# Palm Springs International Airport
# Community Participation Plan (CPP)[1]

# 1. Administration

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

The individuals primarily responsible for implementing the **Palm Springs International Airport** CPP are:

| Responsible Official | Title, Office, and Responsibilities |
|---|---|
| **1.** Victoria Carpenter | Airport Administration Manager |
| **2.** Daniel Meier | Deputy Director of Marketing & Air Service |
| **3.** Jake Ingrassia | Communication and Marketing Specialist |

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

| Website[4], In-person, and Other Communication Methods |
|---|
| **1.** FlyPSP.com |
| **2.** In-person @ 3400 E. Tahquitz Canyon Way, Suite 1, Palm Springs, CA 92262 |

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

Palm Springs International Airport also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

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

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

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

[4] *[If adding a website, include the relevant webpage location address]*

| |
|---|
| **1.** palmspringsca.gov |
| **2.** In-person, as appropriate |

# 2. Goals and Objectives

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

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

**Planning Processes**

| |
|---|
| 1. Airport Master Plan |
| 2. Baggage Claim (Northerly & Easterly Terminal) |
| 3. In-Line Baggage Handling System (Design & Construction) |
| 4. Bono Concourse – Common Use and Podium installation |
| 5. Taxiway Rehabilitation |
| 6. Food & Beverage and Retail Concessionaire Remodel |

Palm Springs International Airport seeks public input for the above processes through the following methods:

| **Public Input Methods** | **Planning Process(es) that use each Method** |
|---|---|
| A. Open House | #1, 2, 3, 4, 5 |
| B. Airport Commission Meeting | #1, 2, 3, 4, 5 |
| C. Airport Subcommittee Meeting | #1, 2, 3, 4, 5 |
| D. Ad Hoc Committee | #1, 2, 3, 4, 5 |
| E. City Council | #1, 2, 3, 4, 5 |
| F. Request for input via email and/or website | #1, 2, 3, 4, 5 |

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[5] *[If adding a website, include the relevant webpage location address]*

# 3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of Palm Springs International Airport's Title VI Plan, for detailed discussion of Affected Communities.

The specific steps Palm Springs International Airport will take to communicate with, inform, educate, consult or solicit input from, and expand opportunities for engagement with each Affected Community,[6] are provided below.

*[In the left column, copy and paste or list each of the Affected Communities previously identified. In the right column, list the specific steps (e.g., advertisements in community-focused media, events organized with community leaders, etc.)]*

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[6] "Affected communities" means any readily identifiable group impacted or potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

| Affected Community | Key Community Reps. (CBOs, unions, leaders, etc.)[7] | Focused Outreach Steps |
|---|---|---|
| i. Palm Springs | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| ii. Desert Hot Springs | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertising through social media and other news media outlets. |
| iii. Cathedral City | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| iv. Rancho Mirage | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| v. Palm Desert | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| vi. Indian Wells | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| vii. La Quinta | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| viii. Indio | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |
| ix. Coachella | Neighborhood Council, business groups and community groups | a. Provide updates at City Council meetings, email notifications to stakeholders, and advertise through social media and other news media outlets. |

# 4. Effective Communication

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

# 5. Communication Platforms

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

### Social Media, Monitors, and Other Communication Platforms

| |
|---|
| 1. Flypsp/share-your-experience-at-psp/ |
| 2. facebook.com/flypsp |
| 3. Instagram.com/flypsp |
| 4. twitter.com/flypsp |
| 5. youtuble.com@flypsp |

# 6. Records

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

### Website[8], In-person, and Other Storage Methods

| |
|---|
| 1. In-person |
| 2. City Electronic Files |

Records will be kept for community input.  The records will document how Palm Springs International Airport considered, weighed, and incorporated input received.  The records will

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[7] Potential representatives include chamber of commerce, environmental advocacy groups, business leaders, and labor groups.  There representatives should have a close association with the community, with particular emphasis on connection to racial and ethnic minority groups within the communities, including limited English proficient populations, as well as other constituencies historically underserved by transportation programs, such as low income populations, and others.

[8] *[If adding a website, include the relevant webpage location address]*

include justifications for any decisions contrary to community feedback.  The records will be stored in the following locations:

**Website[9], In-person, and Other Storage Methods**

| |
|---|
| 1. In-person |
| 2. City Electronic Files |

Records for demographics of participants will also be kept.  Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership.[10]  Demographic information will be requested by the following methods:

**Demographic Information Collection Methods**

| |
|---|
| 1. Voluntary disclosure by attendees in sign-in sheet |
| 2. Through registration process |

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

# 7. Reporting Outcomes

**Within 30 days of the end of each fiscal year (FY),[11]** Palm Springs International Airport will create a CPP Report for the completed FY.  The report will summarize efforts taken under this CPP in a narrative statement describing:

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

The CPP Reports will be included with Palm Springs International Airport's Title VI Plan which is updated every 3 years.  If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.

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[9] *[If adding a website, include the relevant webpage location address]*

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

[11] The first report is required after the first complete fiscal year, after this plan is adopted.  Information for activities during a partial year immediately following adoption of the plan will be included with the first full year's report.

# Appendix 1

## Complete only if required by Section 3[12]

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

| Affected Communities[13] | Population |
|---|---|
| Palm Springs | 44,549 |
| Desert Hot Springs | 32,291 |
| Cathedral City | 51,900 |
| Rancho Mirage | 17,057 |
| Palm Desert | 50,911 |
| Indian Wells | 4,832 |
| La Quinta | 37,813 |
| Indio | 92,222 |
| Coachella | 42,176 |

(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[14].
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," Palm Springs International Airport is collecting information about affected and potentially affected low-income communities. According to *S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the Palm Springs is approximately 14.5%. The poverty rate remains high compared with the rest o the Riverside County. The poverty rates for the specific Affected Communities are as follows:

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[12] *[In general, this appendix should only be completed if the airport does not have a current Title VI Plan that has been accepted by the FAA. Information does not need to be copied and pasted from the Title VI Plan].*
[13] "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.

[14] 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 |
|---|---|
| Palm Springs | 13.9% |
| Desert Hot Springs | 21.0% |
| Cathedral City | 17.3% |
| Rancho Mirage | 11.0% |
| Palm Desert | 12.9% |
| Indian Wells | 4.7% |
| La Quinta | 9.5% |
| Indio | 7.3% |
| Coachella | 11.2% |

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[6]:

**Affected Community: Palm Springs**
**Total Affected Community Population: 44,549**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 32,211 | 72% |
| Black or African American | 2,561 | 6% |
| American Indian or Alaska Native | 456 | 1% |
| Asian | 2,359 | 5% |
| Native Hawaiian or Other Pacific Islander | 108 | 0% |
| Hispanic or Latino | 10,491 | 23% |
| More than one | 4,353 | 10% |
| Some other race alone | 121 | 0% |
| White alone, not Hispanic or Latino | 27,853 | 62% |

**Affected Community: Desert Hot Springs**
**Total Affected Community Population: 32,291**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 14,010 | 43% |
| Black or African American | 3,115 | 10% |
| American Indian or Alaska Native | 361 | 1% |
| Asian | 873 | 3% |
| Native Hawaiian or Other Pacific Islander | 27 | 0% |
| Hispanic or Latino | 19,785 | 61% |
| More than one | 7,286 | 23% |
| Some other race alone | 78 | 0% |
| White alone, not Hispanic or Latino | 8,432 | 26% |

**Affected Community: Cathedral City**
**Total Affected Community Population: 51,900**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 25,710 | 46% |
| Black or African American | 988 | 2% |
| American Indian or Alaska Native | 1026 | 2% |
| Asian | 3,590 | 7% |
| Native Hawaiian or Other Pacific Islander | 161 | 0% |
| Hispanic or Latino | 30,498 | 59% |
| More than one | 10,460 | 20% |
| Some other race alone | 77 | 0% |
| White alone, not Hispanic or Latino | 15,454 | 30% |

**Affected Community: Rancho Mirage**
**Total Affected Community Population: 17,057**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 14,279 | 83% |
| Black or African American | 268 | 2% |
| American Indian or Alaska Native | 136 | 1% |
| Asian | 849 | 5% |
| Native Hawaiian or Other Pacific Islander | 17 | 0% |
| Hispanic or Latino | 2,001 | 12% |
| More than one | 803 | 5% |
| Some other race alone | 17 | 0% |
| White alone, not Hispanic or Latino | 13,679 | 79% |

**Affected Community: Palm Desert**
**Total Affected Community Population: 50,911**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 36,332 | 71% |
| Black or African American | 1,478 | 3% |
| American Indian or Alaska Native | 344 | 1% |
| Asian | 2,225 | 4% |
| Native Hawaiian or Other Pacific Islander | 136 | 0% |
| Hispanic or Latino | 12,302 | 24% |
| More than one | 6,855 | 13% |
| Some other race alone | 220 | 0% |
| White alone, not Hispanic or Latino | 33,317 | 65% |

**Affected Community: <u>Indian Wells</u>**
**Total Affected Community Population: <u>4,832</u>**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 4,303 | 89% |
| Black or African American | 169 | 4% |
| American Indian or Alaska Native | 0 | 0% |
| Asian | 139 | 3% |
| Native Hawaiian or Other Pacific Islander | 14 | 0% |
| Hispanic or Latino | 152 | 3% |
| More than one | 184 | 4% |
| Some other race alone | 6 | 0% |
| White alone, not Hispanic or Latino | 4,236 | 88% |

**Affected Community: <u>La Quinta</u>**
**Total Affected Community Population: <u>37,813</u>**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 24,732 | 65% |
| Black or African American | 744 | 2% |
| American Indian or Alaska Native | 379 | 1% |
| Asian | 1,394 | 4% |
| Native Hawaiian or Other Pacific Islander | 81 | 0% |
| Hispanic or Latino | 13,866 | 37% |
| More than one | 6,107 | 16% |
| Some other race alone | 109 | 0% |
| White alone, not Hispanic or Latino | 20,542 | 54% |

**Affected Community: <u>Indio</u>**
**Total Affected Community Population: <u>92,222</u>**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 28,559 | 31% |
| Black or African American | 1,821 | 2% |
| American Indian or Alaska Native | 538 | 1% |
| Asian | 2,193 | 2% |
| Native Hawaiian or Other Pacific Islander | 0 | 0% |
| Hispanic or Latino | 66,167 | 71% |
| More than one | 43,587 | 47% |
| Some other race alone | 0 | 0% |
| White alone, not Hispanic or Latino | 21,213 | 23% |

**Affected Community: <u>Coachella</u>**
**Total Affected Community Population: <u>42,176</u>**

| Demographic Group within Affected Community | Number of People in Minority Group | Percent of Total Affected Community Population |
|---|---|---|
| White | 5,092 | 12% |
| Black or African American | 212 | 1% |
| American Indian or Alaska Native | 322 | 1% |
| Asian | 107 | 0% |
| Native Hawaiian or Other Pacific Islander | 11 | 0% |
| Hispanic or Latino | 41,298 | 98% |
| More than one | 15,610 | 37% |
| Some other race alone | 50 | 0% |
| White alone, not Hispanic or Latino | 591 | 1% |

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that Palm Springs 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[7] that are spoken in LEP households in the Affected Communities.  The data source is 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.[15]
The safe harbor for our community is 1,000. Please refer to the end of this document to find data for all languages in our community.

| Languages Spoken by LEP Population that Meet the Safe Harbor Threshold | Number | Margin of Error |
|---|---|---|
| Spanish | 3,716 | +/-532 |

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

| Languages Spoken by LEP Persons | A few times a year (12 or less days a year) | Several times a month (13 to 51 days a year) | At least once a week (52 to 364 days a year) | Every day (365 days a year) |
|---|---|---|---|---|
| Spanish |  |  |  | X |

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

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[15] 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.

## Additional Languages Spoken

| |
|---|
| Tagalog (incl. Filipino) |
| German |
| French |
| Other Pacific Island languages |

This information is updated annually[16] through checking the following resources:

| Data Sources for Languages Spoken in Affected Community | Website link to Data Source |
|---|---|
| U.S. Census Bureau | https://data.census.gov/cedsci/table?q=B16001 &tid=ACSDT1Y2019.B16001 |

Beneficiary Diversity.

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

**Description of Beneficiary Demographic Information Collection Methods**

- The Palm Springs International Airport, Marketing & Communications Department conducts 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 small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.
- Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.

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. Job applicants are asked to submit the same information when submitting their job application through the job application website.
- Every 3 years, the airport administration sends an email to all board members asking them to enter demographic information voluntarily and anonymously through an online survey.

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

# Appendix 2

## Complete only if required by Section 4[17]

In creating a Language Assistance Plan, Palm Springs 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:

| Language |
| --- |
| Spanish |

Palm Springs International Airport also collects data for languages spoken by airport guests.[18] Data sources include:

| Data Sources for Languages Spoken by Airport Guests | Website link to Data Source |
| --- | --- |
| Airport language line usage data | FlyPSP.com |
| Airline-provided data | FlyPSP.com |
| Assumption from flight origin / destination | FlyPSP.com |
| Assistance requests to airport information desks | FlyPSP.com |

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

| Language |
| --- |
| None |

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the Palm Springs 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:

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[17] *[In general, this appendix should only be completed if the airport does not have a current Title VI Plan that has been accepted by the FAA.  Information does not need to be copied and pasted from the Title VI Plan].*
[18] 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 |
|---|---|
| Professional Interpreting, LLC | Over 30 languages spoken, including those identified by Palm Springs International Airport that may need translation assistance.<br><br>https://www.professionalinterpreting.com/service/languages/ |

- Information regarding translation services can be obtained by contacting Airport Administration or the Airport Control Center.

| Location for Translation Assistance | Languages |
|---|---|
| Written notices contain a statement in the identified language, when appropriate, of how to receive translated materials. | The notice of translation services is included in identified LEP language of Spanish as a standard. However, depending on specific community needs, information and materials can be translated through our contracted provider. |
| Translation assistance through our contracted provider is accessible by contact Airport Administration. | Over 30 languages spoken, including those identified by Palm Springs International Airport that may need translation assistance.<br><br>https://www.professionalinterpreting.com/service/languages/ |

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

| Interpretation Vendors | Languages |
|---|---|
| Professional Interpreting, LLC | Over 30 languages spoken, including those identified by Palm Springs International Airport that may need translation assistance.<br><br>https://www.professionalinterpreting.com/service/languages/<br><br>ASL Only |
| CASL Interpreting | |

- Information regarding interpretation services can be obtained by contacting Airport

Administration or the Airport Control Center.

| Location for Interpretation Assistance | Languages |
|---|---|
| Airport Administration | See Above |
| Airport Control Center | See Above |

### Description of Interpretation Assistance Processes

- Airport Administration Office and the Airport Control Center maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers. The list indicates whether each employee is proficient in providing interpretation and/or translation services. The list is updated annually in the Public Information Handbook and provided to all airport employees. Generally, these employees are available to assist members of the public with verbal real-time interpretation, during normal business hours.
- The City of Palm Springs has contracted with Professional Interpreting, LLC to provide on-demand telephone interpretation services to airport guests when needed. When a request for an interpreter is received, the following process is used: Airport Administration or the Airport Control Center first contacts a multilingual staff member who will remain with the individual through completion. When necessary, the Airport Administration or the Airport Control Center will contact City contracted vendors.