



Ontario International Airport Administration Offices

1923 E. Avion Street, Ontario, CA 91761

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Ontario International Airport Authority (OIAA) Title VI Complaint Process

It is the intention of the Ontario International Airport Authority (OIAA) to assure that no person shall, on the basis of race, color, national origin (including LEP), sex, creed, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in its public services and employment opportunities. Any person who believes he or she has been subjected to discrimination has the right to file a complaint with the OIAA. The complaint must be filed *no later than 180 calendar days* after the alleged discriminatory incident.

OIAA's Title VI Coordinator/Liaison is responsible for administering the overall Title VI requirements and is designated in accordance with federal regulation to coordinate OIAA's efforts to comply with and carry out its responsibilities under Title VI of the Civil Rights Act of 1964, as amended. The Coordinator is responsible for ensuring that they and other staff supporting the Title VI are trained in Title VI requirements. Among other responsibilities, the Coordinator also:

- Proactively ensures that the Airport Sponsor is in compliance with nondiscrimination requirements of Title VI and reports to OIAA 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 to 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.

Filing a Complaint

To file a complaint, please complete a OIAA Title VI Complaint Form or contact OIAA via U.S. mail or email at:

Jamaal Avilez
Chief Administrative Officer & Title VI Coordinator
Ontario International Airport Authority
1923 E Avion Dr, Ontario, CA 91761
909-544-5387
BECCompliance@flyontario.com

Upon request, OIAA will make available language assistance for persons with limited English proficiency or other assistance as necessary to file a complaint.

Investigations

Once the completed form is received, The Title VI Coordinator will notify the FAA, Chief Executive Officer, Human Resources Director, and any other office, if necessary, of all alleged discriminatory complaints within 15 business days from the day the complaint was received.

The Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received.

A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via email and/or the FAA Civil Rights Connect System. If the complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the Coordinator. The written appeal must be received within seven 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 Chief Executive Officer will issue a final written decision in response to the appeal.

A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via email and/or the FAA Civil Rights Connect System.