



TITLE VI NON-DISCRIMINATION PROGRAM

Updated January 2024

Table of Contents

1. Policy Statement	1
2. Administration	2
3. Grant and Procurement Assurances	2
Clauses/Covenants	2
4. Title VI Coordinator Responsibilities	3
5. Notice	4
Outreach to Affected Communities	4
6. Community Statistics	5
Low Income Communities	5
Racial and Ethnic Communities	5
Limited English Proficiency (LEP)	7
Beneficiary Diversity	7
Staff and Advisory Board Diversity	8
7. Potential or Known Community Impacts	8
8. Limited English Proficiency (LEP) Executive Order 13166	9
Translation Services	10
9. Transportation	11
10. Minority Businesses	11
11. Training	12
12. Compliance Reviews, Audits, Complaints, Lawsuits, and Other Investigations	12
13. Title VI Complaints	12
Discrimination Complaint Referral Procedure	13
Investigation Procedure	14
APPENDIX	16
Completed Unlawful Discrimination Poster	17
Population / Language Data	18

1. Policy Statement

Phoenix-Mesa Gateway Airport Authority (PMGAA) 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.

PMGAA 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. PMGAA agrees, among other things, to understand the communities surrounding or in the flight path, as well as customers that use the airport. Anytime communities may be impacted by programs or activities PMGAA will take action to involve them and the general public in the decision-making process.

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

Veronica Lewis, Title VI Coordinator, available at (480) 988-7622 and CivilRights@gatewayairport.com is responsible for overseeing PMGAA’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.



J. Brian O'Neill, Executive Director

January 1, 2024

Effective Date

January 1, 2027

3-Year Expiration Date

2. Administration

Phoenix-Mesa Gateway Airport Authority Executive Officers have reviewed and adopted this Title VI Plan for PMGAA. This plan will be updated no less than once every three years. The plan will not be re-adopted following minor changes, such as updating the Executive Director’s or Coordinator’s name. Significant revisions to our policies or federal guidelines may warrant re-adoption by the Executive Officers and resubmittal to FAA.

In addition to the Coordinator and airport sponsor’s leadership, the following programs/departments maintain key Title VI liaison responsibilities for coordinating Title VI information, data and notices related to the program:

Staff Supporting Title VI Program	Airport Sponsor Program/Office
Antony Bianchi	Planning Project Manager
Lori Collins	Business and Economic Development Director
Marian Whilden	Procurement Officer
Margi EvanSon	Operations, Maintenance and Security Director

As of the date of this plan, PMGAA has no pending applications for Federal financial assistance. 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/

PMGAA has the following airport program sub-recipients:

Sub-Recipients
<i>None</i>

3. Grant and Procurement Assurances

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

PMGAA 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. PMGAA requires, Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and any other agreements.

Description of Oversight Methods for Subcontracts

PMGAA does not have any subcontracts.

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

See Notice, Compliance reviews, Audits, Lawsuits, and Other Investigations, and Complaints Sections of this Plan. The Coordinator has requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

5. Notice

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

PMGAA will conspicuously display the FAA-provided Unlawful Discrimination Poster in all public areas on airport property, including those with pedestrian activity. The Coordinator ensures that these posters are visible, accessible,¹ 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 in the Appendix.

PMGAA has posted the above Title VI policy statement at its staff offices. PMGAA will distribute this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants. This plan will be distributed within two weeks of final review and approval by FAA. This plan will be distributed by email and staff or stakeholder meetings.

PMGAA displays the FAA provided non-discrimination posters/notices in the terminal and other areas on airport property as listed below:

Terminal/FBO/Concessions/ Other Locations	Quantity in Pre-Security Area	Quantity in Post-Security Area	Additional Quantities
Terminal	3	4	0
Fixed Based Operator	0	0	1
Administration Building	0	0	1
Facilities and Maintenance Building	0	0	1

Outreach to Affected Communities

Airport Department staff will ensure that required notices of public meetings, public hearings and opportunities to comment on proposed airport actions reach all segments of the impacted community. Such notices are posted on the website and, when press releases are issued, minority newspapers and broadcast media are part of the distribution. The PMGAA Board represents six governmental communities around the Airport, and their senior staff and Public Information Offices can be made aware of public notices and help extend the outreach of the Airport. The responsible department maintains records of notices and the efforts made to reach the affected community. Notices will include direction for obtaining an interpreter free of charge for the public hearing. (See 28 CFR 42.405(d).)

PMGAA will create a detailed CPP by April 1, 2024. A copy of the plan will be available at <https://www.gatewayairport.com>. To ensure that the community is effectively informed of and able to participate in public hearings, Executive Directors Office/Clerk to the Board 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.

¹ For more information about website accessibility, please visit ADA.gov.

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, PMGAA will be able to identify, understand, and engage with communities. In doing so, PMGAA needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by PMGAA airport program. The Phoenix-Mesa Gateway Airport primarily serves the Phoenix Mesa Metropolitan Statistical Area (MSA) which includes Maricopa and Pinal counties. The Airport is located within the City of Mesa, Maricopa County. The Board of Directors is made up of elected officials representing Mesa, Phoenix, Gilbert, Apache Junction, Queen Creek and the Gila River Indian Community. These communities are located within the MSA. Surveys indicate that airline customers come to the Airport from throughout the MSA, but primarily Maricopa County.

Affected Communities ²	Population
City of Mesa	504,827
Town of Queen Creek (located near IWA)	52,092
Town of Gilbert (located near IWA)	247,641

(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 Communities³

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,” PMGAA is collecting information about affected and potentially affected low-income communities. According to U.S. Census Report/American Community Survey, the overall poverty level for the Phoenix-Mesa-Chandler Metropolitan Area is approximately 10.8%. The poverty rate remains low compared with the rest of the State of Arizona at 12.5%. The poverty rates for the specific Affected Communities are as follows:

Affected Communities	Poverty Rate
City of Mesa	9.5%
Town of Queen Creek (located near IWA)	3.4%
Town of Gilbert (located near IWA)	4.8%

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows⁴:

Affected Community: City of Mesa

² “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.

³ 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.

⁴ Recommend using demographic groups from the U.S. Census.

Total Affected Community Population: 504,827

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	395,349	78.3%
Black or African American	22,096	4.4%
American Indian or Alaska Native	12,492	2.5%
Asian	10,527	2.1%
Native Hawaiian or Other Pacific Islander	1,928	.4%
Hispanic or Latino	139,244	27.6%
Two of more races	31,630	6.3%
Other	30,805	6.1%

Affected Community: Town of Queen Creek

Total Affected Community Population: 52,092

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	44,259	85.0%
Black or African American	1,769	3.4%
American Indian or Alaska Native	167	.3%
Asian	1,400	2.7%
Native Hawaiian or Other Pacific Islander	31	.1%
Hispanic or Latino	7,521	14.4%
Two of more races	3,474	6.7%
Other	992	1.9%

Affected Community: Town of Gilbert

Total Affected Community Population: 247,641

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	202,010	81.6%
Black or African American	9,884	4.0%
American Indian or Alaska Native	1,834	.7%
Asian	13,621	5.5%
Native Hawaiian or Other Pacific Islander	428	.2%
Hispanic or Latino	42,933	17.3%
Two of more races	13,396	5.4%
Other	6,468	2.6%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that PMGAA communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages⁵ 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.⁶ The safe harbor for our community is 1,000 people. 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 (Gilbert)	3630	+/-572
Spanish (Mesa)	31,316	+/-1663
Vietnamese (Gilbert)	1272	+/-329

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		
Vietnamese	X			

This information is updated annually⁷ 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
Passenger data	Upon request

Beneficiary Diversity.

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

⁵ 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.

⁶ 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.

⁷ 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.

Description of Beneficiary Demographic Information Collection Methods

- PMGAA conducts surveys of airport guests for customer satisfaction on a continuous basis. The survey is conducted online and will include a voluntary request for demographic information.
- Participants at pre-bid meetings and other public meetings are asked to complete an anonymous survey that includes demographic information.

Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees and members of planning and advisory boards, through voluntary disclosures.

Description of Employee and Advisory Board Demographic Information Collection Methods

- Employees are asked to submit voluntary confidential demographic information at time of hiring. 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 voluntarily and anonymously enter demographic information through an online survey.

7. Potential or Known Community Impacts

Projects or services receiving federal financial assistance have the potential to touch so many aspects of American life. Thus, in general, no PMGAA 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.⁸

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

Existing Airport Facilities	Affected Community Impacted by Operation of the Facility
PMGAA Terminal	Mesa, Queen Creek, Gilbert
Ray Road Economy Parking Lot	Mesa, Queen Creek, Gilbert
Gateway Aviation Services (FBO)	Mesa, Queen Creek, Gilbert
Administration Building	Mesa
PMGAA Fuel Farm	Mesa, Queen Creek, Gilbert
PMGAA Runway 12L	Mesa, Queen Creek, Gilbert
PMGAA Runway 12R	Mesa, Queen Creek, Gilbert
PMGAA Runway 12C	Mesa, Queen Creek, Gilbert

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

⁸ 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.

Airport Facility Construction Projects

Affected Community Impacted by Construction of the Facility

Terminal Modernization	Mesa, Queen Creek, Gilbert
Increase Jet A Storage Capacity Design & Construct	Mesa, Queen Creek, Gilbert
Enclosed Pedestrian Walkway	Mesa, Queen Creek, Gilbert
Reconstruction of Rwy 12R/30L	Mesa, Queen Creek, Gilbert
Construction of Rental Car Care Facility	Mesa, Queen Creek, Gilbert
Eastside Terminal Analysis	Mesa, Queen Creek, Gilbert
Center Rwy Asphalt Mill and Replace	Mesa, Queen Creek, Gilbert
DEMO Old ATCT, Old RTR Facility, Old ASR, Other Facilities, H24	Mesa, Queen Creek, Gilbert
New Airport Entrance Monument Signs	Mesa, Queen Creek, Gilbert

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		

8. Limited English Proficiency (LEP) Executive Order 13166

In creating a Language Assistance Plan, PMGAA 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
Vietnamese

PMGAA also collects data for languages spoken by airport guests.⁹ Data sources include:

Data Sources for Languages Spoken by Airport Guests	Website link to Data Source
Voiance	Upon request
Transperfect Connect	Upon request
Passenger data	Upon request

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

Language
None

⁹ 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.

PMGAA staff 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 PMGAA 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
Voiance	All above languages
Transperfect Connect	All above languages

- Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website request form	All above languages
Volunteers and airport staff	Spanish

Interpretation Services:

- The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Voiance	All above languages

- Information regarding interpretation services can be obtained at:

Location for Interpretation Assistance	Languages
Information Desk	All above languages
Customer Service/Operator	All above languages
Online	All above languages

Description of Interpretation Assistance Processes

- The airport contracts with the Voiance and Transperfect Connect to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport staff will guide guest to a telephone in the terminal that provides easy connection with interpreter services. If outside of the terminal, then Airport staff will share phone number and code with guest for translation service. If needed Airport staff will use online resources (i.e. Google Translate, etc.) to identify the airport guests request.
 - Posted notices in Spanish about available language assistance in the information desk of the terminal.
-

9. Transportation

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

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

We have coordinated with City of Mesa, Valley Metro and the Arizona Department of Transportation to encourage them to provide transit service access between the airport and these areas. The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas.

Minority and/or Disadvantaged Community Areas	Transit Service	Planned or Existing
City of Mesa, Town of Gilbert	Fixed-route buses	Existing
City of Mesa, Town of Gilbert	Paratransit / “Dial-A-Ride” bus and van services for persons with disabilities and special transit needs	Existing

10. Minority Businesses

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

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

Airport Business Opportunity	Minority Business Outreach Methods
Terminal Concessions	Advertised through local chambers of commerce, minority and woman owned business outreach email list, pre-submittal meeting, advertise on FAA's Match Maker System, include ACDBE program / goal component in solicitations, notification to Airport registered companies/vendors email list
Car Rental Concessions	Participate in Annual Rental Car Supplier Diversity Outreach Event, pre-submittal meeting, advertise on FAA's Match Maker System, include ACDBE program / goal component in solicitations, notification to Airport registered companies/vendors email list
FAA Funded Projects	Advertise through local chambers of commerce, minority and woman owned business outreach email list, pre-submittal meeting, advertise on FAA's Match Maker System, include DBE program / goal component in solicitations, notification to Airport registered companies/vendors email list

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

11. Training

New employee orientation incorporates Title VI training. Topics include:

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

Refresher information will be provided annually.

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

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

- Compliance reviews or audits concerning civil rights requirements¹⁰
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements¹¹

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, PMGAA must notify FAA contacts of any new investigations prior to grant execution.

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

13. Title VI Complaints

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

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

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.

¹⁰ 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.

¹¹ 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.

2. Not only be for employment matters¹²
3. Allege misconduct by the PMGAA, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by PMGAA 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 PMGAA. 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 Executive Director and any relevant internal stakeholders for the complaint.

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

Veronica Lewis
Title VI Coordinator
Human Resources Director
Phoenix-Mesa Gateway Airport Authority
5835 S Sossaman Rd
Mesa, AZ 85212
Phone Number: 480-988-7622
Email: CivilRights@gatewayairport.com

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

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

Discrimination Complaint Referral Procedure

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

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a

¹² 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.

copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will upload the complaint and relevant information to the FAA Civil Rights Connect System, which issues automated notifications to FAA staff. The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

Investigation Procedure

Assignment of Investigator. The Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against PMGAA, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

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

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

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through 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 PMGAA's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via the FAA Civil Rights Connect System.

Appeal Rights. The complainant must be notified of their right to appeal the findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to the Executive Director.
- The written appeal must be received within 21 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 Executive Director will issue a final written decision in response to the appeal.

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

Intimidation and Retaliation Prohibited. PMGAA 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 the Title VI Coordinator at CivilRights@gatewayairport.com. This complaint procedure is shared with the public through the following methods:

Website, In-person, and Other Distribution Methods

1. PMGAA website, Title VI page at <https://www.gatewayairport.com/nondiscriminationpolicy>
 2. Upon request from the Title VI Coordinator at CivilRights@gatewayairport.com or (480) 988-7622
 3. In-person, upon request, at the PMGAA Administration Building located at 5835 S Sossaman Rd, Mesa, AZ 85212
 4. Via US Mail, upon request, by writing to Title VI Coordinator, PMGAA located at 5835 S Sossaman Rd, Mesa, AZ 85212
-

APPENDIX

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: Veronica Lewis
Phone: (480) 988-7622
Address: 5835 S Sossaman Rd, Mesa, Arizona 85212
vlewis@gatewayairport.com

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: Veronica Lewis
Teléfono: (480) 988-7622
Dirección: 5835 S Sossaman Rd, Mesa, Arizona 85212
vlewis@gatewayairport.com



U.S. Department of Transportation
Federal Aviation Administration

Population / Language Data

Poverty Status in the Past 12 Month Information for Affected Communities. Note that the data below is sourced from the U.S. Census Bureau’s American Community Survey (Table S1701 – Poverty Status in the Past 12 Months, 2021)

Mesa city, Arizona						
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	504,827	±614	67,209	±3,995	13.3%	±0.8
AGE						
Under 18 years	119,070	±2,514	24,416	±2,479	20.5%	±2.0
Under 5 years	33,108	±1,576	7,627	±1,151	23.0%	±3.1
5 to 17 years	85,962	±2,331	16,789	±1,657	19.5%	±1.9
Related children of householder under 18 years	118,483	±2,509	23,856	±2,454	20.1%	±1.9
18 to 64 years	301,977	±2,525	36,482	±2,050	12.1%	±0.7
18 to 34 years	124,261	±2,746	17,353	±1,213	14.0%	±1.0
35 to 64 years	177,716	±2,646	19,129	±1,340	10.8%	±0.7
60 years and over	110,906	±2,323	8,777	±694	7.9%	±0.6
65 years and over	83,780	±1,908	6,311	±609	7.5%	±0.7
SEX						
Male	249,162	±2,385	31,254	±2,231	12.5%	±0.9
Female	255,665	±2,372	35,955	±2,113	14.1%	±0.8
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	395,349	±4,764	47,703	±3,618	12.1%	±0.9
Black or African American alone	22,096	±2,093	4,200	±939	19.0%	±3.9
American Indian and Alaska Native alone	12,492	±1,593	2,384	±681	19.1%	±4.9
Asian alone	10,527	±1,507	951	±291	9.0%	±2.7
Native Hawaiian and Other Pacific Islander alone	1,928	±601	421	±240	21.8%	±10.9
Some other race alone	30,805	±2,710	6,862	±1,315	22.3%	±4.0
Two or more races	31,630	±2,616	4,688	±1,013	14.8%	±3.2
Hispanic or Latino origin (of any race)	139,244	±3,993	31,156	±3,051	22.4%	±2.0
White alone, not Hispanic or Latino	308,368	±4,129	26,865	±2,029	8.7%	±0.6

EDUCATIONAL ATTAINMENT						
Population 25 years and over	339,439	±2,674	34,752	±2,010	10.2%	±0.6
Less than high school graduate	34,345	±1,819	8,880	±935	25.9%	±2.6
High school graduate (includes equivalency)	83,029	±2,568	9,575	±828	11.5%	±0.9
Some college, associate's degree	126,571	±2,889	11,366	±949	9.0%	±0.7
Bachelor's degree or higher	95,494	±2,222	4,931	±639	5.2%	±0.7
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	258,461	±2,237	20,882	±1,412	8.1%	±0.6
Employed	245,246	±2,335	17,151	±1,255	7.0%	±0.5
Male	131,742	±2,080	9,129	±825	6.9%	±0.6
Female	113,504	±2,347	8,022	±788	7.1%	±0.7
Unemployed	13,215	±976	3,731	±583	28.2%	±3.7
Male	7,117	±701	2,040	±399	28.7%	±5.3
Female	6,098	±740	1,691	±442	27.7%	±6.0
WORK EXPERIENCE						
Population 16 years and over	398,929	33,108	33,109	33,110	33,111	±0.6
Worked full-time, year-round in the past 12 months	176,374	85,962	85,963	85,964	85,965	±0.4
Worked part-time or part-year in the past 12 months	90,881	118,483	118,484	118,485	118,486	±1.2
Did not work	131,674	301,977	301,978	301,979	301,980	±1.0
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	30,446	177,716	177,717	177,718	177,719	(X)
125 percent of poverty level	87,556	110,906	110,907	110,908	110,909	(X)
150 percent of poverty level	109,970	83,780	83,781	83,782	83,783	(X)
185 percent of poverty level	142,950					(X)
200 percent of poverty level	159,756	249,162	249,163	249,164	249,165	(X)
300 percent of poverty level	252,362	255,665	255,666	255,667	255,668	(X)
400 percent of poverty level	330,704					(X)
500 percent of poverty level	384,169	395,349	395,350	395,351	395,352	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	101,523	22,096	22,097	22,098	22,099	±1.1
Male	50,654	12,492	12,493	12,494	12,495	±1.5
Female	50,869	10,527	10,528	10,529	10,530	±1.5
15 years	83	1,928	1,929	1,930	1,931	±35.9
16 to 17 years	491	30,805	30,806	30,807	30,808	±9.4
18 to 24 years	12,952	31,630	31,631	31,632	31,633	±4.1
25 to 34 years	23,942	139,244	139,245	139,246	139,247	±2.1
35 to 44 years	11,646	308,368	308,369	308,370	308,371	±2.5
45 to 54 years	12,146					±3.2
55 to 64 years	14,671	339,439	339,440	339,441	339,442	±2.3
65 to 74 years	12,403	34,345	34,346	34,347	34,348	±2.1
75 years and over	13,189	83,029	83,030	83,031	83,032	±2.4
Mean income deficit for unrelated individuals (dollars)	7,722	±248	(X)	(X)	(X)	(X)

Worked full-time, year-round in the past 12 months	47,819	±2,164	1,447	±294	3.0%	±0.6
Worked less than full-time, year-round in the past 12 months	22,177	±1,088	7,765	±786	35.0%	±2.8
Did not work	31,527	±1,217	11,291	±929	35.8%	±2.5

Gilbert town, Arizona						
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	247,641	±305	12,649	±1,450	5.1%	±0.6
AGE						
Under 18 years	73,024	±1,951	3,505	±676	4.8%	±0.9
Under 5 years	17,810	±1,280	1,125	±323	6.3%	±1.7
5 to 17 years	55,214	±1,856	2,380	±529	4.3%	±1.0
Related children of householder under 18 years	72,859	±1,958	3,340	±657	4.6%	±0.9
18 to 64 years	150,669	±1,841	7,500	±1,003	5.0%	±0.7
18 to 34 years	52,555	±1,862	3,897	±632	7.4%	±1.1
35 to 64 years	98,114	±1,926	3,603	±669	3.7%	±0.7
60 years and over	34,875	±1,453	2,376	±612	6.8%	±1.7
65 years and over	23,948	±1,237	1,644	±393	6.9%	±1.5
SEX						
Male	120,949	±1,570	5,417	±822	4.5%	±0.7
Female	126,692	±1,564	7,232	±879	5.7%	±0.7
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	202,010	±2,886	9,719	±1,178	4.8%	±0.6
Black or African American alone	9,884	±2,018	567	±273	5.7%	±2.6
American Indian and Alaska Native alone	1,834	±594	271	±392	14.8%	±18.9
Asian alone	13,621	±1,491	724	±246	5.3%	±1.8
Native Hawaiian and Other Pacific Islander alone	428	±189	78	±91	18.2%	±18.9
Some other race alone	6,468	±1,306	457	±323	7.1%	±4.6
Two or more races	13,396	±1,307	833	±365	6.2%	±2.6
Hispanic or Latino origin (of any race)	42,933	±2,489	3,006	±830	7.0%	±1.9
White alone, not Hispanic or Latino	172,299	±3,473	7,710	±1,083	4.5%	±0.6

EDUCATIONAL ATTAINMENT						
Population 25 years and over	152,907	±1,970	7,202	±971	4.7%	±0.6
Less than high school graduate	5,416	±668	780	±269	14.4%	±4.3
High school graduate (includes equivalency)	25,265	±1,458	1,704	±494	6.7%	±1.8
Some college, associate's degree	52,965	±1,664	2,516	±517	4.8%	±1.0
Bachelor's degree or higher	69,261	±1,853	2,202	±408	3.2%	±0.6
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	131,324	±2,244	3,948	±821	3.0%	±0.6
Employed	125,950	±2,292	3,343	±760	2.7%	±0.6
Male	67,412	±1,264	1,626	±568	2.4%	±0.8
Female	58,538	±1,721	1,717	±333	2.9%	±0.6
Unemployed	5,374	±644	605	±202	11.3%	±3.6
Male	2,833	±412	295	±105	10.4%	±4.1
Female	2,541	±458	310	±164	12.2%	±5.8
WORK EXPERIENCE						
Population 16 years and over	183,949	±1,957	9,412	±1,121	5.1%	±0.6
Worked full-time, year-round in the past 12 months	92,248	±1,684	1,135	±544	1.2%	±0.6
Worked part-time or part-year in the past 12 months	43,309	±1,818	3,122	±585	7.2%	±1.3
Did not work	48,392	±1,821	5,155	±654	10.7%	±1.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	6,657	±1,005	(X)	(X)	(X)	(X)
125 percent of poverty level	16,907	±1,779	(X)	(X)	(X)	(X)
150 percent of poverty level	21,879	±2,019	(X)	(X)	(X)	(X)
185 percent of poverty level	31,311	±2,261	(X)	(X)	(X)	(X)
200 percent of poverty level	35,475	±2,445	(X)	(X)	(X)	(X)
300 percent of poverty level	70,235	±3,328	(X)	(X)	(X)	(X)
400 percent of poverty level	110,297	±3,876	(X)	(X)	(X)	(X)
500 percent of poverty level	145,432	±4,182	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	30,610	±1,699	4,814	±725	15.7%	±2.0
Male	14,465	±1,147	1,869	±431	12.9%	±2.6
Female	16,145	±1,061	2,945	±535	18.2%	±2.8
15 years	65	±50	65	±50	100.0%	±40.8
16 to 17 years	100	±67	100	±67	100.0%	±31.7
18 to 24 years	3,745	±681	1,380	±417	36.8%	±7.9
25 to 34 years	6,953	±831	850	±334	12.2%	±4.0
35 to 44 years	4,495	±574	496	±179	11.0%	±3.9
45 to 54 years	5,294	±625	511	±199	9.7%	±3.6
55 to 64 years	4,532	±686	504	±151	11.1%	±3.4
65 to 74 years	3,192	±471	622	±312	19.5%	±8.0
75 years and over	2,234	±398	286	±103	12.8%	±4.4
Mean income deficit for unrelated individuals (dollars)	8,401	±638	(X)	(X)	(X)	(X)

Worked full-time, year-round in the past 12 months	16,774	±1,229	328	±143	2.0%	±0.9
Worked less than full-time, year-round in the past 12 months	6,848	±1,044	1,679	±481	24.5%	±5.2
Did not work	6,988	±754	2,807	±525	40.2%	±5.4

Queen Creek town, Arizona						
Label	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	52,092	±391	2,708	±886	5.2%	±1.7
AGE						
Under 18 years	16,273	±1,200	892	±340	5.5%	±2.1
Under 5 years	3,254	±595	154	±102	4.7%	±3.0
5 to 17 years	13,019	±1,111	738	±316	5.7%	±2.5
Related children of householder under 18 years	16,248	±1,200	867	±341	5.3%	±2.1
18 to 64 years	28,906	±1,133	1,210	±363	4.2%	±1.3
18 to 34 years	8,447	±830	338	±143	4.0%	±1.7
35 to 64 years	20,459	±1,048	872	±296	4.3%	±1.4
60 years and over	9,472	±1,288	715	±594	7.5%	±5.7
65 years and over	6,913	±1,252	606	±593	8.8%	±7.5
SEX						
Male	25,064	±937	1,068	±349	4.3%	±1.4
Female	27,028	±922	1,640	±690	6.1%	±2.5
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	44,259	±1,280	2,139	±774	4.8%	±1.8
Black or African American alone	1,769	±620	132	±128	7.5%	±7.3
American Indian and Alaska Native alone	167	±115	34	±58	20.4%	±32.9
Asian alone	1,400	±650	120	±77	8.6%	±6.5
Native Hawaiian and Other Pacific Islander alone	31	±36	0	±31	0.0%	±59.1
Some other race alone	992	±473	115	±193	11.6%	±17.4
Two or more races	3,474	±853	168	±146	4.8%	±4.2
Hispanic or Latino origin (of any race)	7,521	±1,351	245	±212	3.3%	±2.7
White alone, not Hispanic or Latino	39,252	±1,527	2,053	±783	5.2%	±2.0

EDUCATIONAL ATTAINMENT						
Population 25 years and over	32,454	±1,365	1,725	±682	5.3%	±2.0
Less than high school graduate	1,073	±316	32	±22	3.0%	±2.1
High school graduate (includes equivalency)	7,173	±967	752	±578	10.5%	±7.3
Some college, associate's degree	11,855	±902	608	±238	5.1%	±2.0
Bachelor's degree or higher	12,353	±941	333	±134	2.7%	±1.1
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	25,091	±1,125	561	±239	2.2%	±0.9
Employed	23,442	±1,033	450	±237	1.9%	±1.0
Male	12,895	±750	179	±108	1.4%	±0.8
Female	10,547	±688	271	±153	2.6%	±1.4
Unemployed	1,649	±918	111	±69	6.7%	±6.2
Male	516	±198	58	±52	11.2%	±10.0
Female	1,133	±888	53	±50	4.7%	±7.4
WORK EXPERIENCE						
Population 16 years and over	38,270	±926	1,893	±708	4.9%	±1.8
Worked full-time, year-round in the past 12 months	17,422	±966	151	±152	0.9%	±0.9
Worked part-time or part-year in the past 12 months	7,912	±674	504	±185	6.4%	±2.3
Did not work	12,936	±1,187	1,238	±605	9.6%	±4.3
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	1,736	±606	(X)	(X)	(X)	(X)
125 percent of poverty level	3,599	±1,173	(X)	(X)	(X)	(X)
150 percent of poverty level	4,283	±1,305	(X)	(X)	(X)	(X)
185 percent of poverty level	6,325	±1,524	(X)	(X)	(X)	(X)
200 percent of poverty level	7,580	±1,597	(X)	(X)	(X)	(X)
300 percent of poverty level	16,321	±1,993	(X)	(X)	(X)	(X)
400 percent of poverty level	23,484	±1,948	(X)	(X)	(X)	(X)
500 percent of poverty level	29,756	±2,047	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	4,231	±1,233	894	±585	21.1%	±8.8
Male	1,731	±322	183	±102	10.6%	±5.6
Female	2,500	±1,107	711	±578	28.4%	±12.7
15 years	0	±31	0	±31	-	**
16 to 17 years	25	±42	25	±42	100.0%	±65.8
18 to 24 years	238	±147	36	±31	15.1%	±12.8
25 to 34 years	557	±220	141	±103	25.3%	±16.4
35 to 44 years	802	±224	32	±37	4.0%	±4.8
45 to 54 years	817	±246	123	±82	15.1%	±10.2
55 to 64 years	483	±151	122	±90	25.3%	±15.1
65 to 74 years	652	±251	59	±55	9.0%	±8.3
75 years and over	657	±860	356	±534	54.2%	±20.5
Mean income deficit for unrelated individuals (dollars)	6,678	±3,128	(X)	(X)	(X)	(X)

Worked full-time, year-round in the past 12 months	2,002	±399	10	±15	0.5%	±0.8
Worked less than full-time, year-round in the past 12 months	597	±242	84	±54	14.1%	±8.9
Did not work	1,632	±872	800	±560	49.0%	±12.3

Language Spoken at Home by Ability to Speak English for the population 5 Years and Over. Note that the data below is sourced from the U.S. Census Bureau's American Community Survey (Table B16001), Phoenix data is sourced from ACS 1-Year Estimates Detailed Tables, 2021. Data for other affected communities is from the latest source available: ACS 1-Year Estimates Detailed Tables, 2015.

Mesa city, Arizona		
Label	Estimate	Margin of Error
Total:	427,292	±1,292
Speak only English	336,717	±3,301
Spanish or Spanish Creole:	74,349	±2,888
Speak English "very well"	43,033	±1,985
Speak English less than "very well"	31,316	±1,663
French (incl. Patois, Cajun):	974	±195
Speak English "very well"	805	±175
Speak English less than "very well"	169	±89
French Creole:	105	±82
Speak English "very well"	66	±54
Speak English less than "very well"	39	±63
Italian:	381	±137
Speak English "very well"	330	±125
Speak English less than "very well"	51	±45
Portuguese or Portuguese Creole:	234	±103
Speak English "very well"	135	±60
Speak English less than "very well"	99	±76
German:	1,952	±427
Speak English "very well"	1,580	±362
Speak English less than "very well"	372	±181
Yiddish:	37	±59
Speak English "very well"	0	±29
Speak English less than "very well"	37	±59
Other West Germanic languages:	155	±90
Speak English "very well"	151	±90
Speak English less than "very well"	4	±11
Scandinavian languages:	152	±107
Speak English "very well"	139	±106
Speak English less than "very well"	13	±18

Greek:	91	±62
Speak English "very well"	44	±32
Speak English less than "very well"	47	±40
Russian:	238	±132
Speak English "very well"	180	±118
Speak English less than "very well"	58	±46
Polish:	227	±93
Speak English "very well"	161	±77
Speak English less than "very well"	66	±51
Serbo-Croatian:	248	±129
Speak English "very well"	190	±115
Speak English less than "very well"	58	±55
Other Slavic languages:	192	±108
Speak English "very well"	187	±107
Speak English less than "very well"	5	±8
Armenian:	37	±46
Speak English "very well"	37	±46
Speak English less than "very well"	0	±29
Persian:	407	±334
Speak English "very well"	80	±71
Speak English less than "very well"	327	±302
Gujarati:	234	±150
Speak English "very well"	187	±122
Speak English less than "very well"	47	±47
Hindi:	133	±78
Speak English "very well"	119	±68
Speak English less than "very well"	14	±31
Urdu:	53	±101
Speak English "very well"	39	±75
Speak English less than "very well"	14	±26
Other Indic languages:	364	±181
Speak English "very well"	128	±69
Speak English less than "very well"	236	±133
Other Indo-European languages:	353	±181
Speak English "very well"	209	±113
Speak English less than "very well"	144	±98
Chinese:	1,223	±307
Speak English "very well"	508	±199
Speak English less than "very well"	715	±180
Japanese:	245	±103
Speak English "very well"	193	±95
Speak English less than "very well"	52	±34
Korean:	336	±149

Speak English "very well"	93	±43
Speak English less than "very well"	243	±136
Mon-Khmer, Cambodian:	158	±130
Speak English "very well"	105	±103
Speak English less than "very well"	53	±48
Hmong:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Thai:	224	±132
Speak English "very well"	111	±80
Speak English less than "very well"	113	±75
Laotian:	8	±12
Speak English "very well"	0	±29
Speak English less than "very well"	8	±12
Vietnamese:	1,235	±324
Speak English "very well"	451	±166
Speak English less than "very well"	784	±205
Other Asian languages:	352	±292
Speak English "very well"	329	±281
Speak English less than "very well"	23	±37
Tagalog:	1,397	±414
Speak English "very well"	745	±274
Speak English less than "very well"	652	±250
Other Pacific Island languages:	1,001	±341
Speak English "very well"	846	±304
Speak English less than "very well"	155	±75
Navajo:	1,363	±338
Speak English "very well"	1,169	±343
Speak English less than "very well"	194	±89
Other Native North American languages:	202	±158
Speak English "very well"	191	±155
Speak English less than "very well"	11	±16
Hungarian:	167	±163
Speak English "very well"	158	±161
Speak English less than "very well"	9	±14
Arabic:	708	±283
Speak English "very well"	291	±137
Speak English less than "very well"	417	±193
Hebrew:	25	±27
Speak English "very well"	22	±27
Speak English less than "very well"	3	±6
African languages:	906	±448
Speak English "very well"	681	±400

Speak English less than "very well"	225	±105
Other and unspecified languages:	109	±98
Speak English "very well"	84	±72
Speak English less than "very well"	25	±33

Gilbert town, Arizona		
Label	Estimate	Margin of Error
Total:	212,305	±962
Speak only English	180,533	±2,108
Spanish or Spanish Creole:	15,173	±1,552
Speak English "very well"	11,543	±1,408
Speak English less than "very well"	3,630	±572
French (incl. Patois, Cajun):	605	±227
Speak English "very well"	503	±203
Speak English less than "very well"	102	±71
French Creole:	24	±105
Speak English "very well"	4	±17
Speak English less than "very well"	20	±88
Italian:	377	±203
Speak English "very well"	350	±199
Speak English less than "very well"	27	±34
Portuguese or Portuguese Creole:	285	±157
Speak English "very well"	271	±154
Speak English less than "very well"	14	±15
German:	388	±150
Speak English "very well"	342	±141
Speak English less than "very well"	46	±34
Yiddish:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Other West Germanic languages:	113	±88
Speak English "very well"	71	±52
Speak English less than "very well"	42	±71
Scandinavian languages:	78	±62
Speak English "very well"	78	±62
Speak English less than "very well"	0	±29
Greek:	103	±84
Speak English "very well"	103	±84
Speak English less than "very well"	0	±29
Russian:	321	±155
Speak English "very well"	258	±133

Speak English less than "very well"	63	±41
Polish:	120	±79
Speak English "very well"	98	±73
Speak English less than "very well"	22	±34
Serbo-Croatian:	238	±268
Speak English "very well"	178	±217
Speak English less than "very well"	60	±55
Other Slavic languages:	72	±60
Speak English "very well"	72	±60
Speak English less than "very well"	0	±29
Armenian:	52	±55
Speak English "very well"	42	±41
Speak English less than "very well"	10	±16
Persian:	193	±121
Speak English "very well"	60	±56
Speak English less than "very well"	133	±88
Gujarati:	555	±308
Speak English "very well"	315	±196
Speak English less than "very well"	240	±159
Hindi:	321	±155
Speak English "very well"	220	±107
Speak English less than "very well"	101	±79
Urdu:	343	±276
Speak English "very well"	298	±243
Speak English less than "very well"	45	±63
Other Indic languages:	360	±187
Speak English "very well"	235	±125
Speak English less than "very well"	125	±88
Other Indo-European languages:	137	±84
Speak English "very well"	137	±84
Speak English less than "very well"	0	±29
Chinese:	1,680	±510
Speak English "very well"	904	±281
Speak English less than "very well"	776	±325
Japanese:	709	±356
Speak English "very well"	452	±204
Speak English less than "very well"	257	±168
Korean:	1,153	±432
Speak English "very well"	536	±244
Speak English less than "very well"	617	±263
Mon-Khmer, Cambodian:	154	±158
Speak English "very well"	35	±32
Speak English less than "very well"	119	±152

Hmong:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Thai:	206	±147
Speak English "very well"	57	±64
Speak English less than "very well"	149	±154
Laotian:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Vietnamese:	2,235	±527
Speak English "very well"	963	±336
Speak English less than "very well"	1,272	±329
Other Asian languages:	905	±261
Speak English "very well"	686	±210
Speak English less than "very well"	219	±137
Tagalog:	2,770	±742
Speak English "very well"	2,142	±627
Speak English less than "very well"	628	±282
Other Pacific Island languages:	283	±213
Speak English "very well"	199	±121
Speak English less than "very well"	84	±113
Navajo:	133	±77
Speak English "very well"	75	±63
Speak English less than "very well"	58	±63
Other Native North American languages:	57	±44
Speak English "very well"	50	±43
Speak English less than "very well"	7	±11
Hungarian:	43	±65
Speak English "very well"	22	±34
Speak English less than "very well"	21	±31
Arabic:	1,091	±414
Speak English "very well"	772	±307
Speak English less than "very well"	319	±176
Hebrew:	62	±58
Speak English "very well"	34	±40
Speak English less than "very well"	28	±32
African languages:	257	±194
Speak English "very well"	229	±191
Speak English less than "very well"	28	±32
Other and unspecified languages:	176	±122
Speak English "very well"	105	±81
Speak English less than "very well"	71	±80

Queen Creek town, Arizona		
Label	Estimate	Margin of Error
Total:	27,079	±439
Speak only English	24,689	±711
Spanish or Spanish Creole:	1,634	±527
Speak English "very well"	1,280	±470
Speak English less than "very well"	354	±145
French (incl. Patois, Cajun):	49	±58
Speak English "very well"	49	±58
Speak English less than "very well"	0	±26
French Creole:	10	±17
Speak English "very well"	10	±17
Speak English less than "very well"	0	±26
Italian:	54	±45
Speak English "very well"	54	±45
Speak English less than "very well"	0	±26
Portuguese or Portuguese Creole:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
German:	59	±68
Speak English "very well"	48	±66
Speak English less than "very well"	11	±16
Yiddish:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other West Germanic languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Scandinavian languages:	20	±33
Speak English "very well"	20	±33
Speak English less than "very well"	0	±26
Greek:	27	±48
Speak English "very well"	27	±48
Speak English less than "very well"	0	±26
Russian:	40	±56
Speak English "very well"	40	±56
Speak English less than "very well"	0	±26
Polish:	11	±17
Speak English "very well"	11	±17
Speak English less than "very well"	0	±26
Serbo-Croatian:	0	±26

Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Slavic languages:	30	±42
Speak English "very well"	0	±26
Speak English less than "very well"	30	±42
Armenian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Persian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Gujarati:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Hindi:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Urdu:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Indic languages:	46	±69
Speak English "very well"	46	±69
Speak English less than "very well"	0	±26
Other Indo-European languages:	50	±55
Speak English "very well"	50	±55
Speak English less than "very well"	0	±26
Chinese:	84	±125
Speak English "very well"	44	±58
Speak English less than "very well"	40	±69
Japanese:	6	±9
Speak English "very well"	6	±9
Speak English less than "very well"	0	±26
Korean:	14	±24
Speak English "very well"	14	±24
Speak English less than "very well"	0	±26
Mon-Khmer, Cambodian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Hmong:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Thai:	0	±26
Speak English "very well"	0	±26

Speak English less than "very well"	0	±26
Laotian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Vietnamese:	76	±83
Speak English "very well"	38	±42
Speak English less than "very well"	38	±42
Other Asian languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Tagalog:	44	±36
Speak English "very well"	32	±30
Speak English less than "very well"	12	±19
Other Pacific Island languages:	13	±20
Speak English "very well"	13	±20
Speak English less than "very well"	0	±26
Navajo:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Native North American languages:	1	±3
Speak English "very well"	1	±3
Speak English less than "very well"	0	±26
Hungarian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Arabic:	122	±128
Speak English "very well"	117	±127
Speak English less than "very well"	5	±9
Hebrew:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
African languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other and unspecified languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26