Second, interpretation service may be obtained via on-demand over-the-phone interpretation service provided by vendor Language Link and in use in HDOT offices/branches/sections. Third, if that is not an option, an on-hand employee who is proficient in the language requested may interpret. Fourth, if an on-hand employee is not available, the Bilingual Employee Directory (Attachment B) should be consulted to obtain interpretation through an HDOT employee on the list. Employees will be trained for awareness that the use of the requester’s family or friends for interpreters is highly discouraged outside of emergency circumstances. Additionally, Sight Translations related to in-person interpretation (either via professional hire or emergency employee or family/friend service) are discouraged outside of providing explanation of simple terms for understanding.

Additionally, as a part of personnel policy, "[t]o the extent that the State requires additional personnel to provide language services based on the determination set forth in this section, the State shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions." See below for a more detailed outline of the process of providing interpretation services.

Multilingual Assistance

LEP persons have the right to free language assistance in their spoken language. The Hawaii Office of Language Access (OLA) developed a "If You Need an Interpreter..." poster listing twenty-two languages that are likely to be the primary languages spoken by LEP persons in Hawaii. The intent of the poster is for an LEP person to point to the poster indicating the language they understand. The languages included on the poster are: Burmese, Cambodian, Chamorro, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Kosraen, Lao, Mandarin or Cantonese, Marshallese, Pohnpeian, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan (Cebuano), and Yapese.

HDOT offices that have contact with the public shall have the OLA's multilingual signage posters prominently placed where LEP persons may indicate which language they understand.

Additionally, via the HDOT website main pages, LEP individuals are able to contact for language access and obtain arrangements. Furthermore, language such as or similar to the following is used for public meeting notices:

"If you need an auxiliary aid/service or other accommodation due to a disability, or language interpretation, please contact Mr. XXXXXXXXXXX at (808) XXX-XXXX or XXXXXXXXX@hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate/accessible formats."

Volunteer HDOT Bilingual Staff

HDOT has created a Departmental directory of volunteer bilingual staff in the event language assistance is needed in person at the office location of the volunteer bilingual staff (See Attachment B for the HDOT Bilingual Staff Directory). HDOT strives to survey employees semi-annually for volunteers to ensure as complete a list for all branches and locations will be available but conducts surveys for volunteers at a minimum biannually upon renewal of the language access plan. HDOT will also conduct a voluntary survey at the onset of an individual employee's employment to determine whether a given bilingual employee would be interested in being added to the bilingual staff directory. The HDOT Bilingual Staff Directory provided here is not an exhaustive list and subject to change given personnel shifts.

Telephone Interpreter Service

HDOT has contracted with vendor Language Link to provide on-demand over-the-phone and, as necessary, video-remote interpreting services. A copy of the procedures for use of this service is attached below (Attachment C). The following lists additional language interpretation and/or translation providers. List below is not exhaustive...

9. Transportation

49 Part CFR 21 Appendix C (a)(1)(ix)

In the Community Statistics section of this plan, we identified Affected Communities and provided demographic and related data for the community populations. The minority and disadvantaged community areas located within the Affected Communities are identified below. Other minority and disadvantaged community areas that are near the airport but not within Affected Communities are also identified below.

We have coordinated with the County of Kauai Transportation Agency to 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.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
<i>Lanai City</i>	<i>Rabaca's Taxi Service and Four Seasons shuttle service (for Four Seasons guests)</i>	<i>Existing</i>

10. Minority Businesses

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

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

Airport Business Opportunity	Minority Business Outreach Methods
<i>Rental Car Subcontracts</i>	<i>Participated in the Airport Rental Car Supplier Diversity Outreach Day</i>
<i>DBE and Other Applicable Small Businesses</i>	<i>Participation in Primetime Networking Event for DBEs and Small Businesses</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 **Airports Staff Services Office Property & Business Development Staff**.

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 promoted on a bi-annual basis.

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 requirements¹²
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹³

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, HDOT 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.

¹² 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.

¹³ Includes allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of actions of the airport sponsor itself, or its employees, contractors, or tenants. Includes noncompliance with related administrative requirements under civil rights laws.

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters¹⁴.
3. Allege misconduct by the **HDOT**, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by **HDOT** including airport employees, contractors, concessionaires, lessees, or tenants.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the **HDOT**. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the 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 **office named in the complaint, Airport District Manager, HDOT Deputy Director of Administration, and HDOT Director.**

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

Randall Landry, Title VI Coordinator
200 Rodgers Boulevard
Honolulu, Hawaii 96819
Phone Number: (808) 831-7921
Email: randall.t.landry@hawaii.gov

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.

¹⁴ 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.

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 **2 days**.

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 the complaint 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

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 **HDOT**, 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. 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 **appropriate means for resolving issues, which may include 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 **HDOT'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 **HDOT Director.**
- The written appeal must be received **within 14 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 **HDOT 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, **HDOT** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **HDOT** 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 **Randall Landry, Title VI Coordinator.**

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

Website, In-person, and Other Distribution Methods

1. *HDOT Office of Civil Rights website, Title VI page at <https://hidot.hawaii.gov/administration/ocr/title-vi-program/>*
 2. *Upon request to OCR via email, phone, or other available method, a physical copy of the appropriate complaint procedures and form will be provided.*
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14. Population / Language Data

Table: ACSST5Y2021.S1701	Hawaii					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	1,414,718	±785	133,740	±4,359	9.5%	±0.3
AGE						
Under 18 years	303,887	±804	36,482	±2,435	12.0%	±0.8
Under 5 years	84,970	±520	11,147	±1,231	13.1%	±1.4
5 to 17 years	218,917	±589	25,335	±1,604	11.6%	±0.7
Related children of householder under 18 years	302,032	±913	34,767	±2,465	11.5%	±0.8
18 to 64 years	845,992	±332	75,275	±2,631	8.9%	±0.3
18 to 34 years	301,219	±468	31,340	±1,802	10.4%	±0.6
35 to 64 years	544,773	±491	43,935	±1,835	8.1%	±0.3
60 years and over	357,547	±1,637	30,564	±1,554	8.5%	±0.4
65 years and over	264,839	±228	21,983	±1,202	8.3%	±0.5
SEX						
Male	706,449	±942	62,143	±2,512	8.8%	±0.4
Female	708,269	±960	71,597	±2,498	10.1%	±0.4
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	329,608	±2,246	32,950	±1,765	10.0%	±0.5
Black or African American alone	25,496	±1,091	2,376	±534	9.3%	±2.2
American Indian and Alaska Native alone	4,012	±694	825	±283	20.6%	±6.4
Asian alone	536,577	±4,382	33,001	±2,107	6.2%	±0.4
Native Hawaiian and Other Pacific Islander alone	148,964	±2,228	27,821	±2,653	18.7%	±1.7
Some other race alone	21,770	±1,902	1,572	±393	7.2%	±1.8
Two or more races	348,291	±5,309	35,195	±2,474	10.1%	±0.7
Hispanic or Latino origin (of any race)	152,937	±613	18,730	±1,777	12.2%	±1.2
White alone, not Hispanic or Latino	297,146	±1,059	28,552	±1,667	9.6%	±0.6
EDUCATIONAL ATTAINMENT						
Population 25 years and over	1,006,323	±604	83,587	±2,672	8.3%	±0.3
Less than high school graduate	72,214	±2,410	12,613	±899	17.5%	±1.2
High school graduate (includes equivalency)	267,496	±3,865	31,010	±1,609	11.6%	±0.5
Some college, associate's degree	317,919	±4,166	24,691	±1,385	7.8%	±0.4
Bachelor's degree or higher	348,694	±4,495	15,273	±1,050	4.4%	±0.3
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	711,966	±3,855	36,240	±1,689	5.1%	±0.2
Employed	675,464	±3,983	28,035	±1,571	4.2%	±0.2
Male	345,692	±2,656	12,497	±960	3.6%	±0.3
Female	329,772	±2,928	15,538	±1,053	4.7%	±0.3

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

Table: ACSST5Y2021.S1701						
Hawaii						
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Unemployed	36,502	±1,352	8,205	±832	22.5%	±2.1
Male	19,212	±1,250	4,425	±637	23.0%	±3.0
Female	17,290	±1,142	3,780	±574	21.9%	±3.0
WORK EXPERIENCE						
Population 16 years and over	1,142,435	±709	101,607	±3,095	8.9%	±0.3
Worked full-time, year-round in the past 12 months	515,837	±4,269	7,910	±660	1.5%	±0.1
Worked part-time or part-year in the past 12 months	253,972	±4,111	29,660	±1,672	11.7%	±0.6
Did not work	372,626	±3,732	64,037	±2,065	17.2%	±0.5
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	66,490	±3,218	(X)	(X)	(X)	(X)
125 percent of poverty level	171,220	±5,041	(X)	(X)	(X)	(X)
150 percent of poverty level	211,161	±5,628	(X)	(X)	(X)	(X)
185 percent of poverty level	277,637	±6,060	(X)	(X)	(X)	(X)
200 percent of poverty level	304,961	±6,669	(X)	(X)	(X)	(X)
300 percent of poverty level	507,446	±8,778	(X)	(X)	(X)	(X)
400 percent of poverty level	716,165	±9,321	(X)	(X)	(X)	(X)
500 percent of poverty level	897,737	±8,754	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED						
Population	253,202	±4,115	58,332	±2,036	23.0%	±0.7
Male	128,439	±2,511	27,189	±1,220	21.2%	±0.8
Female	124,763	±2,399	31,143	±1,339	25.0%	±0.9
15 years	638	±201	622	±201	97.5%	±3.5
16 to 17 years	1,132	±286	1,067	±290	94.3%	±4.4
18 to 24 years	18,977	±1,214	8,511	±905	44.8%	±3.5
25 to 34 years	51,548	±2,193	9,841	±970	19.1%	±1.6
35 to 44 years	36,583	±1,693	7,286	±746	19.9%	±1.6
45 to 54 years	33,288	±1,297	6,456	±523	19.4%	±1.6
55 to 64 years	39,459	±1,373	10,367	±888	26.3%	±1.9
65 to 74 years	40,414	±1,479	7,744	±588	19.2%	±1.2
75 years and over	31,163	±1,152	6,438	±577	20.7%	±1.6
Mean income deficit for unrelated individuals (dollars)	8,014	±155	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	110,878	±2,672	3,184	±455	2.9%	±0.4
Worked less than full-time, year-round in the past 12 months	57,368	±2,003	17,820	±1,183	31.1%	±1.6
Did not work	84,956	±2,117	37,328	±1,453	43.9%	±1.2
Population in housing units for whom poverty status is determined	1,405,156	±732	127,621	±4,369	9.1%	±0.3

Table: ACSST1Y2022.S1701

	Maui County, Hawaii					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty	162,152	±951	13,326	±3,091	8.2%	±1.9
AGE						
Under 18 years	33,454	±618	3,206	±1,635	9.6%	±4.9
Under 5 years	8,367	±380	721	±459	8.6%	±5.5
5 to 17 years	25,087	±343	2,485	±1,332	9.9%	±5.3
Related children of	33,393	±621	3,145	±1,633	9.4%	±4.9
18 to 64 years	94,535	±950	7,182	±1,704	7.6%	±1.8
18 to 34 years	28,752	±777	2,429	±918	8.4%	±3.3
35 to 64 years	65,783	±907	4,753	±1,161	7.2%	±1.8
60 years and	45,481	±1,287	4,196	±1,204	9.2%	±2.6
65 years and	34,163	±645	2,938	±991	8.6%	±2.9
SEX						
Male	80,601	±962	6,415	±1,534	8.0%	±1.9
Female	81,551	±1,039	6,911	±1,974	8.5%	±2.4
RACE AND HISPANIC OR						
White alone	49,309	±1,355	5,274	±1,337	10.7%	±2.7
Black or African American alone	N	N	N	N	N	N
American Indian and Alaska	N	N	N	N	N	N
Asian alone	42,095	±3,169	2,272	±1,255	5.4%	±3.0
Native Hawaiian and Other Pacific	15,048	±1,487	1,620	±1,218	10.8%	±7.9
Some other race	N	N	N	N	N	N
Two or more	49,993	±4,563	3,371	±1,460	6.7%	±2.9
Hispanic or Latino origin (of	19,262	±517	2,271	±1,248	11.8%	±6.5
White alone, not Hispanic or	46,902	±874	5,099	±1,219	10.9%	±2.6
EDUCATIONAL						
Population 25	118,249	±1,142	9,198	±1,753	7.8%	±1.5
Less than high school graduate	8,340	±1,837	851	±380	10.2%	±4.3

Table: ACSST1Y2022.S1701

	Maui County, Hawaii					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
High school graduate (includes equivalency)	35,187	±3,192	2,823	±795	8.0%	±2.1
Some college, associate's degree	40,122	±2,474	3,921	±1,188	9.8%	±2.8
Bachelor's degree or higher	34,600	±2,373	1,603	±610	4.6%	±1.7
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	86,354	±2,598	3,545	±1,163	4.1%	±1.3
Employed	83,397	±2,553	3,088	±1,024	3.7%	±1.2
Male	43,258	±1,725	1,641	±675	3.8%	±1.6
Female	40,139	±1,624	1,447	±587	3.6%	±1.4
Unemployed	2,957	±856	457	±373	15.5%	±11.8
Male	1,835	±855	161	±228	8.8%	±11.1
Female	1,122	±540	296	±258	26.4%	±21.0
WORK EXPERIENCE						
Population 16 years and over	132,793	±1,074	10,536	±2,142	7.9%	±1.6
Worked full-time, year-round in the past 12 months	60,113	±2,867	531	±322	0.9%	±0.5
Worked part-time or part-year in the past 12 months	29,359	±2,319	3,447	±1,107	11.7%	±3.8
Did not work	43,321	±2,419	6,558	±1,493	15.1%	±3.2

Table: ACSST1Y2022.S1701

	Maui County, Hawaii					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	6,434	±2,378	(X)	(X)	(X)	(X)
125 percent of poverty level	20,190	±3,803	(X)	(X)	(X)	(X)
150 percent of poverty level	24,905	±4,298	(X)	(X)	(X)	(X)
185 percent of poverty level	33,775	±4,939	(X)	(X)	(X)	(X)
200 percent of poverty level	35,424	±4,835	(X)	(X)	(X)	(X)
300 percent of poverty level	62,196	±6,038	(X)	(X)	(X)	(X)
400 percent of poverty level	85,506	±5,563	(X)	(X)	(X)	(X)
500 percent of poverty level	107,880	±4,955	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	30,343	±3,308	6,525	±1,446	21.5%	±4.0
Male	16,614	±2,211	3,489	±1,063	21.0%	±5.7
Female	13,729	±1,663	3,036	±725	22.1%	±4.5
15 years	12	±21	12	±21	100.0%	±100.0
16 to 17 years	49	±50	49	±50	100.0%	±89.5
18 to 24 years	1,429	±523	686	±374	48.0%	±19.4
25 to 34 years	3,900	±889	615	±288	15.8%	±7.3
35 to 44 years	5,368	±1,223	706	±365	13.2%	±6.6
45 to 54 years	4,743	±1,118	448	±256	9.4%	±5.6
55 to 64 years	5,247	±1,204	1,900	±669	36.2%	±9.8
65 to 74 years	5,692	±1,385	1,655	±799	29.1%	±11.2
75 years and over	3,903	±744	454	±242	11.6%	±6.4

Table: ACSST1Y2022.S1701

	Maui County, Hawaii					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	7,586	±937	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	14,195	±2,208	305	±256	2.1%	±1.8
Worked less than full-time, year-round in the past 12 months	6,327	±974	1,867	±563	29.5%	±8.9
Did not work	9,821	±1,792	4,353	±1,171	44.3%	±7.5
Population in housing units for whom poverty status is determined	160,485	±935	12,261	±3,055	7.6%	±1.9

Table: ACSST5Y2022.S1701

	ZCTA5 96763					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is	3,212	±433	251	±130	7.8%	±4.3
AGE						
Under 18 years	628	±223	52	±60	8.3%	±9.9
Under 5 years	130	±66	20	±30	15.4%	±21.3
5 to 17 years	498	±214	32	±33	6.4%	±7.5
Related children of householder	625	±222	49	±59	7.8%	±9.8
18 to 64 years	1,919	±298	165	±86	8.6%	±4.5
18 to 34 years	599	±160	107	±70	17.9%	±10.4
35 to 64 years	1,320	±232	58	±50	4.4%	±3.8
60 years and over	906	±138	47	±40	5.2%	±4.5
65 years and over	665	±116	34	±35	5.1%	±5.1
SEX						
Male	1,787	±361	94	±73	5.3%	±4.4
Female	1,425	±220	157	±88	11.0%	±6.1
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	412	±125	47	±40	11.4%	±9.3
Black or African American alone	0	±12	0	±12	-	**
American Indian and Alaska Native alone	0	±12	0	±12	-	**
Asian alone	1,634	±384	58	±61	3.5%	±3.7
Native Hawaiian and Other Pacific	312	±207	77	±62	24.7%	±24.3
Some other race	114	±91	0	±12	0.0%	±24.4
Two or more races	740	±306	69	±67	9.3%	±10.2
Hispanic or Latino origin (of any race)	201	±105	0	±12	0.0%	±14.9
White alone, not Hispanic or Latino	401	±121	47	±40	11.7%	±9.5
EDUCATIONAL						
Population 25 years	2,331	±306	121	±73	5.2%	±3.3
Less than high school graduate	210	±85	0	±12	0.0%	±14.3
High school graduate (includes	866	±205	22	±23	2.5%	±2.9
Some college, associate's degree	650	±162	74	±50	11.4%	±8.0

Table: ACSST5Y2022.S1701

	ZCTA5 96763					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Bachelor's degree	605	±175	25	±32	4.1%	±5.0
EMPLOYMENT						
Civilian labor force						
16 years and over	1,733	±302	36	±42	2.1%	±2.5
Employed	1,691	±298	32	±41	1.9%	±2.5
Male	1,044	±219	10	±16	1.0%	±1.6
Female	647	±177	22	±30	3.4%	±4.6
Unemployed	42	±37	4	±10	9.5%	±20.4
Male	4	±10	4	±10	100.0%	±100.0
Female	38	±34	0	±12	0.0%	±48.1
WORK EXPERIENCE						
Population 16 years	2,663	±344	202	±92	7.6%	±3.6
Worked full-time, year-round in the	1,349	±253	10	±16	0.7%	±1.2
Worked part-time or part-year in the	483	±177	41	±41	8.5%	±7.9
Did not work	831	±142	151	±87	18.2%	±9.2
ALL INDIVIDUALS WITH INCOME BELOW THE						
50 percent of	120	±74	(X)	(X)	(X)	(X)
125 percent of	295	±139	(X)	(X)	(X)	(X)
150 percent of	400	±167	(X)	(X)	(X)	(X)
185 percent of	449	±165	(X)	(X)	(X)	(X)
200 percent of	515	±176	(X)	(X)	(X)	(X)
300 percent of	855	±260	(X)	(X)	(X)	(X)
400 percent of	1,693	±373	(X)	(X)	(X)	(X)
500 percent of	2,365	±405	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY						
	595	±134	159	±78	26.7%	±11.4
Male	243	±94	44	±35	18.1%	±14.3
Female	352	±109	115	±75	32.7%	±18.0
15 years	0	±12	0	±12	-	**
16 to 17 years	3	±4	3	±4	100.0%	±100.0
18 to 24 years	107	±88	78	±62	72.9%	±27.5
25 to 34 years	136	±76	10	±16	7.4%	±12.2
35 to 44 years	45	±48	1	±3	2.2%	±6.6
45 to 54 years	66	±48	19	±31	28.8%	±37.5
55 to 64 years	55	±30	14	±11	25.5%	±20.0

Table: ACSST5Y2022.S1701

ZCTA5 96763						
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
65 to 74 years	110	±57	33	±35	30.0%	±25.0
75 years and over	73	±44	1	±3	1.4%	±4.0
Mean income deficit for unrelated	9,882	±2,165	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past	273	±100	10	±16	3.7%	±5.9
Worked less than full-time, year-round in	69	±51	22	±31	31.9%	±37.6
Did not work	253	±91	127	±77	50.2%	±20.7
Population in housing units for whom poverty status is	3,193	±434	235	±129	7.4%	±4.2

Table: ACSDT5Y2022.B16001

	Hawaii	
Label	Estimate	Margin of Error
Total:	1,366,037	±118
Speak only English	1,014,495	±5,498
Spanish:	30,401	±2,123
Speak English "very well"	24,073	±1,710
Speak English less than "very well"	6,328	±915
French (incl. Cajun):	3,774	±548
Speak English "very well"	3,185	±505
Speak English less than "very well"	589	±205
Haitian:	284	±159
Speak English "very well"	278	±160
Speak English less than "very well"	6	±14
Italian:	675	±166
Speak English "very well"	566	±143
Speak English less than "very well"	109	±79
Portuguese:	1,743	±420
Speak English "very well"	1,307	±346
Speak English less than "very well"	436	±173
German:	3,703	±550
Speak English "very well"	3,043	±499
Speak English less than "very well"	660	±198
Yiddish, Pennsylvania Dutch or other West Germanic languages:	704	±342
Speak English "very well"	636	±334
Speak English less than "very well"	68	±56
Greek:	318	±202
Speak English "very well"	255	±187
Speak English less than "very well"	63	±69
Russian:	1,340	±339
Speak English "very well"	972	±294
Speak English less than "very well"	368	±187
Polish:	477	±185
Speak English "very well"	400	±176

Table: ACSDT5Y2022.B16001

	Hawaii	
Label	Estimate	Margin of Error
Speak English less than "very well"	77	±51
Serbo-Croatian:	430	±174
Speak English "very well"	370	±152
Speak English less than "very well"	60	±45
Ukrainian or other Slavic languages:	714	±395
Speak English "very well"	604	±345
Speak English less than "very well"	110	±100
Armenian:	42	±46
Speak English "very well"	23	±31
Speak English less than "very well"	19	±33
Persian (incl. Farsi, Dari):	701	±212
Speak English "very well"	643	±207
Speak English less than "very well"	58	±45
Gujarati:	10	±16
Speak English "very well"	10	±16
Speak English less than "very well"	0	±28
Hindi:	594	±226
Speak English "very well"	506	±192
Speak English less than "very well"	88	±76
Urdu:	65	±41
Speak English "very well"	58	±40
Speak English less than "very well"	7	±13
Punjabi:	58	±57
Speak English "very well"	20	±20
Speak English less than "very well"	38	±50
Bengali:	102	±74
Speak English "very well"	67	±62
Speak English less than "very well"	35	±41
Nepali, Marathi, or other Indic languages:	301	±185
Speak English "very well"	153	±88

Table: ACSDT5Y2022.B16001

	Hawaii	
Label	Estimate	Margin of Error
Speak English less than "very well"	148	±121
Other Indo-European languages:	1,050	±288
Speak English "very well"	897	±253
Speak English less than "very well"	153	±91
Telugu:	96	±107
Speak English "very well"	21	±20
Speak English less than "very well"	75	±106
Tamil:	291	±220
Speak English "very well"	191	±126
Speak English less than "very well"	100	±115
Malayalam, Kannada, or other Dravidian languages:	75	±70
Speak English "very well"	75	±70
Speak English less than "very well"	0	±28
Chinese (incl. Mandarin, Cantonese):	33,824	±1,996
Speak English "very well"	13,756	±974
Speak English less than "very well"	20,068	±1,430
Japanese:	37,522	±1,731
Speak English "very well"	21,135	±1,150
Speak English less than "very well"	16,387	±1,169
Korean:	16,358	±1,360
Speak English "very well"	6,627	±906
Speak English less than "very well"	9,731	±888
Hmong:	110	±77
Speak English "very well"	75	±59
Speak English less than "very well"	35	±25
Vietnamese:	9,783	±1,197
Speak English "very well"	3,243	±518
Speak English less than "very well"	6,540	±1,000
Khmer:	211	±116
Speak English "very well"	50	±33

Table: ACSDT5Y2022.B16001

	Hawaii	
Label	Estimate	Margin of Error
Speak English less than "very well"	161	±107
Thai, Lao, or other Tai-Kadai languages:	4,420	±737
Speak English "very well"	1,763	±487
Speak English less than "very well"	2,657	±496
Other languages of Asia:	504	±165
Speak English "very well"	358	±143
Speak English less than "very well"	146	±73
Tagalog (incl. Filipino):	59,171	±2,797
Speak English "very well"	30,859	±1,735
Speak English less than "very well"	28,312	±1,637
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	125,872	±4,136
Speak English "very well"	72,086	±2,931
Speak English less than "very well"	53,786	±2,587
Arabic:	689	±282
Speak English "very well"	495	±239
Speak English less than "very well"	194	±99
Hebrew:	489	±198
Speak English "very well"	431	±186
Speak English less than "very well"	58	±50
Amharic, Somali, or other Afro-Asiatic languages:	72	±51
Speak English "very well"	46	±43
Speak English less than "very well"	26	±33
Yoruba, Twi, Igbo, or other languages of Western Africa:	263	±173
Speak English "very well"	253	±174
Speak English less than "very well"	10	±15
Swahili or other languages of Central, Eastern, and Southern Africa:	301	±223
Speak English "very well"	246	±204

Table: ACSDT5Y2022.B16001

	Hawaii	
Label	Estimate	Margin of Error
Speak English less than "very well"	55	±52
Navajo:	6	±12
Speak English "very well"	1	±2
Speak English less than "very well"	5	±11
Other Native languages of North America:	203	±103
Speak English "very well"	178	±93
Speak English less than "very well"	25	±35
Other and unspecified languages:	13,796	±1,467
Speak English "very well"	10,844	±1,252
Speak English less than "very well"	2,952	±595

	A	B	C	D	E	F	G	H	I	J
88	2021 5year ACS PUMS	2017 - 2021	Honolulu County	Less than Very Well	15	Tongan	846	+/- 379	0.7%	+/- 0.3%
89	2021 5year ACS PUMS	2017 - 2021	Honolulu County	Less than Very Well	16	Lao	524	+/- 300	0.4%	+/- 0.3%
90	2021 5year ACS PUMS	2017 - 2021	Honolulu County	Less than Very Well	17	Other English-based Creole languages**	521	+/- 305	0.4%	+/- 0.3%
91	2021 5year ACS PUMS	2017 - 2021	Honolulu County	Less than Very Well	18	French	512	+/- 208	0.4%	+/- 0.2%
92	2021 5year ACS PUMS	2017 - 2021	Honolulu County	Less than Very Well	19	German	503	+/- 225	0.4%	+/- 0.2%
93	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels		All	48,942	+/- 3,134	100.0%	+/- 0.0%
94	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	1	Hawaiian	9,428	+/- 1,234	19.3%	+/- 2.5%
95	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	2	Ilocano	8,213	+/- 1,961	16.8%	+/- 3.6%
96	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	3	Other English-based Creole languages**	7,255	+/- 1,179	14.8%	+/- 2.5%
97	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	4	Spanish	6,176	+/- 1,203	12.6%	+/- 2.3%
98	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	5	Japanese	4,061	+/- 805	8.3%	+/- 1.7%
99	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	6	Tagalog	2,745	+/- 832	5.6%	+/- 1.7%
100	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	7	Marshallese	1,884	+/- 998	3.8%	+/- 2.0%
101	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	8	Chinese*	1,790	+/- 763	3.7%	+/- 1.5%
102	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	9	Other Eastern Malayo-Polynesian languages	1,180	+/- 559	2.4%	+/- 1.1%
103	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	10	French	740	+/- 343	1.5%	+/- 0.7%
104	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	11	German	680	+/- 268	1.4%	+/- 0.5%
105	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	12	Chukese	524	+/- 475	1.1%	+/- 1.0%
106	2021 5year ACS PUMS	2017 - 2021	Hawaii County	All proficiency levels	13	Korean	515	+/- 252	1.1%	+/- 0.5%
107	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well		All	14,842	+/- 1,871	100.0%	+/- 0.0%
108	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	1	Ilocano	3,783	+/- 999	25.5%	+/- 5.7%
109	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	2	Other English-based Creole languages**	1,860	+/- 688	12.5%	+/- 4.6%
110	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	3	Japanese	1,791	+/- 528	12.1%	+/- 3.4%
111	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	4	Spanish	1,685	+/- 653	11.4%	+/- 4.1%
112	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	5	Chinese*	1,109	+/- 556	7.5%	+/- 3.6%
113	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	6	Marshallese	943	+/- 622	6.4%	+/- 4.0%
114	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	7	Tagalog	913	+/- 350	6.2%	+/- 2.3%
115	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	8	Hawaiian	609	+/- 214	4.1%	+/- 1.4%
116	2021 5year ACS PUMS	2017 - 2021	Hawaii County	Less than Very Well	9	Other Eastern Malayo-Polynesian languages	509	+/- 311	3.4%	+/- 2.1%
117	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels		All	47,594	+/- 2,483	100.0%	+/- 0.0%
118	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	1	Ilocano	14,112	+/- 1,871	29.7%	+/- 3.5%
119	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	2	Tagalog	10,653	+/- 1,681	22.4%	+/- 3.1%
120	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	3	Spanish	5,133	+/- 845	10.8%	+/- 1.8%
121	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	4	Hawaiian	4,642	+/- 806	9.8%	+/- 1.7%
122	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	5	Japanese	2,534	+/- 624	5.3%	+/- 1.3%
123	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	6	Chinese*	908	+/- 368	1.9%	+/- 0.8%
124	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	7	Marshallese	882	+/- 606	1.9%	+/- 1.3%
125	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	8	Tongan	839	+/- 458	1.8%	+/- 1.0%
126	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	9	Korean	833	+/- 369	1.8%	+/- 0.8%
127	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	10	Other English-based Creole languages**	742	+/- 301	1.6%	+/- 0.6%
128	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	11	German	686	+/- 333	1.4%	+/- 0.7%
129	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	12	French	670	+/- 311	1.4%	+/- 0.7%
130	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	13	Other Eastern Malayo-Polynesian languages	653	+/- 275	1.4%	+/- 0.6%
131	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	14	Portuguese	581	+/- 334	1.2%	+/- 0.7%
132	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	All proficiency levels	15	Cebuano and other Philippine languages	503	+/- 235	1.1%	+/- 0.5%
133	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well		All	20,662	+/- 1,683	100.0%	+/- 0.0%
134	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well	1	Ilocano	8,322	+/- 1,273	40.3%	+/- 4.7%
135	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well	2	Tagalog	5,012	+/- 926	24.3%	+/- 3.9%
136	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well	3	Spanish	1,734	+/- 574	8.4%	+/- 2.8%
137	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well	4	Japanese	1,311	+/- 420	6.3%	+/- 2.1%
138	2021 5year ACS PUMS	2017 - 2021	Maui & Kauai County	Less than Very Well	5	Chinese*	566	+/- 276	2.7%	+/- 1.3%

15. Completed Unlawful Discrimination Poster

Unlawful Discrimination

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

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

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

Coordinator: [Randall Landry \(Title VI\) / Duane Buote \(ADA\)](#)
Phone: [\(808\) 831-7921 \(Title VI\) / \(808\) 831-7931 \(ADA\)](#)
Address: [200 Rodgers Blvd., Honolulu, HI 96819](#)
Email: Randall.T.Landry@hawaii.gov / HDOT-TITLEVI@hawaii.gov
Duane.E.Buote@hawaii.gov / HDOT-ADA@hawaii.gov

Discriminación 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: [Randall Landry \(Title VI\) / Duane Buote \(ADA\)](#)
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U.S. Department of Transportation
Federal Aviation Administration

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