

BOICIE



Boise Airport Community Participation Plan





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1. ADMINISTRATION

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

RESPONSIBLE OFFICIALS

Responsible Official	Title, Office, and Responsibilities
1 Amy Snyder	Business Development Manager - Main
2 Shawna Samuelson	Communications & Marketing Manager - Backup

COMMUNICATION METHODS

Website, In-person, and Other Communication Methods

- 1 https://www.iflyboise.com
- 2 Facebook Boise Airport
- 3 NextDoor City of Boise
- 4 Twitter (X) @iflyboise
- **5 Public Notices**
- 6 Classified Ads (Idaho Statesman)

Poster template will be included as attachment 1.

City of Boise also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

Website, In-person, and Other Communication Methods

- 1 https://www.iflyboise.com
- 2 Facebook Boise Airport
- 3 NextDoor City of Boise
- 4 Twitter @iflyboise
- **5 Public Notices**

ADMINISTRATION

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

⁻ SEE DOT ORDER 1000.12C, "THE U.S. DEPARTMENT OF TRANSPORTATION (DOT) TITLE VI PROGRAM," CH. 2, SEC. 4. (JUN. 11, 2021). HTTPS://WWW.TRANSPORTATION.GOV/SITES/DOT.GOV/FILES/2021-08/FINAL-FOR-OST-C-210312-002-SIGNED.

⁻ WITHIN THIS CPP, THE TERM "AFFECTED" ALSO MEANS SERVED, IN ADDITION TO POSITIVELY OR NEGATIVELY IMPACTED.

⁻ RELATED AUTHORITIES INCLUDE THE AGE DISCRIMINATION ACT OF 1975; SEC. 520 OF THE AIRPORT AND AIRWAY IMPROVEMENT ACT OF 1982; AND THE CIVIL RIGHTS RESTORATION ACT OF 1987.

GOALS AND OBJECTIVES

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



City of Boise's planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes
1 Environmental Assessment for runway mitigation
2 Masterplan
3 Terminal concessions
4 Rental car agency concessions

City of Boise seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A Public Meetings and Workshops	# 1, 2, 3, 4
B Online Surveys and Feedback Forms	# 3, 4
C Advisory Committees	# 2
D Public Information Webpage	# 1, 2, 3, 4
E Social Media Engagement	# 1, 2

OUTREACH TO AFFECTED COMMUNITIES

Community statistics form per appendix 2 is attached at the conclusion of this package. Please note that City of Boise will not be reaching out to every affected community for every project, but rather reviewing specific affects and tailoring outreach efforts.



The specific steps that City of Boise will take to communicate with, inform, educate, consult, or solicit input from, and expand opportunities for engagement with each Affected Community are provided:

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
i. Barber Valley	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
ii. Boise Heights	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
iii. Borah	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
iv. Centennial	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
v. Central Bench	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
vi. Central Foothills	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
vii. Central Rim	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
viii. Collister	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications
ix. Depot Bench	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications

[&]quot;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.

OUTREACH TO AFFECTED COMMUNITIES

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
x. Downtown Boise	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xi. East End	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xii. Garden City	City Leadership	a. Contact with city leadership directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xiii. Glenwood Rim	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xiv. Highlands	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications
xv. Hillcrest	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xvi. Liberty Park	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xvii. Lusk District	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xiix. Morris Hill	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xix. North End	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xx. Pierce Park	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications
xxii. South Boise Village	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications

Updated contact information for each City of Boise Neighborhood Association Representative can be found at this website:

https://www.cityofboise.org/programs/energize/neighborhood-associations/



OUTREACH TO AFFECTED COMMUNITIES

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
xxiii. South Cole	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications
xxiiv. South Eisenman	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxiv. Southeast	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxv. Sunset	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxvi. Veterans Park	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxvii. Vista	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxviii. Warm Springs Mesa	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxiix. West Bench	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxix. West Boise	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxx. West Downtown	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxxi. West End	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxxii. West Valley	Neighborhood Association Representative	a. Contact with neighborhood association directlyb. Social media (specifically facebook & nextdoor)c. Classified postings in reputable publications
xxxiii. Winstead Park	Neighborhood Association Representative	a. Contact with neighborhood association directly b. Social media (specifically facebook & nextdoor) c. Classified postings in reputable publications

SECTION 4 EFFECTIVE COMMUNICATION

City of Boise will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including materials in accessible formats for persons with disabilities and in languages other than English.



CONTINUE TO APPENDIX 3-

LIMITED ENGLISH PROFICIENCY SECTION



COMMUNICATION **PLATFORMS**

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



Social Media, Monitors, and Other Communication Platforms

- 1 https://www.iflyboise.com
- 2 Facebook Boise Airport
- 3 NextDoor City of Boise
- 4 Twitter (X) @iflyboise
- **5 Public Notices**
- 6 Classified Ads (Idaho Statesman)
- 7 Direct Mail (to individual residents when required)









SECTION 6 RECORDS

This section includes the procedures City of Boise will follow to document of our outreach efforts. Records for steps taken to provide outreach to Affected Communities will be maintained in the following locations:



Website, In-person, and Other Storage Methods

1 https://www.iflyboise.com

2 Local record keeping on internal servers

Records will be kept for community input. The records will document how City of Boise considered, weighed, and incorporated input received. The records will include justifications for any decisions contrary to community feedback. The records will be stored in the following locations:

Website, In-person, and Other Storage Methods

1 https://www.iflyboise.com

2 Local record keeping on internal servers

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

Demographic Information Collection Methods

1 Voluntary Disclosure via Sign-In Sheets

2 Voluntary Disclosure via Online Survey

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











Within 30 days of the end of each fiscal year (FY), City of Boise, Boise Airport will create a CPP Report for that current FY. The report will summarize efforts taken under this CPP in a narrative statement describing:



- THE SPECIFIC STEPS TAKEN TO PRODUCE MEANINGFUL ENGAGEMENT WITH AFFECTED COMMUNITIES THAT FISCAL YEAR,
- THE RESULTS OF THOSE EFFORTS FOR THAT FISCAL YFAR AND
- HOW THE AFFECTED COMMUNITIES' COMMENTS AND VIEWS ARE OR WILL BE INCORPORATED INTO THE DECISION-MAKING PROCESS.

The CPP Reports will be included with Boise Airport's Title VI Plan.

If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.









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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 Liaison 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 Director's Office.

Liaison: Amy Snyder, Boise Airport

Phone: (208) 383-3110 ext 0 Email: asnyder@cityofboise.org

Address: 3201 Airport Way, Suite 1000

Boise. ID 83705

Discriminacion Ilegal

Se prohibe 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 fisico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al intermediario 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 examinación en la oficina del Administrador del Aeropuerto.

Intermediario: Amy Snyder, Boise Airport

Teléfono: (208) 383-3110 ext 0 Email: asnyder@cityofboise.org

Dirección: 3201 Airport Way, Suite 1000

Boise, ID 83705



Appendix 1

Complete only if required by Section 3

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

Affected Communities ¹	Population

Anceted Communicies	ropalation
Barber Valley	5,864
Boise Heights	1,046
Borah	6,615
Centennial	12,154
Central Bench	5,820
Central Foothills	1,376
Central Rim	1,089
Collister	9,423
Depot Bench	6,987
Downtown Boise	4,011
East End	7,692
Glenwood Rim	1,645
Highlands	3,621
Hillcrest	4,077
Liberty Park	2,247
Lusk District	762
Morris Hill	1,973
North End	10,478
North West	4,680
Pierce Park	2,739
South Boise Village	1,673
South Cole	10,800
South Eisenman	281
Southeast	37,361
Southwest Ada County Alliance	33,264
Sunset	3,098
Veterans Park	3,620

¹ "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.

Affected Communities²

Population

Vista	11,621
Warm Springs Mesa	1,139
West Bench	9,006
West Boise	17,708
West Downtown	511
West End	3,467
West Valley	26,803
Winstead Park	6,670

(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," **City of Boise** is collecting information about affected and potentially affected low-income communities. According to **U.S. Census Bureau**, **American Community Survey (ACS) 2017 -2021**, the overall poverty level for the **neighborhoods identified above (map provided as attachment 1)** is approximately **27**%. The poverty rate remains **slightly higher** compared with the rest of the **state of Idaho**. The poverty rates for the specific Affected Communities are as follows:

Affected Communities⁴

Poverty Rate

Barber Valley	8%
Boise Heights	11%
Borah	31%
Centennial	24%
Central Bench	32%
Central Foothills	14%

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 "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.

Affected Communities⁵

Poverty Rate

Combuel Disc	210/
Central Rim	31%
Collister	23%
Depot Bench	29%
Downtown Boise	68%
East End	14%
Glenwood Rim	26%
Highlands	12%
Hillcrest	31%
Liberty Park	53%
Lusk District	84%
Morris Hill	37%
North End	20%
North West	14%
Pierce Park	23%
South Boise Village	44%
South Cole	24%
South Eisenman	16%
Southeast	25%
Southwest Ada County Alliance	19%
Sunset	26%
Veterans Park	32%
Vista	41%
Warm Springs Mesa	3%
West Bench	26%
West Boise	35%
West Downtown	49%
West End	32%
West Valley	27%
Winstead Park	35%

Racial and Ethnic Communities.

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

⁵ "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.

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

Affected Community: Barber Valley Total Affected Community Population: 5,864

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	4573	78%
Black or African American	58	1%
American Indian or Alaska Native	0	0%
Asian	703	12%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	293	5%
More than one	234	4%

Affected Community: Boise Heights Total Affected Community Population: 1,046

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community
		Population
White	878	84%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	31	3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	62	6%
More than one	73	7%

Affected Community: Borah Total Affected Community Population: 6,615

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	4828	73%
Black or African American	132	2%
American Indian or Alaska Native	0	0%
Asian	66	1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	1521	23%
More than one	132	2%

Affected Community: Centennial Total Affected Community Population: 12,154

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	10330	85%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	243	2%
Other Race	121	1%
Hispanic or Latino	729	6%
More than one	607	5%

Affected Community: Central Bench Total Affected Community Population: 5,820

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	5121	88%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	58	1%
Native Hawaiian or Other Pacific Islander	58	1%
Hispanic or Latino	465	8%
More than one	174	3%

Affected Community: Central Foothills Total Affected Community Population: 1,376

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1224	89%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	27	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	41	3%
More than one	82	6%

Affected Community: Central Rim Total Affected Community Population: 1,089

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	784	72%
Black or African American	65	6%
American Indian or Alaska Native	0	0%
Asian	32	3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	152	14%
More than one	65	6%

Affected Community: Collister Total Affected Community Population: 9,423

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	8574	91%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	188	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	376	4%
More than one	188	2%

Affected Community: Depot Bench Total Affected Community Population: 6,987

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Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	6288	90%
Black or African American	69	1%
American Indian or Alaska Native	0	0%
Asian	139	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	349	5%
More than one	139	2%

Affected Community: Downtown Boise Total Affected Community Population: 4,011

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	3289	82%
Black or African American	80	2%
American Indian or Alaska Native	0	0%
Asian	80	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	401	10%
More than one	120	3%

Affected Community: East End Total Affected Community Population: 7,692

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	6692	87%
Black or African American	153	2%
American Indian or Alaska Native	0	0%
Asian	230	3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	384	5%
More than one	230	3%

Affected Community: Glenwood Rim Total Affected Community Population: 1,645

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1628	99%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	16	1%
More than one	0	0%

Affected Community: Lusk District Total Affected Community Population: 762

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	586	77%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	15	2%
Other unidentified race	0	0%
Hispanic or Latino	114	15%
More than one	38	5%

Affected Community: Morris Hill Total Affected Community Population: 1,973

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1675	83%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	315	16%
More than one	0	0%

Affected Community: North End Total Affected Community Population: 10,478

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	8906	85%
Black or African American	209	2%
American Indian or Alaska Native	0	0%
Asian	209	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	838	8%
More than one	314	3%

Affected Community: Northwest Total Affected Community Population: 4,680

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	4024	86%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	93	2%
Other unidentified race	0	0%
Hispanic or Latino	421	9%
More than one	93	2%

Affected Community: Pierce Park Total Affected Community Population: 2,739

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2547	93%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	27	1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	54	2%
More than one	109	4%

Affected Community: South Boise Village Total Affected Community Population: 1,673

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1472	88%
Black or African American	0	0%
American Indian or Alaska Native	16	1%
Asian	33	2%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	133	8%
More than one	33	2%

Affected Community: South Cole Total Affected Community Population: 10,800

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9180	85%
Black or African American	108	1%
American Indian or Alaska Native	108	1%
Asian	432	4%
Native Hawaiian or Other Pacific Islander	108	1%
Hispanic or Latino	648	6%
Other unidentified race	108	1%

Affected Community: South Eisenman Total Affected Community Population: 281

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	188	67%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	47	17%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	14	5%
More than one	28	10%

Affected Community: Southeast Boise Total Affected Community Population: 37,361

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	29515	79%
Black or African American	373	1%
American Indian or Alaska Native	373	1%
Asian	2615	7%
Native Hawaiian or Other Pacific Islander	373	1%
Hispanic or Latino	2988	8%
More than one	1120	3%

Affected Community: Southwest Ada County Alliance Total Affected Community Population: 33,264

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	27609	83%
Black or African American	665	2%
American Indian or Alaska Native	0	0%
Asian	997	3%
Other unidentified race	332	1%
Hispanic or Latino	2661	8%
More than one	1330	4%

Affected Community: Sunset Total Affected Community Population: 3,098

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2633	85%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	30	1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	216	7%
More than one	216	7%

Affected Community: Veterans Park Total Affected Community Population: 3,620

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	3366	93%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	36	1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	144	4%
More than one	72	2%

Affected Community: Vista Total Affected Community Population: 11,621

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	9064	78%
Black or African American	464	4%
American Indian or Alaska Native	0	0%
Asian	116	1%
Other unidentified race	116	1%
Hispanic or Latino	1278	11%
More than one	116	1%

Affected Community: Warm Springs Mesa Total Affected Community Population: 1,139

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	1025	90%
Black or African American	0	0%
American Indian or Alaska Native	11	1%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	68	6%
More than one	34	3%

Affected Community: West Bench Total Affected Community Population: 9,006

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	7384	82%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	90	1%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	1170	13%
More than one	270	3%

Affected Community: West Boise Total Affected Community Population: 17,708

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	13635	77%
Black or African American	354	2%
American Indian or Alaska Native	0	0%
Asian	531	3%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2656	15%
More than one	354	2%

Affected Community: West Downtown Total Affected Community Population: 511

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	413	81%
Black or African American	0	0%
American Indian or Alaska Native	0	0%
Asian	10	2%
Other unidentified race	10	2%
Hispanic or Latino	45	9%
More than one	25	5%

Affected Community: West End Total Affected Community Population: 3,467

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	2912	84%
Black or African American	34	1%
American Indian or Alaska Native	69	2%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	346	10%
More than one	138	4%

Affected Community: West Valley Total Affected Community Population: 26,803

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	21442	80%
Black or African American	536	2%
American Indian or Alaska Native	0	0%
Asian	1072	4%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	2680	10%
More than one	1072	4%

Affected Community: Winstead Park Total Affected Community Population: 6,670

Demographic Group within Affected Community	Number of People in Minority Group	Percent of Total Affected Community Population
White	5269	79%
Black or African American	200	3%
American Indian or Alaska Native	0	0%
Asian	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Hispanic or Latino	800	12%
More than one	333	5%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that **the City of Boise** 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 **U.S. Census Bureau**, American Community Survey (ACS) 2017 -2021.

The threshold we have used for identifying the languages with significant LEP populations is the

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.

DOT safe harbor threshold, which is 5% or 1,000, whichever is less.⁸ The safe harbor for our community is **1,000.** Please refer to the end of this document to find data for all languages in our community.

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
Spanish	9,783	+/-1,295
French, Haitian, or Cajun	1,091	+/-475
German	814	+/-399
Russian, Polish, or Other Slavic	916	+/-325
Other Indo-European	2,306	+/-715
Korean	346	+/-167
Chinese (Inc. Mandarin, Cantonese)	1,571	+/-506
Arabic	1,519	670

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	
Swahili			X	
Kinyarwanda		X		
Arabic		X		
Farsi	X			
All other languages			X	

15

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.

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/cedsci/table?q=B160 01&tid=ACSDT1Y2019.B16001
Local public school data	https://nces.ed.gov/Programs/Edge/ACSDash board/1600360
Local housing and/or other assistance service data	https://www.cityofboise.org/programs/housing/
Consultation with community centers	https://www.cityofboise.org/programs/energize/neighborhood-associations/
Public health department	https://cdh.idaho.gov/
State demographics agency	egallegos@cityofboise.org

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.

Label	Estimate	Margin of Error
Total:	217,044	±765
Speak only English	195,350	±2,154
Spanish:	9,783	±1,295
Speak English "very well"	6,659	±966
Speak English less than "very well"	3,124	±687
French, Haitian, or Cajun:	1,091	±475
Speak English "very well"	929	±467
Speak English less than "very	929	1407
well"	162	±93
German or other West		
Germanic languages:	814	±399
Speak English "very well"	706	±383
Speak English less than "very well"	108	±59
Russian, Polish, or other Slavic		
languages:	916	±325
Speak English "very well"	443	±181
Speak English less than "very		
well"	473	±199
Other Indo-European		
languages:	2,306	±715
Speak English "very well"	1,674	±544
Speak English less than "very well"	632	±292
Korean:	346	±167
Speak English "very well"	130	±67
Speak English less than "very		
well"	216	±128
Chinese (incl. Mandarin,		
Cantonese):	1,571	±506
Speak English "very well"	931	±360
Speak English less than "very well"	640	±316
Arabic:	1,519	±670
Speak English "very well"	538	±288
Speak English less than "very		
well"	981	±519

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

- Airport Customer Service Office conducts biannual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.
- Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.
- Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.

Staff and Advisory Board Diversity.

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

Description of Employee and Advisory Board Demographic Information Collection Methods

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

Appendix 2

Complete only if required by Section 4¹

In creating a Language Assistance Plan, the **City of Boise** 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

Languages Spoken by LEP Population that Meet the Safe Harbor Threshold	Number	Margin of Error
Spanish	9,783	+/-1,295
French, Haitian, or Cajun	1,091	+/-475
German	814	+/-399
Russian, Polish, or Other Slavic	916	+/-325
Other Indo-European	2,306	+/-715
Korean	346	+/-167
Chinese (Inc. Mandarin, Cantonese)	1,571	+/-506
Arabic	1,519	670

City of Boise also collects data for languages spoken by airport guests.² Data sources include:

Data Sources for Languages Spoken by	Website link to Data
Airport Guests	Source
Airport language line usage data	www.languageline.com
Assistance requests to airport information desks	N/A

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

Language
Swahili
Kinyarwanda
Farsi

¹ [In general, this appendix should only be completed if the airport does not have a current Title VI Plan that has been accepted by the FAA. Information does not need to be copied and pasted from the Title VI Plan].

² 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.

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the **City of Boise** 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
City of Boise – Language Access	All above languages
Program Manager	

• Information regarding translation services can be obtained at:

Location for Translation Assistance	Languages
Airport website request form	All above languages
Airport website translate view	Spanish, Arabic, and Swahili
City of Boise – Language Access	All above languages
Program Manager	

Interpretation Services:

• The following vendors have been identified for interpretation services:

Interpretation Vendors	Languages
Language Line, Inc.	All above languages

• Information regarding interpretation services can be obtained at:

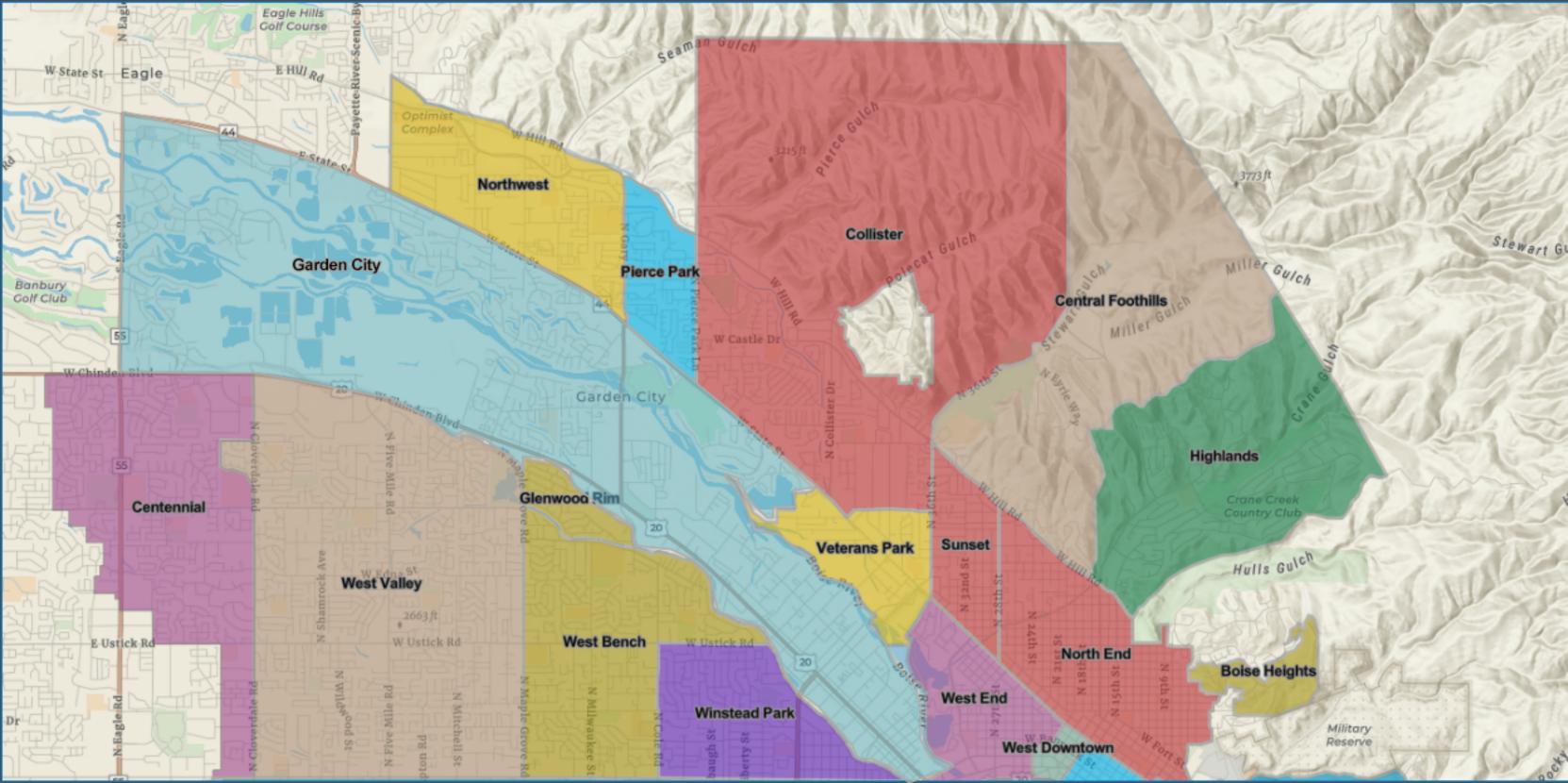
Location for Interpretation Assistance	Languages
Airport Language Assistance page	All above languages
Airport information desks	All above languages, using Language
	Line, Inc.

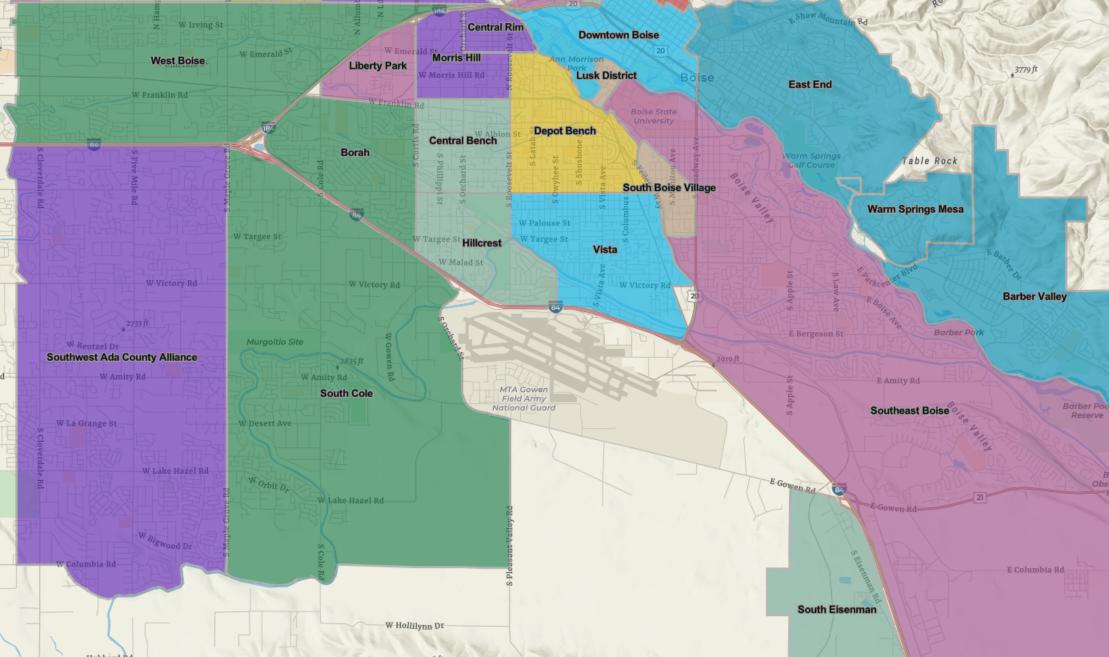
Description of Interpretation Assistance Processes

- Airport Customer Service Office maintains a list of multilingual employees, the languages they speak, and their associated office telephone numbers.³ The list is updated annually in the Public Information Handbook and provided to all airport employees. Generally, these employee volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.
- The airport contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport information desk staff use I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc. and "parks" the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate connect the requesting party to an interpreter for the duration of the call. The completed call is then logged in the Language Line Service binder. This log is kept for one year.

Detailed information is available in the Language Access Plan.

³ The list will confirm whether each employee is proficient to provide interpretation and/or translation services.







This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

County of Ada, Esri, HERE, Garmin, SafeGraph, GeoTechnologies Inc, METINASA, USGS, Bureau of Land Management, EPA. NPS

Boise City, ID

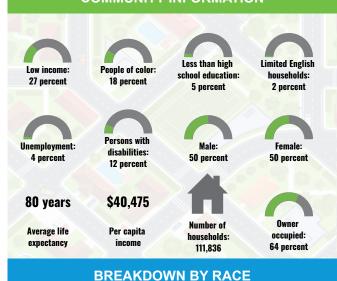
Entire Area

Caron Col.

Whole No. 1. 125 2. 25 4 8 mm

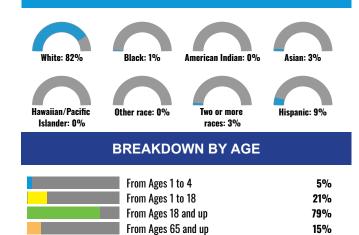
the User Specified Area Population: 273,436 Area in square miles: 99.85

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

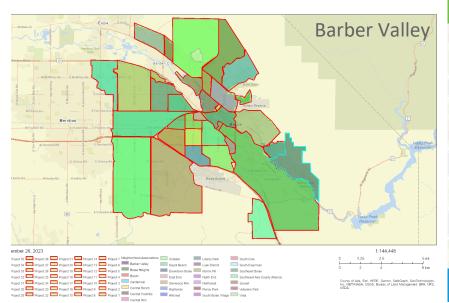
LANGUAGE	PERCENT
English	90%
Spanish	5%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Chinese (including Mandarin, Cantonese)	1%
Other Asian and Pacific Island	1%
Arabic	1%
Total Non-English	10%





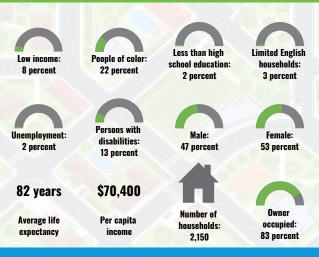
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



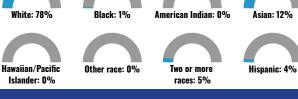
the User Specified Area Population: 5,864 Area in square miles: 3.87

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	84%
Spanish	5%
German or other West Germanic	5%
Other Indo-European	3%
Korean	1%
Chinese (including Mandarin, Cantonese)	3%
Total Non-English	16%



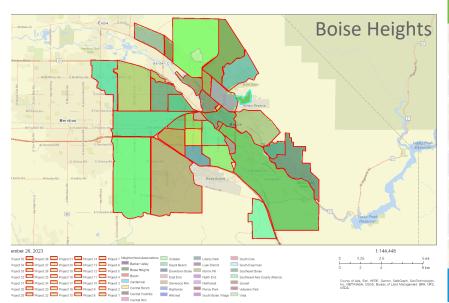
BREAKDOWN BY RACE

From Ages 1 to 4	5%
From Ages 1 to 18	25%
From Ages 18 and up	75%
From Ages 65 and up	16%



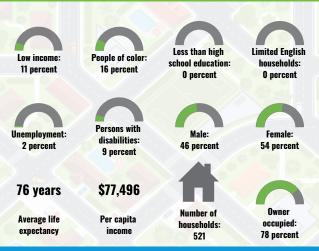
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



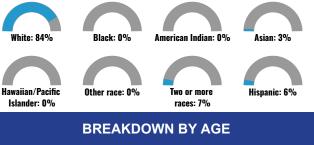
the User Specified Area Population: 1,046 Area in square miles: 0.43

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	97%
Spanish	2%
Total Non-English	3%

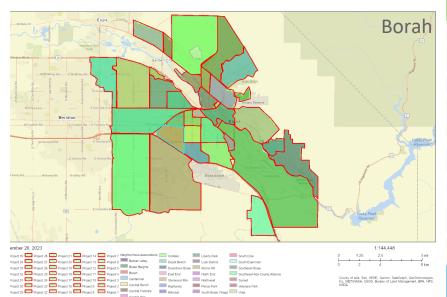


From Ages 1 to 4	6%
From Ages 1 to 18	22%
From Ages 18 and up	78%
From Ages 65 and un	22%



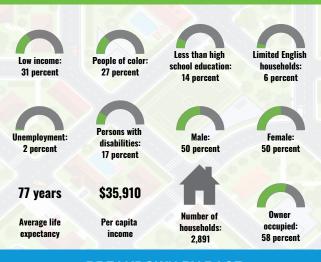
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 6,615 Area in square miles: 1.71

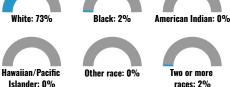
COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	88%
Spanish	9%
Other Indo-European	2%
Total Non-English	12%

BREAKDOWN BY RACE







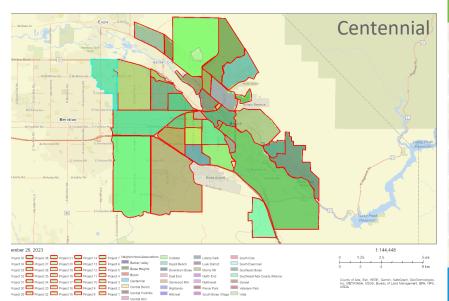
Asian: 1%

From Ages 1 to 4	5%
From Ages 1 to 18	20%
From Ages 18 and up	80%
From Ages 65 and up	17%



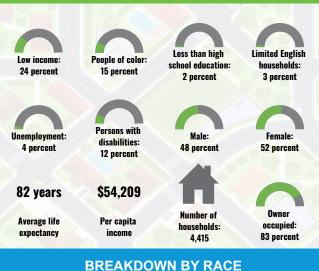
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 12,154 Area in square miles: 2.89

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	93%
Spanish	4%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Chinese (including Mandarin, Cantonese)	1%
Total Non-English	7%

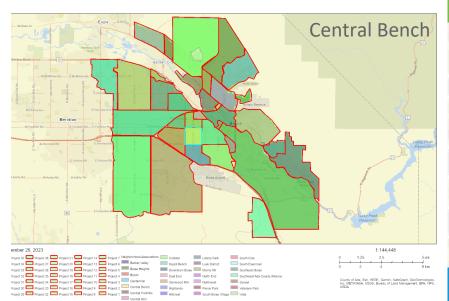


From Ages 1 to 4	3%
From Ages 1 to 18	27%
From Ages 18 and up	73%
From Ages 65 and up	13%



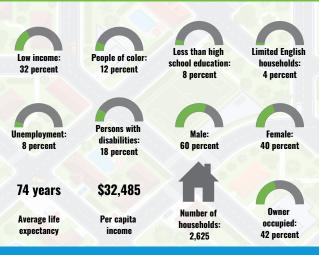
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



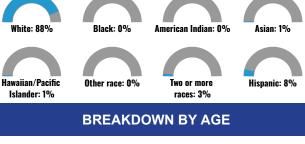
the User Specified Area Population: 5,820 Area in square miles: 1.02

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	92%
Spanish	4%
Chinese (including Mandarin, Cantonese)	1%
Arabic	2%
Total Non-English	8%



BREAKDOWN BY RACE

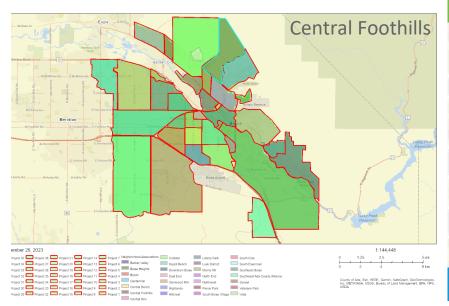
From Ages 1 to 4	6%
From Ages 1 to 18	15%
From Ages 18 and up	85%
From Ages 65 and up	17%

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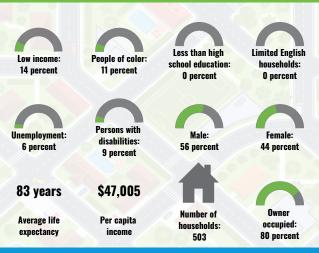
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Ada County, ID



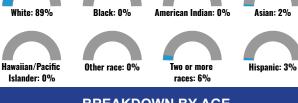
the User Specified Area Population: 1,376 Area in square miles: 3.99

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	96%
Spanish	1%
Korean	1%
Other Asian and Pacific Island	1%
Total Non-English	4%



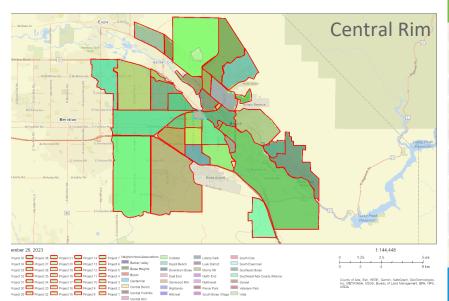
BREAKDOWN BY RACE

From Ages 1 to 4	6%
From Ages 1 to 18	30%
From Ages 18 and up	70%
From Ages 65 and up	10%



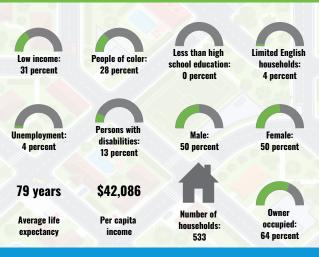
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



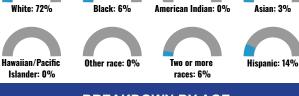
the User Specified Area Population: 1,089 Area in square miles: 0.30

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	87%
Spanish	7%
French, Haitian, or Cajun	1%
German or other West Germanic	2%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Total Non-English	13%



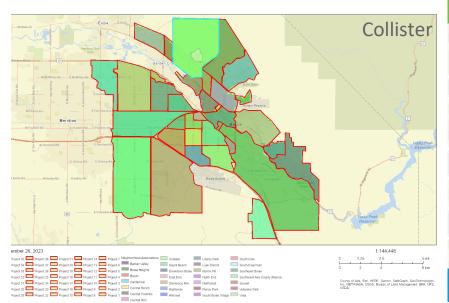
BREAKDOWN BY RACE

From Ages 1 to 4	2%
From Ages 1 to 18	5%
From Ages 18 and up	95%
From Ages 65 and up	13%



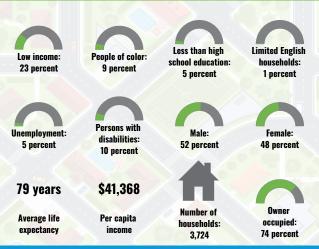
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Ada County, ID



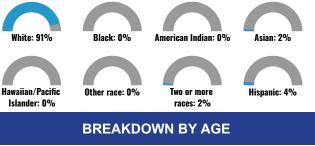
the User Specified Area Population: 9,423 Area in square miles: 8.16

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	94%
Spanish	3%
Other Indo-European	1%
Total Non-English	6%

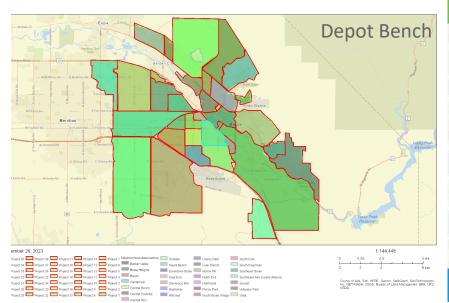


	From Ages 1 to 4	7%
	From Ages 1 to 18	23%
2000 2000 2000 2000	From Ages 18 and up	77%
	From Ages 65 and up	16%



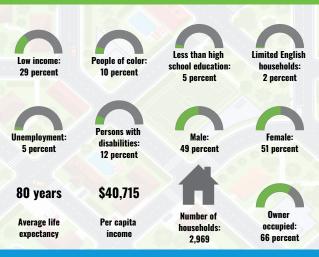
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 6,987 Area in square miles: 1.60

COMMUNITY INFORMATION



BREAKDOWN BY RACE

LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	93%
Spanish	2%
French, Haitian, or Cajun	1%
Other Indo-European	1%
Arabic	3%
Total Non-English	7%

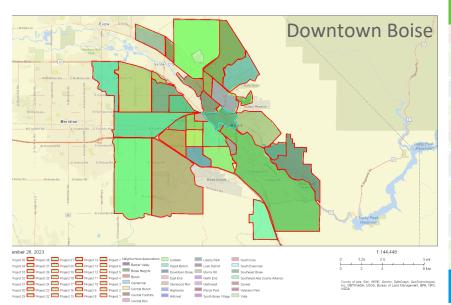


From Ages 1 to 4	5%
From Ages 1 to 18	21%
From Ages 18 and up	79%
From Ages 65 and up	13%



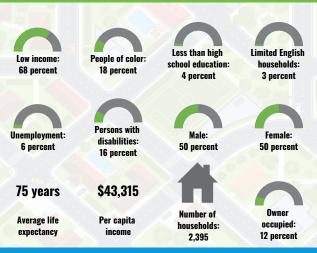
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 4,011 Area in square miles: 1.52

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	88%
Spanish	6%
French, Haitian, or Cajun	1%
Other Asian and Pacific Island	1%
Arabic	3%
Total Non-English	12%





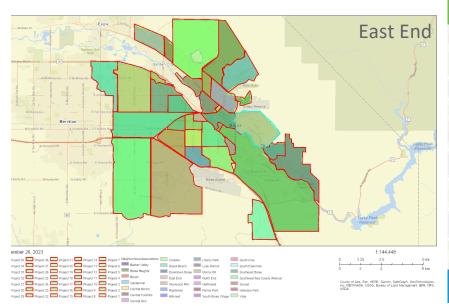
BREAKDOWN BY RACE

From Ages 1 to 4	4%
From Ages 1 to 18	7%
From Ages 18 and up	93%
From Ages 65 and up	9%



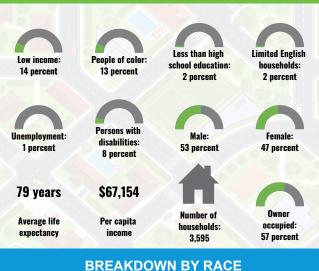
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 7,692 Area in square miles: 3.76

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	93%
Spanish	3%
Other Asian and Pacific Island	2%
Other and Unspecified	1%
Total Non-English	7%



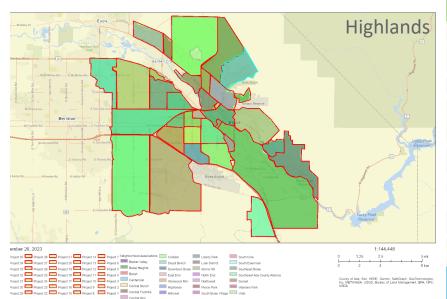
From Ages 1 to 4	3%
From Ages 1 to 18	18%
From Ages 18 and up	82%
From Ages 65 and up	17%

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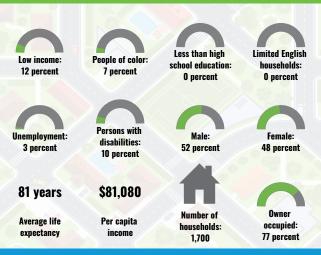
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 3,621 Area in square miles: 2.85

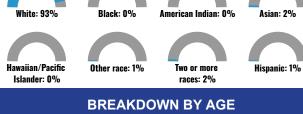
COMMUNITY INFORMATION



BREAKDOWN BY RACE

LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	96%
Spanish	1%
Korean	1%
Other Asian and Pacific Island	1%
Total Non-English	4%

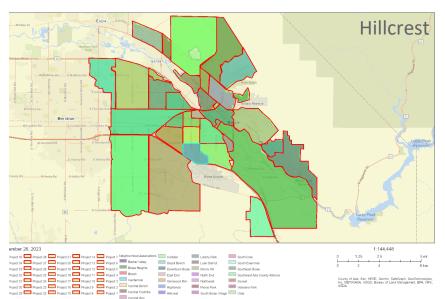


From Ages 1 to 4	1%
From Ages 1 to 18	21%
From Ages 18 and up	79%
From Ages 65 and up	22%



This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



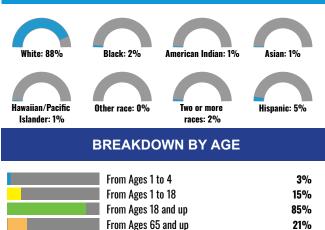
the User Specified Area Population: 4,077 Area in square miles: 1.27

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

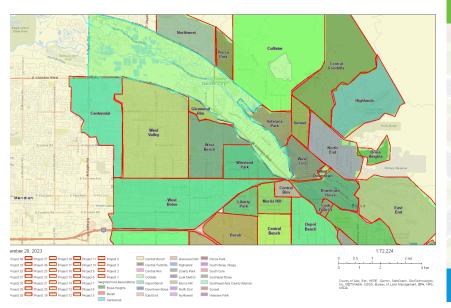
LANGUAGE	PERCENT
English	95%
Spanish	3%
German or other West Germanic	1%
Russian, Polish, or Other Slavic	1%
Arabic	1%
Total Non-English	5%





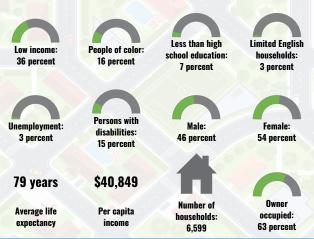
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Garden City, ID



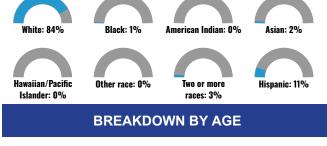
the User Specified Area Population: 14,933 Area in square miles: 8.62

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	89%
Spanish	5%
Russian, Polish, or Other Slavic	4%
Total Non-English	11%



6%

22%

78%

25%

From Ages 1 to 4

From Ages 1 to 18

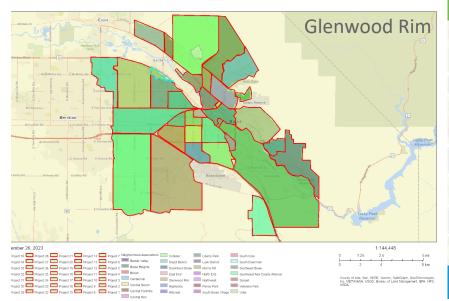
From Ages 18 and up

From Ages 65 and up



This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID

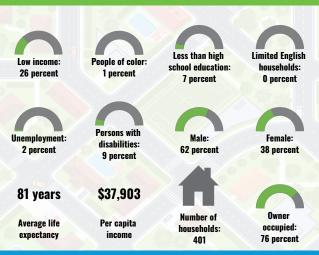


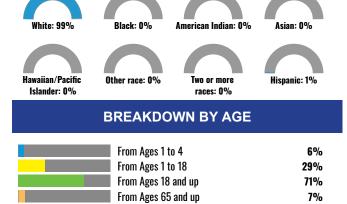
LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	100%

the User Specified Area Population: 1,645 Area in square miles: 0.36

COMMUNITY INFORMATION

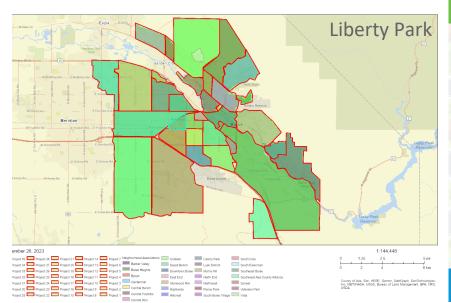






This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



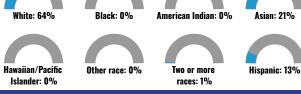
the User Specified Area Population: 2,247 Area in square miles: 0.63

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	73%
Spanish	18%
French, Haitian, or Cajun	1%
Other Indo-European	6%
Other Asian and Pacific Island	1%
Other and Unspecified	1%
Total Non-English	27%



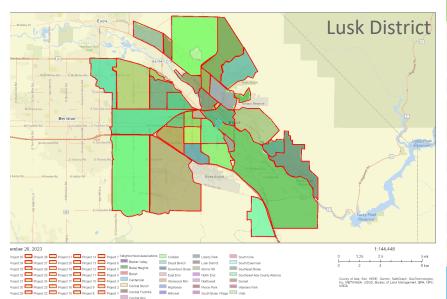
BREAKDOWN BY RACE

From Ages 1 to 4	15%
From Ages 1 to 18	32%
From Ages 18 and up	68%
From Ages 65 and up	8%



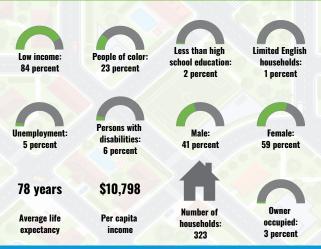
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



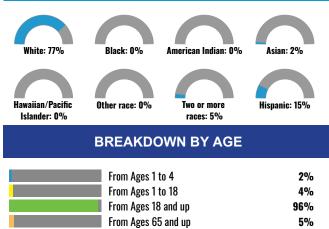
the User Specified Area
Population: 762
Area in square miles: 0.11

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

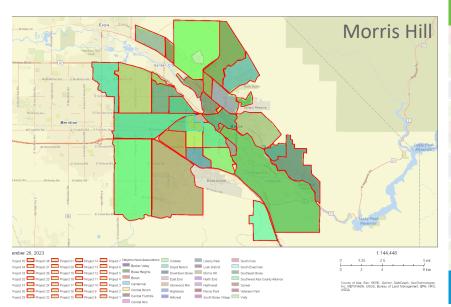
LANGUAGE	PERCENT	
No language data available.		





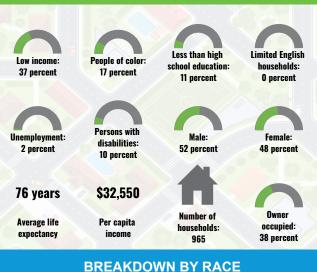
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



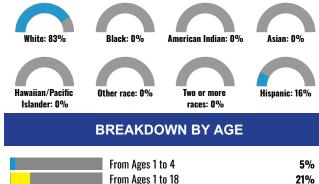
the User Specified Area Population: 1,973 Area in square miles: 0.72

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	80%
Spanish	13%
French, Haitian, or Cajun	1%
German or other West Germanic	1%
Russian, Polish, or Other Slavic	1%
Other Indo-European	4%
Other Asian and Pacific Island	1%
Total Non-English	20%



From Ages 18 and up

From Ages 65 and up

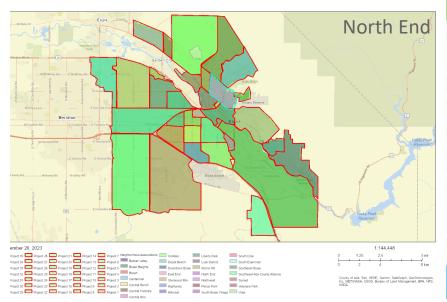
79%

13%



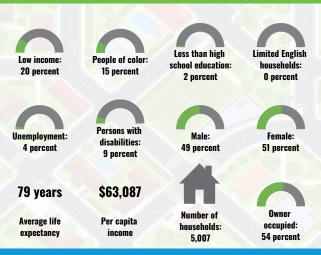
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 10,478 Area in square miles: 1.81

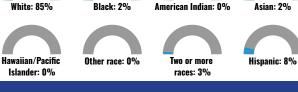
COMMUNITY INFORMATION



BREAKDOWN BY RACE

LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	95%
Spanish	4%
Chinese (including Mandarin, Cantonese)	1%
Other Asian and Pacific Island	1%
Total Non-English	5%

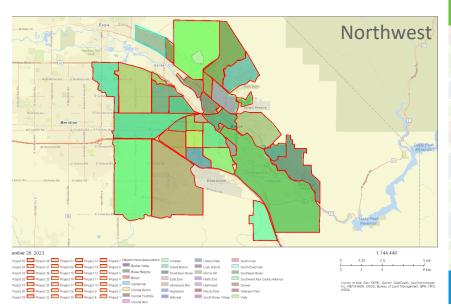


From Ages 1 to 4	4%
From Ages 1 to 18	18%
From Ages 18 and up	82%
From Ages 65 and up	10%



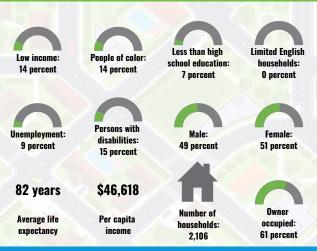
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 4,680 Area in square miles: 1.79

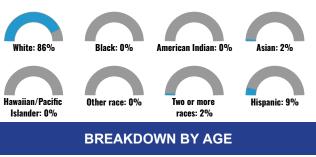
COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	93%
Spanish	3%
Other Indo-European	3%
Other Asian and Pacific Island	1%
Total Non-English	7%

BREAKDOWN BY RACE



From Ages 1 to 4	2%
From Ages 1 to 18	15%
From Ages 18 and up	85%

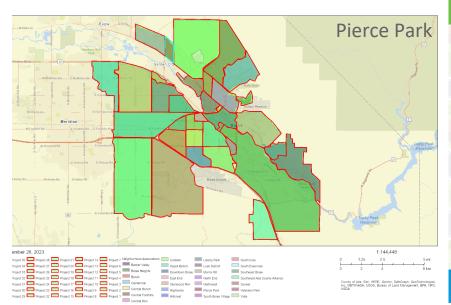
12%

From Ages 65 and up



This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 2,739 Area in square miles: 0.57

COMMUNITY INFORMATION



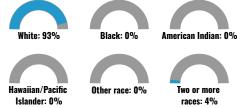
LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	97%
Spanish	1%
French, Haitian, or Cajun	1%
Other Indo-European	1%
Total Non-English	3%

BREAKDOWN BY RACE

Asian: 1%

Hispanic: 2%



BREAKDOWN BY AGE

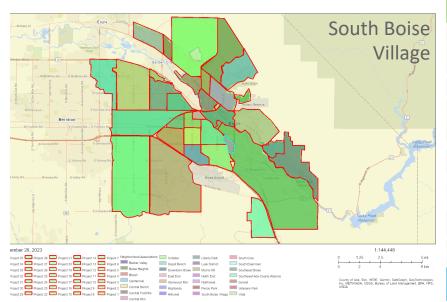
From Ages 1 to 4	3%
From Ages 1 to 18	13%
From Ages 18 and up	87%
From Ages 65 and up	23%

1



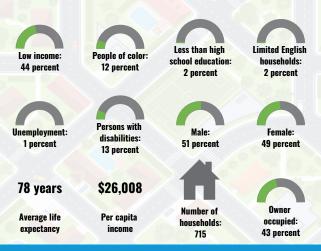
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 1,673 Area in square miles: 0.36

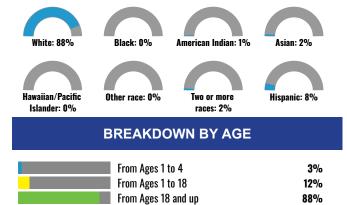
COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	90%
Spanish	8%
Vietnamese	1%
Total Non-English	10%

BREAKDOWN BY RACE



From Ages 65 and up

16%



This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Ada County, ID

ember 20, 2023

Paged 21 | Paged 12 | Paged 13 | Paged 15 | Paged 15 | Paged 15 | Paged 16 | Paged 16 | Paged 16 | Paged 17 | Paged 16 | Paged 17 | Paged 16 | Paged 17 | Paged 18 | Paged 19 | Paged

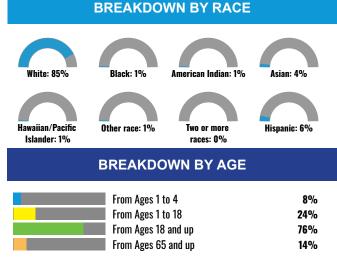
the User Specified Area Population: 10,800 Area in square miles: 10.60

COMMUNITY INFORMATION

Low income: 24 percent	People of color: 15 percent	Less than high school education: 5 percent	Limited English households: 1 percent
Unemployment: 2 percent	Persons with disabilities: 10 percent	Male: 52 percent	Female: 48 percent
81 years	\$36,784		0
Average life expectancy	Per capita income	Number of households:	Owner occupied: 87 percent

LANGUAGES SPOKEN AT HOME

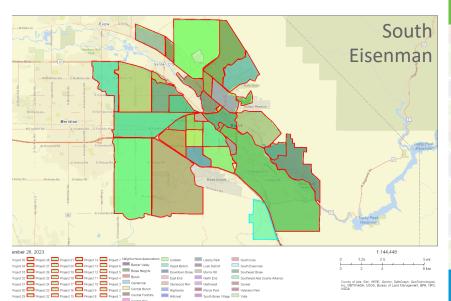
LANGUAGE	PERCENT
English	89%
Spanish	2%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Vietnamese	1%
Other Asian and Pacific Island	3%
Arabic	1%
Other and Unspecified	1%
Total Non-English	11%





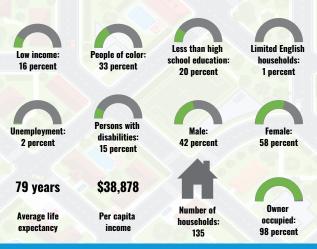
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



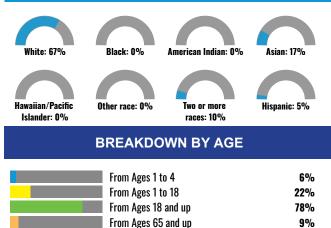
the User Specified Area
Population: 281
Area in square miles: 2.54

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

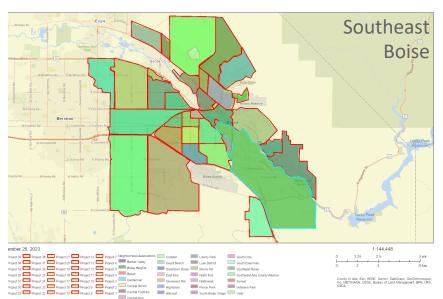
LANGUAGE	PERCENT
No language data available	





This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



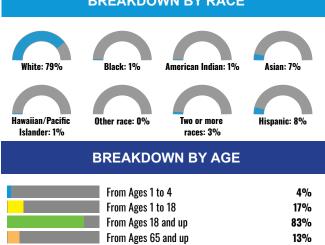
the User Specified Area Population: 37,361 Area in square miles: 15.97

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

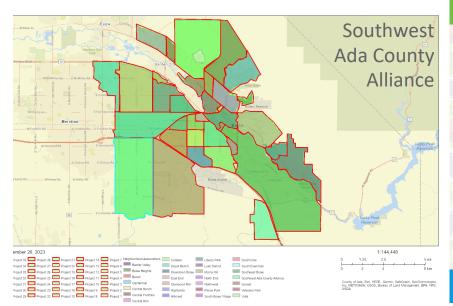
LANGUAGE	PERCENT
English	87%
Spanish	4%
French, Haitian, or Cajun	1%
Other Indo-European	2%
Korean	1%
Chinese (including Mandarin, Cantonese)	1%
Other Asian and Pacific Island	3%
Arabic	1%
Total Non-English	13%





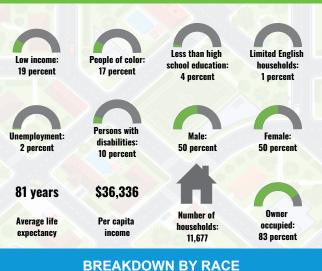
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Ada County, ID



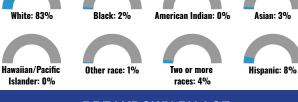
the User Specified Area Population: 33,264 Area in square miles: 10.49

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	93%
Spanish	3%
Other Indo-European	1%
Chinese (including Mandarin, Cantonese)	1%
Vietnamese	1%
Total Non-English	7%

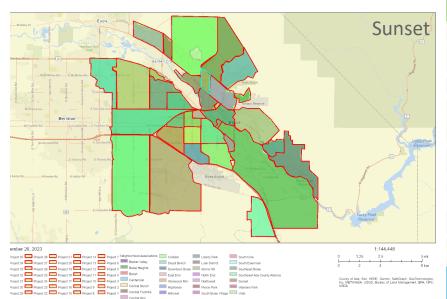


From Ages 1 to 4	7%
From Ages 1 to 18	26%
From Ages 18 and up	74%
From Ages 65 and up	15%



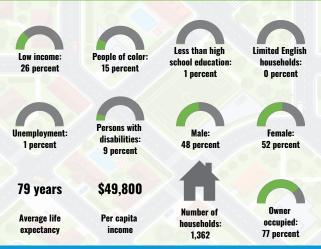
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 3,098 Area in square miles: 0.63

COMMUNITY INFORMATION



BREAKDOWN BY RACE

LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	95%
German or other West Germanic	1%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Vietnamese	3%
Total Non-English	5%



Islander: 0%



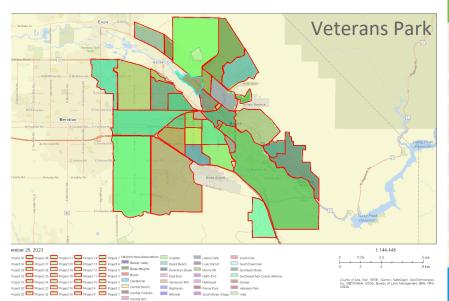
Asian: 1%

From Ages 1 to 4	13%
From Ages 1 to 18	26%
From Ages 18 and up	74%
From Ages 65 and up	9%



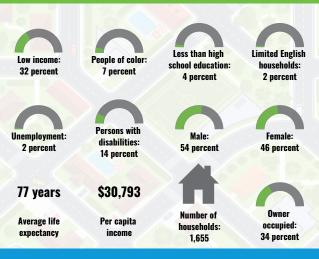
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 3,620 Area in square miles: 0.93

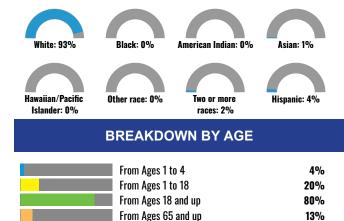
COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	95%
Spanish	2%
Arabic	1%
Total Non-English	5%

BREAKDOWN BY RACE

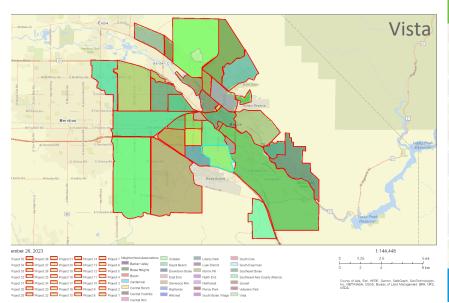


13%



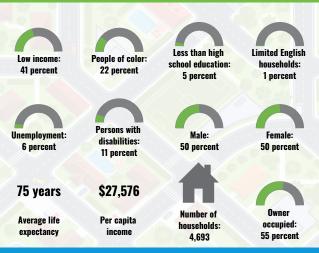
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



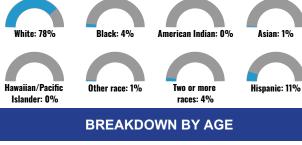
the User Specified Area Population: 11,621 Area in square miles: 2.04

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	91%
Spanish	6%
Other and Unspecified	2%
Total Non-English	9%

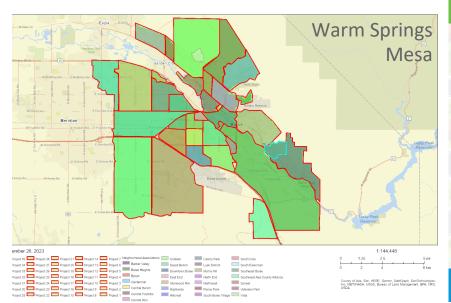


From Ages 1 to 4	6%
From Ages 1 to 18	19%
From Ages 18 and up	81%
From Ages 65 and up	12%



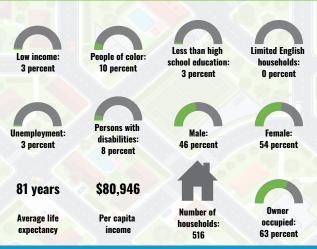
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 1,139 Area in square miles: 0.96

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	97%
Spanish	1%
Other Indo-European	1%
Other Asian and Pacific Island	1%
Other and Unspecified	1%
Total Non-English	3%



Other race: 0%

Hawaiian/Pacific

Islander: 0%

BREAKDOWN BY RACE

BREAKDOWN BY AGE

Two or more

races: 3%

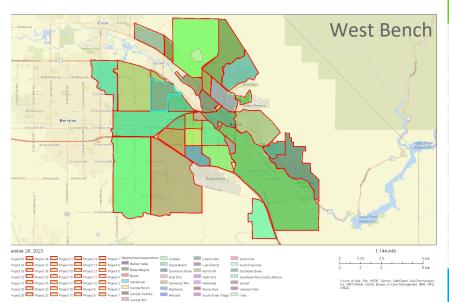
Hispanic: 6%

From Ages 1 to 4	3%
From Ages 1 to 18	12%
From Ages 18 and up	88%
From Ages 65 and up	23%



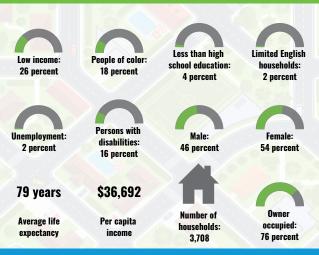
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 9,006 Area in square miles: 2.14

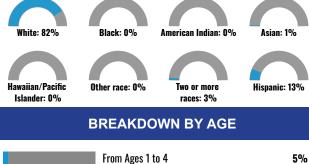
COMMUNITY INFORMATION



BREAKDOWN BY RACE

LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	92%
Spanish	6%
Russian, Polish, or Other Slavic	1%
Vietnamese	1%
Total Non-English	8%



From Ages 1 to 18

From Ages 18 and up

From Ages 65 and up

17%

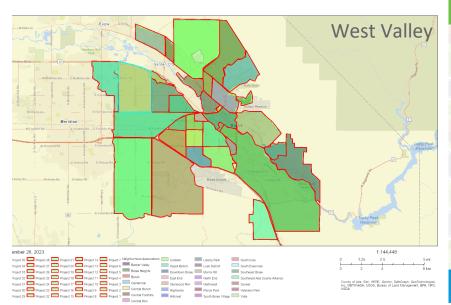
83%

20%



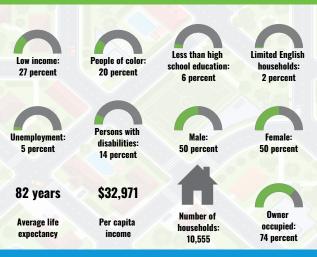
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



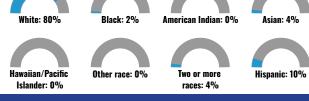
the User Specified Area Population: 26,803 Area in square miles: 5.49

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	87%
Spanish	5%
German or other West Germanic	1%
Russian, Polish, or Other Slavic	1%
Other Indo-European	1%
Chinese (including Mandarin, Cantonese)	1%
Other Asian and Pacific Island	1%
Arabic	1%
Other and Unspecified	2%
Total Non-English	13%



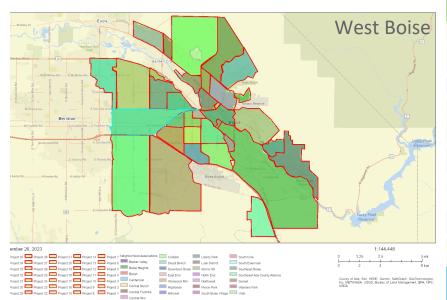
BREAKDOWN BY RACE

From Ages 1 to 4	5%
From Ages 1 to 18	24%
From Ages 18 and up	76%
From Ages 65 and up	16%



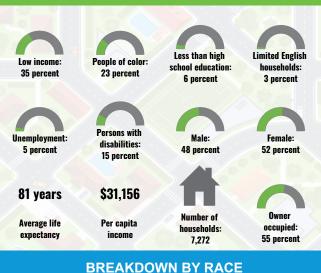
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



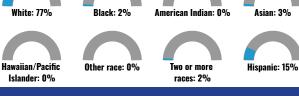
the User Specified Area Population: 17,708 Area in square miles: 5.27

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	88%
Spanish	7%
Russian, Polish, or Other Slavic	1%
Vietnamese	1%
Other Asian and Pacific Island	1%
Arabic	1%
Total Non-English	12%

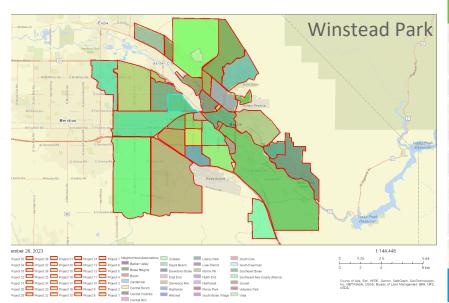


From Ages 1 to 4	5%
From Ages 1 to 18	20%
From Ages 18 and up	80%
From Ages 65 and up	17%



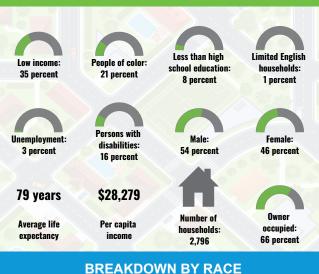
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area Population: 6,670 Area in square miles: 1.24

COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
English	88%
Spanish	8%
French, Haitian, or Cajun	2%
German or other West Germanic	1%
Other and Unspecified	1%
Total Non-English	12%



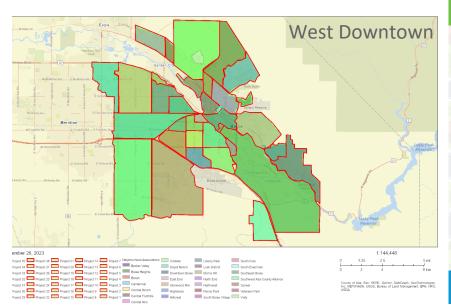
From Ages 1 to 4	5%
From Ages 1 to 18	22%
From Ages 18 and up	78%
From Ages 65 and up	19%



EJScreen Community Report

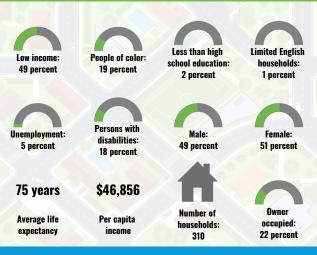
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Boise City, ID



the User Specified Area
Population: 511
Area in square miles: 0.09

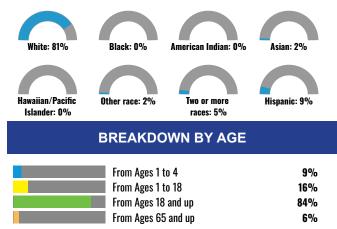
COMMUNITY INFORMATION



LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
No language data available.	

BREAKDOWN BY RACE







Limited English Proficiency (LEP)

Language Access Plan

December, 2022

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Boise Airport Language Access Plan

As part of the City of Boise's ("City") Language Access Plan, the City of Boise, Department of Aviation ("Boise Airport" or "Airport") has developed the following plan to provide meaningful access to its services for individuals with Limited English Proficiency ("LEP").

As a recipient of grant funding from the United States Department of Transportation and Federal Aviation Administration, the Boise Airport makes every effort to ensure that passengers, personnel, and visitors are respected and welcomed at the Boise Airport. It is unlawful for airport operators and their 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. The Boise Airport, strives:

- To promote full and fair participation in transportation decision-making.
- To ensure meaningful access to the Boise Airport's programs and activities by persons with limited English proficiency.

Four-Factor Analysis

The four-factor analysis is a tool to help determine the extent LEP communities are eligible for services or are likely affected by programs or activities and how to ensure meaningful access. The following adaptation of the Four Factor Analysis helps determine what reasonable steps should be taken to ensure language access, including, which documents must be translated, what oral translation is necessary, and whether such services must be provided immediately. The four-factor analysis is operationalized in the Language Access Program Protocol delineated in the next section of the Language Access Plan.

Factor 1: number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee:

The Boise Airport is committed to understand the community's needs by identifying the number of persons with LEP who may encounter services or programs provided. The analysis of Factor 1 is based on various internal and external data sets. Internal data includes a survey of frontline staff and the City's use of telephonic Interpretation Services, LanguageLine Solutions. External data includes the American Community Survey 5-Year Estimates of 2020 and data collected by community partners, local resettlement agencies, and local school districts.

According to the U.S. Census Bureau¹, 10% of Boise's total population age five or older speaks a language other than English at home, and 3.5 % (or 7,500 individuals) speak less than "very well" and are considered LEP. Of 7,500 LEP individuals, 42% speak Spanish, and 58% speak "Other languages". Table 1 provides a comparison of population percentage by language spoken for the five most common languages in Boise, Idaho.

Table 1: The top five languages spoken at home in Boise, Idaho (2016-2020 American Community Survey)						
Population	Number	LEP	LEP	LEP Persons	LEP	LEP
5 years &	of LEP	Persons	Persons	who speak	Persons	Persons
older	Persons	who	who	Chinese	who	who
		speak	speak	(incl.	speak	speak
		Spanish	Arabic	Mandarin,	Indo-	Russian,
				and	European	Polish, or
				Cantonese)	languages	other
						Slavic
						languages
217,044	7,500	3,124	981	640	632	473

The Boise Airport is an important transportation hub for southern Idaho and is the primary commercial airport in the region. The primary service area of the Airport consists of Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley and Washington Counties, Idaho. According to the U.S. Census Bureau², 11.7% of the Boise Airport's Primary Service Area's total population age five or older speaks a language other than English at home, and 3.8% (or 28,380 individuals) speak less than "very well". Table 2 provides a comparison of population percentage by language spoken for the Boise Airport's Primary Service Area for the five most common languages. A breakdown of LEP data for the primary service area is included in **Appendix A**.

Table 2: The top five languages spoken at home in Boise Airport's Primary Service Area (2016-2020 American Community Survey)							
Population	Number	LEP	LEP Persons	LEP	LEP	LEP	
5 years &	of LEP	Persons	who speak	Persons	Persons	Persons	
older	Persons	who	Indo-	who	who	who	
		speak	European	speak	speak	speak	
		Spanish	Languages	Arabic	Russian	Chinese	
756,539	28,380	21,917	1,475	1,328	1,286	1,227	
	4%	2.90%	0.19%	0.18%	0.17%	0.16%	

¹ Boise, Idaho: U.S. Census Data

² Boise Airport's Primary Catchment Area: U.S. Census Data

LanguageLine Solutions Use

The Boise Airport utilizes LanguageLine Solutions to provide on-demand interpretation services. Data from LanguageLine Solutions is significant because it shows which languages City of Boise employees encounter most and reflects which languages are prevalent in our service area. Over the last two years (FY 2021-FY 2022), the following languages were the most requested languages and the percentage of use:

1.	Spanish	36%
2.	Swahili	15%
3.	Kinyarwanda	7%
4.	Arabic	7%
5.	Farsi	2%
6.	All other languages	33%

Survey of Frontline Staff

In November of 2022, frontline staff at the Boise Airport were invited to complete a survey on language assistance services requested by travelers. The survey was completed by 130 individuals, both staff and tenants, and listed the following languages as the most prevalent amongst LEP individuals who sought assistance:

Spanish
Chinese
Arabic
Amharic, Somali, or other Afro-Asiatic languages
Japanese
Ukrainian or other Slavic languages
Serbo-Croatian
Russian
Swahili or other languages of Central, Eastern, and Southern Africa

Factor 2: The frequency with which LEP individuals come in contact with the program.

The Boise Airport assesses the frequency at which frontline staff has or could possibly have contact with LEP persons. This includes an annual review in partnership with the Language Access Program Manager. The airport analyzes

internal and external data sources, including the U.S. Census and American Community Survey, and internal data, including the use of telephonic interpretation services and surveys of airport employees and tenants

Concerning frequency, an informal survey of the Airport's tenants indicated that 71% of respondents had direct contact with an LEP individual five or more times per month over the past year. In a separate survey, 27% of the thirty (30) Boise Airport employees surveyed indicated they interacted with LEP residents five or more times per month. The Boise Airport will take appropriate actions to assist persons with LEP in accessing our programs including emergency preparedness, safety, directions, flight information and security matters.

Factor 3: The nature and importance of the program, activity or service provided by the recipient to people's lives.

As the largest Airport in Idaho, the Boise Airport provides a gateway to Idaho's backcountry and the Treasure Valley. Over four million passengers travel through Boise Airport annually. According to City of Boise staff and tenants, among the essential services LEP residents' access through the Boise Airport are wayfinding and accessing information about air travel. The responses to the summary are outlined in **Appendix B**. In addition, the Boise Airport is committed to enhancing and adopting additional strategies and tools for strengthening language access implementation.

Factor 4: The resources available to the recipient and the costs.

The Boise Airport continually assesses the available resources used to provide language assistance and prioritizes language assistance services. The Airport partners with the City of Boise's Language Access Program Manager to identify and inventory current resources available through the City, determine additional resources needed and implement cost-effective practices.

Available resources that could be used to provide language assistance include wayfinding signage that utilizes internationally adopted symbols and icons, bi/multilingual employees, telephonic interpretation services through a contract with LanguageLine Solutions and a local network of linguists who provide interpretation and translation. Furthermore, the City of Boise employs a Language Access Program Manager who serves at the Office of Community Engagement, facilitates translation and interpretation services, and ensures organizational compliance with Title VI and other local, state, and federal laws related to language access. The Boise Airport partners in conducting public outreach initiatives and determining other language assistance measures that would benefit persons with LEP.

Resource materials provided to the terminal tenants and concessionaires are identified in Appendix C – Title VI Resource Materials

Language Access Program Protocol

Language Services

The Boise Airport, a department of the City of Boise, offers various services for passengers who prefer a language other than English or identify as LEP. The City of Boise partners with a network of interpreters and translators contracted by the Boise Police Department. Linguists provide language access assistance for the Boise Airport. Linguists are recognized and valued as cultural brokers who provide an essential bridge between the City and culturally and linguistically diverse communities. The Refugee Liaison Officer in the Boise Police Department maintains the roster of certified contract linguists.

The City of Boise partners with LanguageLine Solutions to provide telephonic interpretation services. These services are used to assist residents who walk in or call in. The Boise Airport has a dedicated account and instructional quick reference guides containing the department's individual account and code. In addition, frontline employees have access to language identification tools, including language identification guides and interpreter access tools, including postcards, wallet cards, flyers, and badges.

Updating the Language Access Plan

The Airport will monitor, evaluate and update this plan regularly, but not less than every three years. The Airport will examine how many LEP persons were encountered and determine if their needs were met. The Airport will evaluate the following:

Language encountered by the frontline employees of the Airport
Tools and resources used to communicate with LEP individuals
List of translated vital documents and documents prioritized for translation
Number of bilingual employees, and training
Complaints received alleging denial of language assistance
Concerns with the quality of interpretation and translation services

Training

Title VI training shall be provided in accordance with Appendix D – Boise Airport Title VI Training Protocol.

Complaint Process

The Boise Airport has a link on its website, iflyboise.com, to the City's Title VI policy statement and complaint process. It also provides the contact information for

the City's Title VI Coordinator and the Boise Airport Title VI Department Liaison. The Title VI Complaint Form for the City of Boise is available in Spanish, Arabic, and Swahili. Other documents are available for translation upon request.

Notice of the Right to Language Access

The City of Boise's Title VI and Language Access policies are available on Department websites, including the filyboise.com, and on Cityofboise.org. In addition, the Boise Airport has posted non-discrimination posters in public areas of the terminal building and in our Fixed Base Operator lobbies, hotel tenant lobbies and our service station lobby.

LEP Plan Contact Information

Eulalia Gallegos Language Access Program Manager Office of Community Engagement Office: (208) 972-8493

egallegos@cityofboise.org

Appendix A

US Census Bureau: Boise Airport's Primary Service Area

				Boise	's Primary		1					
Total LEF					28,380	4%						
Speak a La	Ada County, Idaho	Adams County, Idaho	Boise County, Idaho	Canyon County, Idaho	88,473 Elmore County, Idaho	Gem County, Idaho	Owyhee County, Idaho	Payette County, Idaho	Valley County, Idaho	Washingt on County, Idaho		% of Total
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Totals	Population
Total:	442,589	4,054	7,385	207,418		16,864					756,539	
Speak only English	405,097								10,093		668,066	
Spanish:	17,558										61,565	
Speak English "very well" Speak English less than	12,297	54	86	21,766	1,204	512	1,183	1,435	371	740	39,648	5.24%
"very well"	5,261		103	11,984	1,176	538	1,099	1,164	41		21,917	2.90%
French, Haitian, or Cajun:	1,633	19	22	200	30	0	6	17	44	. 8	1,979	0.26%
Speak English "very well" Speak English less than	1,342				_						·	
"very well"	291	. 0	0	9	0	0	6	5	C	8	319	0.04%
German or other West Germanic languages:	1 202	10	,,	600	170	6-	10	84	37		2 226	0.3104
Speak English "very well"	1,203 1,048					6 ₅					2,336 1,927	
Speak English less than "very well"	1,040				102	0		,				
Russian, Polish, or other			_								7*3	0.05.0
Slavic languages:	3,524	4	32	1,044	328	0	0	15	1	. 0	4,948	0.65%
Speak English "very well"	2,281							_				
Speak English less than											ű.	
"very well"	1,243	0	0	43	0	0	0	0	C	0	1,286	0.17%
Other Indo-European												
languages:	3,371	0				29	0	11	10	43	4,269	
Speak English "very well" Speak English less than	2,294	0	18	371	18	29	0	11	10	43	2,794	0.37%
"very well"	1,077	0				0					7 17 3	0.19%
Korean:	523							_				
Speak English "very well" Speak English less than "very well"	229										J .	
Chinese (incl. Mandarin,	294	. 0	0	11	0	0	0	0	C	0	305	0.04%
Cantonese):	2,135	0	0	584	255	0	0	0	c	0	2.07/	0.39%
Speak English "very well"	1,242										. , , ,	
Speak English less than	2/242		·	209	-30						-1/4/	0.23/0
"very well"	893	0	0	315	19	0	0	0	C	0	1,227	0.16%
Vietnamese:	915		0			38	0	0	C	0		0.15%
Speak English "very well" Speak English less than	333		0	66	0	0	0	0	C	0	399	0.05%
"very well"	582	0	0	80	0	38	0	0	C	0	700	0.09%
Tagalog (incl. Filipino):	529	0	59	138	297		,	59	С	12	1,137	0.15%
Speak English "very well" Speak English less than	315	0	59	89	244	19			C	0	744	0.10%
"very well" Other Asian and Pacific	214	0	0	49	53	17	0	48	C	12	393	0.05%
Island languages:	2,549	17	0	456	67	31	. 2	30	1	63	3,216	0.43%
Speak English "very well" Speak English less than	1,761						. 2	16	C	63		
"very well"	788	0	0	230	15	0	0	14	. 1	. 0	1,048	0.14%
Arabic:	1,688						•					
Speak English "very well" Speak English less than	638		0									
"very well"	1,050	0	0	278	0	0	0	0		0	1,328	0.18%
Other and unspecified												
languages:	1,864			- 33								
Speak English "very well" Speak English less than	1,360										5	
"very well"	504	. 0	. 0	41	. 0	. 0	13	0	. 3	0	561	0.07%

Appendix B

Language Access Survey Result: Airport Frontline Staff

Language Access survey result. Airport Frontine Stan
In a typical month, how many LEP individuals do you encounter who use or attempt to use your department's services? Please provide any detail or clarifying information you feel is necessary.
(30 answered, 1 Skipped)
0
0 to 1
0-1
0ne
1
1 or maybe 2
2-3 taxi drivers.
2-3 usually our taxi drivers coming in for permits. Some speak a limited amount of English and would prefer to speak their own language if possible.
3
3-4, this is mostly if they are lost in the Airport.
4
4 -5
6
6 a month
A few times
about 30% are not English proficient
about 4
About an average of 3 to 5 people a month. Mostly Spanish, Croatian, and multiple dialects of African.
Approximately 2 people/month.
At least twice a week I run into someone who does not speak English asking for assistance at
the Airport.
Constantly
I interact with LEP persons fewer than 1 time per month.
It varies month to month, but on average 5 to 10 per month
Less than one
Maybe 1 have I seen use their phone. Most the time I am able to help a customer with hand
signals or body language
Maybe 2 a month
Maybe 5
Not more than 3.
one to two

When there is contact with an LEP individual, what service or activity are they trying to access? Please describe the services. (26 Answered, 5 Skipped)

Airline flight information.

Serbo-Croatian not that often. Mostly Spanish.

Airline info

Asking for direction

Assistance with juvenile beyond control or need to report a crime.

Cell phones

Direction

Direction

Direction

Direction for Exits or Gates.

Directions

Directions in the Airport

Directions. Mostly to baggage claim or to a gate

Exit and/or Baggage

Finding their flight or baggage.

Flight information

information on flights, ground transportation, how to obtain their baggage

most ask where baggage carousel's are, or what way to their gate.

Normally trying to get help with transportation options or assistance getting airline customer service

Number one is gate area of their Aircraft, and second is where is baggage claim to get their belongings.

Police services or airline services

Taxi permits

The contact typically involves giving directions to baggage, security checkpoint, or gates.

The person is trying to find out about flights, a person on a flight, or information about the Airport

Trying to get flight or other transportation services

Wayfinding at the Airport. Many are looking for the exit after getting off a plane or looking for baggage claim. Sometimes the ticket counter has called because they have a non-English speaking individual trying to buy a ticket etc. Also they are often requesting assistance in baggage claim using a paging phone.

Where to go

Appendix C

Title VI Resource Materials

1. Website Link – includes complaint forms and contact information

https://www.iflyboise.com/about-boi/non-discrimination-title-vi/

2. Interpretation Services

Language Line Instructions

Language Identification (iSpeak) cards

List of Bilingual and Multilingual Employees

- 3. Copy of the LEP Language Access Plan
- Boise Airport Title VI Liaison
 Amy Snyder
 <u>asnyder@cityofboise.org</u>
 (208) 383-3110 ext 0

Appendix D

Boise Airport's Title VI Training Protocol

City of Boise, Airport staff

City HR will assign Title VI training to all new City of Boise Airport staff members and then a refresher will be provided every two years in ilearn, the City's digital training system. The system tracks completion of training.

Advisory Board (Airport Commission)

Training is presented to Airport Commission at one of the public meetings and provided to the Commissioners in their agenda packet. Future commissioners will be provided with a hard copy of the training along with a demographic survey. A refresher in person training will be provided periodically as the board members change.

Badged Tenants, Concessionaires, Contractors, and Consultants

Boise Airport will include the Title VI training in the training for security credentials (badges) for all tenants, concessionaires, contractors, and consultants who are required to have a badge. The system tracks completion of training. City of Boise, airport staff will not be included as they have training in ilearn.

Non-Badged Tenants, Contractors, and Consultants

Airport Property & Contracts staff, Airport Project Management staff and Facilities staff will be responsible for sending the training to the non-badged tenants, contractors, and consultants. Tracking may either be done via the training link or a sign in sheet which will then be kept in the Title VI training computer folder. For tenants/concessionaires, training will be provided on an annual basis to be taken at a minimum by all new employees of the tenant. For contractors and consultants training will be provided at the beginning of each project.