

Metropolitan Knoxville Airport Authority

Title VI Plan

1. Title VI Policy Statement¹

The Metropolitan Knoxville Airport Authority (MKAA), the operator of the McGhee Tyson Airport (TYS), 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.

MKAA 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. MKAA agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. In the event MKAA expects communities may be impacted by MKAA programs or activities, input from the general public will be considered during the decision-making process.

MKAA requires nondiscrimination assurances, as prescribed by FAA, from each tenant, contractor, and concessionaire providing an activity, service, or facility at the airport. Assurances must be included in any related lease, contract, or franchise agreement between MKAA and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

Becky Huckaby, Vice President of Public Relations, available at (865) 342-3014 and Coordinator@tys.org, is responsible for overseeing MKAA's compliance with Title VI and the point of contact for all airport Title VI matters and related responsibilities, including those required by 49 CFR Part 21.



Signature

Patrick Wilson

President

01-31-2024

Effective Date

01-31-2027

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

The President will present this Title VI Plan to the MKAA's Board of Commissioners upon acceptance by FAA. This plan will be updated no less than once every 3 years. The plan will not be presented to the Board of Commissioners following minor changes, such as updating the President's or Coordinator's name. Significant revisions to our policies or federal guidelines may warrant the plan being reviewed by MKAA's Board of Commissioners and resubmittal to FAA.

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

Staff Supporting Title VI Program	MKAA Program / Office
Eric Williamson	Planning & Development
Dave Schroth	Properties
Ginger Pettit	Administration
Michael Giles	Procurement

Source: Airport staff

MKAA has the following airport program sub-recipients:

Sub-Recipients

None.

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

Federal Source	Grant Number	Amount
AIP	3-47-0037-083-2023	3,148,836
BIL	3-47-0037-082-2023	9,525,454
AIP	3-47-0037-079-2021	1,712,274

Source: Airport staff

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

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

3. Grant and Procurement Assurances

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

MKAA 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. MKAA requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements. MKAA's Procurement Manager or MKAA's lead consultant for the particular contract reviews material solicitations to ensure inclusion of the Civil Rights clauses, and MKAA administrative staff reviews other solicitations to ensure inclusion of the Civil Rights clauses. MKAA's legal counsel reviews material contracts to ensure inclusion of the Civil Rights clauses, and MKAA administrative staff reviews other contracts to ensure inclusion of the Civil Rights clauses. On federally funded projects, MKAA requires lead contractors to include Civil Rights clauses in their subcontractor contracts. On federally funded projects, MKAA requests that all such subcontracts be sent to MKAA, and MKAA's lead consultant for the particular project or MKAA administrative staff will review all such subcontracts for Civil Rights clauses.

Description of Oversight Methods for Subcontracts
The MKAA Title VI Coordinator will select three contracts each year and review the subcontracts awarded in the last year that are under the scopes of those primary contracts to ascertain compliance with all of the above-stated requirements and clauses.

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 MKAA is in compliance with nondiscrimination requirements of Title VI and reports to MKAA 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 MKAA'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 significant differences 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)

MKAA will conspicuously display the FAA-provided Unlawful Discrimination Poster in 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.

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

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

MKAA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed once approved by the FAA via email and hard copies, where applicable.

Posters are displayed in the 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
Terminal Building – Baggage Claim	1	--	--
Terminal Building – Information Booth	1	--	--
Airport Hilton Hotel	--	--	1
Tyson Centre	--	--	1
DKX (MKAA’s General Aviation Airport) Terminal Building	--	--	1
Signature Aviation (FBO)	--	--	1
AVZ Flight Academy - Flight School	--	--	1
Airport Maintenance Building (Community Room)	--	--	1
MKAA Breakrooms	5	--	--
Food Court	--	1	--

Source: Airport staff

Outreach to Potentially Affected Communities

The Public Relations Department and the Administrative Office of MKAA ensure that notices for public meetings reach the impacted community. The Title VI coordinator will identify the effective media platforms to share announcements and notices. Announcements are made via email to local governmental entities, the local/regional news media, and posted on the airport website, <https://www.flyknoxville.com/about/#public-meetings>. All material solicitations are advertised in one or more of the following places: the newspaper, on the airport’s website, <https://www.flyknoxville.com/business-at-tys/>, and occasionally listed on the websites of Airports Council International – North America and American Association of Airport Executives (depending upon the size and scope of the project) in accordance with MKAA’s Procurement Policy. The Public Relations Department and the Administrative Office of MKAA contact various leaders and representatives in Affected Communities (as defined below) directly to confirm effective media platforms to reach the 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.

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.

MKAA will create a detailed CPP by April 1, 2024. A copy of the plan will be available at www.flyknoxville.com.

To ensure that the community is effectively informed of and able to participate in public hearings, the Public Relations Department and Administrative Office of MKAA 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, MKAA will be able to identify, understand, and engage with communities. In doing so, MKAA needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by MKAA’s airport program.

Potentially Affected Communities⁴	Population
Benford Heights and Armona Subdivisions (Block Group 3, Tract 102, Blount County, Tennessee)	2,037
Blount County	133,778

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

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

We have identified the following facts about the Potentially Affected Communities:

Low Income Communities⁵

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,” MKAA is collecting information about affected and potentially affected low-income communities. According to the *U.S. Census Report, S1701: Poverty Status in the Past 12 Months*, the overall poverty level for the Knoxville, Tennessee Metro Area is approximately 12.6 %. The poverty rate remains low, compared with the rest of the state of Tennessee (14.0%).

The poverty rates for the specific Potentially Affected Communities are as follows:

⁴ “Potentially 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.

Potentially Affected Communities	Poverty Rate
Benford Heights and Armona Subdivisions (Block Group 3, Tract 102, Blount County, Tennessee)	Unknown
Blount County	8.6%

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

The poverty rate for Benford Heights and Armona Subdivisions is unknown as the data tables do not provide the necessary details.

Racial and Ethnic Communities.

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

Affected Community: Benford Heights and Armona Subdivisions		
Total Potentially Affected Community Population: 2,037		
Demographic Group within Potentially Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
American Indian and Alaska Native alone	1	0%
Asian alone	41	2%
Black or African American alone	58	3%
Hispanic or Latino origin (of any race)	-	0%
Native Hawaiian and Other Pacific Islander alone	-	0%
Some other race alone	23	1%
Two or more races	132	6%
White alone	1,782	87%

Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)

⁶ Recommend using demographic groups from the U.S. Census.

Potentially Affected Community: <u>Blount County</u>		
Total Potentially Affected Community Population: 133, 778		
Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Potentially Affected Community Population
American Indian and Alaska Native alone	104	0%
Asian alone	1,034	1%
Black or African American alone	3,387	3%
Hispanic or Latino origin (of any race)	5,122	4%
Native Hawaiian and Other Pacific Islander alone	36	0%
Some other race alone	803	1%
Two or more races	5,946	4%
White alone	122,468	92%

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that MKAA communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁷ that are spoken in LEP households in the Affected Communities. The data source is the 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 Benford Heights and Armona Subdivisions is 102. The safe harbor for Blount County and Knox County is 1000. 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
Blount County -- Spanish	1,092	±336

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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.

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	
Chinese (incl. Mandarin, Cantonese)	X			
Arabic	X			
Korean	X			
Portuguese	X			
Japanese	X			
Hindu	X			

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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

Additional Languages Spoken
None

This information is updated annually⁹ 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/table/ACSST5Y2022.S1701?q=S1701&g=050XX00US47009

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
<ul style="list-style-type: none"> <input type="checkbox"/> When surveys are done, we ask for demographic information, but surveys are done sparingly. Moving forward, we plan to incorporate voluntary demographic information requests on our public customer service surveys online and in the printed version as well. <input type="checkbox"/> The airport adheres to and collects demographic information as part of its federal Disadvantage Business Enterprise (DBE) program and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs.

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.

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
<input type="checkbox"/> Demographic information is collected from airport program employees through voluntary disclosures at new hire orientation when employees are filling out their new hire paperwork. Job applicants are asked to voluntarily submit the same information when submitting their employment application through the airport's posting online.
<input type="checkbox"/> During the appointment and confirmation process, MKAA's Board of Commissioner members will be asked to provide demographic information voluntarily.

7. Potential or Known Community Impacts

No MKAA 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 except as permitted in Footnote 10 herein.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	Potentially Affected Community Impacted by Operation of the Facility
Runway 5L/23R	Benford Heights and Armona Subdivisions
Runway 5R/23L	Benford Heights and Armona Subdivisions
Terminal Building	None
West Aviation Area	Benford Heights Subdivisions

Source: Airport staff

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	Potentially Affected Community Impacted by Construction of the Facility
Runway 5R/23L Rehabilitation	Benford and Armona Subdivisions
Parking Garage Expansion	None

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.

Source: Airport staff

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?
None		

Justifications:

Facilities or Construction Projects	Justification
None	

8. Limited English Proficiency (LEP)

Executive Order 13166

In creating a Language Assistance Plan, MKAA 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 Potentially Affected Communities:

Language
Spanish

MKAA 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
Airport language line usage data	www.languageline.com
Airline-provided assistance	N/A
Assistance requests to airport information desks	N/A
Customer service requests for assistance	N/A

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.

Based on the above data, the following additional 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 MKAA of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

Translation Services:

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations:

Translation Vendors	Languages
Tennessee Language Center	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport Information Booth	All Above Languages
Airport Website Translate View	Spanish

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
LanguageLine, Inc.	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Airport Police Personnel	All above languages
Airport Information Desk	All above languages, using LanguageLine, Inc.
Security Screening Checkpoint	All above languages
Airline Ticket Counters	All above languages
Airport Concessionaires	All above languages

Description of Interpretation Assistance Processes

- MKAA Public Relations maintains a list of MKAA employees and tenant employees who are multilingual, the languages they speak, and their associated office telephone number. The list indicates if the employee is available for interpretation and/or translation. These volunteers are available to assist the public during their regularly scheduled hours.
- MKAA has contracted with LanguageLine to provide on-demand telephone interpretation services for airport guests. When a request for an interpreter is received by an airport tenant or MKAA employee, they are sent to the Information Booth located on the first floor of the terminal building. The employee working the booth works with the guest to identify the language spoken using a language board. The employee contacts the LanguageLine and parks the call in a queue until an operator is reached. The operator will then connect the guest to an interpreter for the duration of the call.
- Translation applications such as Google Translate are used by customer service staff to interact with guests when interactions are quick. If a more elaborate conversation needs to occur, the guest is brought to the Information Booth to use the LanguageLine.
- MKAA collaborates with multi-cultural agencies of Knoxville, Tennessee including: Diversity Business Alliance, Urban League, Asian Festival, Hola Hora Latina, Centro Hispano, MLK Commission, Beck Cultural Center, and others.

9. Transportation

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

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

At this time, the local transit authority, Knoxville Area Transit (KAT) does not service the airport. Previously, a feasibility study was conducted by KAT, and it found that a route to and from the airport was not feasible at that time.

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
Blount County	None	

10. Minority Businesses

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

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

Airport Business Opportunity	Minority Business Outreach Methods
<i>Concessionaire Opportunities</i>	<p>Opportunities are advertised on our website, FlyKnoxville.com and advertised in media (radio, print, etc.). Outreach efforts to include minority and women owned businesses are conducted through the MKAA Airport Concessions Disadvantaged Business Enterprise Program (ACDBE). MKAA participates in outreach activities with other governmental agencies including The City of Knoxville’s Diversity Business Advisory Committee, Knox County, East Tennessee Purchasing Association, The Governor’s Office of Diversity Business Enterprises, Tennessee Veterans Business Association, Knoxville Area Urban League, along with Latino and Asian Business Networks, etc. to encourage participation in our Small Business Programs.</p> <p>The airport also reaches out to women owned and minority businesses by exhibiting at community events including but not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> City of Knoxville’s Annual Business Breakfast <input type="checkbox"/> Diversity Business Expo <input type="checkbox"/> Knoxville Asian Festival <p>Representatives from the airport engage with the Executive Women’s Association and Women in Entrepreneurship through the Knoxville Entrepreneur Center.</p>
<i>Other opportunities, including for DBE-funded projects</i>	<p>Opportunities are advertised on our website, FlyKnoxville.com and advertised in media (radio, print, etc.). Outreach efforts to include minority and women owned businesses are conducted through the MKAA Disadvantaged Business Enterprise Program (DBE). MKAA participates in outreach activities with other governmental agencies including The City of Knoxville’s Diversity Business Advisory Committee, Knox County, East Tennessee Purchasing Association, The Governor’s Office of Diversity Business Enterprises, Tennessee Veterans Business Association, Knoxville Area Urban League, along with Latino and Asian Business Networks, etc. to encourage participation in our Small Business Programs.</p>

Selections are in compliance with Title VI, Part 21, and related requirements. Information on the award process and documentation for specific bids pertaining to construction and contractual

opportunities are kept by the Planning and Development Department and the Operations Department. All other types of airport opportunities, including those in the ACDBE program, are kept by the Finance and Administration Department.

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided every other year.

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, MKAA 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 MKAA, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by MKAA 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 MKAA. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to the Human Resources Department and the President.

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

Terrence Carter
MKAA – McGhee Tyson Airport
PO Box 15600
Knoxville, TN 37901
(865) 342-3062
Coordinator@tys.org

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 shall be promptly forwarded to the Coordinator within two days, or as soon as practical given the timing of receipt of the complaint,

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 information to the FAA Civil Rights Connect System. 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 MKAA 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 communicate with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Coordinator will consult with Legal Counsel regarding the investigation and the report. Airport Legal Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through alternate dispute resolution, negotiation, and/or mediation.

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state MKAA’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 MKAA’s President.
- The written appeal must be received within 10 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 President 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, MKAA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. MKAA 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 Becky Huckaby, Vice President of Public Relations and Title VI Coordinator.

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

Website, In-person, and Other Distribution Methods
1 Airport website, Title VI page (https://www.flyknoxville.com/airport-info-amenities/#accessibility)

14. Population / Language Data

Population Data Table:

<https://data.census.gov/table/ACSST5Y2022.S1701?q=S1701&g=050XX00US47009>

Language Data Table:

| <https://data.census.gov/table/ACSST5Y2015.B16001?q=B16001&g=050XX00US47009>



Poverty Status in the Past 12 Months

Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID:	S1701
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2022
DATASET:	ACSST5Y2022
PRODUCT:	ACS 5-Year Estimates Subject Tables
UNIVERSE:	None
MLA:	U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, 2022, . Accessed on August 1, 2024.
FTP URL:	None
API URL:	https://api.census.gov/data/2022/acs/acs5/subject

USER SELECTIONS

TABLES	S1701
GEOS	Blount County, Tennessee

EXCLUDED COLUMNS: None

APPLIED FILTERS: None

APPLIED SORTS: None

PIVOT & GROUPING

PIVOT COLUMNS	None
PIVOT MODE	Off
ROW GROUPS	None
VALUE COLUMNS	None

WEB ADDRESS: <https://data.census.gov/table/ACSST5Y2022.S1701?q=S1701&g=050XX00US47009>

TABLE NOTES

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, the decennial census is the official source of population totals for April 1st of each decennial year. In between censuses, the Census Bureau's Population Estimates Program produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Information about the American Community Survey (ACS) can be found on the ACS website. Supporting documentation including code lists, subject definitions, data accuracy, and statistical testing, and a full list of ACS tables and table shells (without estimates) can be found on the Technical Documentation section of the ACS website.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

	<p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.</p>
	<p>Dollar amounts are adjusted to respective calendar years. For more information, see: Change to Income Deficit.</p>
	<p>The 2018-2022 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.</p>
	<p>Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on 2020 Census data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.</p>
	<p>Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. ***** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.</p>
<p>COLUMN NOTES</p>	<p>None</p>

Table: ACSST5Y2022.S1701

	Blount County, Tennessee	
	Total	
Label	Estimate	Margin of Error
Population for whom poverty status is determined	133,778	±194
AGE		
Under 18 years	26,509	±169
Under 5 years	6,517	±67
5 to 17 years	19,992	±154
Related children of householder under 18 years	26,434	±178
18 to 64 years	79,640	±209
18 to 34 years	26,095	±198
35 to 64 years	53,545	±251
60 years and over	37,055	±541
65 years and over	27,629	±190
SEX		
Male	65,809	±249
Female	67,969	±243
RACE AND HISPANIC OR LATINO ORIGIN		
White alone	122,468	±677
Black or African American alone	3,387	±387
American Indian and Alaska Native alone	104	±76
Asian alone	1,034	±166
Native Hawaiian and Other Pacific Islander alone	36	±45
Some other race alone	803	±297
Two or more races	5,946	±742
Hispanic or Latino origin (of any race)	5,122	±88
White alone, not Hispanic or Latino	120,376	±429
EDUCATIONAL ATTAINMENT		
Population 25 years and over	97,303	±229
Less than high school graduate	9,201	±773
High school graduate (includes equivalency)	34,451	±1,531
Some college, associate's degree	28,152	±1,302
Bachelor's degree or higher	25,499	±1,231
EMPLOYMENT STATUS		

Table: ACSST5Y2022.S1701

	Below poverty level	
Label	Estimate	Margin of Error
Population for whom poverty status is determined	11,500	±1,185
AGE		
Under 18 years	2,595	±522
Under 5 years	805	±239
5 to 17 years	1,790	±434
Related children of householder under 18 years	2,545	±521
18 to 64 years	6,730	±721
18 to 34 years	2,708	±404
35 to 64 years	4,022	±554
60 years and over	2,900	±406
65 years and over	2,175	±341
SEX		
Male	5,067	±568
Female	6,433	±820
RACE AND HISPANIC OR LATINO ORIGIN		
White alone	9,794	±1,033
Black or African American alone	425	±255
American Indian and Alaska Native alone	0	±32
Asian alone	123	±117
Native Hawaiian and Other Pacific Islander alone	0	±32
Some other race alone	168	±116
Two or more races	990	±492
Hispanic or Latino origin (of any race)	1,428	±469
White alone, not Hispanic or Latino	9,127	±1,039
EDUCATIONAL ATTAINMENT		
Population 25 years and over	7,663	±768
Less than high school graduate	1,814	±377
High school graduate (includes equivalency)	3,370	±469
Some college, associate's degree	1,728	±406
Bachelor's degree or higher	751	±215
EMPLOYMENT STATUS		

Table: ACSST5Y2022.S1701

	Percent below poverty level	
Label	Estimate	Margin of Error
Population for whom poverty status is determined	8.6%	±0.9
AGE		
Under 18 years	9.8%	±2.0
Under 5 years	12.4%	±3.7
5 to 17 years	9.0%	±2.2
Related children of householder under 18 years	9.6%	±2.0
18 to 64 years	8.5%	±0.9
18 to 34 years	10.4%	±1.5
35 to 64 years	7.5%	±1.0
60 years and over	7.8%	±1.1
65 years and over	7.9%	±1.2
SEX		
Male	7.7%	±0.9
Female	9.5%	±1.2
RACE AND HISPANIC OR LATINO ORIGIN		
White alone	8.0%	±0.8
Black or African American alone	12.5%	±7.2
American Indian and Alaska Native alone	0.0%	±32.2
Asian alone	11.9%	±10.9
Native Hawaiian and Other Pacific Islander alone	0.0%	±56.5
Some other race alone	20.9%	±13.9
Two or more races	16.6%	±7.8
Hispanic or Latino origin (of any race)	27.9%	±9.1
White alone, not Hispanic or Latino	7.6%	±0.9
EDUCATIONAL ATTAINMENT		
Population 25 years and over	7.9%	±0.8
Less than high school graduate	19.7%	±3.7
High school graduate (includes equivalency)	9.8%	±1.3
Some college, associate's degree	6.1%	±1.4
Bachelor's degree or higher	2.9%	±0.8
EMPLOYMENT STATUS		

Table: ACSST5Y2022.S1701

	Blount County, Tennessee	
	Total	
Label	Estimate	Margin of Error
Civilian labor force 16 years and over	67,450	±890
Employed	64,687	±1,115
Male	34,520	±763
Female	30,167	±962
Unemployed	2,763	±560
Male	1,282	±338
Female	1,481	±356
WORK EXPERIENCE		
Population 16 years and over	110,845	±284
Worked full-time, year-round in the past 12 months	47,846	±1,211
Worked part-time or part-year in the past 12 months	22,819	±1,263
Did not work	40,180	±1,056
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS		
50 percent of poverty level	5,016	±797
125 percent of poverty level	16,199	±1,515
150 percent of poverty level	22,415	±1,701
185 percent of poverty level	30,452	±1,782
200 percent of poverty level	33,559	±1,918
300 percent of poverty level	61,198	±2,629
400 percent of poverty level	82,070	±2,274
500 percent of poverty level	98,903	±2,017
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	21,716	±1,366
Male	10,196	±831
Female	11,520	±877
15 years	0	±32
16 to 17 years	50	±39
18 to 24 years	1,674	±485
25 to 34 years	3,405	±512
35 to 44 years	2,441	±476
45 to 54 years	3,111	±487
55 to 64 years	3,808	±536
65 to 74 years	3,510	±441
75 years and over	3,717	±407

Table: ACSST5Y2022.S1701

	Below poverty level	
Label	Estimate	Margin of Error
Civilian labor force 16 years and over	2,954	±391
Employed	2,301	±357
Male	1,264	±250
Female	1,037	±229
Unemployed	653	±243
Male	306	±188
Female	347	±130
WORK EXPERIENCE		
Population 16 years and over	9,085	±885
Worked full-time, year-round in the past 12 months	725	±182
Worked part-time or part-year in the past 12 months	2,322	±368
Did not work	6,038	±733
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS		
50 percent of poverty level	(X)	(X)
125 percent of poverty level	(X)	(X)
150 percent of poverty level	(X)	(X)
185 percent of poverty level	(X)	(X)
200 percent of poverty level	(X)	(X)
300 percent of poverty level	(X)	(X)
400 percent of poverty level	(X)	(X)
500 percent of poverty level	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED		
Male	1,960	±382
Female	2,807	±447
15 years	0	±32
16 to 17 years	50	±39
18 to 24 years	595	±268
25 to 34 years	577	±187
35 to 44 years	649	±224
45 to 54 years	671	±205
55 to 64 years	914	±213
65 to 74 years	642	±206
75 years and over	669	±196

Table: ACSST5Y2022.S1701

	Percent below poverty level	
Label	Estimate	Margin of Error
Civilian labor force 16 years and over	4.4%	±0.6
Employed	3.6%	±0.6
Male	3.7%	±0.7
Female	3.4%	±0.8
Unemployed	23.6%	±7.5
Male	23.9%	±12.2
Female	23.4%	±9.0
WORK EXPERIENCE		
Population 16 years and over	8.2%	±0.8
Worked full-time, year-round in the past 12 months	1.5%	±0.4
Worked part-time or part-year in the past 12 months	10.2%	±1.6
Did not work	15.0%	±1.8
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS		
50 percent of poverty level	(X)	(X)
125 percent of poverty level	(X)	(X)
150 percent of poverty level	(X)	(X)
185 percent of poverty level	(X)	(X)
200 percent of poverty level	(X)	(X)
300 percent of poverty level	(X)	(X)
400 percent of poverty level	(X)	(X)
500 percent of poverty level	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED		
Male	19.2%	±3.4
Female	24.4%	±3.4
15 years	-	**
16 to 17 years	100.0%	±48.0
18 to 24 years	35.5%	±10.2
25 to 34 years	16.9%	±6.1
35 to 44 years	26.6%	±8.7
45 to 54 years	21.6%	±5.4
55 to 64 years	24.0%	±4.9
65 to 74 years	18.3%	±5.0
75 years and over	18.0%	±4.8

Table: ACSST5Y2022.S1701

	Blount County, Tennessee	
	Total	
Label	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	7,469	±626
Worked full-time, year-round in the past 12 months	9,161	±938
Worked less than full-time, year-round in the past 12 months	3,579	±513
Did not work	8,976	±677
Population in housing units for whom poverty status is determined	133,518	±196

Table: ACSST5Y2022.S1701

Below poverty level		
Label	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	(X)	(X)
Worked full-time, year-round in the past 12 months	319	±144
Worked less than full-time, year-round in the past 12 months	1,206	±294
Did not work	3,242	±453
Population in housing units for whom poverty status is determined	11,309	±1,180

Table: ACSST5Y2022.S1701

	Percent below poverty level	
Label	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	(X)	(X)
Worked full-time, year-round in the past 12 months	3.5%	±1.5
Worked less than full-time, year-round in the past 12 months	33.7%	±6.5
Did not work	36.1%	±3.9
Population in housing units for whom poverty status is determined	8.5%	±0.9

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER		United States[®] Census Bureau
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	B16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2015	
DATASET:	ACSDT5Y2015	
PRODUCT:	ACS 5-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
MLA:	U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16001, 2015, . Accessed on August 1, 2024.	
FTP URL:	https://www2.census.gov/programs-surveys/acs/summary_file/2015/data/	
API URL:	https://api.census.gov/data/2015/acs/acs5	
USER SELECTIONS		
TABLES	B16001	
GEOS	Blount County, Tennessee	
EXCLUDED COLUMNS		
	None	
APPLIED FILTERS		
	None	
APPLIED SORTS		
	None	
PIVOT & GROUPING		
PIVOT COLUMNS	None	
PIVOT MODE	Off	
ROW GROUPS	None	
VALUE COLUMNS	None	
WEB ADDRESS		
	https://data.census.gov/table/ACSDT5Y2015.B16001?q=B16001&g=050XX00US47009	
TABLE NOTES		
	<p>Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.</p> <p>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.</p>	

	<p>Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.</p> <p>Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.</p>
	<p>Explanation of Symbols: * An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.</p> <p>* An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.</p> <p>* An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.</p> <p>* An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.</p> <p>* An "****" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.</p> <p>* An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.</p> <p>* An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.</p> <p>* An "(X)" means that the estimate is not applicable or not available.</p>
	<p>Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.</p>
	<p>While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.</p>
	<p>Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.</p>

	<p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.</p>
	<p>Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates</p>
<p>COLUMN NOTES</p>	<p>None</p>

Table: ACSDT5Y2015.B16001

Blount County, Tennessee		
Label	Estimate	Margin of Error
Total:	118,632	±62
Speak only English	114,090	±82
Spanish or Spanish Creole:	2,707	±473
Speak English "very well"	1,615	±387
Speak English less than "very well"	1,092	±336
French (incl. Patois, Cajun):	281	±146
Speak English "very well"	250	±143
Speak English less than "very well"	31	±31
French Creole:	15	±16
Speak English "very well"	15	±16
Speak English less than "very well"	0	±28
Italian:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Portuguese or Portuguese Creole:	15	±26
Speak English "very well"	15	±26
Speak English less than "very well"	0	±28
German:	327	±151
Speak English "very well"	261	±134
Speak English less than "very well"	66	±55
Yiddish:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Other West Germanic languages:	127	±120
Speak English "very well"	127	±120
Speak English less than "very well"	0	±28
Scandinavian languages:	18	±30
Speak English "very well"	18	±30
Speak English less than "very well"	0	±28

Table: ACSDT5Y2015.B16001

Blount County, Tennessee		
Label	Estimate	Margin of Error
Greek:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Russian:	19	±25
Speak English "very well"	15	±24
Speak English less than "very well"	4	±7
Polish:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Serbo-Croatian:	23	±37
Speak English "very well"	23	±37
Speak English less than "very well"	0	±28
Other Slavic languages:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Armenian:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Persian:	14	±21
Speak English "very well"	14	±21
Speak English less than "very well"	0	±28
Gujarati:	99	±100
Speak English "very well"	29	±41
Speak English less than "very well"	70	±72
Hindi:	105	±131
Speak English "very well"	71	±82
Speak English less than "very well"	34	±51
Urdu:	0	±28
Speak English "very well"	0	±28

Table: ACSDT5Y2015.B16001

		Blount County, Tennessee	
Label	Estimate	Margin of Error	
Speak English less than "very well"	0	±28	
Other Indic languages:	73	±99	
Speak English "very well"	31	±51	
Speak English less than "very well"	42	±52	
Other Indo-European languages:	104	±142	
Speak English "very well"	10	±15	
Speak English less than "very well"	94	±141	
Chinese:	84	±82	
Speak English "very well"	35	±36	
Speak English less than "very well"	49	±76	
Japanese:	234	±117	
Speak English "very well"	136	±77	
Speak English less than "very well"	98	±104	
Korean:	20	±25	
Speak English "very well"	15	±25	
Speak English less than "very well"	5	±8	
Mon-Khmer, Cambodian:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Hmong:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Thai:	40	±48	
Speak English "very well"	18	±30	
Speak English less than "very well"	22	±37	
Laotian:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Vietnamese:	0	±28	

Table: ACSDT5Y2015.B16001

		Blount County, Tennessee	
Label	Estimate	Margin of Error	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Other Asian languages:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Tagalog:	64	±47	
Speak English "very well"	27	±32	
Speak English less than "very well"	37	±33	
Other Pacific Island languages:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Navajo:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Other Native North American languages:	5	±9	
Speak English "very well"	0	±28	
Speak English less than "very well"	5	±9	
Hungarian:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	
Arabic:	106	±113	
Speak English "very well"	85	±104	
Speak English less than "very well"	21	±34	
Hebrew:	9	±15	
Speak English "very well"	9	±15	
Speak English less than "very well"	0	±28	
African languages:	53	±49	
Speak English "very well"	53	±49	

Table: ACSDT5Y2015.B16001

		Blount County, Tennessee	
Label	Estimate	Margin of Error	
Speak English less than "very well"	0	±28	
Other and unspecified languages:	0	±28	
Speak English "very well"	0	±28	
Speak English less than "very well"	0	±28	

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: Terrence Carter, Director of Business Diversity
Phone: (865) 342-3062
Address: MKAA
PO Box 15600
Knoxville, TN 37901

Discriminacion Ilegal

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

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

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

Coordinador: Terrence Carter, Director of Business Diversity
Teléfono: (865) 342-3062
Dirección: MKAA
PO Box 15600
Knoxville, TN 37901



U.S. Department of Transportation
Federal Aviation Administration

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