

# **FAA Civil Rights Connect Airport User Guide**

The FAA Civil Rights Connect System (FAA Connect) is an electronic web-based FAA Office of Civil Rights external programs information system. FAA Connect has been developed as one centralized resource for the Disadvantaged Business Enterprise (DBE), Airport Concessions DBE (ACDBE), Title VI, and Americans with Disabilities Act (ADA) Programs records. We created the following User Guide to assist you. This guidance is not final and will be continuously updated as additional functionality is completed.

FAA Connect provides a personal Dashboard identifying all your user account program assignments and statuses and includes guidance and training information under Alerts and Training (also available on the home screen). The structure of the system includes an airport file (Airports) containing sections including DBE/ACDBE Programs, Goals (including a Goal Setting Tool) and Uniform Form Reports, Title VI, ADA, Compliance Reviews, Complaints, Inquiries, and Online Compliance Assessments to assist you with checking your airport's compliance. The system also includes a Document Vault and a Help Desk.

The user account process involves two steps: (1) requesting the user account; and (2) requesting airport assignments. Some of you work with multiple airports, and FAA Connect will facilitate your assignment to all of them. Simply repeat the "request airport" step for each airport to which you need access.

FAA Connect is located at: <a href="https://faa.civilrightsconnect.com/FAA/login.asp">https://faa.civilrightsconnect.com/FAA/login.asp</a>. Below are sometips and information:

- Your user name is your email address. If you need to reset your password, on the home screen, click on User Lookup, Password Reset and Create Account. On the next screen, enter only your email address and click search. Where your name appears at the top, click Reset password. If youdo not receive the email message, please contact your IT personnel and ask to unblock messages from faa.civilrightsconnect.com so you can receive the messages.
- If you need additional assistance, click on the FAA Help Desk button after logging in. Describe the problem you are having in the **Message/Issue/Error** text box and click **Submit**. To contact an FAA Specialist via email or telephone, see specialist regional assignment list on the last pages of this user guide.
- When entering data, click Validate and Save or Save Draft in case of an unlikely dropped session.
- The System supports one user account per person. A user can have multiple airport assignments. Do not share a user account. If you have additional staff requiring access, request a user account for each person.



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#### How to Create a User Account or Reset Password

#### Access the website at:

https://faa.civilrightsconnect.com/FAA/login.asp

#### How to reset password:

- 1. Click on User Lookup, Password Reset, and Create Account
- 2. Enter only your email address and click Search
- 3. Where your name appears at top left, click Reset Password

#### 1 match found

Nancy Mateling, City of Chicago

Username: nancy.cibic@att.net



Reset Password R

Report Error with Contact Information

- 4. You will receive an email message with a temporary password to logon. The system will prompt you to create a new password.
- 5. If you do not receive the email message with temporary password, contact your IT personnel and ask them to unblock the messages from faa.civilrightsconnect.com so you can receive the messages.

#### How to Create a New User Account:

- 1. Click on User Lookup, Password Reset, and Create Account
- 2. Enter only your email address and click Search
- 3. If you do not have a user account, the following will appear:

No matches found. Please try adjusting the search parameters or submit a request for a new user account

4. Select: Recipient/Airport Representative



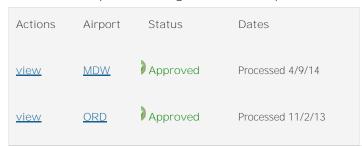
- 5. Click on Submit a request for a new user account
- 6. Enter all the required (\*) information.
- 7. Select the program area/s you work with (DBE, ACDBE, Title V and/or ADA) NOTE: Do not select access types not applicable to your intended need as this will delay your access review and approval. For example, if you are an airport employee or consultant that will be working with the DBE program only, please check only DBE.



How to Create a User Account or Reset Password (continued)

- 7. Click Submit.
- 8. FAA will review your user account request.
- If the user account is approved, you will receive an email message. If your user account is denied, FAA will provide a reason.
- 10. If approved, the next step is to request the airport assignment/s. If you are a consultant, you can request multiple airport assignments.
- 11. From your Dashboard under Airport Assignment Requests, click on Request Airport Assignment

# Airport Assignment Requests



Request Airport Assignment



12. On the next screen, click on Select Airport.

NOTE: If you are a consultant, please request that the airport manager send an email message to the FAA regional specialist or upload a letter from the airport manager in the airport assignment request screen stating that you are authorized to submit to submit DBE and/or ACDBE program information for the airport.

NOTE: Do not select access types not applicable to your intended need as this will delay your access review and approval. For example, if you are a consultant that will be working with the DBE program only, please check only View and Submit for the DBE program.

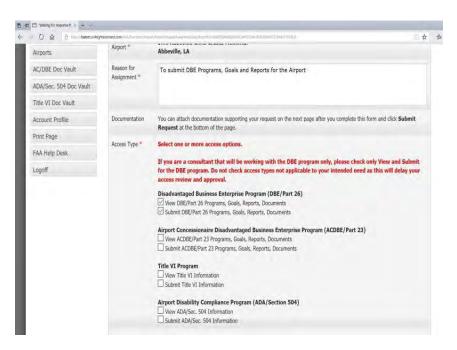
- 13. Search for the Airport that you need.
- 14. Click Select next to the Airport

select IYA Abbeville Chris Crusta Memorial , LA GA ASW



How to Create a User Account or Reset Password (continued)

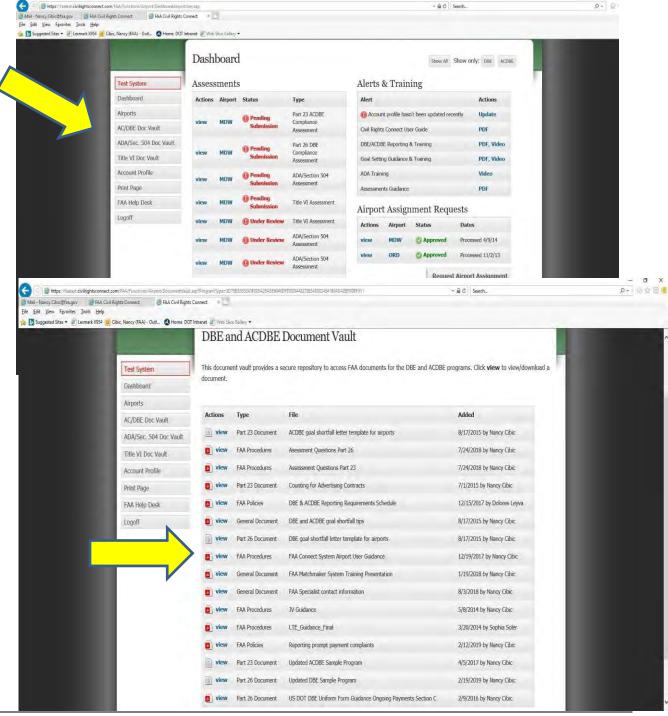
- 15. Enter a Reason for the assignment request for example, Submitting DBE program, goals and reports for the airport.
- 16. Check the boxes for the program access type you need. NOTE: Check only the boxes for the program areas that you are working with. If you are a consultant that will be working with the DBE program only, please check only View and Submit for the DBE program. Do not check access types not applicable to your intended need as this will delay your access review and approval.
- 17. When done, click Submit.
- 18. FAA will review your request. If approved, you will receive an email message.
- 19. After your airport assignment request is approved by FAA, you can logon and access the airport file/s that you have an approve airport assignment for.





#### **Document Vault**

The Document Vault (Doc Vault) includes general documents shared by FAA. The document vault is accessible from your Dashboard, left menus. Depending on your airport assignments, there is a separate Doc. Vault for DBE/ACDBE (AC/DBE Doc Vault), Title VI (Title VI Doc Vault) and ADA (ADA/Sec. 504 Doc. Vault). Click on the Doc Vault that you need and then click View next to the document. See screen shots below:



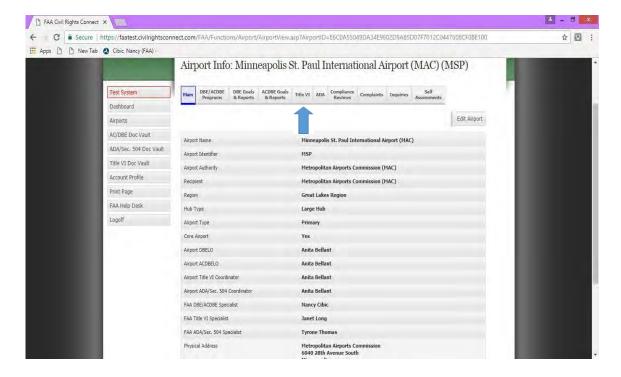


### How to Submit a DBE, ACDBE or Title VI Program

- 1. Website: <a href="https://faa.civilrightsconnect.com/FAA/login.asp">https://faa.civilrightsconnect.com/FAA/login.asp</a>
- 2. Click on Airports (left menu) find the Airport and click View
- 3. Click on DBE/ACDBE Programs or Title VI tab at top menus
- For DBE/ACDBE Programs, click on Submit New Part 26 DBE Program or Part 23 ACDBE Program. For Title VI Programs, click on Add Title VI Record Or,
- Access the Program from your Dashboard: Go to the DBE or ACDBE Program or Title VI Record
- 6. Click View next to the Program that is Pending Submission



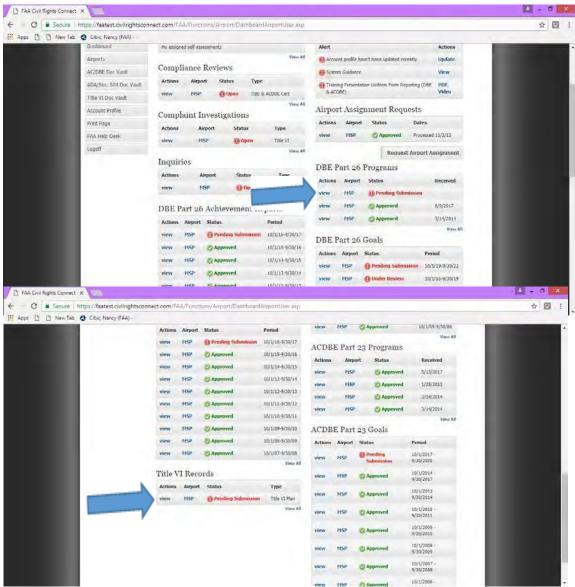








#### From your Dashboard:

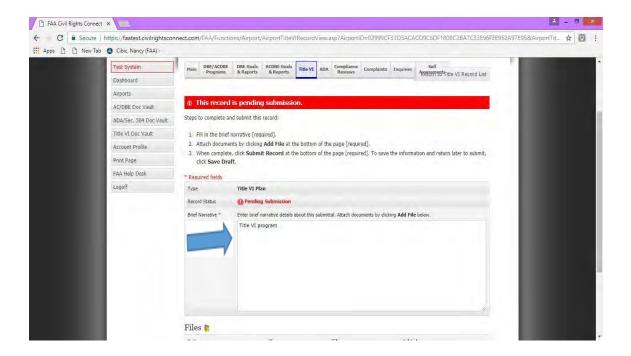


#### To upload and submit a program:

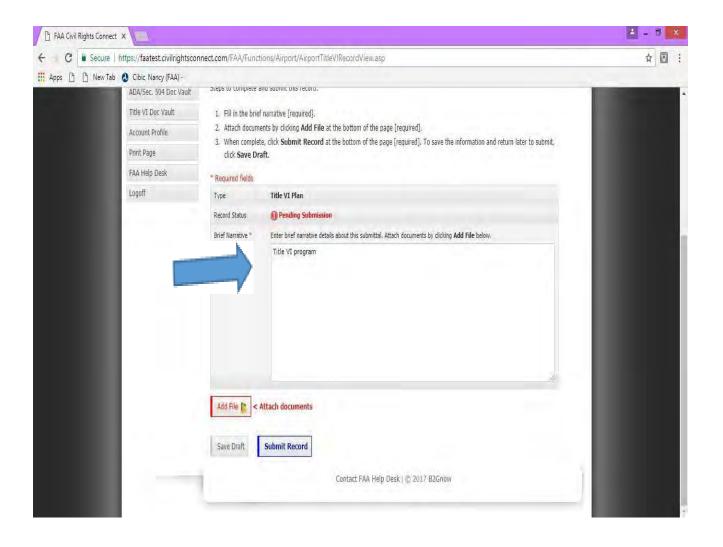
- Enter a Brief Program Narrative\*(\*denotes required entry) (Narrative might be for example Updated Program)
- 2. Click on Add File
- 3. Click Browse, Select (Highlight) File, Click Open
- 4. Select File Type (drop down menu)
- 5. Entire a File Title (2017 DBE or Title VI Program, for example)



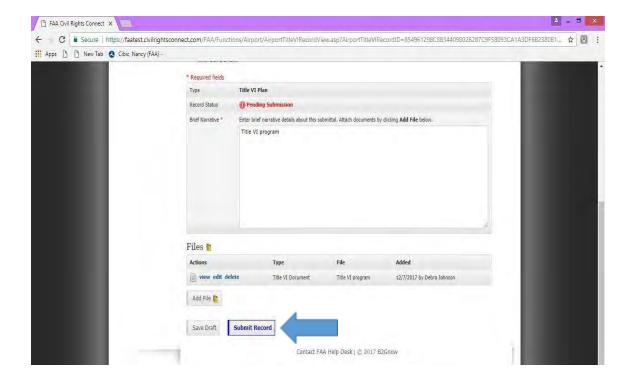
- 6. Entire a File Description if needed (not a mandatory entry
- 7. Click on Attach File (you can add as many files as you need to)
- 8. Click on Save Draft, if you are not ready to submit yet. Return later to submit.
- 9. When you are ready to submit, click on **Submit Program (or Submit Record.)**
- 10. The Program is now pending approval by the FAA Compliance Specialist
- 11. You will receive an email message indicated the status
- 12. If you need to make changes, you can Withdraw the Program prior to FAA approval.

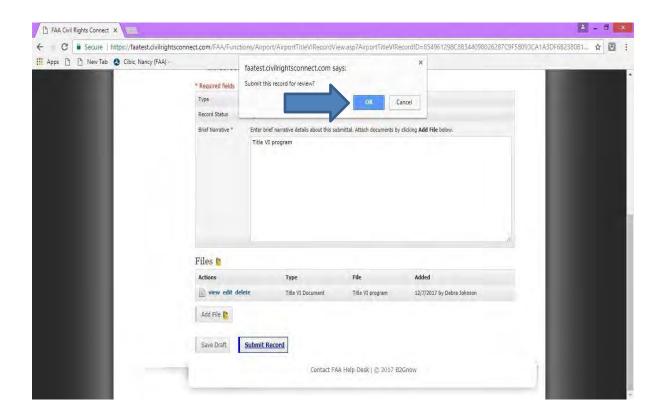




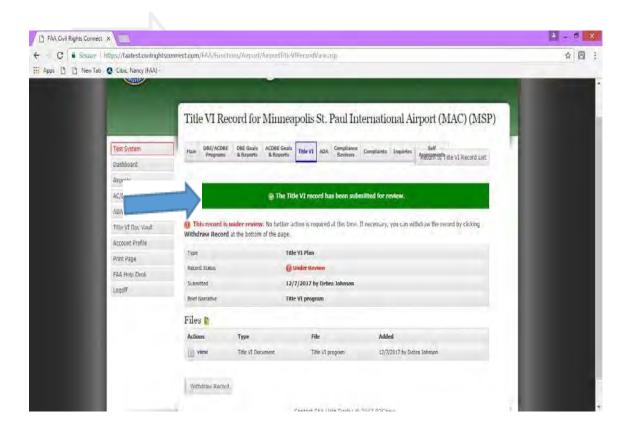




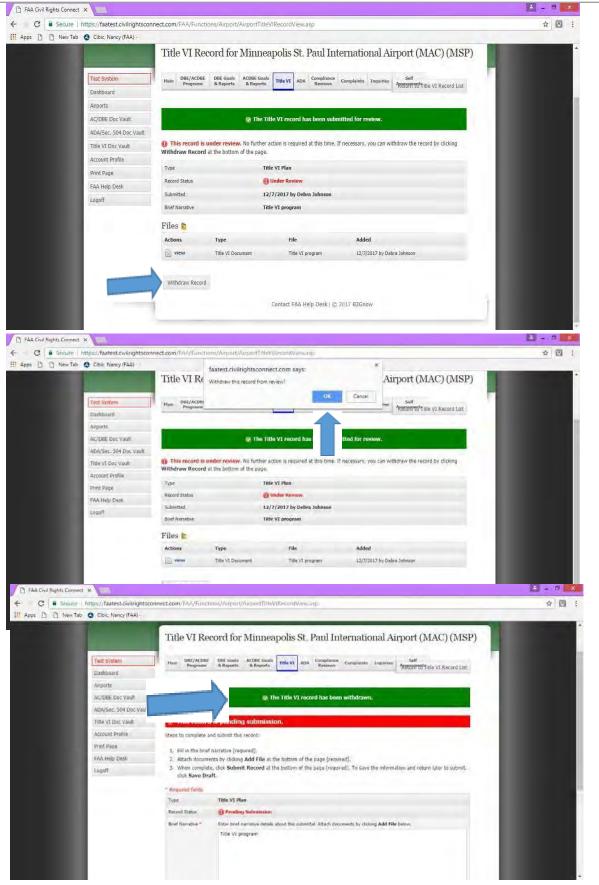














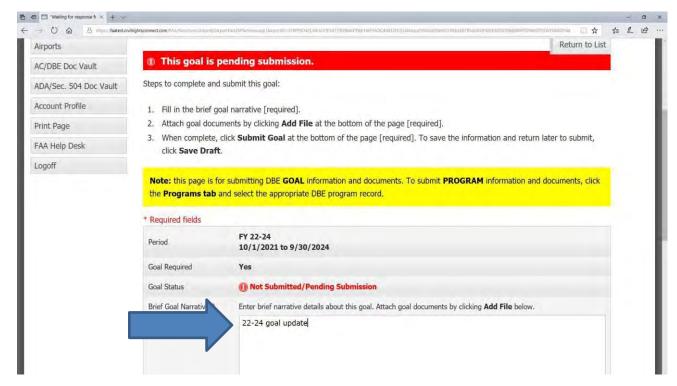
#### **How to Submit DBE Goals**

Please see the DBE Goal Setting Tool on the following pages. It is not mandatory to use the tool but you might find it helpful.

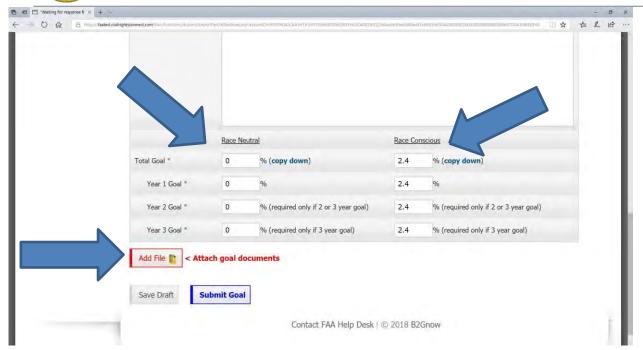
- 1. Website: <a href="https://faa.civilrightsconnect.com/FAA/login.asp">https://faa.civilrightsconnect.com/FAA/login.asp</a>
- 2. Access the Goal from your Dashboard:

NOTE: If the Goal tab or goal period is not shown, please contact your FAA Compliance Specialist to add the goal period.

- Go to DBE Part 26 Goals. Click View next to the Goal that you want to submit
   OR,
- 1. Click on Airports (left menu) find the Airport and click View
- 2. Click on DBE Goals and Reports at top menus
- 3. Click on Submit next to the FY goal that you need to submit
- 4. Enter Brief Goal Narrative \* (\* denotes required entry) (Narrative might be for example: 2020-2022 Goal update)

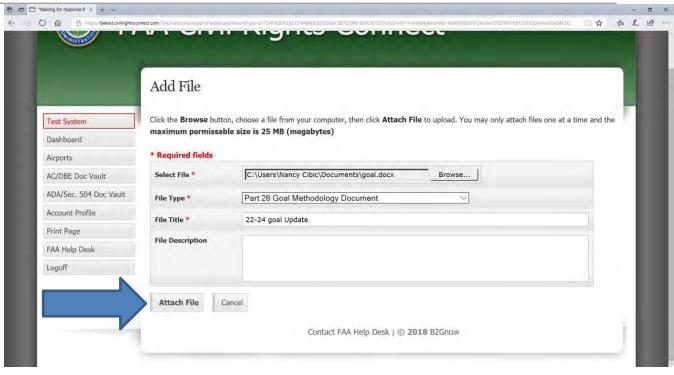


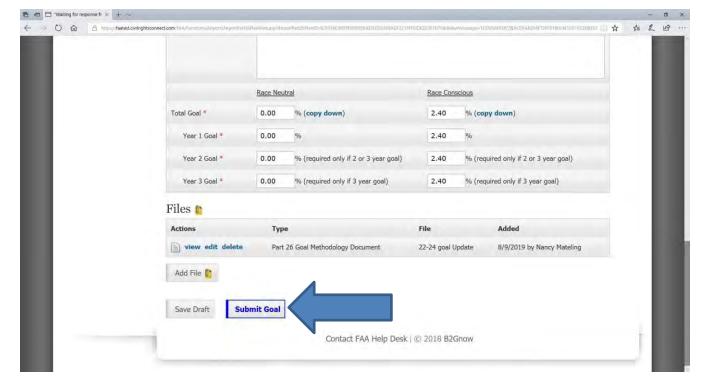
5. Enter DBE Race-Neutral (RN) and Race-Conscious (RC) Goals. Click copy down if the goal is the same for all years or enter specific goals for each year of the three year period.



- 6. Click on Add File (must add the goal file or you will not be able to Submit.)
- 7. Click Browse, Select (Highlight) File, Click Open
- 8. Select File Type (drop down menu)
- 9. Entire a File Title (2020-2022 goal, for example)
- 10. Entire a File Description if needed (not a mandatory entry
- 11. Click on Attach File (you can add as many files as you need to)
- 12. Click on Save Draft if you are not ready to submit yet
- 13. When you are ready to submit, click on Submit Goal
- 14. Click OK on popup box

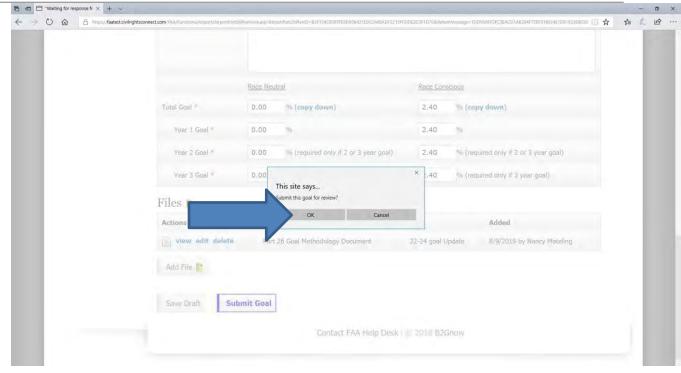








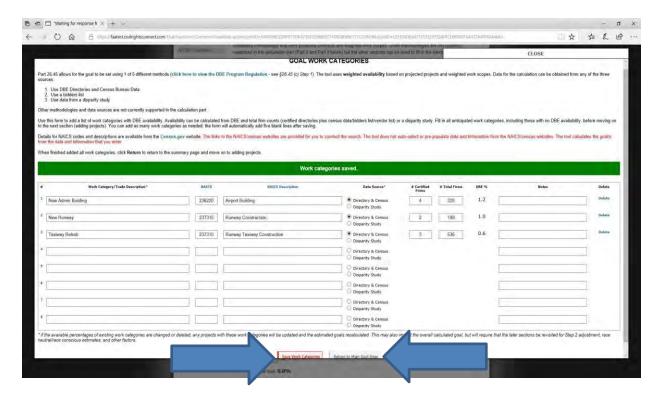






# **DBE Goal Setting Tool**

- 1. Go to the Airport and click View
- 2. Click DBE Goals & Reports
- 3. Page down and click on Goal Setting Tool tab at lower right
- 4. Select goal Type and Goal Period
- 5. Click Start New Goal
- 6. Review the instructions at the top of each screen.
- 7. Follow the process. Start with Part 1: defining the **Market Area**. Type into the text area what the market area is. For example: The market area is the Counties of Cook and Kane. When done, Click **Save Updates**. Click **Return** to go to the next section.
- 8. As you completed each section, the section will show: Occupated
- 9. Part II Projected Project Activity: Click on Setup Project Work Categories
  - a. Indicate the type of work or trade description
  - Click on NAICS for the NAICS code and NAICS description (enter the NAICS code manually)
  - c. Enter the number of DBE firms and the number of all firms the percentage will calculate automatically
  - d. Select the Source from the pull down menu (directory and census or disparity study)
  - e. When done, click on Save Work Categories. Click Return to go to the next Section.





#### **DBE Goal Setting Tool Continued**

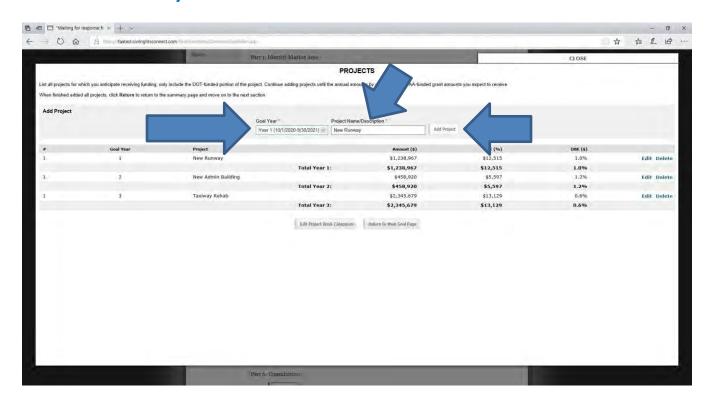
### f. Next, Click Manage Projects

Part 2: Projected Project Activity

Set Up Project Work Categories

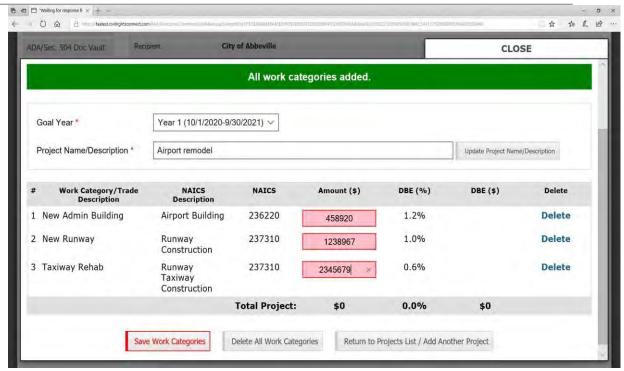


- g. Select the goal year from the pull down menu
- h. Enter the Project Name
- i. Click on Add Project

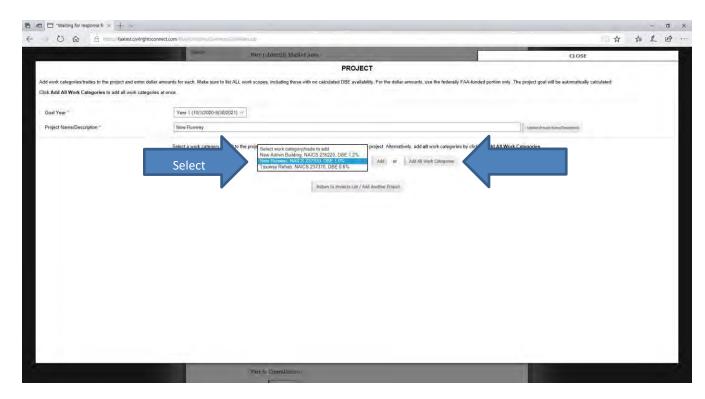


- j. Select the Work Category from the pull down menu
- k. Click Add or Add All to add all the work categories to the project
- I. Delete any work categories that do not apply to that goal year
  - 1. If you need to add all project work to one year, this is what it will look like below.
  - 2. Add the dollar amounts and click save work categories.
  - 3. When done, click Return to Main Goal Page



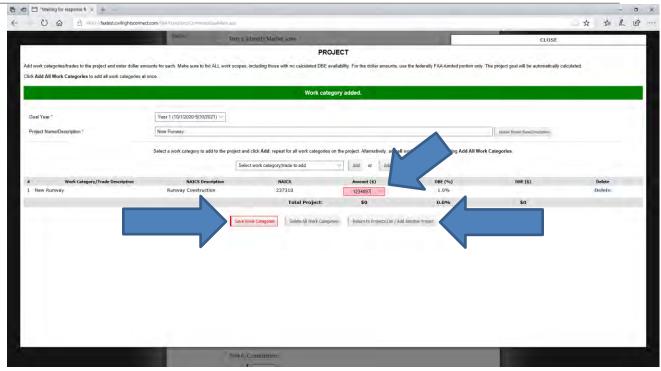


- m. If you need to add the projects individually for each year of the goal period:
- n. Select the project for Year 1 and click Add

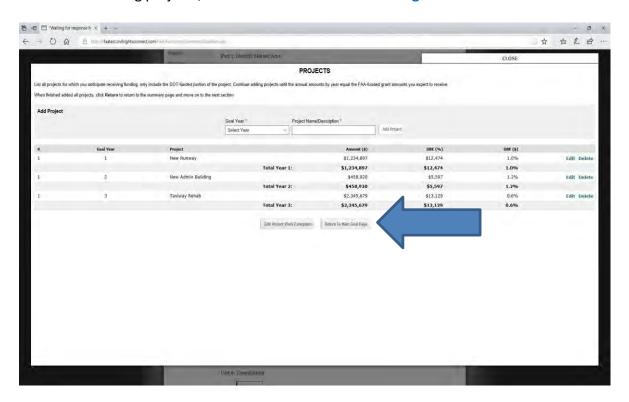


- o. Enter the project dollar amount in the text box
- p. Click on Save Work Categories





- q. Click Return to Projects List / Add Another Project
- r. Continue adding projects for each year as discussed in g-o
- s. When done adding projects, click on Return to Main Goal Page



10. Part 3: Step 1 Goal Calculation: Actual Relative Availability of DBEs. Click Fill in Section

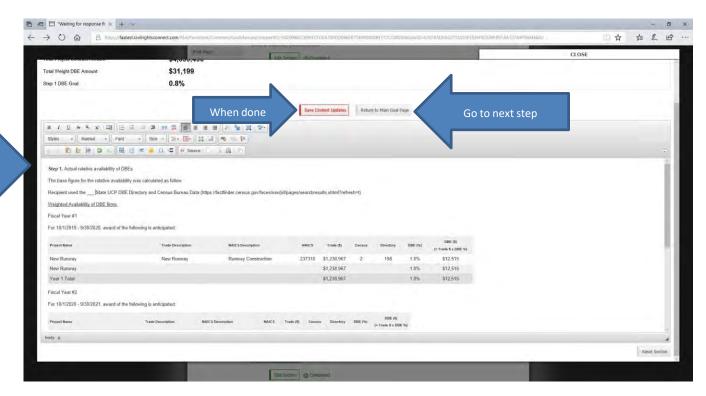


Part 3: Step 1 Goal Calculation: Actual Relative Availability of DBEs



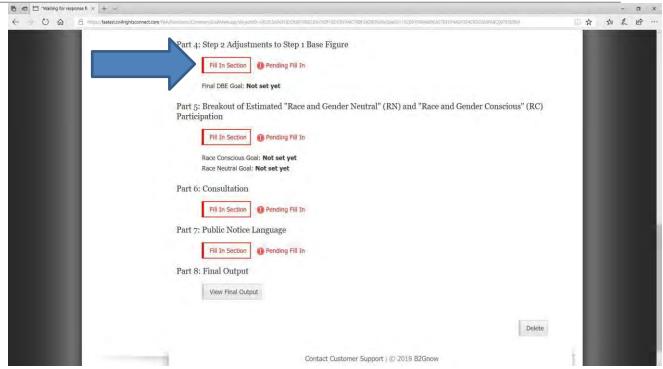
Edit as needed

 Text and data auto populates. Edit the text box as needed. When done, click Save content updates.

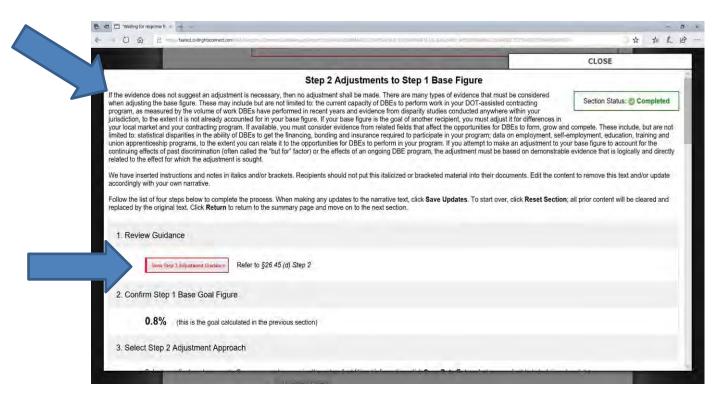


- b. Click Return to Main Goal Page to go to next section
- 11. Part 4: Step 2 Adjustments to Step 1 base figure. Click Fill in Section.



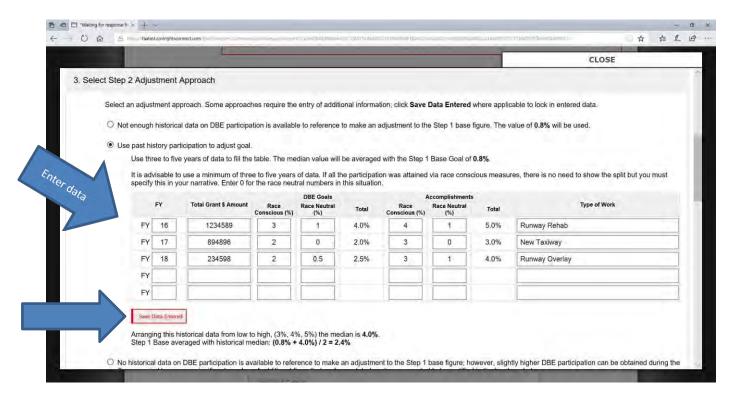


a. Review Guidance



Select an Adjustment Approach. Using past history is a common approach. Other
options are available or add an approach. When done entering data, click on Save Data
Entered



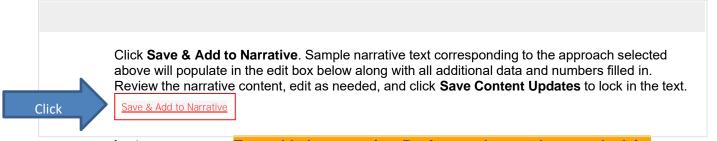


Select this option if another adjustment approach was used. Click the **Save & Add to Narrative** button and enter narrative of your approach.

#### This approach is also commonly added:

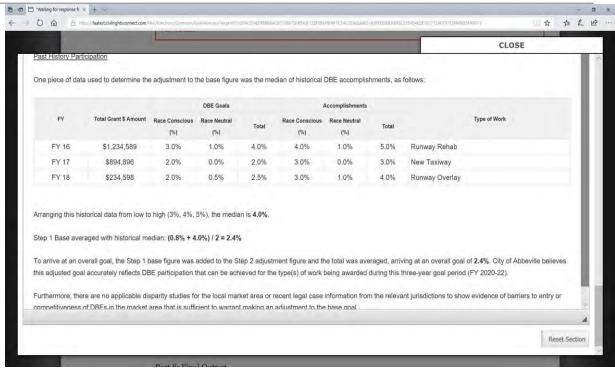
- Check this option to include the following text:

  Furthermore, there are no applicable disparity studies for the local market area or recent legal case information from the relevant jurisdictions to show evidence of barriers to entry or competitiveness of DBEs in the market area that is sufficient to warrant making an adjustment to the base goal.
  - c. Add your approach and overall goal to your narrative



**d.** System states: **Text added to narrative. Review, update, and save to lock in.** Review the text and update as needed.

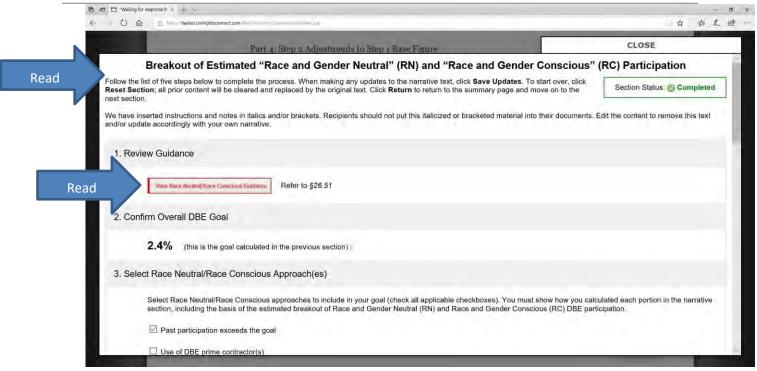




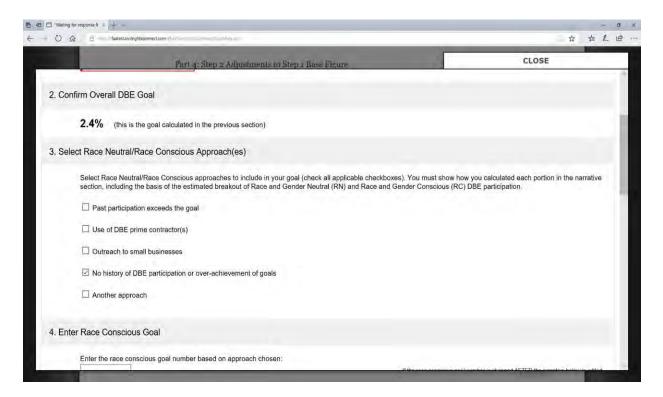
- e. When done, click on Save Content Updates
- f. System will indicate Content saved.
- g. Click Return to Main Goal Page to go to next Section.
- 12. Part 5: Breakout of Estimated "Race and Gender Neutral" (RN) and "Race and Gender Conscious" (RC) Participation

a. Click Fill in Section



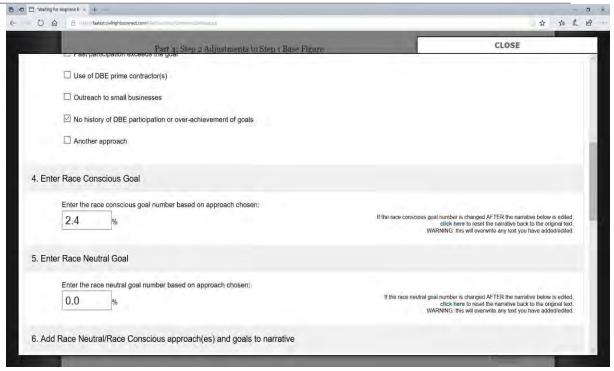


b. Select the race-neutral and race-conscious approach or add a different approach (Another approach).

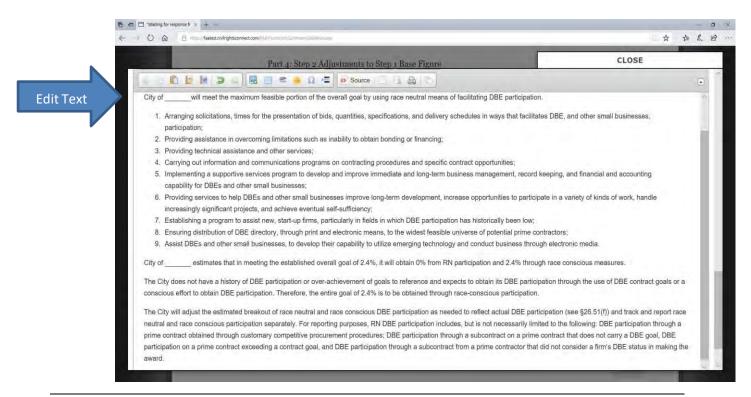


c. Enter the race-neutral and race-conscious goal.





- d. Add the approaches and goals to the narrative by clicking on Save and Add to Narrative
- e. Click Save Content Updates. System states: Text added to narrative. Review, update, and save to lock in.
- f. Click on Save Content Updates
- g. System might state: Content saved but some text/sections need to be updated/completed.
- h. Edit the text as needed and Click Save Content Updates again.

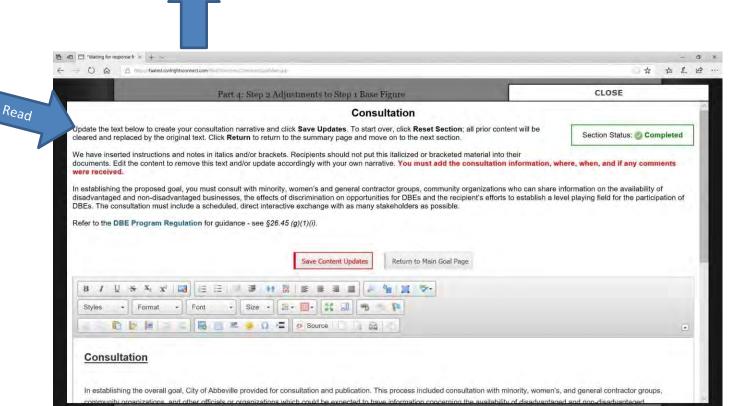




- i. System states: Content saved.
- j. Select Return to Main Goal Page to go to next step

#### 13. Part 6. Consultation

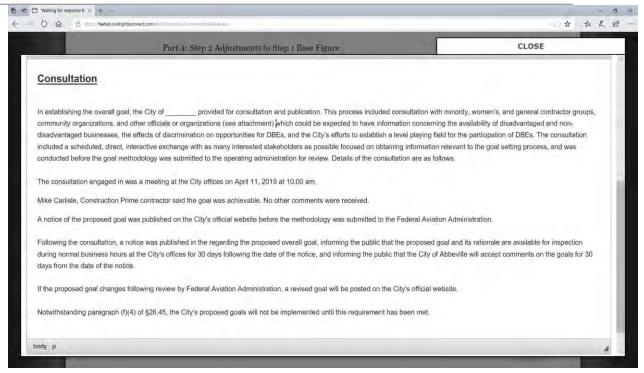
a. Click on Fill In Section Pending Fill In



b. Review and edit text as needed



#### FAA Civil Rights Connect Airport User Guide



c. When done, click Save Content Updates

d. System states: Content saved.

e. Click Return to Main Goal Page to go to next Section

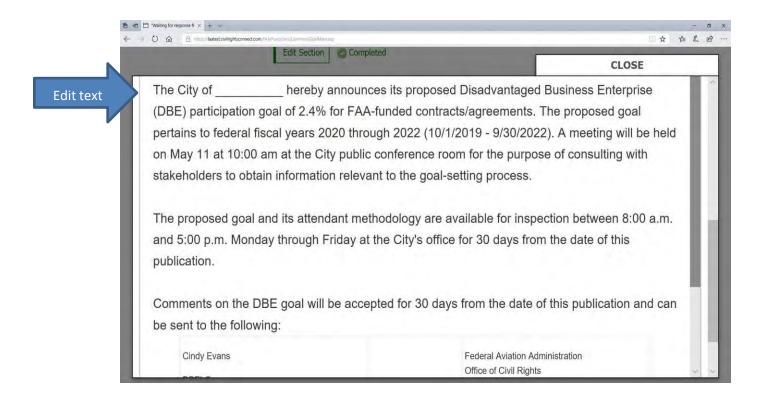


#### 14. Part 7: Public Notice Language

a. Click on Fill In Section Pending Fill In



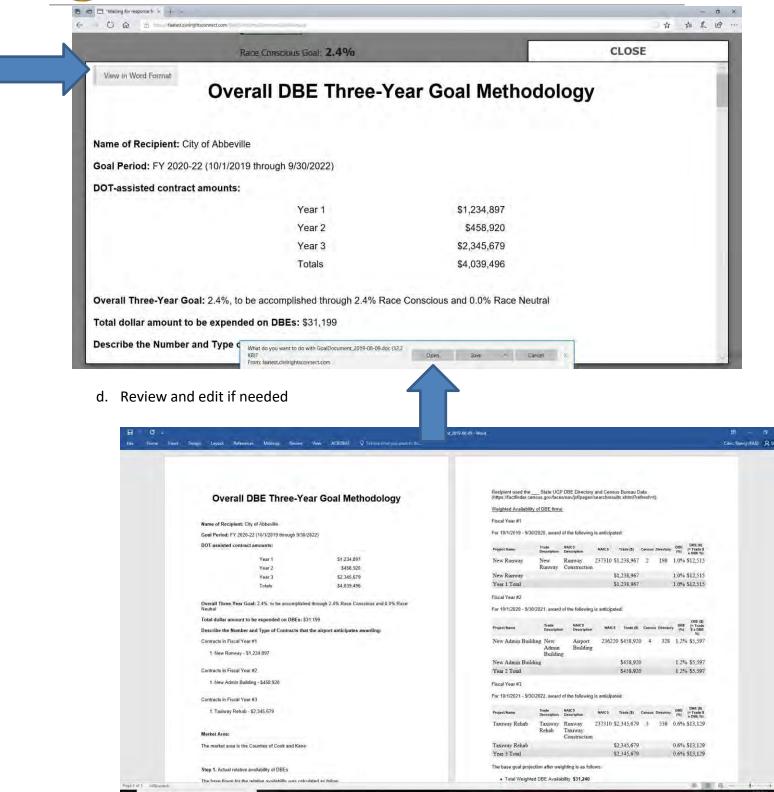
- b. Edit text as needed
- c. When Done, Click Save Content Updates
- d. Click Return to Main Goal Page to go to next section



#### 15. Part 8: Final Output

- a. Click View Final Output
- b. Click View in Word Format (located at upper left)
- c. Click Open at bottom popup box





- e. Save the file as a document. Upload the goal document in FAA Connect in the Airport File, DBE Goals and Reports Section.
- f. If the goal period is missing, contact your FAA Compliance Specialist to add the goal period. See last page of this guidance for FAA Specialist contact information.



## **How to Submit ACDBE goals**

Please see the ACDBE goal setting tool on the following pages. It is not mandatory to use the tool but you might find it helpful.

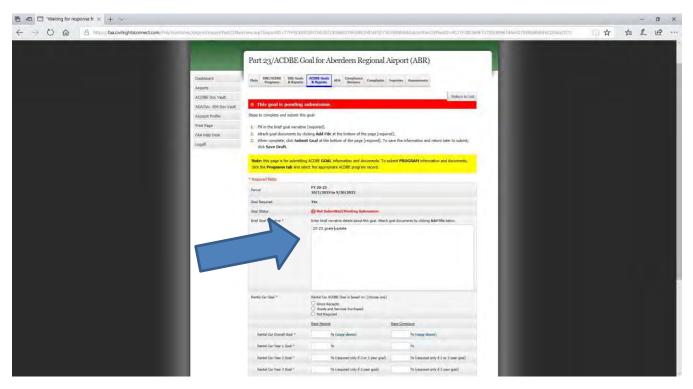
- 1. Website: <a href="https://faa.civilrightsconnect.com/FAA/login.asp">https://faa.civilrightsconnect.com/FAA/login.asp</a>
- 2. Access the Goal from your Dashboard:

NOTE: If the Goal tab or goal period is not shown, please contact your FAA Compliance Specialist to add the goal period.

3. Go to ACDBE Part 23 Goals. Click View next to the Goal that you want to submit

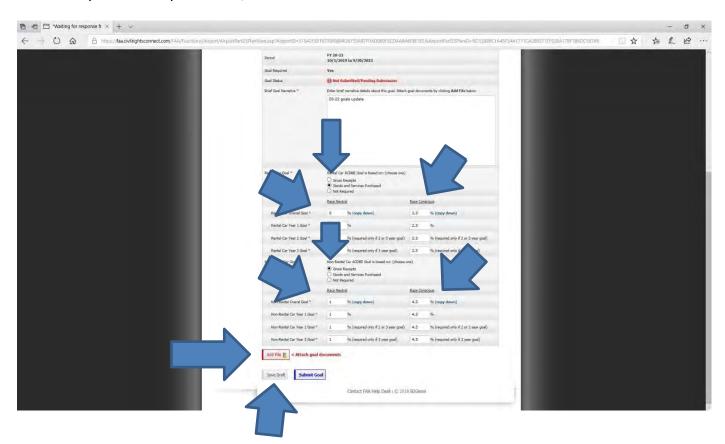
OR,

- 4. Click on Airports (left menu) find the Airport and click View
- 5. Click on ACDBE Goals and Report at top menus
- 6. Click on Submit next to the FY goal that you need to submit
- 7. Enter Brief Goal Narrative \* (\* denotes required entry) (Narrative might be for example: 2020-2022 ACDBE Goals Update)





- 8. Select what the goal is based on or not required.
- 9. Enter ACDBE Car Rental and Non-Car Rental RN and RC goals). Click copy down if the goal is the same for all years or enter specific goals for each year of the three year period.
- 10. Click on Add File (must add the goal file or you will not be able to Submit.)
- 11. Click Browse, Select (Highlight) File, Click Open
- 12. Select File Type (drop down menu)
- 13. Entire a File Title (Updated 2019-2021 goals, for example)
- 14. Entire a File Description if needed (not a mandatory entry
- 15. Click on Attach File (you can add as many files as you need to)
- 16. Click on Save Draft if you are not ready to submit yet
- 17. When you are ready to submit, click on Submit Goal



- 15. The Goal/s are now pending approval by the FAA Compliance Specialist You will receive an email message indicated the status.
- 16. If you need to make changes, you can Withdraw the Goal prior to FAA approval.



### **How to Use the ACDBE Goal Setting Tool**

- 1. Go to the Airport and click View
- 2. Click ACDBE Goals & Reports tab at top menus
- 3. Page down and click on Goal Setting Tool tab at lower right
- Select goal Type and Goal Period.
   For this first example, we will explain the non-car rental goal. However, the process for preparing a car rental goal is very similar except that for the car rental goal, you can select if the goal is based on gross receipts or purchases (expenditures). You can also follow this guidance when preparing your car rental goal. When you base the car rental goal on purchases, some common car rental purchases are cars,

tires, car washes, uniforms, office supplies, etc.

- 4. Click Start New Goal
- 5. Review the guidance at the top of each screen. There is red lettering that is examples or guidance. Make sure to change the information to what applies to the airport; remove the brackets that is with some of the red lettering, remove lettering that does not apply. When done editing, correct the lettering to black.
- 6. There is an Edit Option at each Section. You can edit the section anytime you need to.
- 7. Follow the process. Start with Part 1: defining the Market Area. Click on Fill in Section. Type into the text area whatthe market area is. For example: The market area is the Counties of Cook and Kane. When done, Click Save Content Updates. If you did not edit it correctly, you will receive an alert message at the top of the screen. Edit the text to correct and when you are done, click Return to Main Goal Page to go to the next section.
- 8. As you completed each section, the section will show: Occupated
- 9. Part 2(a) Base of Goal. Click on Add Gross Receipts. Enter the gross receipts for the past three years. Enter the Annual Growth/Reduction Estimate. Enter a brief explanation of the reasoning for your growth/reduction estimate. When you are done, click on Save Gross Receipts. You will see that the system calculated the annual gross receipts estimate. When done, click on Return to Main Goal Page to go to the next section.
- 10. Part 2(b) Expected Concessions Activities. Click on Add Concessions Activities.
  It is strongly recommended that all concession activities be added before moving on to Part 3.

**NOTE**: The links to the NAICS/census websites are provided for you to conduct the search. The tool does not auto-select or pre-populate data and information from the NAICS/census websites. The tool calculates the goal/s from the data and information that you enter manually.

Add all of the airport's concessions activities for example, restaurant, news and gifts, ATMs, Vending, Advertising, Management Contracts, etc. Look up the NAICS code and description and enter manually. Select the Source for your Data. Enter the # of ACDBE Certified Firms in the market area (from active participants list or UCP directory). Enter the number of all firms in the market area (from census website). Enter the percent of concession dollars for each activity (total should be 100%). When done, click on Save Work Categories. Note that the system calculated the ACDBE percent for each concession activity. When done, click Return to Main Goal Page to go to the next section.

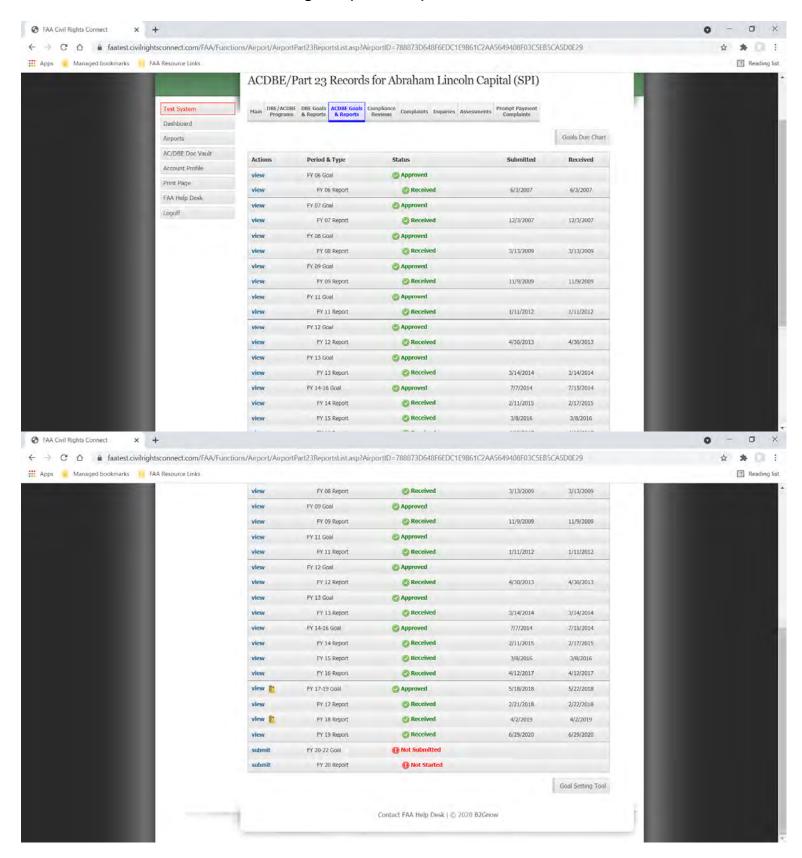


#### How to use the ACDBE Goal Setting Tool (continued)

- 11. Part 3 Step 1 Goal Calculation Actual Relative Availability of ACDBEs. Click on Fill in Section. You will see that the Base of the Goal data that you entered previously is in the text box. Page down to edit. Use the inside and outside scroll bars to page down. Edit the data sources (red lettering) that you used for example, active participant's list and census bureau data. Remove red lettering that is not needed. When you are done, click on Save Content Updates. Click Return to Main Goal Page to go to the next section.
- 12. Part 4 Step 2 Adjustments to Step 1 Base Figure. Click on Fill in Section. Select an adjustment approach. Some approaches require the entry of additional information.
- 13. After you select the adjustment approach and enter the data, click Save Data Entered where applicable to lock in entered data.
- 14. When you are done entering data and have saved it, Item 5 asks you to click on Save and Add to Narrative. Also click OK on the popup.
  - It's very important that you click on this button so that the option you chose and the data you entered is added to the narrative.
- 15. Page down to review and update the narrative. When you are done, click on **Save Content Updates**. Click **Return to Main Goal Page** to go to the next section.
- 16. Part 5 Breakout of Estimated "Race and Gender Neutral" (RN) and "Race and Gender Conscious" (RC) Participation. Click on Fill in Section. Select the race-neutral and race-conscious approaches the airport recipient uses. Add others in the narrative if applicable.
- 17. Enter the race-conscious and race-neutral goal (the breakout of the overall goal).
- 18. In Item 6, click on the button Save and Add to Narrative. Click OK on the popup.
- 19. Page down to review and update as needed.
- 20. Remove red lettering that is not needed. Remove brackets. Update lettering to black.
- 21. When done, click on Save Content Updates. Click Return to Main Goal Page to go to the next section.
- 22. Part 6 Consultation. Click on Fill in Section. Edit the narrative to indicate when the consultation was done, who was invited and if there were any comments. When done, click on Save Content Updates. Click Return to Main Goal Page to go to the next section.
- 23. Part 7 Final Output. Click on View Final Output. Click on View in Word Format at upper left corner. Review the final output and make any changes that are needed. When done, save the document to a file and upload it to FAA Connect in the Goals and Reports Section. Don't forget to click Submit after uploading the file to the Goal Section.
- 24. See screen shots below.

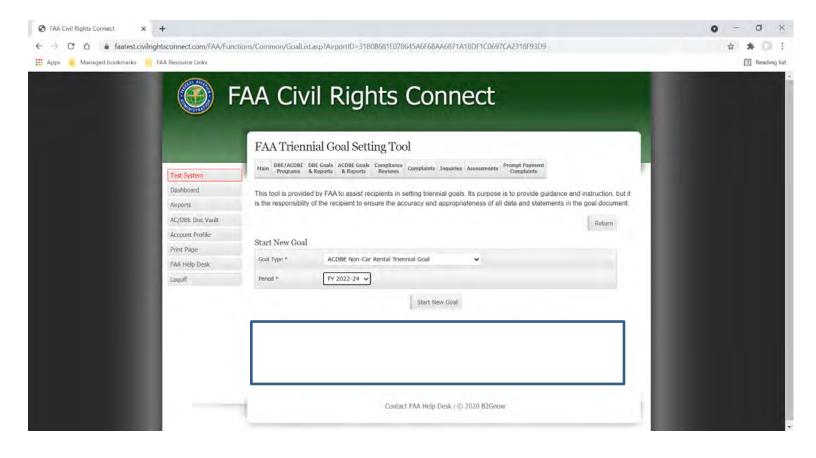


### How to use the ACDBE Goal Setting Tool (continued)

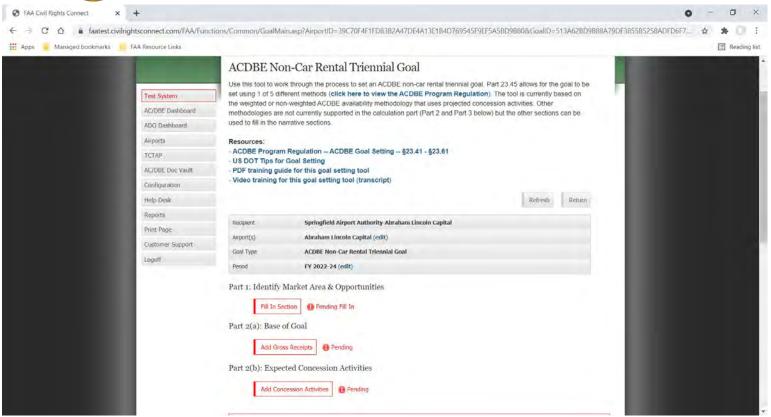




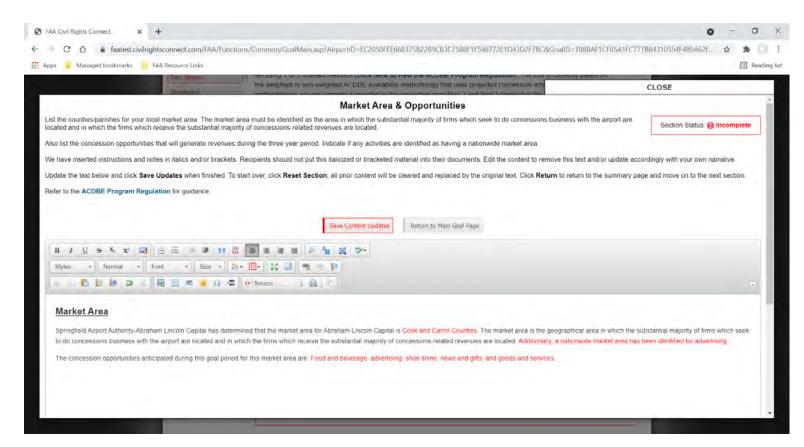
## How to use the ACDBE Goal Setting Tool (continued)



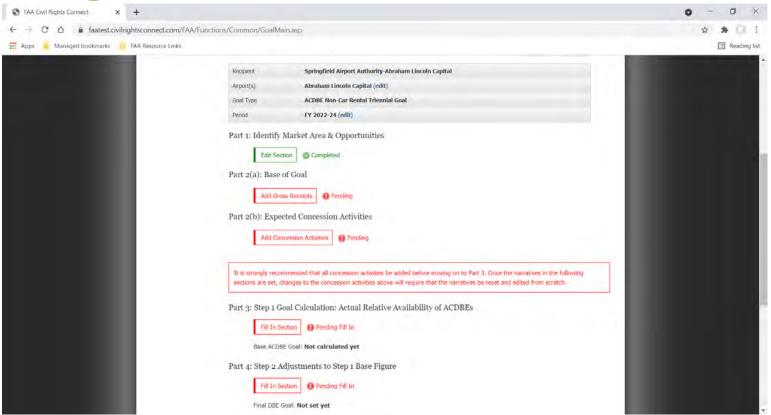




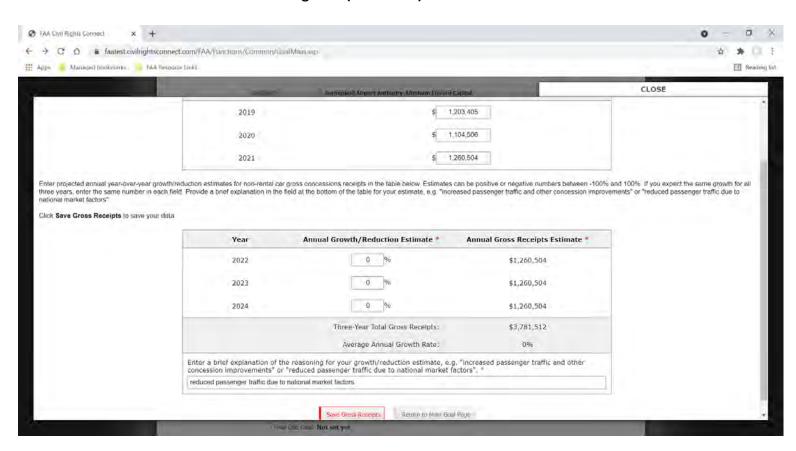
#### How to use the ACDBE Goal Setting Tool (continued)



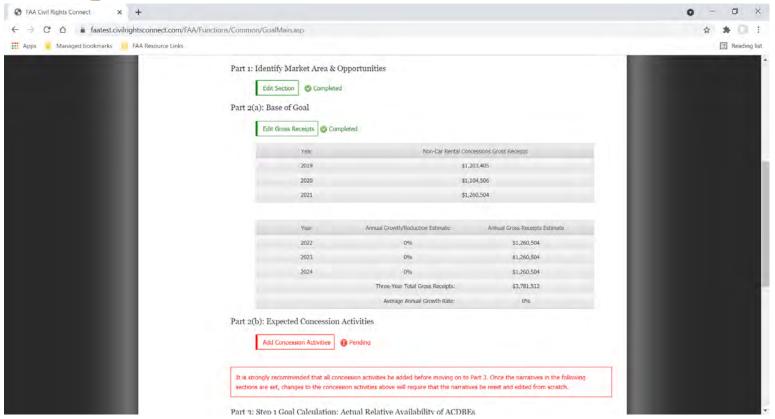




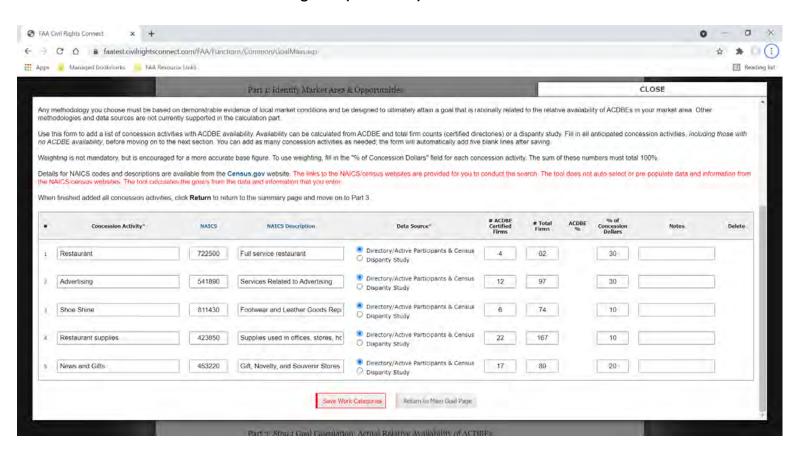
## How to use the ACDBE Goal Setting Tool (continued)



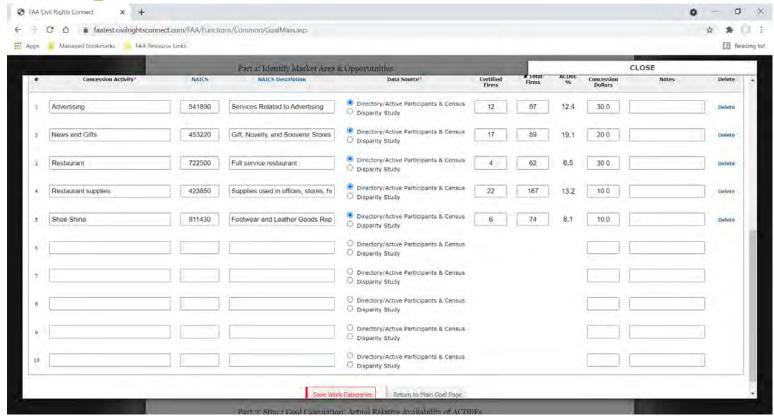




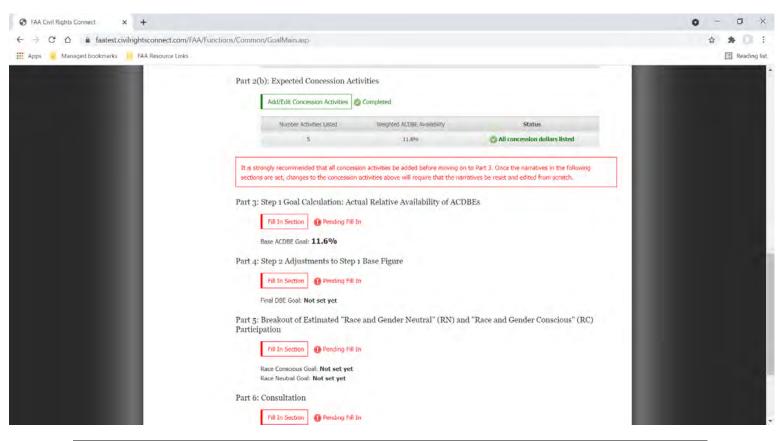
## How to use the ACDBE Goal Setting Tool (continued)





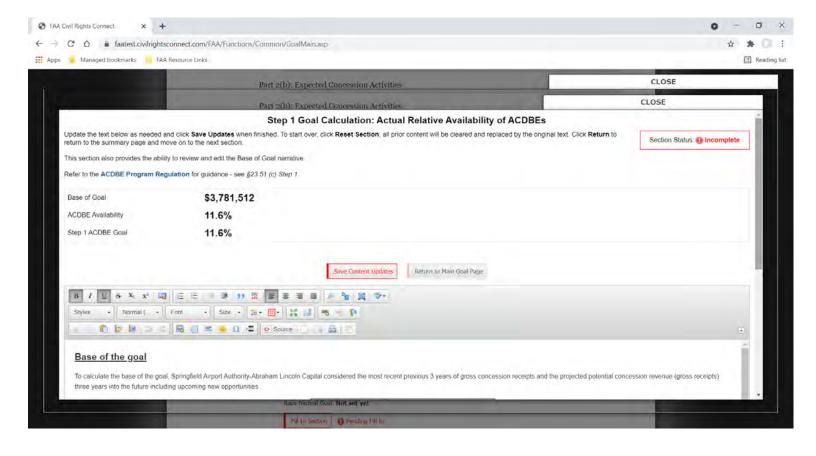


## How to use the ACDBE Goal Setting Tool (continued)

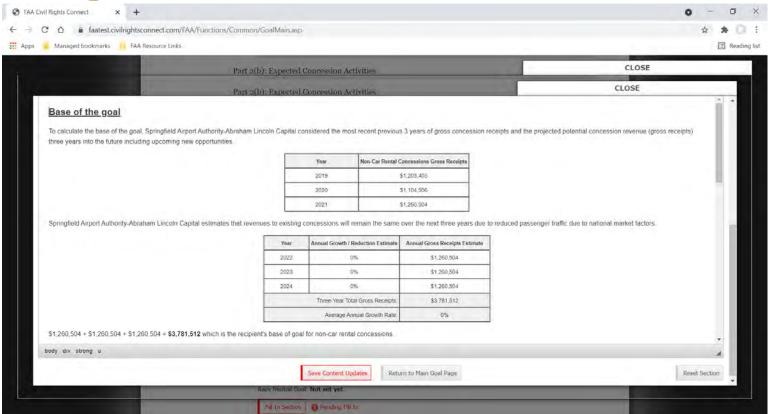




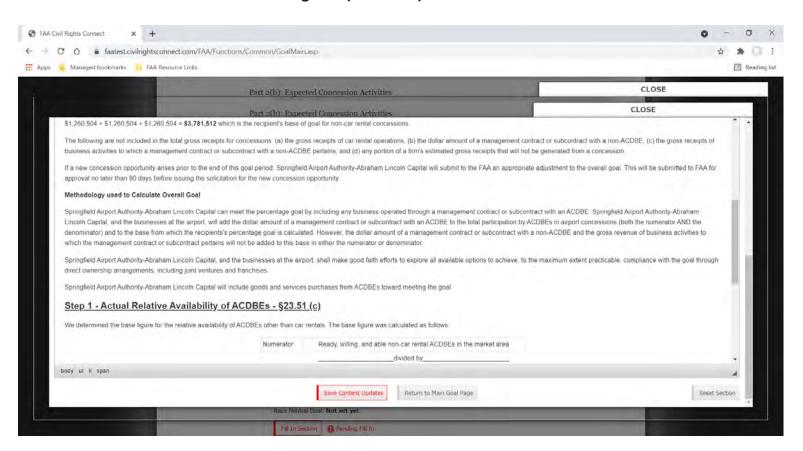
## **How to use the ACDBE Goal Setting Tool (continued)**



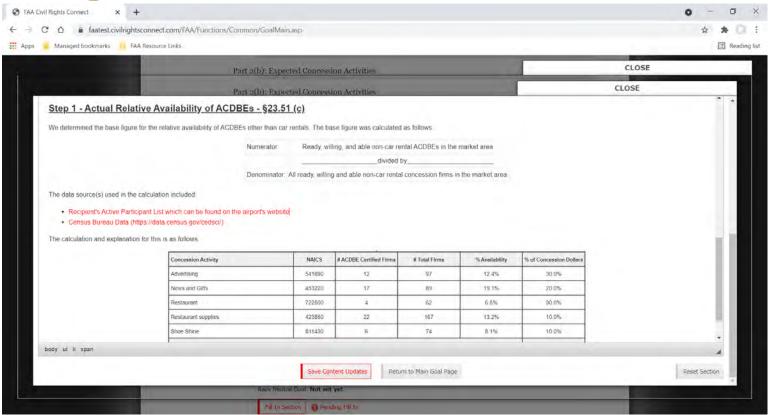




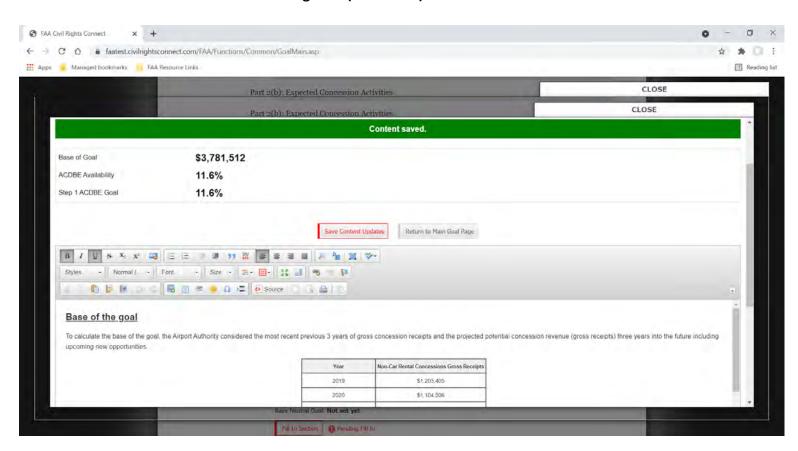
#### How to use the ACDBE Goal Setting Tool (continued)



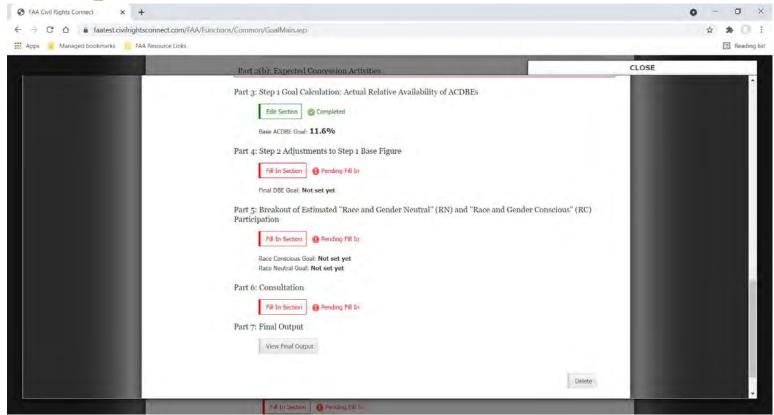




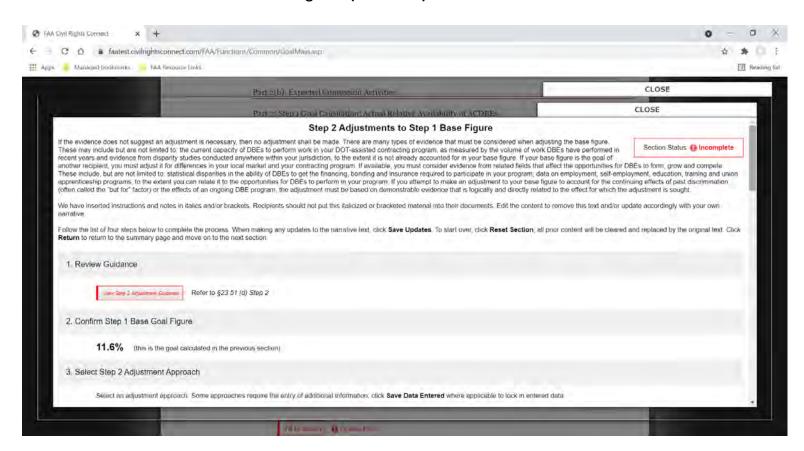
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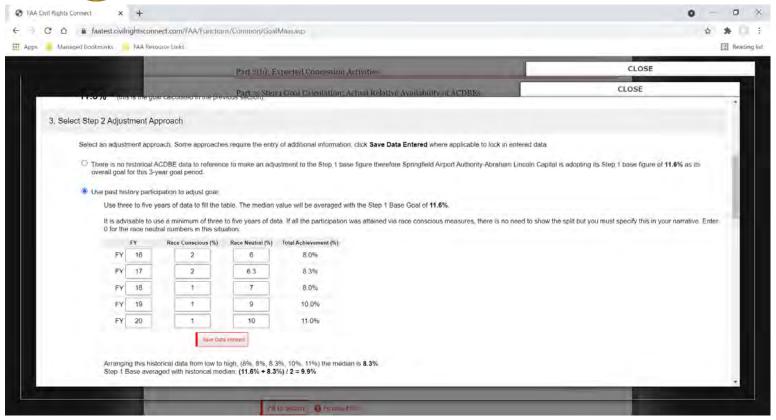




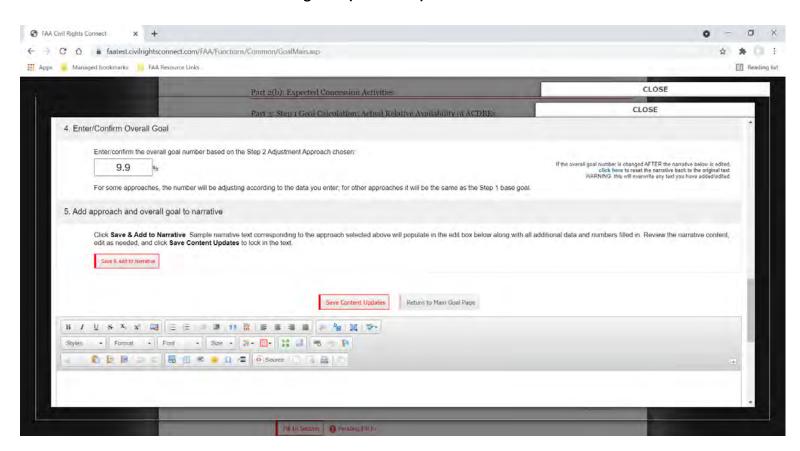
#### How to use the ACDBE Goal Setting Tool (continued)



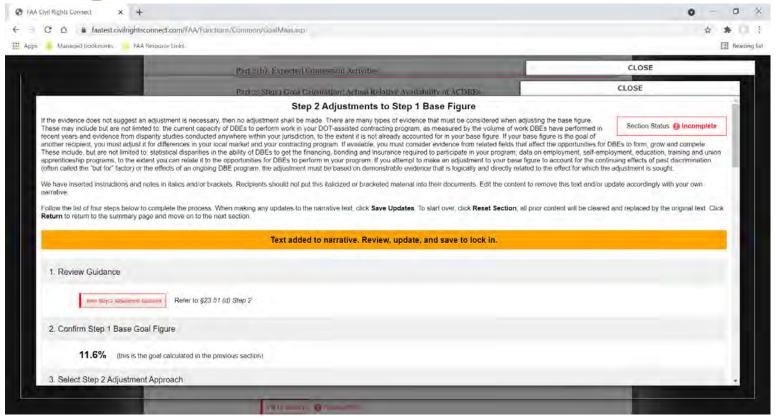




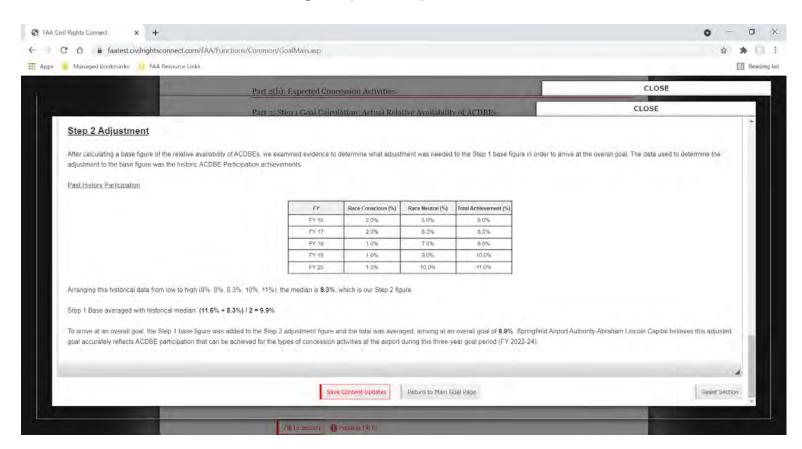
#### How to use the ACDBE Goal Setting Tool (continued)



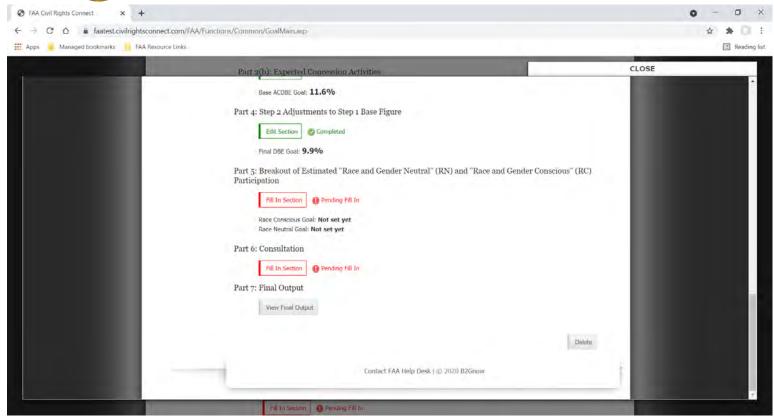




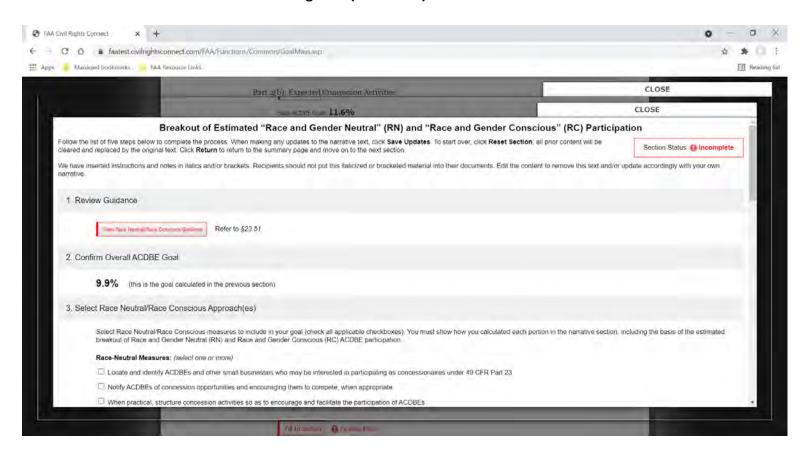
#### How to use the ACDBE Goal Setting Tool (continued)



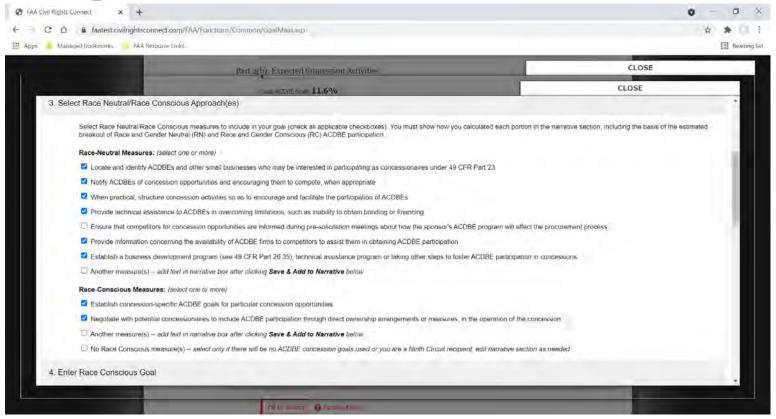




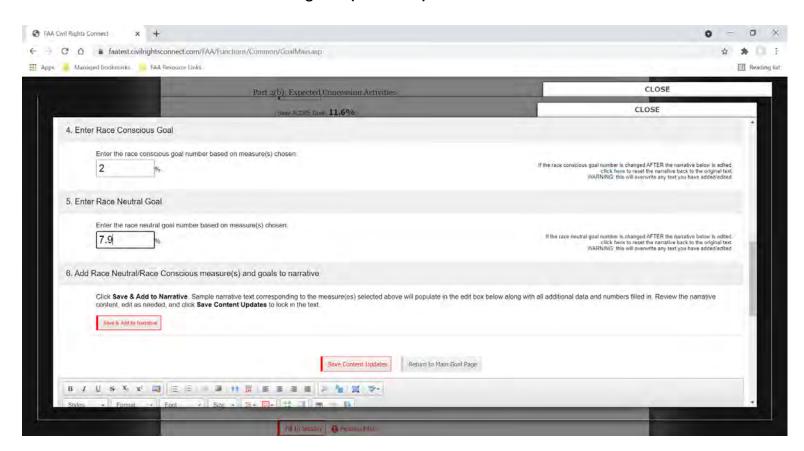
#### How to use the ACDBE Goal Setting Tool (continued)



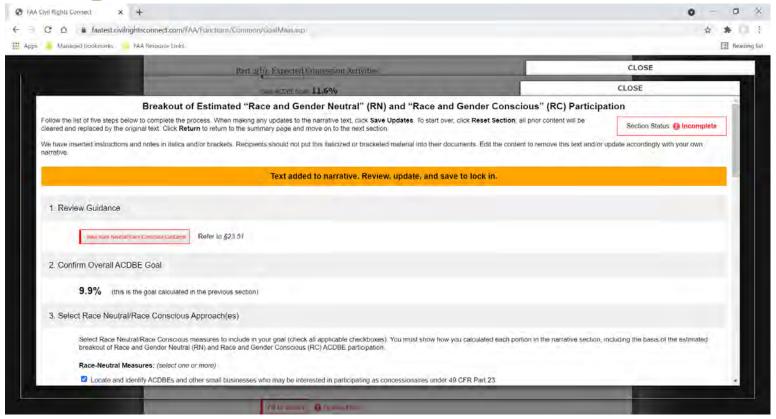




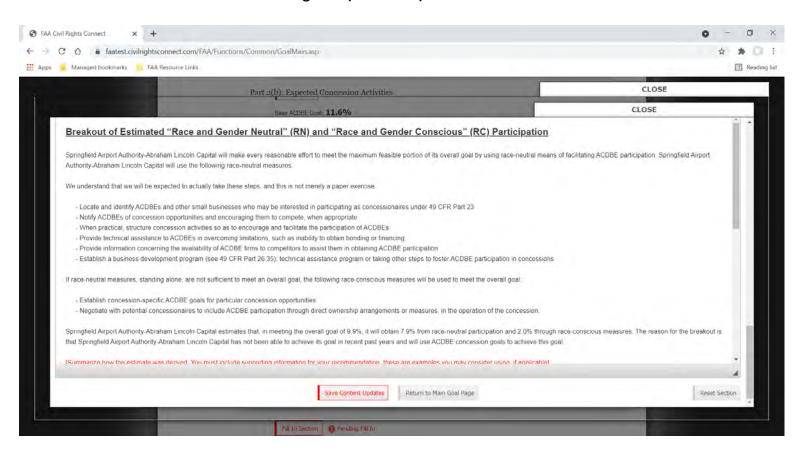
#### How to use the ACDBE Goal Setting Tool (continued)



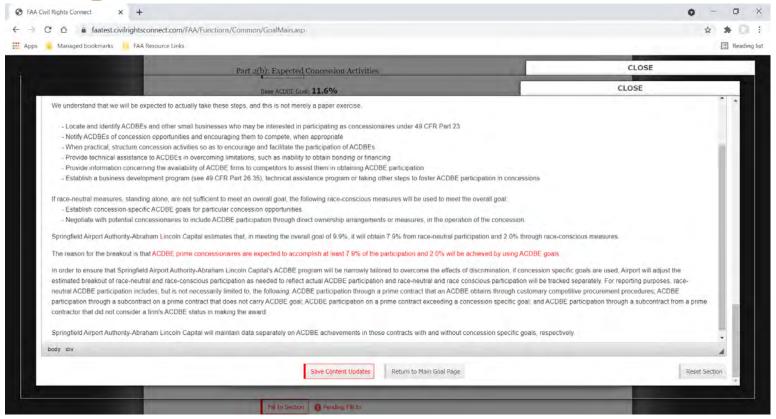




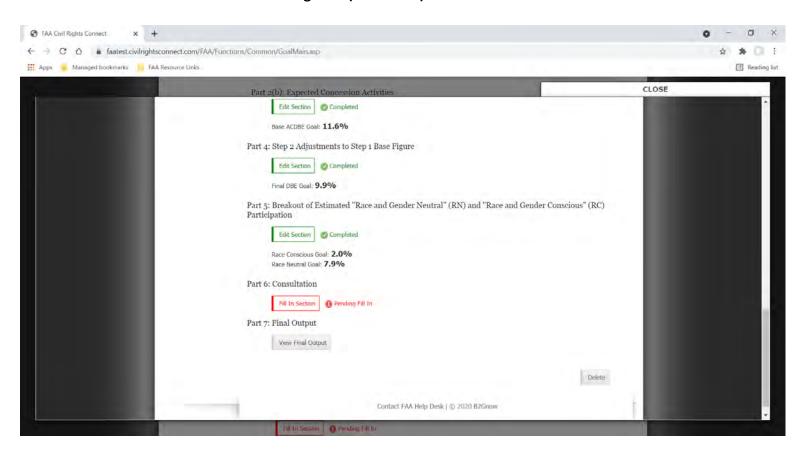
#### How to use the ACDBE Goal Setting Tool (continued)



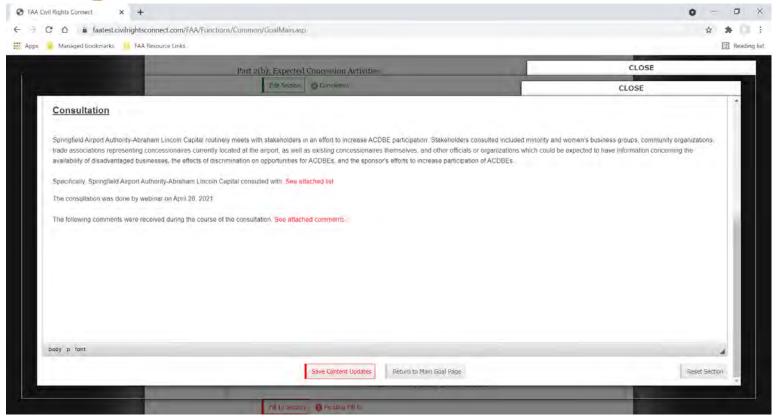




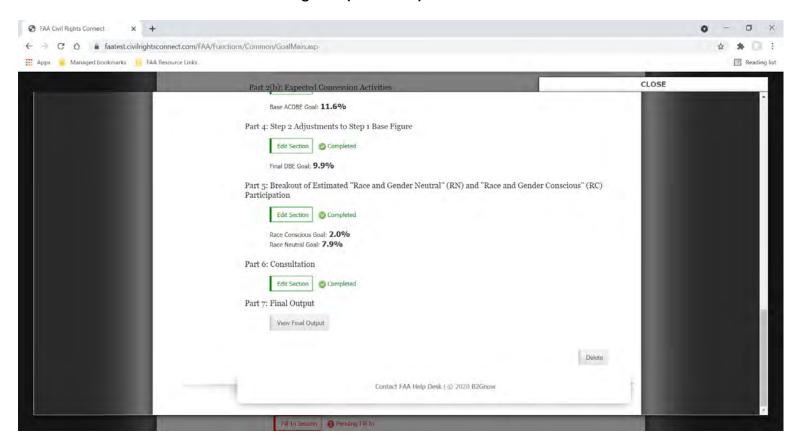
#### How to use the ACDBE Goal Setting Tool (continued)





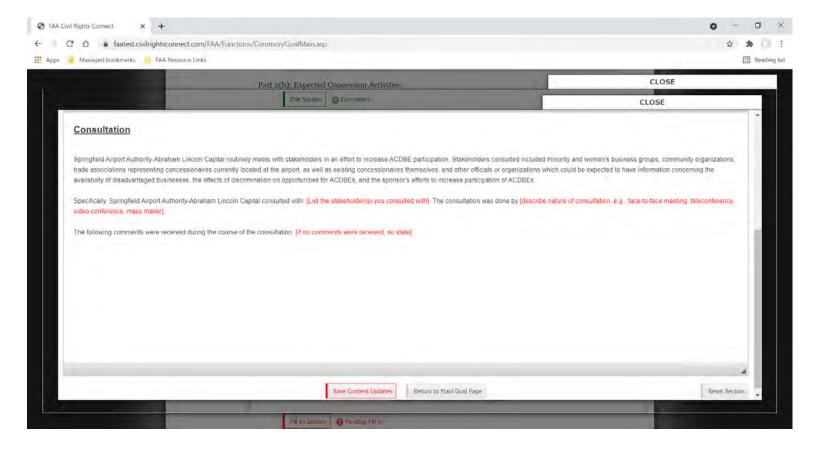


## How to use the ACDBE Goal Setting Tool (continued)





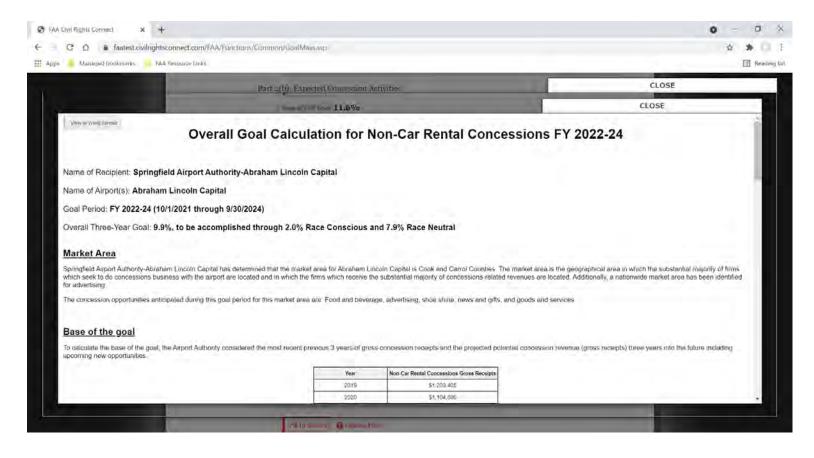
## **How to use the ACDBE Goal Setting Tool (continued)**





## **How to use the ACDBE Goal Setting Tool (continued)**

# Final Output, edit as needed. Upload to Goals and Reports Section in FAA Connect.





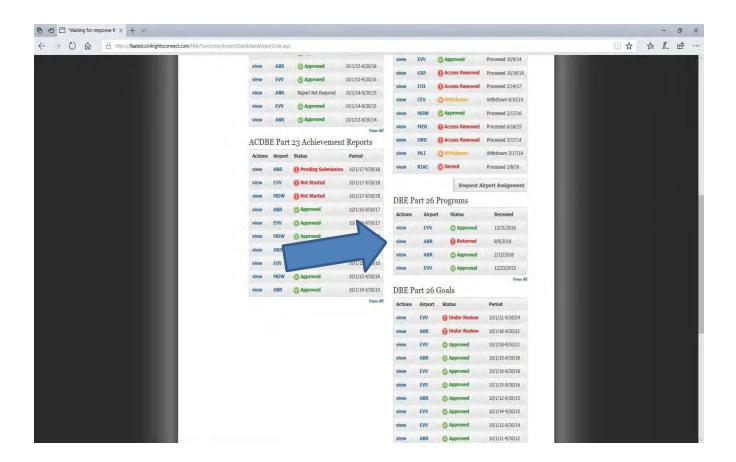
# How to Correct a Program or Goal that is Returned by FAA

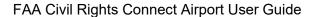
If FAA returns a program for corrections, it will show on your Dashboard as Returned.

You will receive an email message if a Program or Goal is returned.

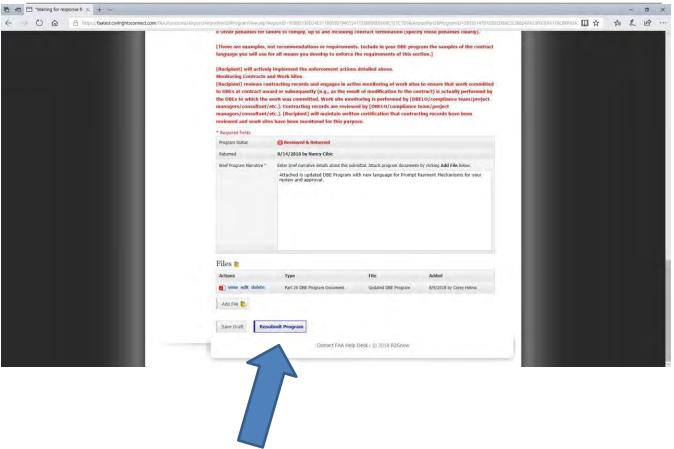
From your Dashboard, Click on View next to the Program or Goal.

Make the necessary corrections, upload a revised document/s and click on Resubmit.











## How to Complete and Submit the DBE Uniform Form Report and Firms Data

Website https://faa.civilrightsconnect.com/FAA/login.asp

The DBE report is due on or before December 1. The fiscal year runs from October 1 through September 30.

The blank form and instructions can be found at: <a href="https://www.faa.gov/about/office">https://www.faa.gov/about/office</a> org/headquarters offices/acr/bus ent program/

#### Information:

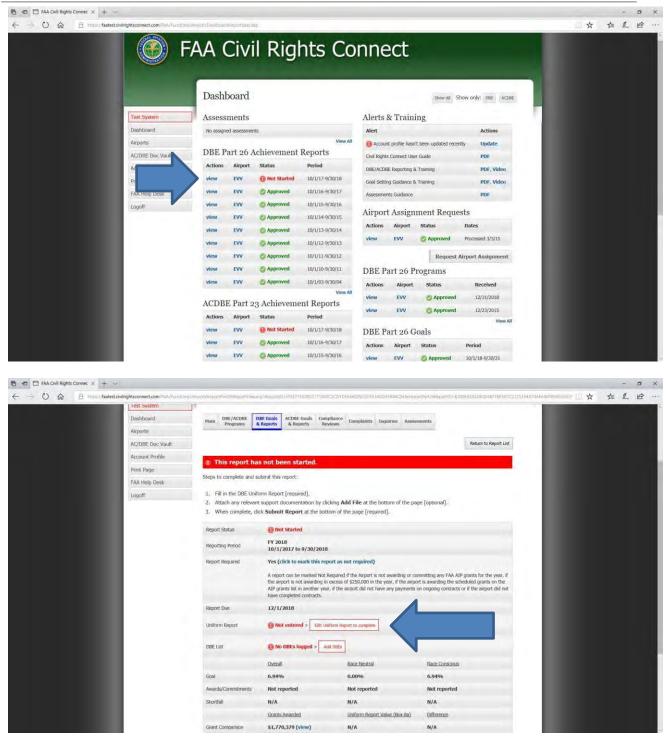
- All dollar values listed on this form should represent the DOT share attributable to the Operating Administration, Federal Aviation Administration (FAA).
- A DOT-assisted contract means any contract between a recipient and a contractor (at any tier) funded in whole or in part with DOT financial assistance, including letters of credit or loan guarantees, except a contract solely for the purchase of land.
- Recipients are required to report dollars associated with equipment including snow plow, ARFF and EMAS because there is an associated contract awarded.
- Recipients are not required to report dollars that do not result in a DOT-assisted contract award for example, land acquisition (except surveying and appraisals) and force accounts.
- Contracts reimbursed with federal dollars should be reported on the uniform form in the
  year when the FAA grant is received by the airport recipient. Example: An airport
  recipient is getting a grant in 2018 that is reimbursing the airport for a contract that they
  awarded with local funding in 2012. The airport recipient should report the grant in the
  2018 DBE uniform form. If the contracts are completed, the recipient should complete
  Sections A, B and D.
  - The contract that is being reimbursed must meet all federal contracting requirements.

https://www.faa.gov/airports/aip/procurement/federal contract provisions/

#### **How to complete the Report:**

1. Go to your Dashboard DBE Part 26 Achievement Reports. Click on View next to the Fiscal Year Report that you want to access. Click on **Edit Uniform Report to Complete.** See screen shots below:



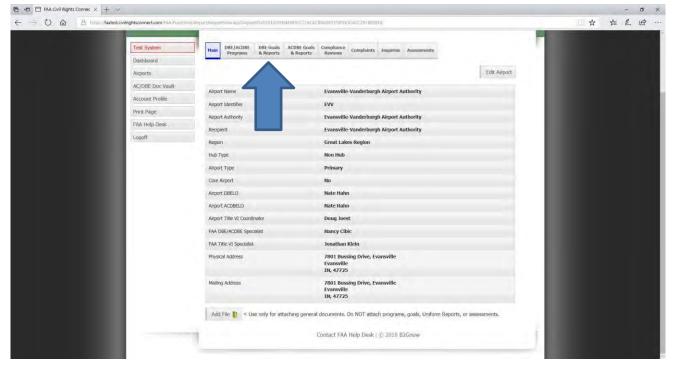


OR,

- 1. Click on Airports (left menu) find the Airport and click View
- 2. Click on DBE Goals and Reports tab. If the goals and reports tab does not appear, please contact your FAA regional Compliance Specialist.

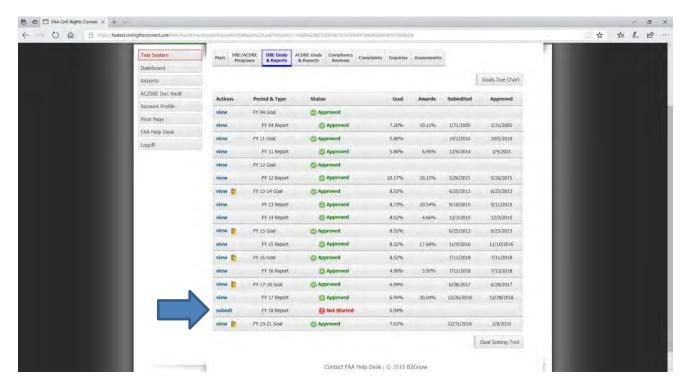






3. To Add a uniform form report, go to the fiscal year Report and click Submit. (For example, an FY-2018 report would be years 10/01/2017 – 09/30/2018. If the report for a fiscal year is missing, please contact your regional FAA Regional Compliance Specialist.





- 4. Enter all data as required. Some boxes auto calculate based on other data entered.
- 5. The goal data may already be populated.
- 6. Blank fields must be filled in with zeros. Click on Fill in Blank Fields with Zeros.
- 7. Note: Box 8A should include the entire Federal share of the contracts without removing any amounts associated with subcontracts. Box 9A and 9B must include ALL subcontract participation, both non-DBE and DBE.
- 8. Grant number boxes must have a full grant number including the full year at the end (must be at least 10 digits). Additional grant numbers for the same year can be abbreviated for example: For example 3-27-094-2016, 095, 096).
- 9. Sections A and B are for awards and commitments. This section (box 10i percentage result) is compared to the goal. Section C is for ongoing
- 10. Click Validate and Save Draft every few minutes to ensure you do not lose the data in case of an unlikely lostsession. When you are done entering data, click Validate and Save Draft. If the totals and percentages don't appear, click Validate and Save Draftagain.
- 11. The system will provide alert information if any data does not appear correct.
  - a. Red errors must be corrected
  - b. Yellow alerts are for information. Make sure information is correct
  - c. Green alerts for information. Make sure information is correct

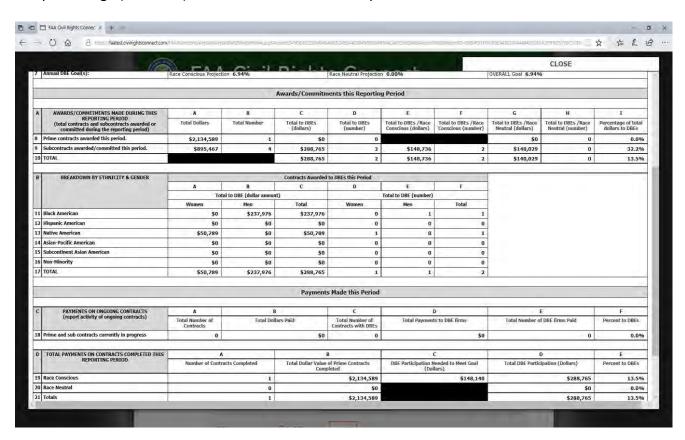


#### Common errors:

- a. 9A and 9B should contain the dollar amount and number of ALL subcontracts awarded/committed
- b. The grant numbers are not entered
- c. The DBE participation on Sections A and B must equal
- d. Make sure to click on Fill in Blank Fields with Zeros
- e. Make sure the goal is entered in line 4
- 12. To make corrections, click on Edit and Revalidate.
- 13. Make corrections and click on Validate and Save Draft.
- 14. Next, click Save Draft and Continue.

In this example below of the completed form, the awards and commitments are entered in Sections A and B and the contracts are also completed and entered in Section D. There may be other contracts completed from other years that you can also add in Section D.

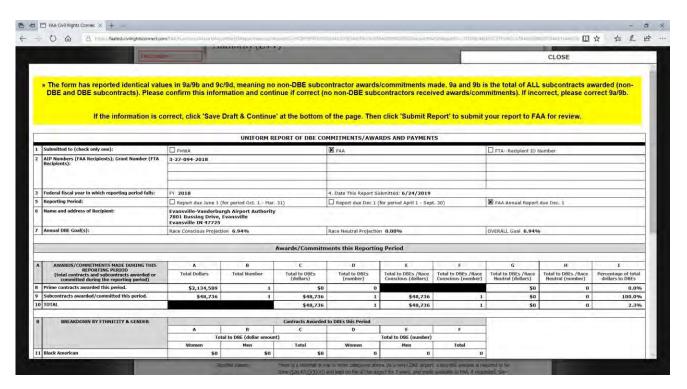
Also in this example below, note that the race-conscious goal was over-exceeded therefore, the percentage (in dollars) that is 3 over-exceeded is reported in the race-neutral box in Section A.



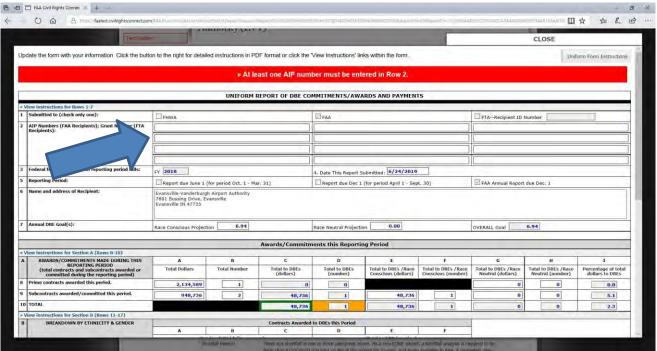
NOTE: Contracts reported as ongoing (Section C) should not also be reported as completed (Section D). Contracts are either ongoing or completed.



In this example below, the DBE participation entered in Boxes 9A and 9B is the same as the DBE participation entered in boxes E and F. A yellow alert appears at the top of the screen. Boxes 9A and 9B should contain the total dollar amount and number of ALL subcontracts awarded. To correct, click on Edit and Revalidate at the bottom of the screen.

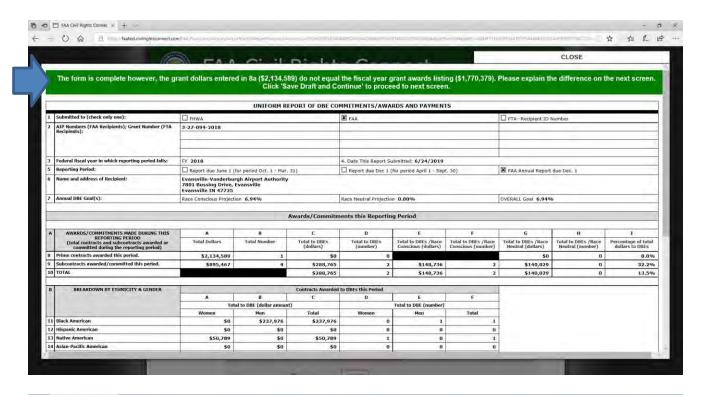


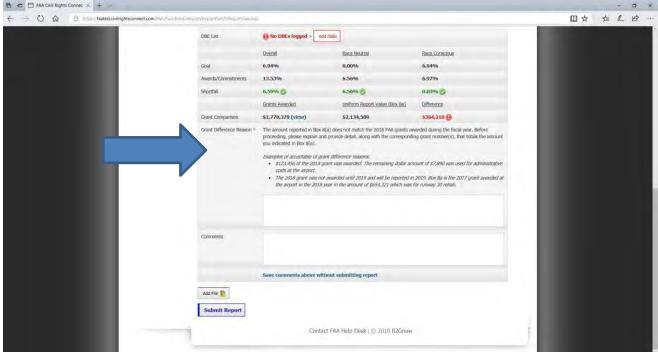
In this example below, the grant award number/s is/are not entered. To correct, click on Edit and Revalidate at the bottom of the screen.





15. In this example below, at the top of the screen is a green note that the grant award dollars entered in box 8A do not equal the grant awards that are listed on the FAA AIP grant awards list. The note is asking you to verify the grant awards and explain in the grants difference reason box on the next screen why there is a difference in the dollar amounts. There are explanation examples included above the grants difference reason box.



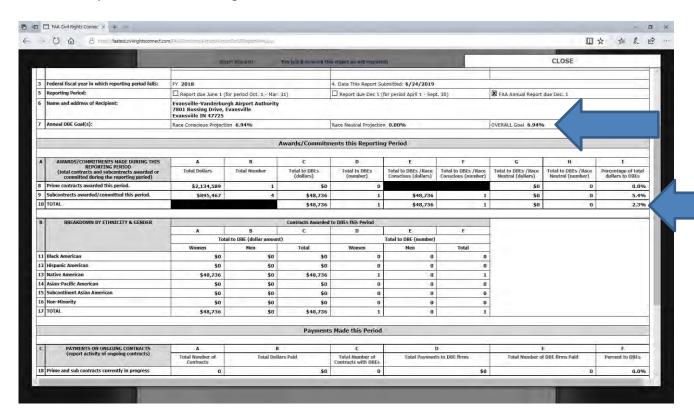




16. If there is a goal shortfall, you can submit the shortfall analysis with the uniform form. CORE airports are required to submit the goal shortfall analysis to FAA within 90 days of the end of the fiscal year (December 30 [§26.47]). Other airports must prepare a shortfall analysis and keep it on file at the airport for 3 years and provide it to FAA if requested. FAA Connect includes shortfall analysis tips and a template letter that can be used to prepare and submit the shortfall analysis. Your shortfall analysis should contain steps/actions you will take to meet the goal in the future and dates when those actions will be completed.

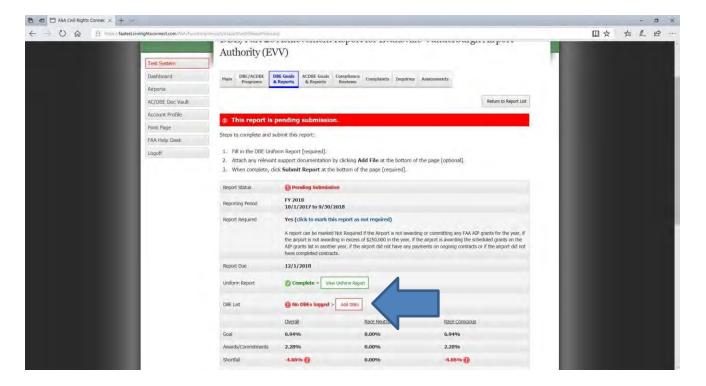
You do not have to attach the shortfall analysis to submit the uniform form. If you do not submit it with the uniform form, submit it to your FAA regional specialist within 90 days of the end of the fiscal year.

In this example below, there is a goal shortfall

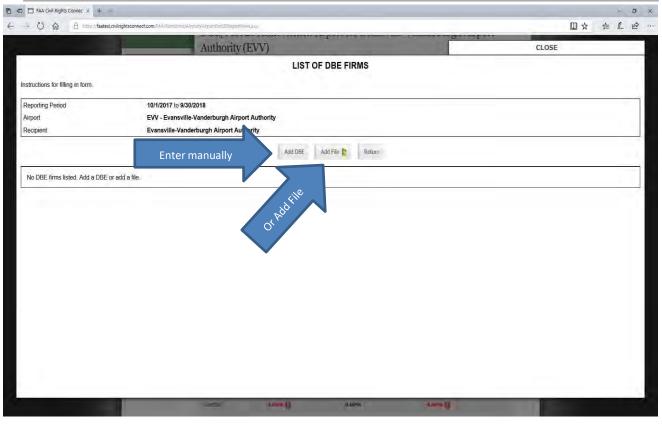


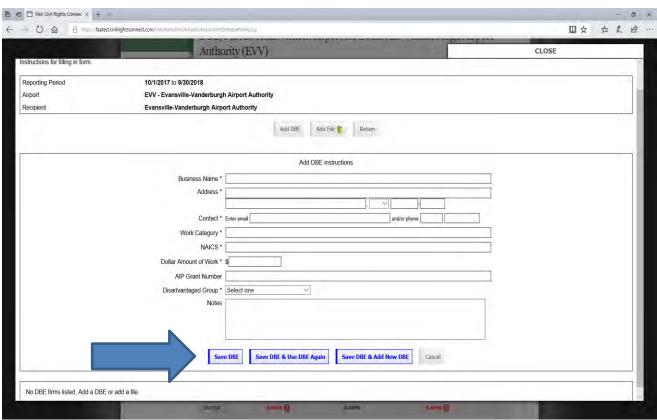


17. **Add Firms information**. For the DBE Firms, we recommend manually typing the firm's information into the online form, however, you can also upload a document. (Note: ACDBE firm's information must be manually entered. ACDBE firms' information is required by 49 CFR Part 23.)



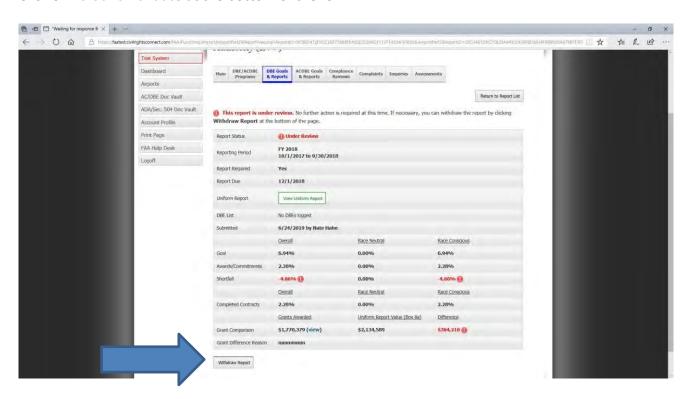








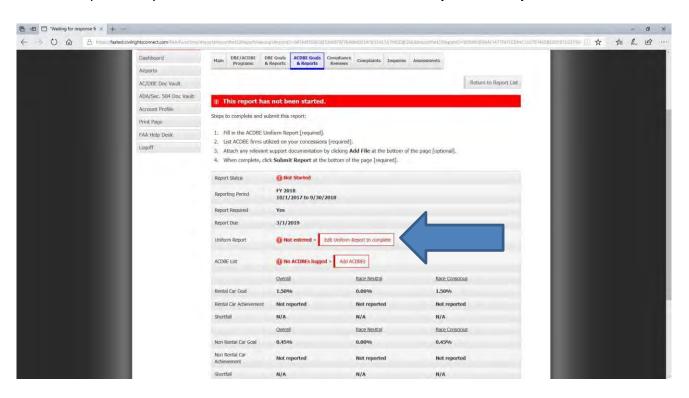
- 18. One more step to fully submit.
- 19. Click Submit Report.
- 20. Popup window states: Submit this Report for Review. Click OK.
- 21. After Submitting, the Report status is Under Review by the FAA Regional Specialist and can be viewed from your Dashboard.
- 22. You will receive an email message when the Report has been returned for corrections or approved by FAA. After the report is approved by FAA, if you need to make changes, contact your FAA Regional Compliance Specialist to Undo the Approval and return the report to you to edit).
- 23. If you are not required to submit a DBE Report, see guidance on how to mark a DBE report not required.
- 24. To view history reports, go to the Airport file and click on DBE Goals and Reports tab. Find the Fiscal Year Report and Click View. Next, click View Uniform Form.
  - While the report is Under Review, you can still make changes to the report. To make changes, fromyour Dashboard, click on View next to the Report.
  - On the next screen, click on Withdraw Report.
  - Click on OK on the popup window.
  - Click on View Uniform Report.
  - Click on Edit and Validate at the bottom of the form.





## How to Complete and Submit the ACDBE Uniform Form Report and Firms Data

- 1. Website https://faa.civilrightsconnect.com/FAA/login.asp
- **2.** The ACDBE Report is due March 1. Reports cover the previous fiscal year. Fiscal years run from October 1 through September 30.
- **3.** Go to your Dashboard ACDBE Part 23 Achievement Reports. Click on View next to the Fiscal Year Report that you want to access. Click on **Edit Uniform Report to Complete.**

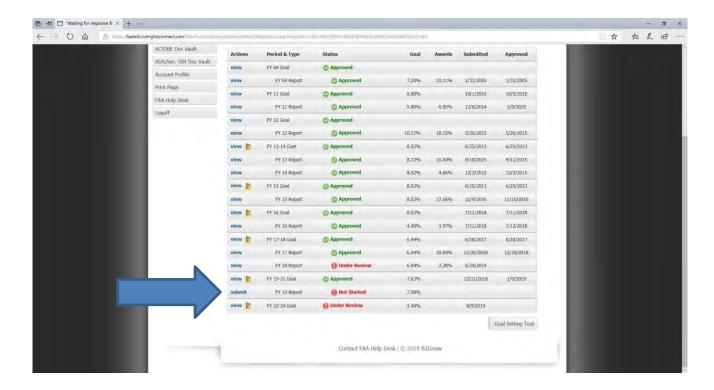


OR,

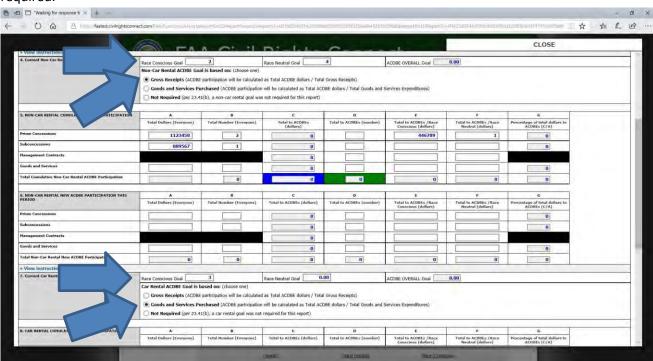
- 1. Click on Airports (left menu) find the Airport and click View
- 2. Click on ACDBE Goals and Reports tab. If the goals and reports tab does not appear, please contact your FAA DBE Compliance.
- 3. To Add a uniform form report, go to the fiscal year Report and click Submit. (For example, an FY-2019 report would be years 10/01/2018 09/30/2019. If the report for a fiscal year is missing, please contact your regional FAA DBE Compliance Specialist.



### How to complete and submit the ACDBE Uniform Form Report and Firms Data (continued)



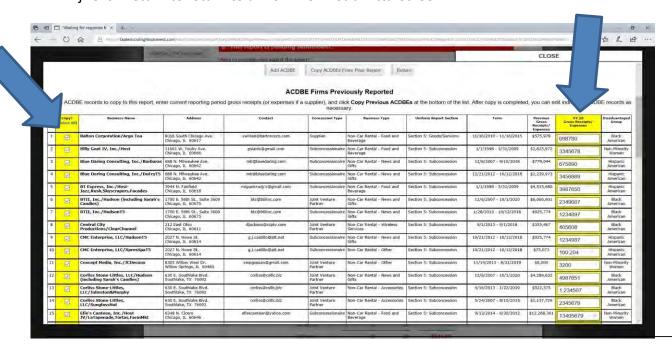
- 4. Enter all data as required. Some boxes auto calculate based on other data entered.
- 5. The goal data may already be populated. If it is not entered, please enter the goal.
- 6. Select what the goal is based on. For Non-Car Rental, select Gross Receipts.
- 7. If the goal is not required (average annual gross receipts do not exceed \$200,000), select goal not required.





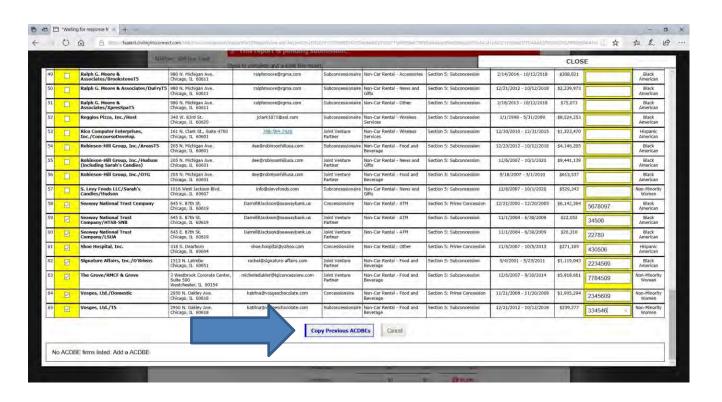
#### How to Complete and Submit the ACDBE Uniform Form Report and Firms Data (continued)

- 8. Blank fields must be filled in with zeros. Click on Fill in Blank Fields with Zeros.
- Click Validate and Save Draft every few minutes to ensure you do not lose the data in case of an unlikely lost session. When you are done entering data, click Validate and Save Draft. If the totals and percentages don't appear, click Validate and Save Draft again.
- 10. The system will provide alert information if any data does not appear correct.
- 11. To make corrections, click on Edit and Revalidate.
- 12. Make corrections and click on Validate and Save Draft.
- 13. Next, click Save Draft and Continue.
- 14. Add Firms information. For the ACDBE Firms, you must manually enter the firm's information (required by 49 CFR Part 23). You can copy (and edit) the firms from the previous year if you added the firms the previous year. The data and information you enter on the firm's form must equal the data you enter on the uniform form.
- 15. How to copy and add ACDBE firms:
  - a. Click on **Add ACDBEs**. The system provides the option to **Copy ACDBEs from the Prior Report**. To copy ACDBEs from the prior report, click **Copy ACDBEs from the Prior Report**. (If you do not have ACDBEs to copy from the prior year Click on **Add ACDBE**).
  - b. Click on Copy Previous ACDBEs. The firms are now copied into the form.
  - c. Click the box next to each ACDBE that you need to copy or click Select All.
  - d. Enter the gross receipts applicable to the reporting period.
  - e. Click on **Copy Previous ACDBEs** (at the bottom of the screen.)
  - **f.** If you need to **Edit** the firm's information (business type, etc.), click **Edit**. Make the changes and click **Save ACDBE**.
  - g. If you need to add the same ACDBE again (for example the same ACDBE for another concession), click on **Save ACDBE and Use ACDBE Again**.
  - h. If you have additional ACDBE firms to enter, click on Save ACDBE and Add New ACDBE.
  - i. When done entering ACDBE firms, click on Save ACDBE.
  - j. Click Return to return to uniform form submittal screen.





How to Complete and Submit the ACDBE Uniform Form Report and Firms Data (continued)

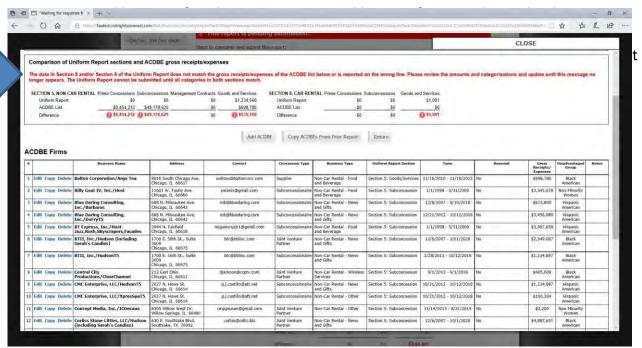


Make sure the data vou entered matches the ACDBE Uniform Form data. Also, make sure that the category vou select for the ACDBE firms matches the category that you entered the data on the uniform form. You will receive an error message in red lettering if it does not match. You must correct the data before you can submit the report.



#### How to Complete and Submit the ACDBE Uniform Form Report and Firms Data (continued)

- 16. If there is a goal shortfall, you may attach a file with the shortfall analysis (does not have to be attached at the time of submission of the report, however, CORE airports are required to submit the goal shortfall analysis to FAA by April 1.) Other airports must prepare a shortfall analysis and keep it on file at the airport for 3 years and provide it to FAA if requested. FAA Connect includes shortfall analysis tips and a template letter that can be used to prepare and submit the shortfall analysis.
- 17. One more step to fully submit.
- 18. Click Submit this Report for Review.
- 19. Popup window states: Submit this Report for Review. Click OK.
- 20. After Submitting, the Report states **Under Review** and can be viewed from your Dashboard.
- 21. While the report is Under Review, you can still make changes to the report. From your Dashboard, click on View next to the Report (it says Under Review).
- 22. On the next screen, click on WithdrawReport.
- 23. Click on **OK** on the popup window.
- 24. Click on View Uniform Report.
- 25. Click on Edit and Validate at the bottom of the form.
- 26. After Submitting, The Report is now pending review by the FAA Compliance Specialist.
- 27. You will receive an email message when the Report has been returned for corrections or





#### How to Indicate a DBE Report is not required

Please make sure it meets the criteria before marking a report Not Required. If the report will be submitted eventually, do not mark it not required; notify the FAA Regional Specialist when it will be submitted.

A DBE report can be marked Not Required if the Airport is not awarded or committing FAA AIP grants for the year, or if the airport is not awarding in excess of \$250,000 in the year, or if the airport is awarding the reporting year's grants (shown on the FAA AIP grants list) in another year, or if the airport did not have any payments on ongoing contracts (Section C), or if the airport did not have completed contracts Section D).

- 1. Website <a href="https://faa.civilrightsconnect.com/FAA/login.asp">https://faa.civilrightsconnect.com/FAA/login.asp</a>
- 2. Access the report from the Dashboard. Click on View next to the Fiscal Year Report that you want to access.

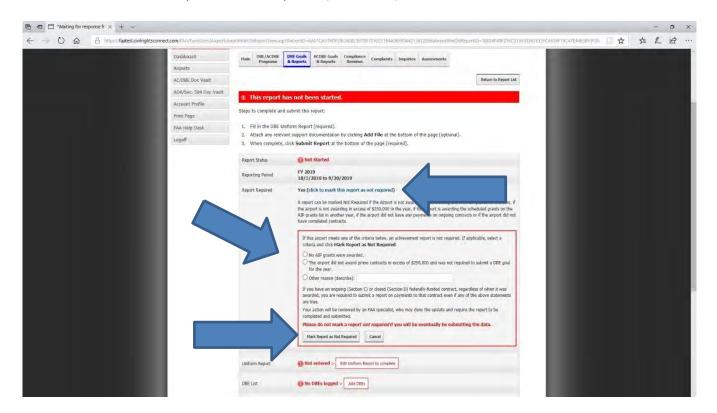
OR,

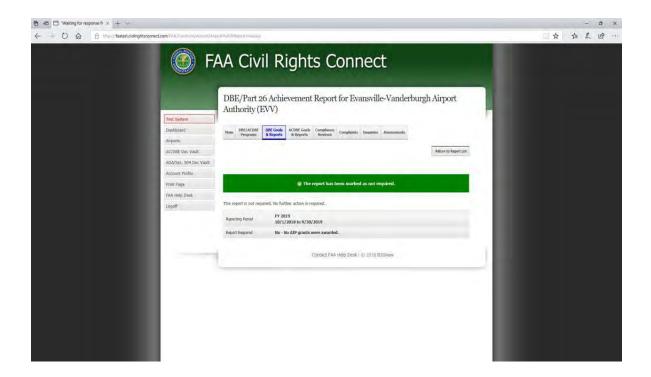
- 1. Access the report from the Airport File:
  - a. Click on Airports (left menu)
  - b. Click View next to the Airport
  - c. Click on DBE Goals and Reports tab. If the DBE goals and Report tab does not appear, please contact your FAA Regional Compliance Specialist.
  - d. Click Submit next to the Fiscal Year DBE Report that you need to mark not required.
- 1. Click on: Click to mark this report as not required.
- 2. Indicate the reason (check box) and/or enter reason in "Other" text box and click on Mark Report as Not Required.
- 3. Click **OK** on the popup window.
- 4. You will receive a confirmation screen indicating that the report is now shown as not required
- 5. Your FAA regional specialist will receive an email message indicating that the report was marked not required.

See screen shots below



How to Indicate a DBE Report as Not Required (continued)







### How to Correct a Report that is Returned by FAA

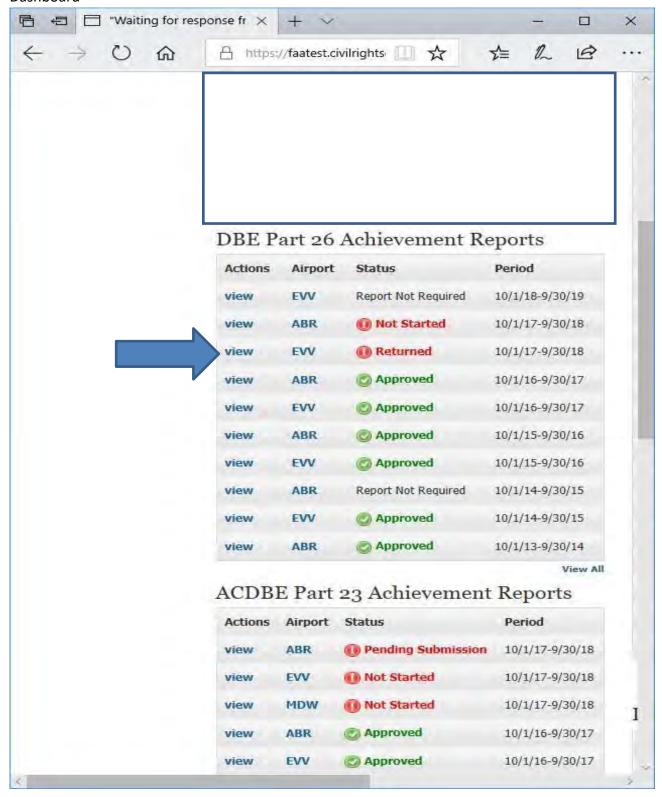
If the report is returned by FAA, you will receive an email message. The review notes in Connect will indicate why the report was returned.

- 1. To make corrections, click View Uniform Report.
- 2. Click Edit and Revalidate.
- 3. Make the necessary changes and click on Validate and Save Draft.
- 4. Click Save Draft and Continue.
- 5. Click Resubmit Report.
- 6. See screen shots below.



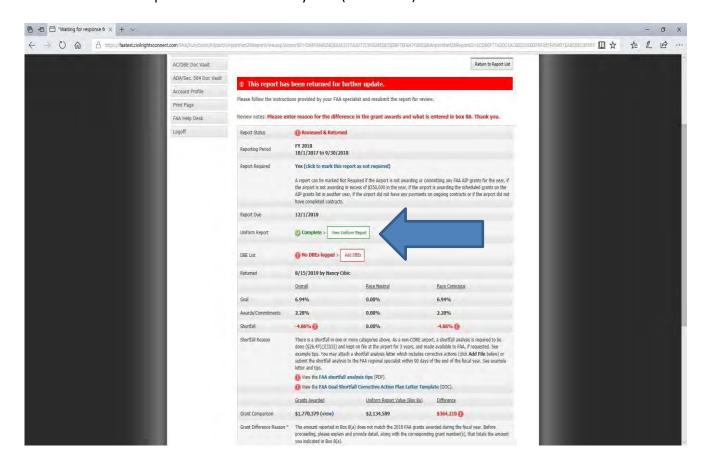
How to Correct a Report that is Returned by FAA (continued)

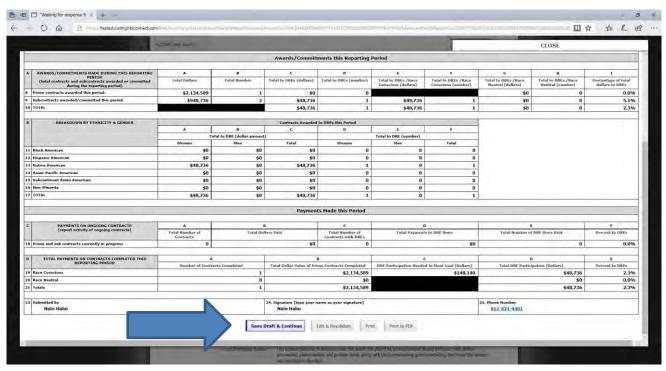
#### Dashboard





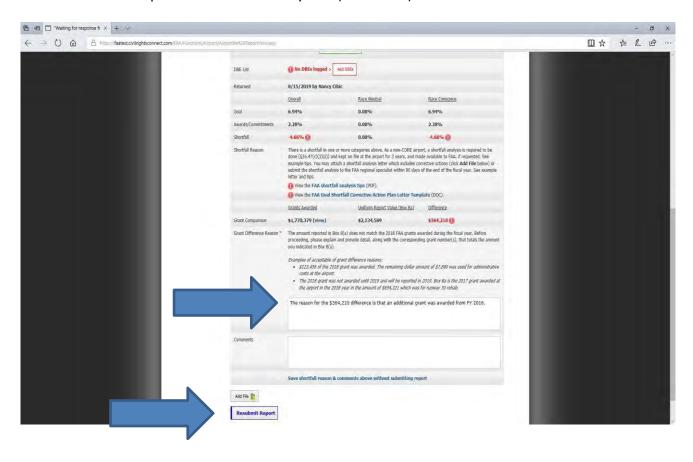
#### How to Correct a Report that is Returned by FAA (continued)

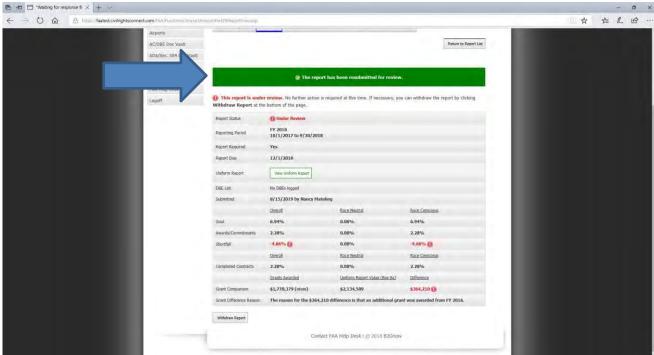






#### How to Correct a Report that is Returned by FAA (continued)



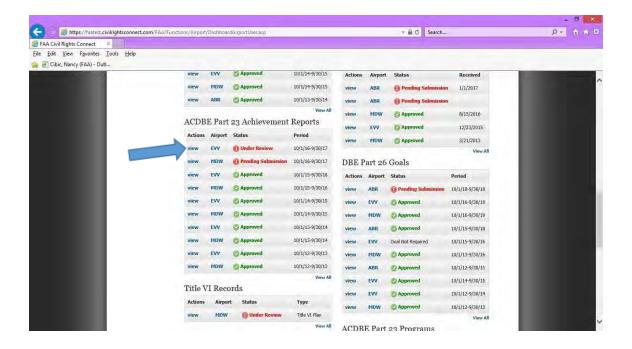


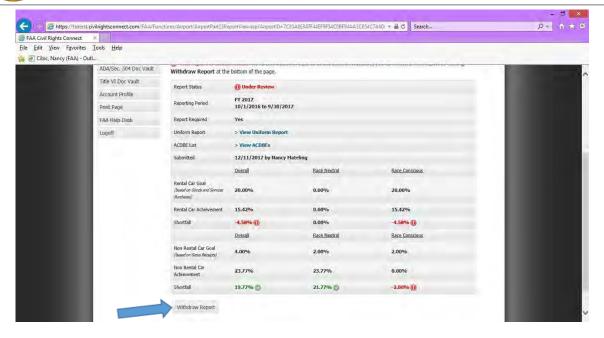


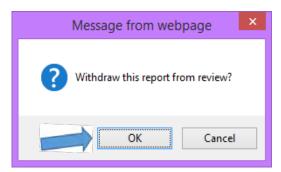
#### How to Withdraw a Uniform Form Report to Edit before the FAA Approval

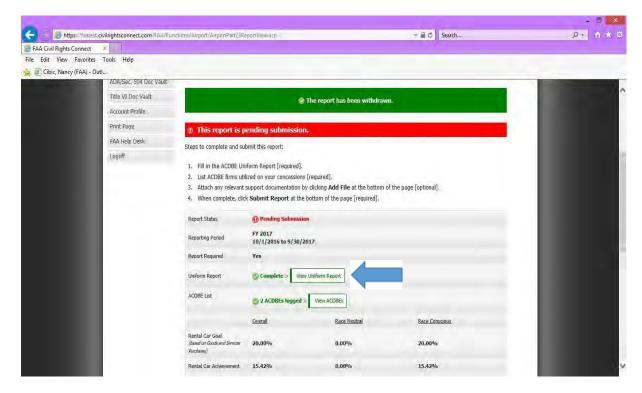
# While the report is Under Review by FAA, you can Withdraw the Report to make changes if necessary.

- 1. From your Dashboard, go to Achievement Report DBE Part 26 or ACDBE Part 23)
- 2. Click on View next to the Report that you want to edit
- 3. Click on Withdraw Report
- 4. Click on **OK** on the pop-upwindow.
- 5. Click on View Uniform Report.
- 6. Click on Edit and Revalidate at the bottom of the form.
- 7. Make the Required Changes.
- 8. Click Validate and Save Draft.
- 9. Click Save Draft and Continue.
- 10. Click Submit Report.
- 11. Click OK on pop-upwindow.

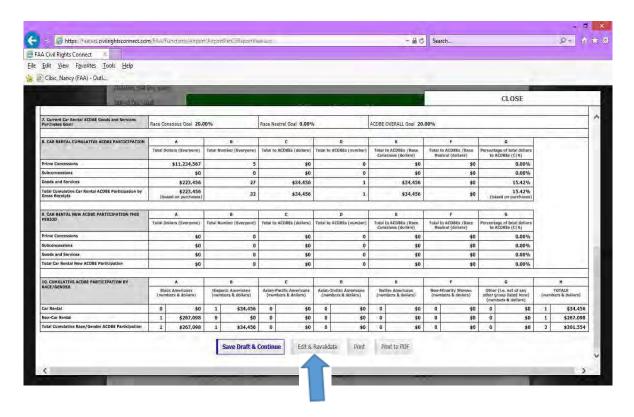




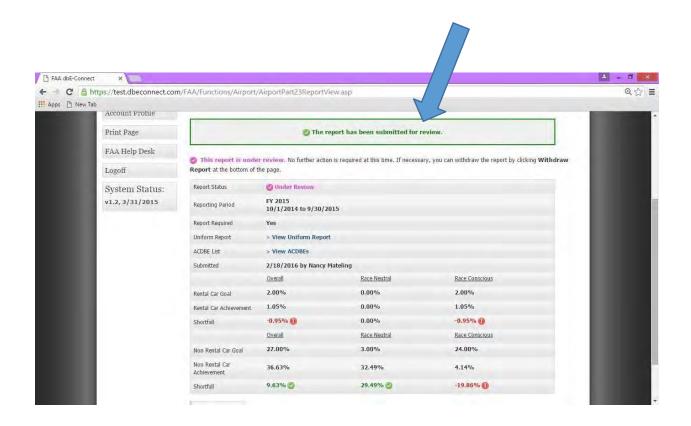












#### How to Edit a Uniform Form Report that is approved by FAA

A Report that is approved by FAA will **not** provide an Edit Option, only View.

Contact your FAA Compliance Specialist by clicking on the FAA Help Desk button at the bottom or left of the screen or via email or telephone (See FAA Specialist contact information on the last pages of this guidance.

Your FAA Specialist will Undo the Approval so that you may access the report to edit.

#### To Edit the Report:

- 1. Access the Report from your Dashboard or from the Airport File.
- 2. The status of the Report on your Dashboard will be **Returned**.
- 3. Follows Steps 5-11 on Page 60.



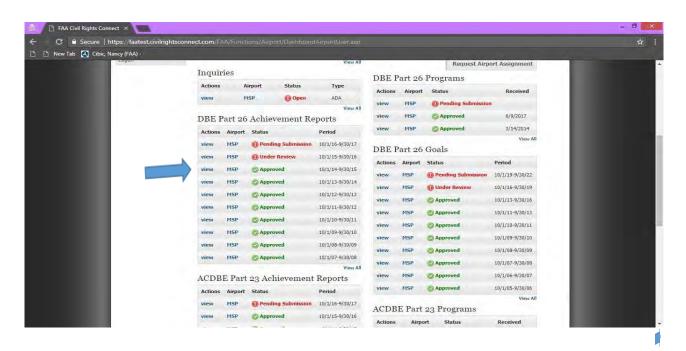
#### **How to Access Previous Uniform Form Reports.**

- Website: https://faa.civilrightsconnect.com/FAA/login.asp
- You can access Uniform Form Reports from your Dashboard
- Go to DBE Part 26 Achievement Reports or ACDBE Part 23 Achievement Reports
- Click View next to the fiscal year Report you want to access

#### OR,

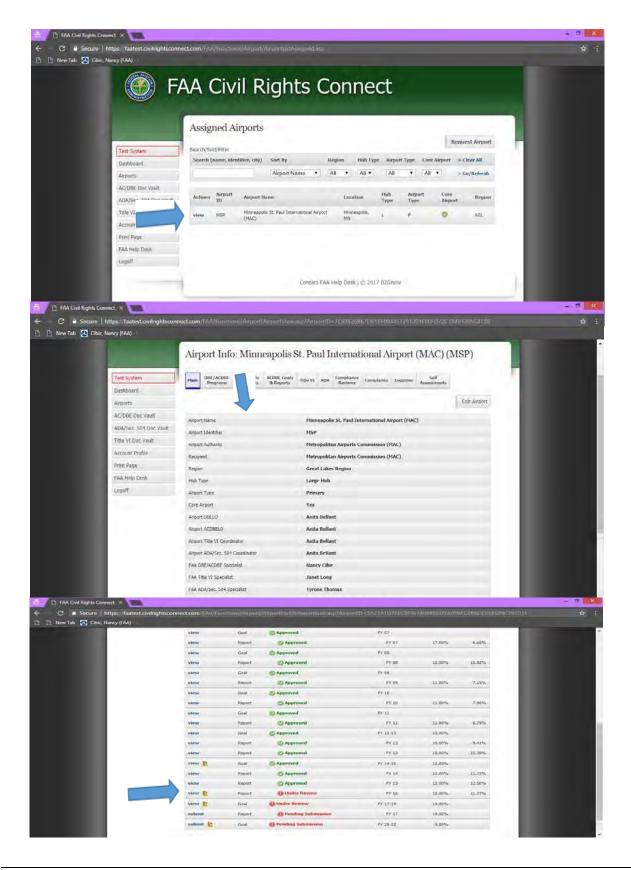
- Click on Airports (left menu) find the Airport and click View
- Click on DBE Goals and Reports or ACDBE Goals and Reports tab, depending on which report you need to access
  - If the DBE or ACDBE goals and reports tabs do not appear, please contact your FAA DBE Regional Compliance Specialist
- Find the Fiscal Year Report and Click View or Submit
- Click View Uniform Report
- To Print the Report Click Print
- To print and save the report to a file Click Print to PDF. Zoom the PDF document to show the gridlines the gridlines will show on the printed and saved document
- To Return to Previous Menu Click Return
- See screen shots below

#### From your Dashboard





#### From the Airport File:





# Online Compliance Assessment Tool Title VI, DBE, ACDBE and ADA

This module will assist you with assessing your airport's compliance with the Regulations.

FAA may initiated an Assessment for you to complete or you may initiate your own Assessment.

- 1. Please read/review the instructions and guidance at the beginning and throughout the Assessment.
- 2. Some questions might require an Attachment (indicated at the question).
- 3. FAA will review your response. You might receive an email when FAA replies to a question. Or FAA might add a comment that will be visible to you in the Assessment.
- 4. Dashboard status will remain Under Review until all items have been completed and FAA Accepts the Assessment.
- 5. If you have questions, contact your FAA Regional Compliance Specialist. Contact information is on the last few pages of this guidance

#### **Status Definitions:**

- Pending Submission: FAA sent you an assessment to complete
- Pending Review: You submitted the Assessment but FAA has not reviewed it yet
- Under Review: FAA accessed the Assessment and is reviewing



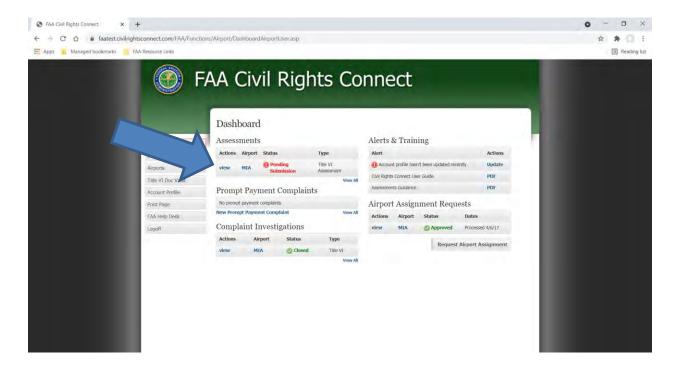
# **Online Compliance Assessment Tool**

#### When FAA initiates an Assessment.

When FAA initiates a Review, you will receive an email message and it will also be visible on your Dashboard under **Assessments**.

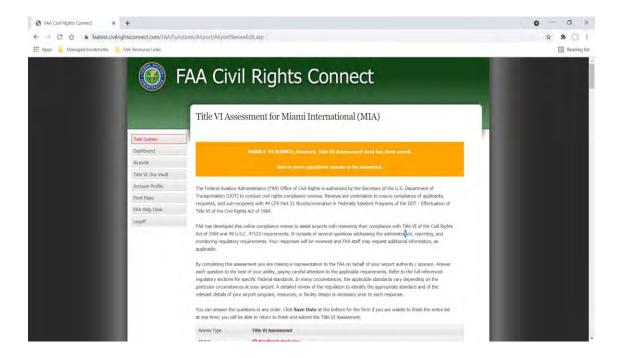
#### Dashboard

1. Go to Assessments on your Dashboard. Click on View next to the airport.



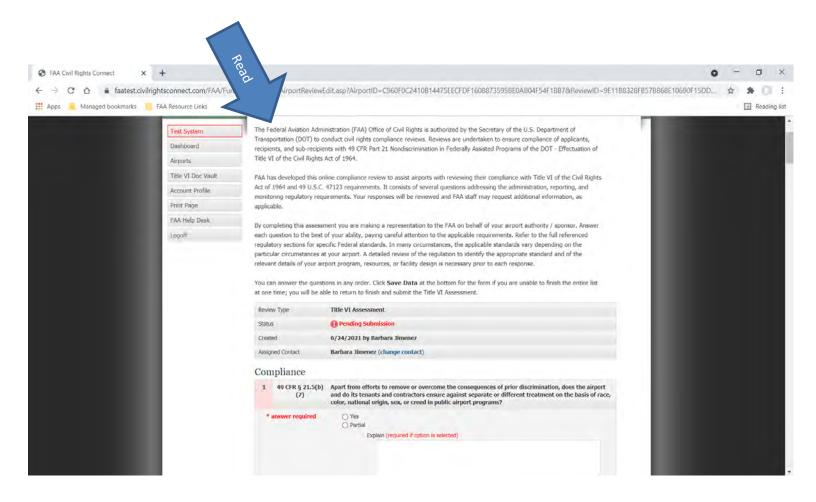


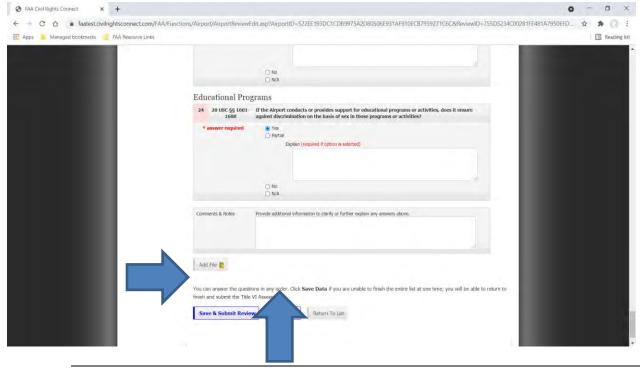
- 2. Read the instructions. Answer all of the questions. Some items will require an explanation.
- 3. Partial means that the airport has done part of the compliance for that item (requires an explanation).
- 4. Attach all the documents that are required.
- 5. Click Save Draft to save your work, if you are unable to finish the entire assessment. You can return later to finish the Assessment. If you missed answering any of the questions, a yellow alert will appear as shown below. You will not be able to submit the Assessment until all questions are appropriately answered.



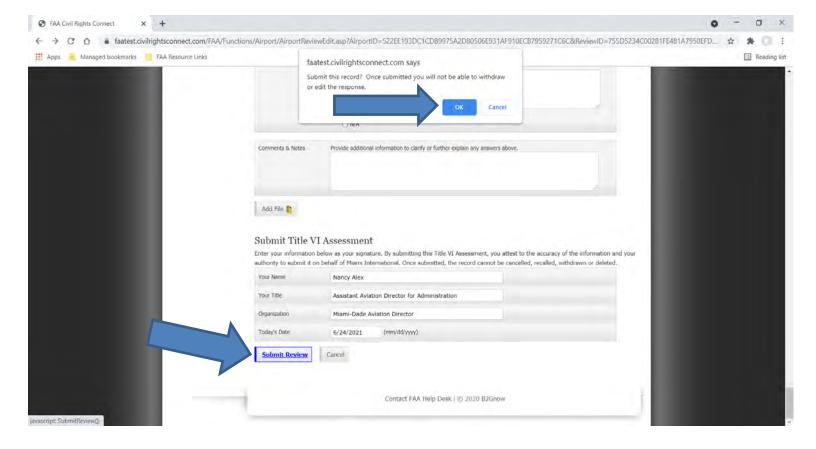
- 6. If you have completed the Assessment, click on Save and Submit Review. Make sure you are finished before submitting you cannot edit the Assessment after Submitted.
- **7.** Enter your name and the date of submission.
- 8. Click **Submit Review**. Click **OK** on the popup.
- 9. Status will show Submitted Pending Review.
- 10. Once the Assessment is submitted, you cannot edit it. However, FAA will respond to items and you will be able to respond back to FAA on the item.



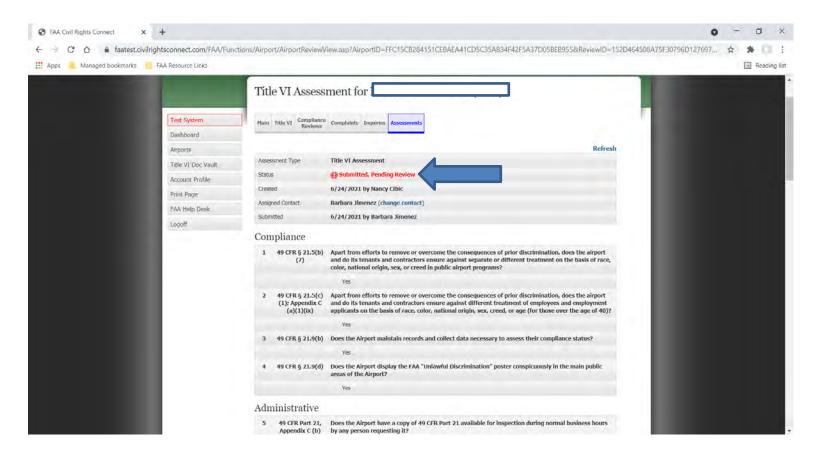








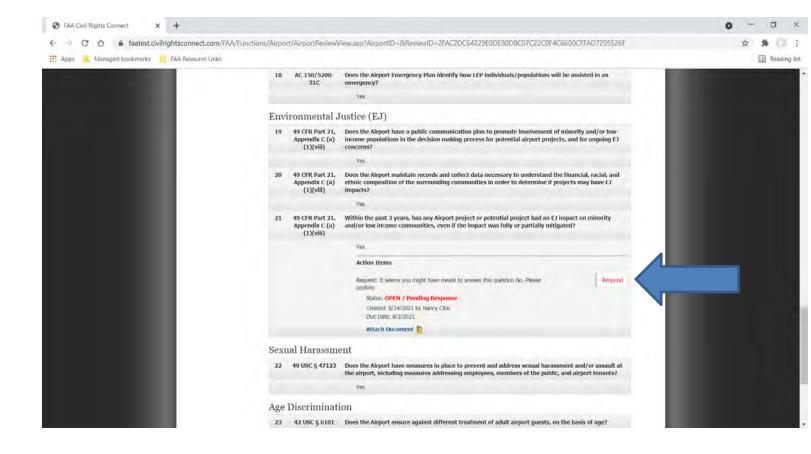




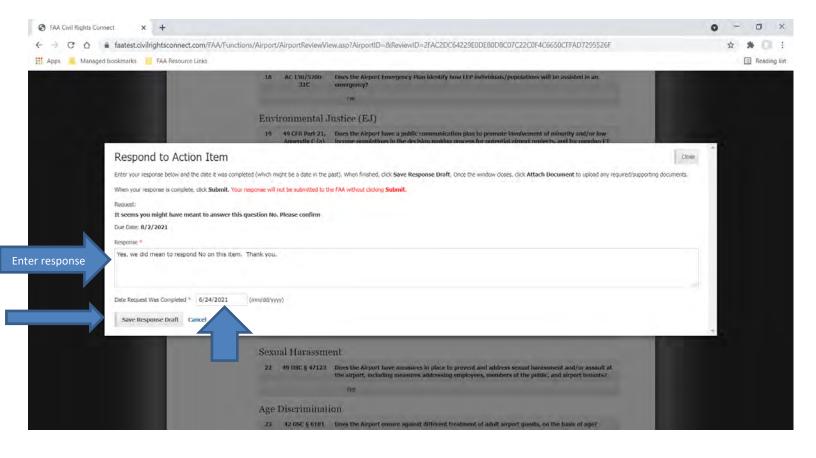
#### How to respond back to FAA on an item:

- 1. You can respond back to FAA on the item. Go to the Assessment and Click Respond.
- 2. Enter your response in the text box.
- 3. Enter the date.
- 4. Click Save Response Draft.
- 5. Go to (find) the Item. If you need to change your response, click Edit.
- 6. If you need to attach a document, click Attach Document.
- 7. If you are ready to submit your response, click **Submit**.
- 8. Click OK on the popup.
- 9. FAA will not accept the entire Assessment until all items are compliant.

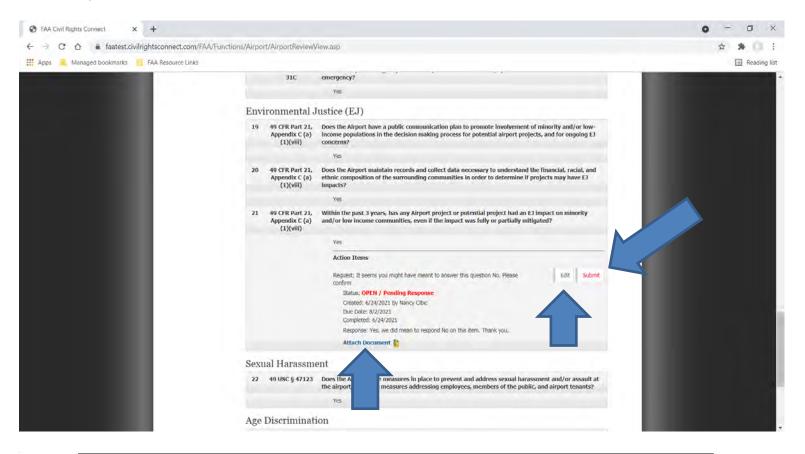




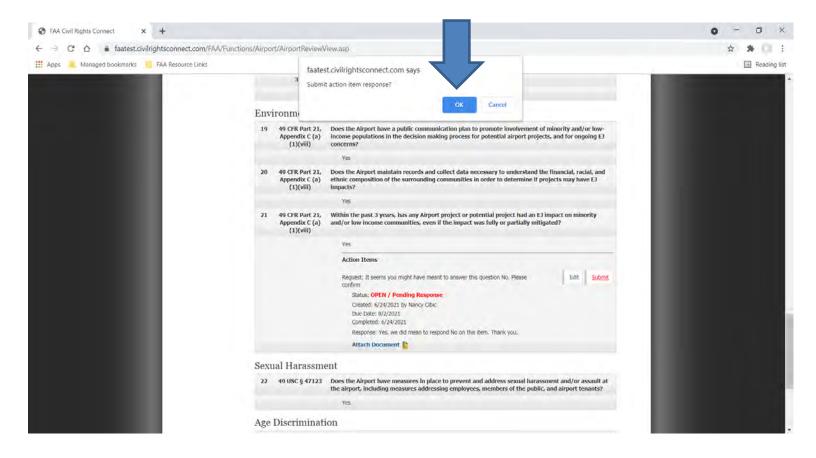














### Online Compliance Assessment Tool - Initiate Your Own Assessment

#### To initiate your own Assessment.

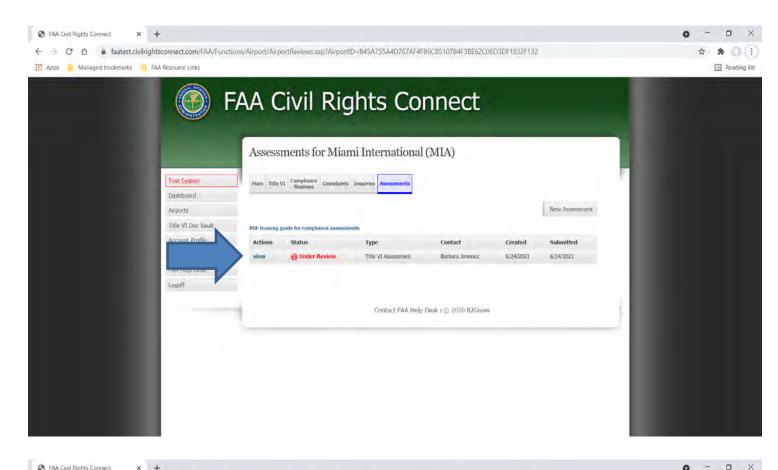
#### Log in to your user account

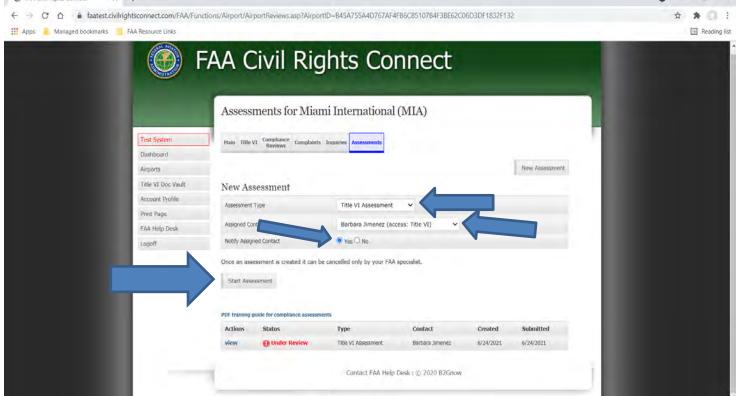
- 1. Click on Airports to select an airport for the Review
- 2. Click View next to the Airport that you want to do the Assessment for.



- 3. Select Assessments.
- 4. Select New Assessment.
- 5. Select Assessment Type
- 6. Select Assigned Contact
- 7. Check Yes if you want to notify the assigned contact (recommended).
- 8. Click on Start Assessment

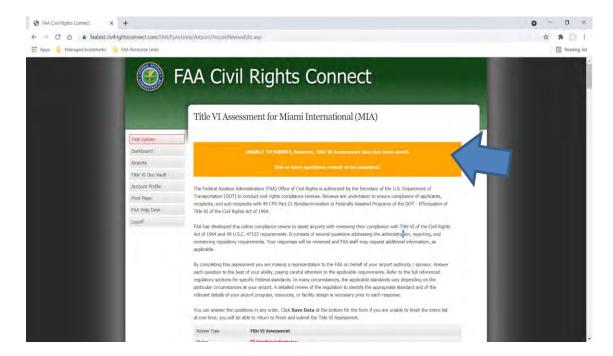








- 1. Answer all of the questions. Some items will require an explanation.
- 2. Partial means that the airport has done part of the compliance for that item (requires an explanation).
- 3. Attach all the documents that are required.
- 4. Click Save Draft to save your work, if you are unable to finish the entire assessment. You can return later to finish the Assessment. If you missed answering any of the questions, a yellow alert will appear as shown below. You will not be able to submit the Assessment until all questions are appropriately answered.



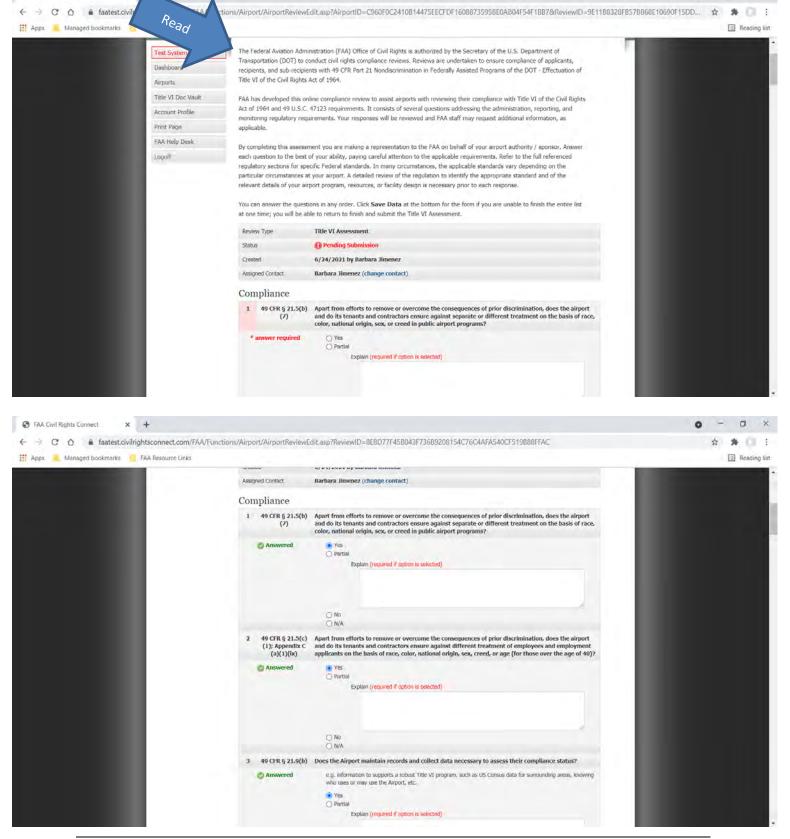
- 5. If you have completed the Assessment, click on **Save and Submit Review**. Make sure you are finished before submitting you cannot edit the Assessment after it is submitted.
- 6. Enter your name and the date of submission.
- 7. Click Submit Review. Click OK on the popup.
- 8. Status will show Submitted Pending Review.
- **9.** Once the Assessment is submitted, you cannot edit it. However, FAA will respond to items and you will be able to respond back to FAA on the item.

0 - 0 X

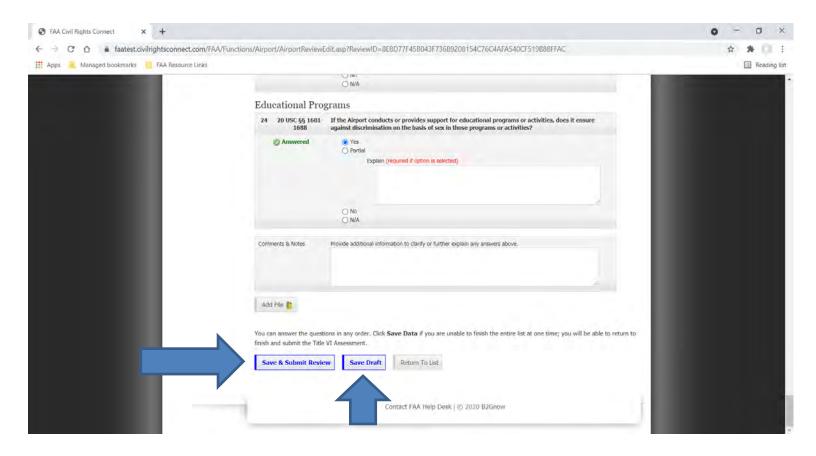


S FAA Civil Rights Connect

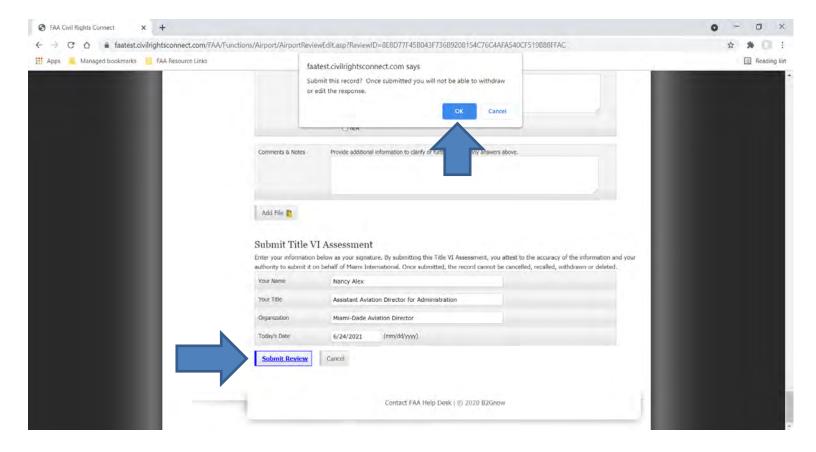
#### Online Compliance Assessment Tool – Initiate your own Assessment (continued)



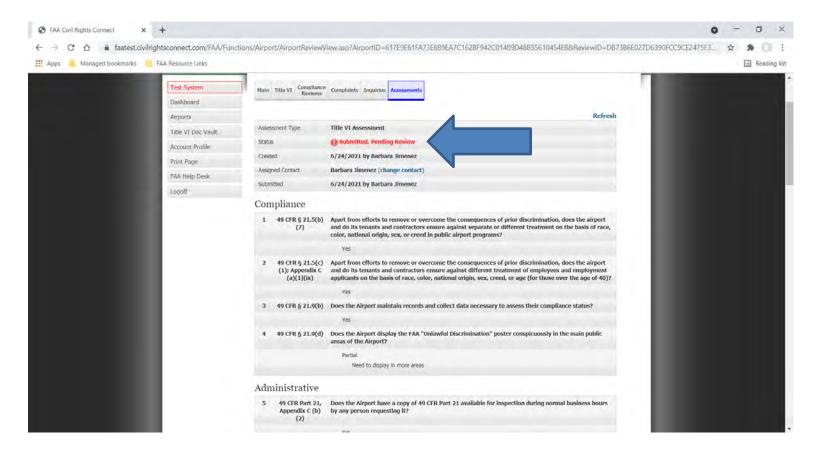








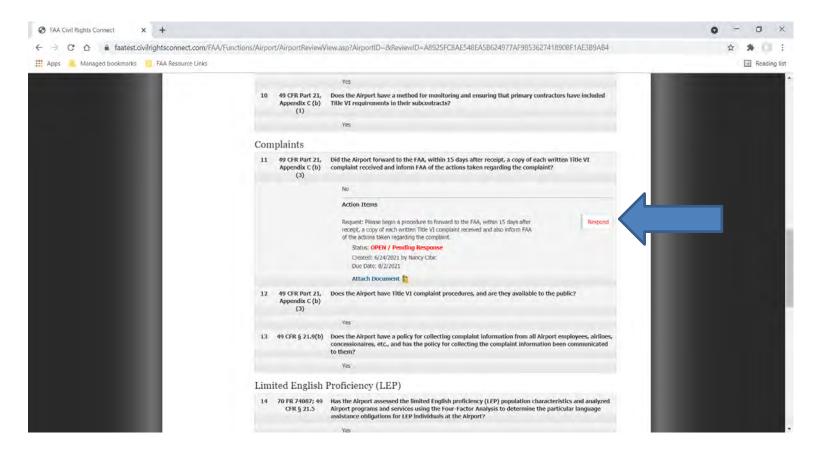




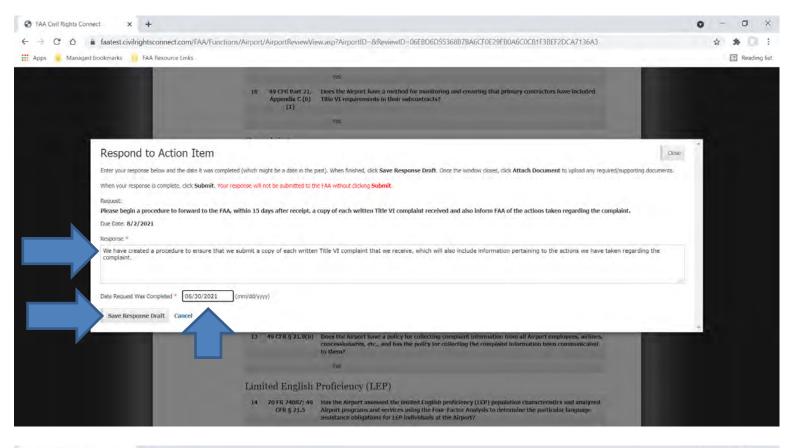
#### How to respond back to FAA on an item:

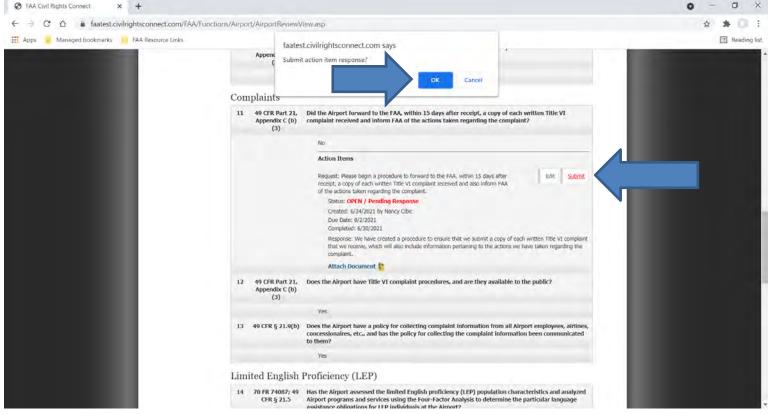
- 1. Go to the Assessment and Click Respond.
- 2. Enter your response in the text box.
- 3. Enter the date.
- 4. Click Save Response Draft.
- 5. Go to (find) the Item. If you need to change your response, click Edit.
- 6. If you need to attach a document, click Attach Document.
- 7. If you are ready to submit your response, click Submit.
- 8. Click **OK** on the popup.
- 9. FAA will not accept the entire Assessment until all items are compliant.



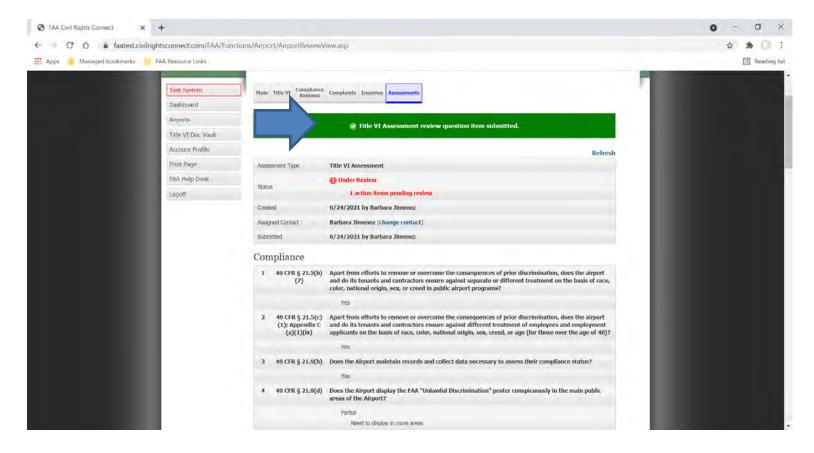














## **Prompt Payment Complaints - Reporting**

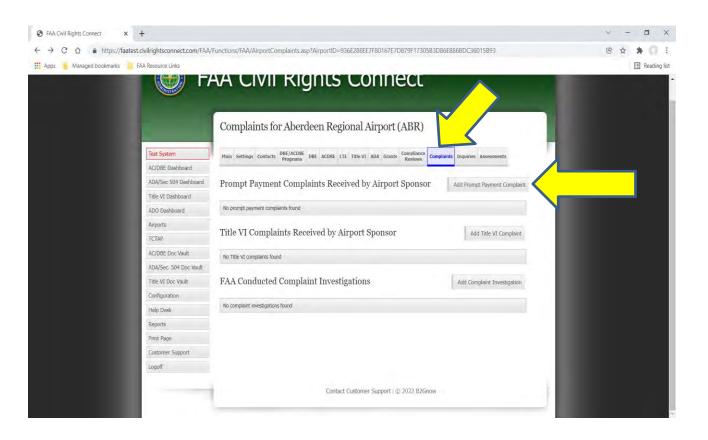
Section 157 of the 2018 FAA reauthorization (Public Law No. 115-254) requires airport sponsors to track and report the number of complaints received from subcontractors that alleged non-compliance with the prompt payment requirements, including the timely return of retainage by prime contractors. FAA is required to assess and improve airport sponsor compliance based on analysis of the reports received.

Reporting complete information is critical for the continued success of the DBE program and the businesses it serves. The information you provide ties directly back to the prompt payment and retainage monitoring and enforcement procedures that you developed in order to comply with § 26.29 and § 26.37.

Report prompt payment complaints in this module after you have resolved the complaint at the airport.

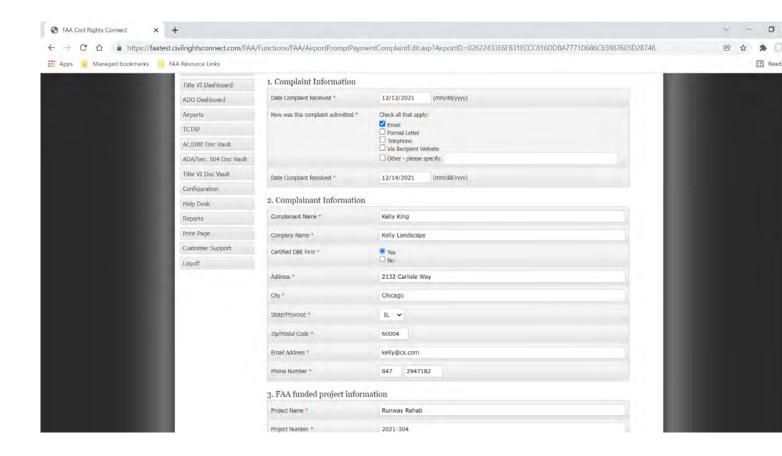
The following is guidance on how to report a prompt payment complaint in FAA Connect.

- Login to FAA Connect
- Go to the Airport File
- At top Menus, click on Complaints
- Next, click on Add Prompt Payment Complaint





Prompt Payment Complaints continued –



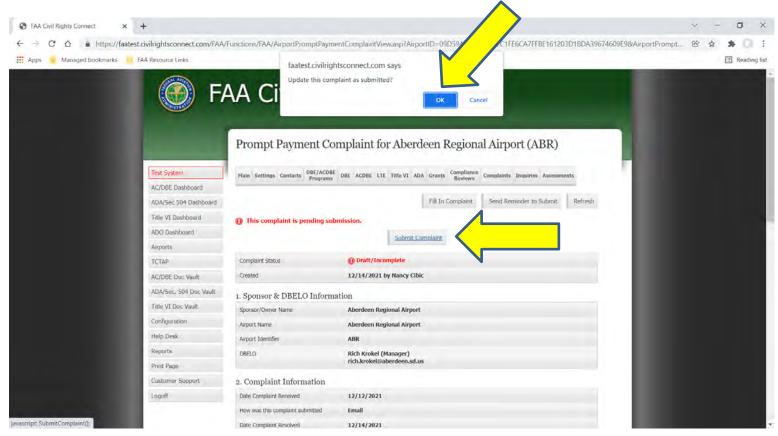
Complete all the requested information Red Asterisks \* denote required fields

When done filling in all required information, click on Validate/Save Draft.

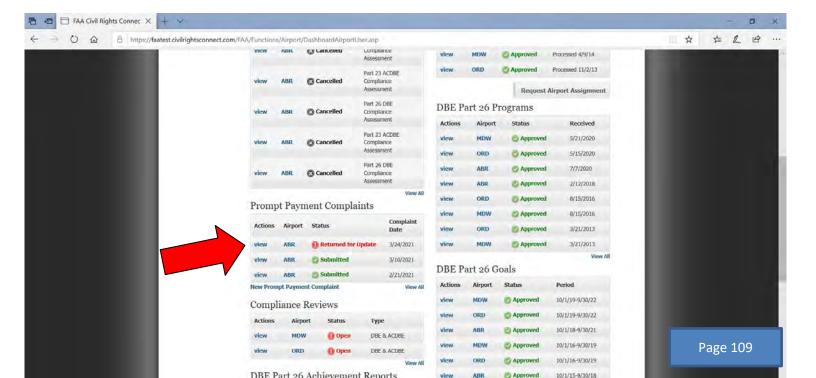
- Double check that all information is included.
- When done, click on Validate and Save Draft.
- Add a file if needed. Add File
- When done, Click Submit Complaint. Click OK on the popup.
- FAA will review your submission and follow-up with you if needed.
- You can view your prompt payment submissions on your Dashboard.



# Prompt Payment Complaints continued –

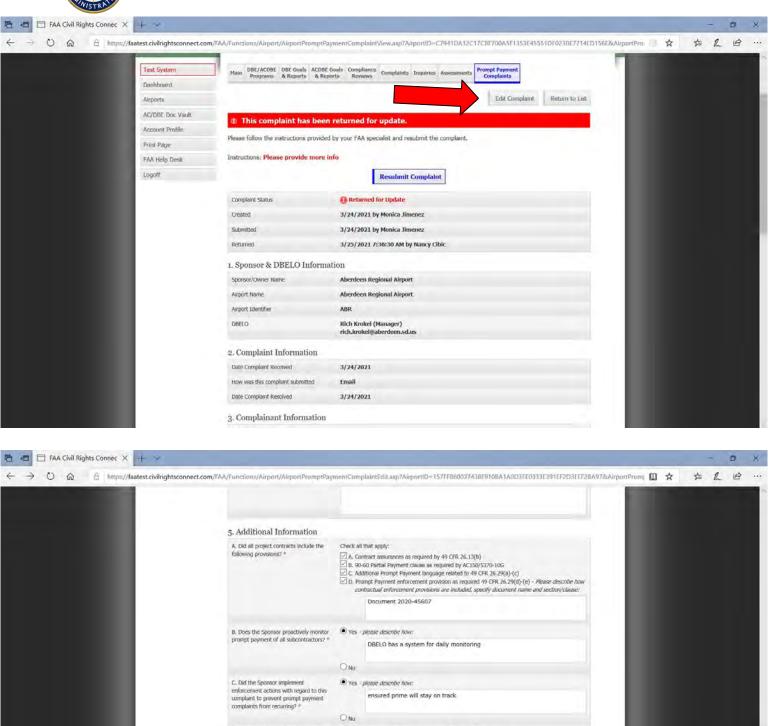


- If FAA returns your complaint for more information, access the complaint fromyour Dashboard. Click View.
- Click on Edit Complaint at the Top Left.
- Add the information requested by FAA and click Save Changes at the bottomleft.
- Click Resubmit Complaint. Click OK on the popup.





#### FAA Civil Rights Connect Airport User Guide



Back to Table of Contents Page 110

O ves - please provide staff name;

● Yes - has a copy of it been uploaded to FAA CVII Rights Connect?

Contact FAA Help Desk ) @ 2020 B2Gnow

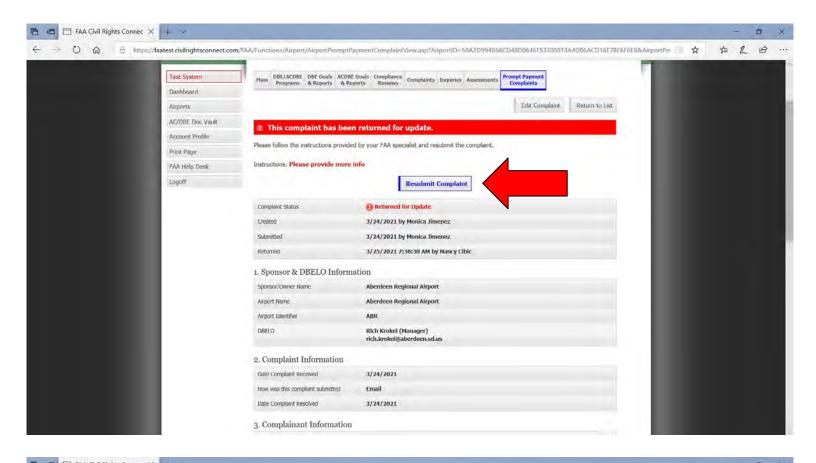
D. Has the Sponsor's DBE Program been

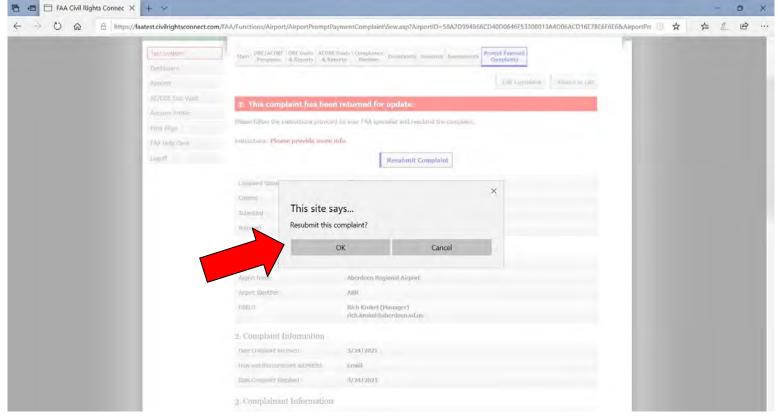
updated to address USDOT prompt payment guidance released in 2016 and 2018? "

E. Was FAA involved in the resolution of the complaint?  $\ensuremath{^{\parallel}}$ 

Save Changes Cancel









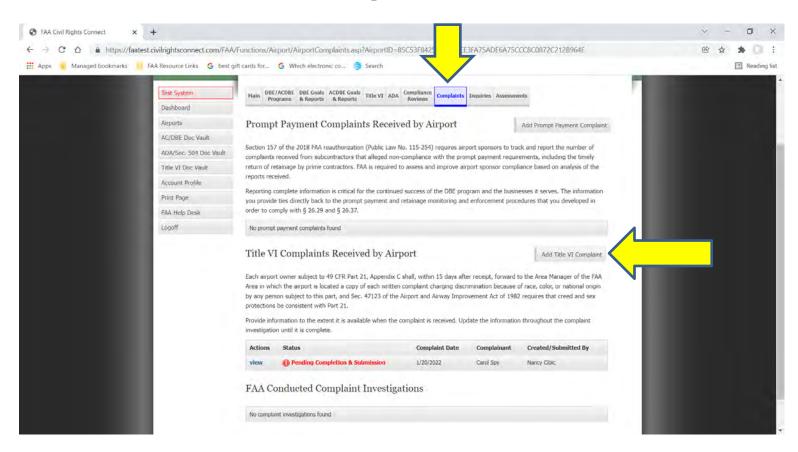
# **Reporting Title VI Complaints Received by Airports**

Airport recipients are required to report any complaint received by the airport recipient, alleging discrimination on the basis of race, color, national origin, sex, creed, consistent with 49 CFR Part 21, Appendix C requirements ("Each airport owner subject to this part shall, within 15 days after he receives it, forward to the Area Manager of the FAA Area in which the airport is located a copy of each written complaint charging discrimination because of race, color, or national origin by any person subject to this part" and Section 47123 of the Airport and Airway Improvement Act of 1982 requirements that creed and sex protections be consistent with Part 21.

In order to create a record, you must provide the fields noted by \*. You can return to fill-in the record as your complaint investigation proceeds. Once completed, ensure that all possible information is entered and then submit the record to FAA. If anything is missing, the system will advise you with an alert.

The following is specific guidance with screen shots on how to submit a Title VI airport complaint.

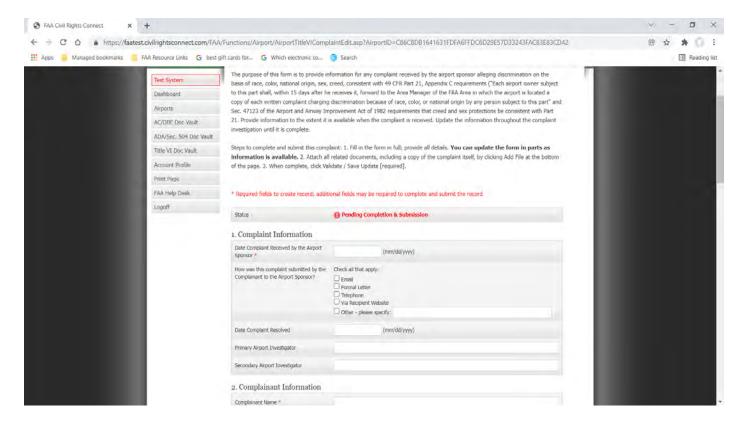
- Login to FAA Connect
- Go to the Airport File
- At top menus, click on Complaints
- Next, click on Add Title VI Complaint





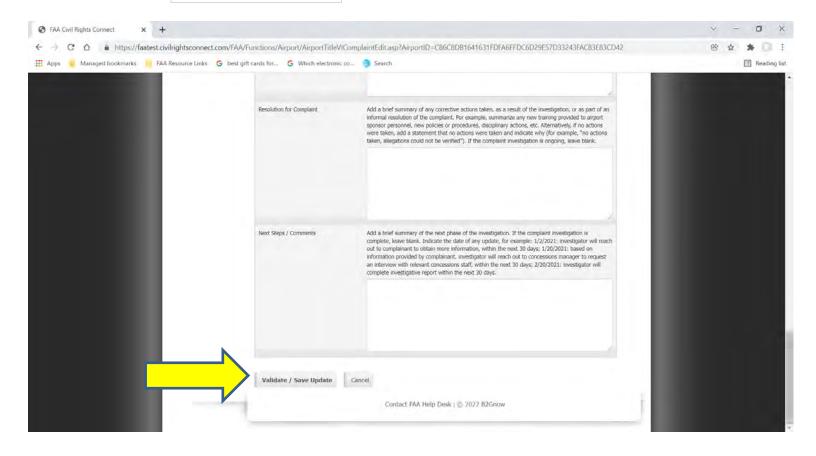
Steps to complete and submit this complaint:

- 1. **Fill in the complaint record**; provide all details. You can update the form in parts as information is available.
- 2. Attach all related documents by clicking **Add File** at the bottom of the page.
- 3. When the complaint record is complete, click **Submit Completed Complaint Record** [required]. To save the information and return later to submit, click **Validate / Save Update** on the form.



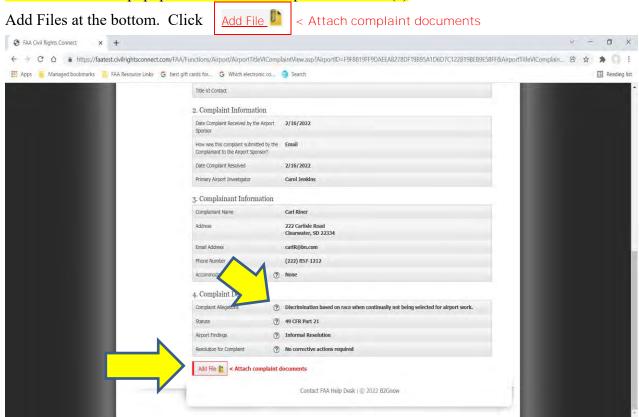


When done, click on Validate / Save Update



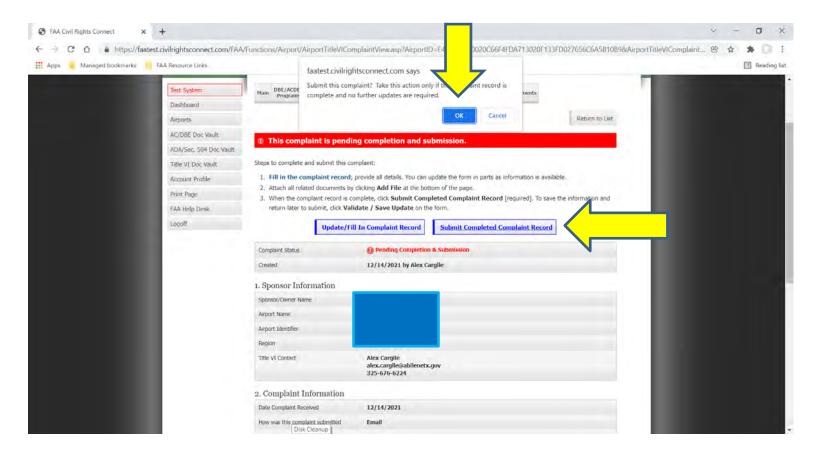


# Note that there are popup instructions at the question marks (?)





When done, click Submit Completed Complaint Record Click OK on the popup.





After you submit the complaint, the Status will indicate **Submitted** (pending review by FAA). If FAA accepts your complaint, the Status will indicate **Received**.

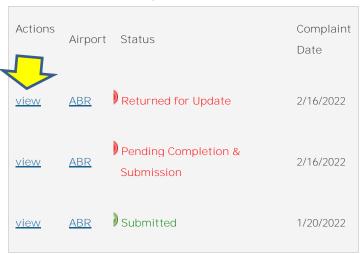
If FAA returns the complaint to you for more information, the Status will indicate **Returned for Update.** If you have not finished entering information and have not submitted the complaint yet, the status will indicate **Pending Completion and Submission.** 

# Title VI Complaints

| Actions     | Airpor     | t Status                        | Complaint<br>Date |
|-------------|------------|---------------------------------|-------------------|
| <u>view</u> | <u>ABR</u> | Returned for Update             | 2/16/2022         |
| <u>view</u> | <u>ABR</u> | Pending Completion & Submission | 2/16/2022         |
| <u>view</u> | <u>ABR</u> | Submitted                       | 1/20/2022         |

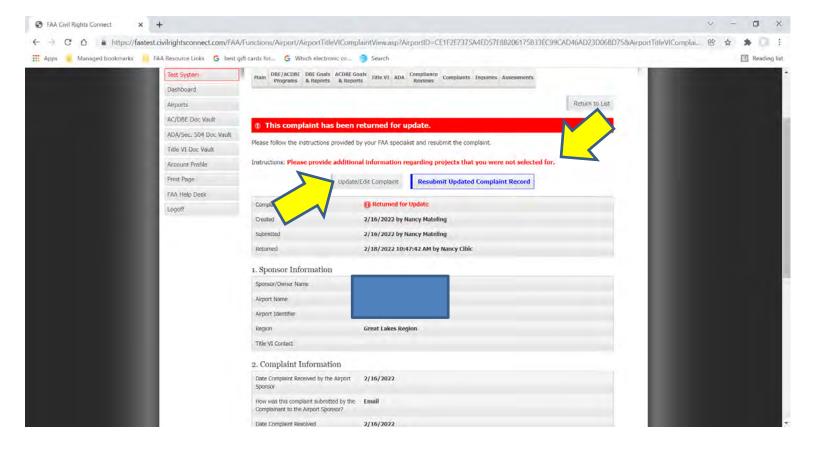
If the complaint was returned to you for update, access the complaint from your Dashboard. Click on View.

# Title VI Complaints



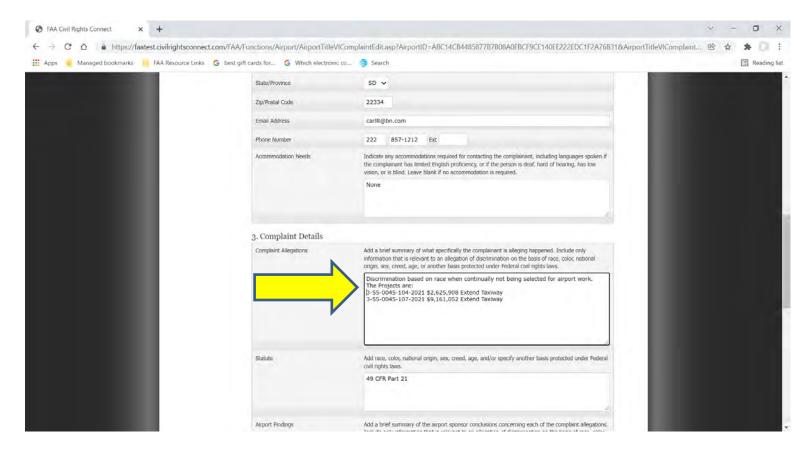


# To make the changes, click on Update/Edit Complaint

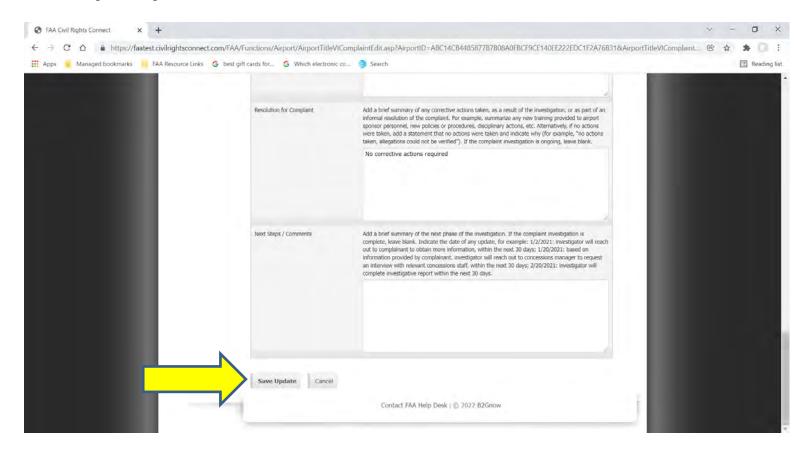


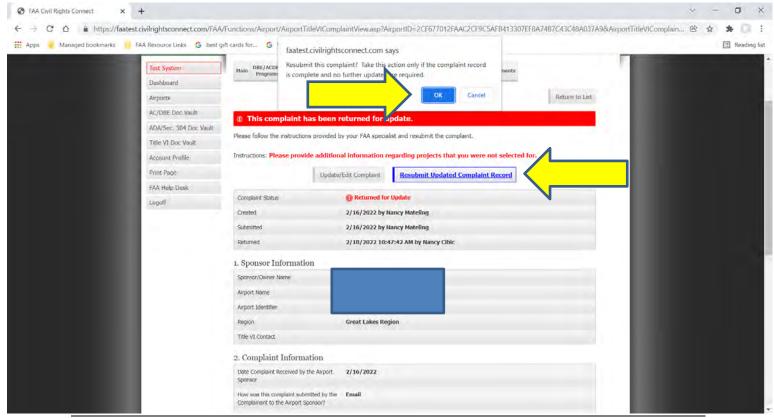


Add the additional information requested. When Done, Click Save Update at the bottom. To Resubmit the Complaint, Click on **Resubmit Updated Complaint Record** at the top. Click OK on th popup.



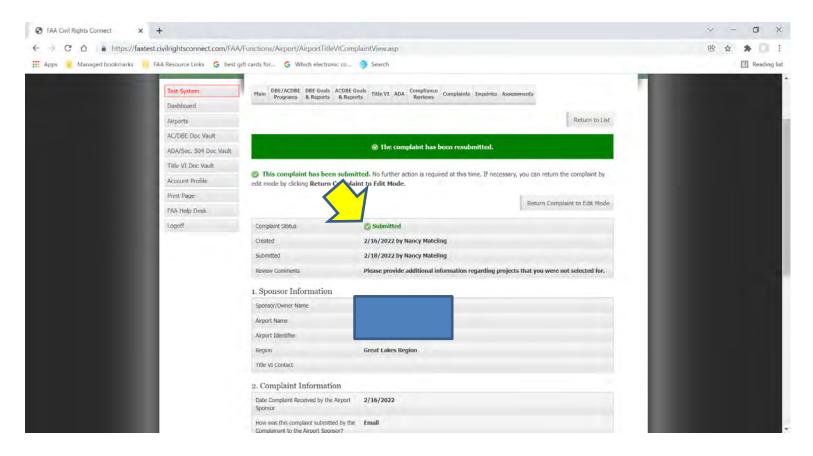








Status will indicate Submitted.



# **Compliance Reviews, Complaints, and Inquiries**

The FAA may share a Compliance Review, Complaint or an Inquiry Record with you.

If the record is shared, you will be able to upload a document in that record.

You can access the Record from your Dashboard.

Click on View next to the Record that you want to Access

To share a file, Click on Add File

Select the File from your files

Select the File Type, Recipient Response

Enter a file Title, for example: Complaint Correspondence, Compliance Review document

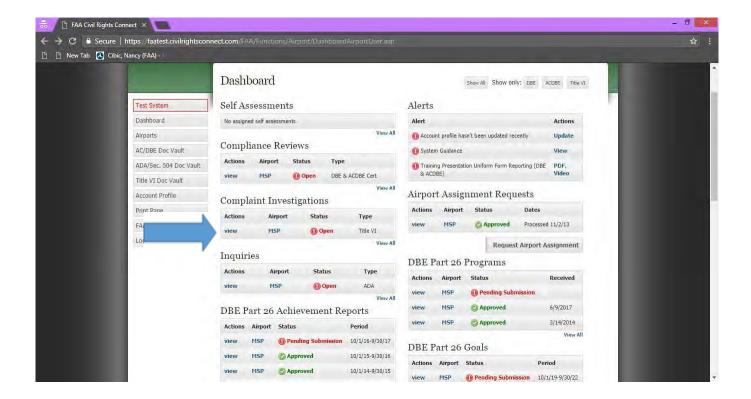
Add a File Description if needed

Click on Attach File

The File is now uploaded and can be viewed by FAA

See screen shots below

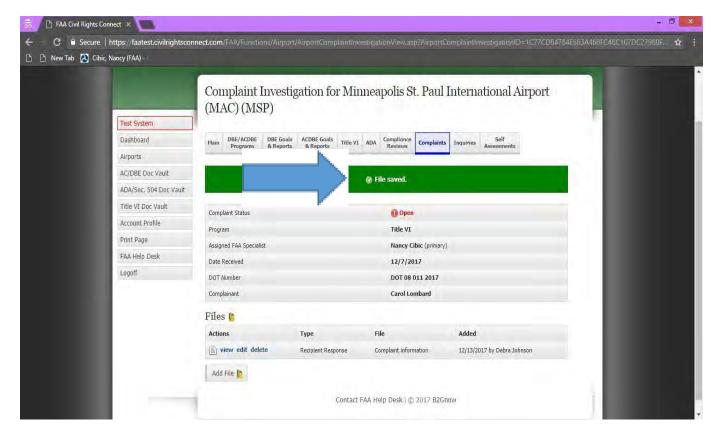














### **FAA and Airport Document Sharing/Airport Main File**

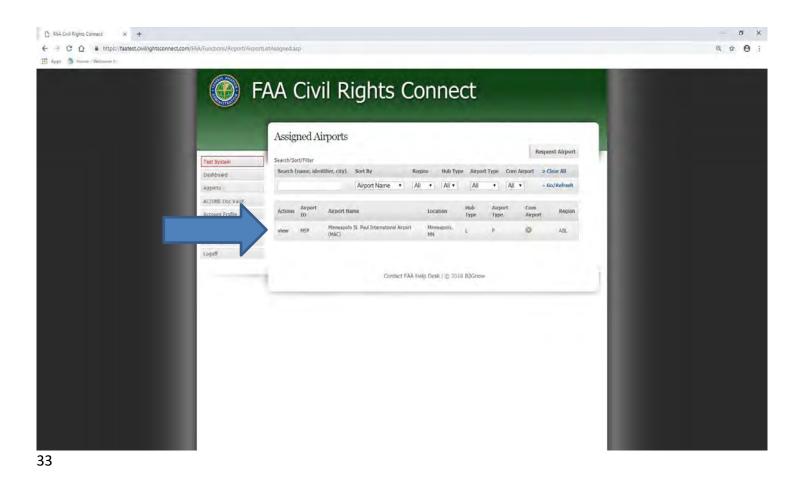
In addition to the Document Vault, FAA may also share documents with an airport in the Airport Main File and the Airport User may also share documents with the FAA in the Airport Main.

NOTE: Use this section only for attaching general documents. Do NOT attach programs, goals, Uniform Reports, complaints, compliance reviews or assessments. Documents for these sections should be attached in the specific section.

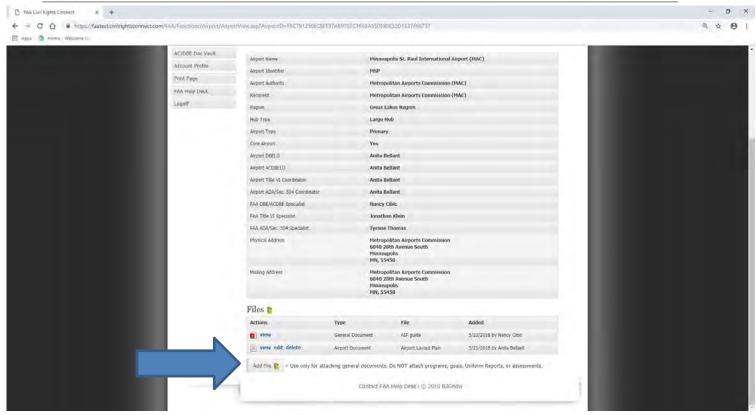
To share a document with FAA, do the following:

Go to the Airport File
Click View Next to the Airport
Page down to the bottom left and click on Add File
Choose the File (upload)
Select the file type
Enter a file title
Click on Attach File

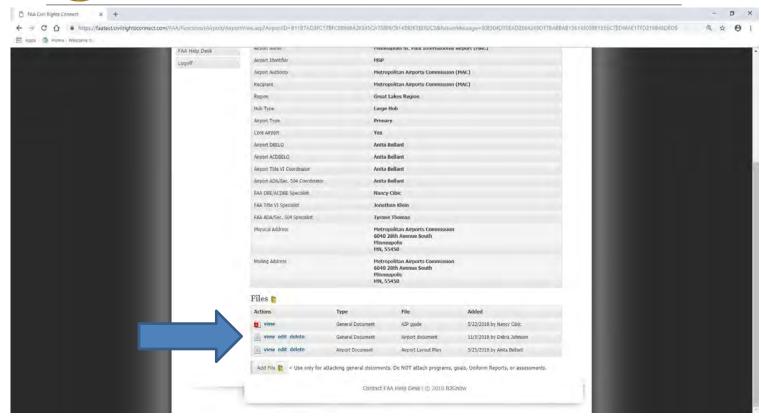
The file is shown on the airport Main screen at the bottom of the page



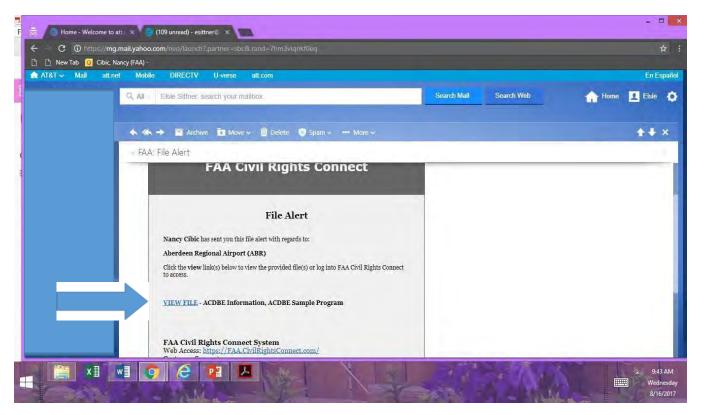






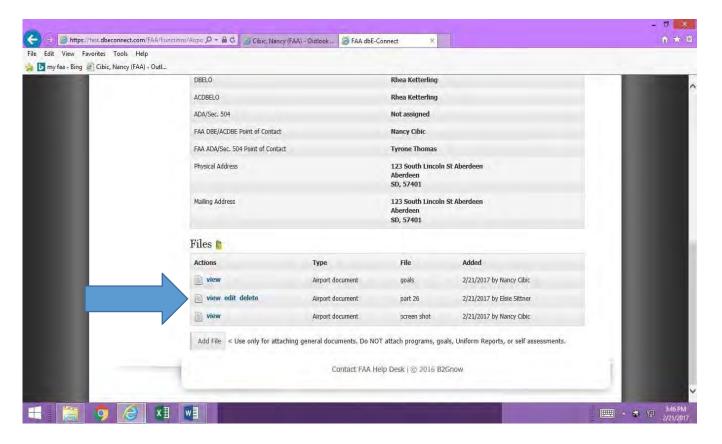


If FAA shares a document, you will receive an email message. You can access the document by clicking on the link in the email message or by logging into your user account and accessing the Airport Main tab. See screen shots below. See screen shot below of the email message you will receive notifying you that a document has been uploaded by FAA.





Airport Main - Document shared by the airport marked by blue arrow. Click View to view the document.





| Regional Airport DBE/ACDBE Program Compliance Team Specialists (ACR-4A)  |  |                  |                        |   |
|--|--|------------------|------------------------|---|
| Region   | Name                                       | Phone            | Email                  | Mailing Address   |
| All Regions – Detail   | Sheila Chulick Equal Opportunity Assistant | 424-405-<br>7203 | Sheila.Chulick@faa.gov | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |
| Alaskan Region   | Sonia Cruz                                 | 424-405-<br>7206 | Sonia.Cruz@faa.gov     | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |
| Central Region – Iowa,<br>Kansas, Missouri,<br>Nebraska  | Ofelia Medina                              | 424-405-<br>7205 | Ofelia.Medina@faa.gov  | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |
| Eastern Region — Delaware, Maryland, New Jersey, New York, Pennsylvania, Virginia, West Virginia                     | Diane L. Gillam                            | 305-716-<br>1232 | Diane.L.Gillam@faa.gov | Federal Aviation Administration Southern Regional Office 1701 Columbia Ave. College Park, GA 30337  |
| Great Lakes Region –<br>Illinois, Indiana, Michigan,<br>Minnesota, North Dakota,<br>Ohio, South Dakota,<br>Wisconsin | Nancy Cibic                                | 847-294-<br>7182 | Nancy.Cibic@faa.gov    | FAA Great Lakes Regional<br>Office<br>Office of Civil Rights, AGL-9<br>2300 E. Devon Ave<br>Des Plaines, IL 60018                             |
| New England Region –<br>Connecticut, Maine,<br>Massachusetts, New<br>Hampshire, Rhode Island,<br>Vermont             | Thomas Knox                                | 424-405-<br>7208 | Thomas.Knox@faa.gov    | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |

| Northwest Mountain<br>Region – Colorado, Idaho,<br>Montana, Oregon, Utah,<br>Washington, Wyoming   | Sonia Cruz             | 424-405-<br>7206 | Sonia.Cruz@faa.gov      | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |
|--|------------------------|------------------|-------------------------|---|
| Southern Region – Alabama, Kentucky, Mississippi, Tennessee Florida, Georgia, North Carolina, South Carolina, Puerto Rico, and US Virgin Islands | Herlinda J.<br>Bradley | 609-485-<br>9589 | Herlinda.J.Bradley@faa. | Federal Aviation Administration Great Lakes Regional Office Office of Civil Rights, AGL-9 2300 E. Devon Ave Des Plaines, IL 60018             |
| Southwest Region –<br>Arkansas, Louisiana, New<br>Mexico, Oklahoma, Texas  | Kirk K. Brouwer        | 718-553-<br>3053 | Kirk.K.Brouwer@faa.gov  | Federal Aviation Administration Eastern Regional Office Office of Civil Rights, Room 217 159-30 Rockaway Blvd Jamaica, NY 11434               |
| Western-Pacific Region –<br>American Samoa, Guam,<br>Hawaii, Arizona,<br>California – Northern<br>California – Southern<br>Nevada                | Shaun A. Bouy          | 267-702-<br>5190 | Shaun.A.Bouy@faa.gov    | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |



| Regional ADCP ANCP Program Compliance Team Specialists (ACR-4B)   |                                |                  |                                     |   |
|---|--------------------------------|------------------|-------------------------------------|---|
| Region  | Name                           | Phone            | Email                               | Mailing Address   |
| Alaskan and Western-<br>Pacific Regions  ADA/504 and Title VI Specialist for FAA Alaskan Region, Hawaii, and Pacific Islands  | Jonathan Klein                 | 424-405-<br>7202 | Jonathan.Klein@faa.gov              | Federal Aviation Administration Western- Pacific Regional Office Office of Civil Rights 777 S. Aviation Blvd, Suite #150 El Segundo, CA 90245 |
| Northwest Mountain<br>and Southwestern<br>Regions  ADA/504 and Title VI<br>Specialist for FAA<br>Southwestern Region;<br>Title VI Specialist for<br>Oregon and Washington               | Sherri<br>Anderson-<br>Beasley | 405-954-<br>5550 | Sherri.Anderson-<br>Beasley@faa.gov | Mike Monroney Aeronautical Center 6500 S. MacArthur Blvd. Headquarters Bldg., Suite 120 Oklahoma City, OK 73169                               |
| Central, Great Lakes,<br>and New England<br>Regions  ADA/504 and Title VI<br>Specialist for FAA Central<br>and New England<br>Regions; Title VI<br>Specialist for Great Lakes<br>Region | Perry A.<br>Canales            | 718-553-<br>3297 | Perry.A.Canales@faa.gov             | Federal Aviation Administration Eastern Regional Office Office of Civil Rights, Room 217 159-30 Rockaway Blvd. Jamaica, NY 11434              |
| Eastern, Northwest Mountain, and Southern Regions  ADA/504 Specialist for FAA Eastern and Southern Regions; Title VI Specialist for Utah  | Elisha Luyeho                  | 847-294-<br>7238 | Elisha.Luyeho@faa.gov               | Federal Aviation Administration Great Lakes Regional Office Office of Civil Rights, AGL-9 2300 E. Devon Ave. Des Plaines, IL 60018            |



| Regional ADCP ANCP Program Compliance Team Specialists (ACR-4B)   |              |                  |                       |   |
|---|--------------|------------------|-----------------------|---|
| Region  | Name         | Phone            | Email                 | Mailing Address   |
| Eastern and Southern<br>Regions  Title VI Specialist for FAA Eastern and Southern Regions   | Cherry Smith | 718-553-<br>3299 | Cherry.Smith@faa.gov  | Federal Aviation Administration Eastern Regional Office Office of Civil Rights, Room 217 159-30 Rockaway Blvd. Jamaica, NY 11434                |
| Great Lakes and Northwest Mountain Regions  ADA/504 Specialist for FAA Great Lakes and Northwest Mountain Regions; Title VI Specialist for Colorado   | Ty Thomas    | 847-294-<br>7180 | Tyrone.Thomas@faa.gov | Federal Aviation Administration Great Lakes Regional Office Office of Civil Rights, AGL-9 2300 E. Devon Ave. Des Plaines, IL 60018              |
| Northwest Mountain<br>and Western-Pacific<br>Regions  ADA/504 and Title VI<br>Specialist for Arizona,<br>California, and Nevada;<br>Title VI Specialist for<br>Idaho, Montana, and<br>Wyoming | Melissa Wu   | 718-553-<br>3443 | Melissa.Wu@faa.gov    | Federal Aviation<br>Administration Eastern<br>Regional Office<br>Office of Civil Rights, Room<br>217 159-30 Rockaway Blvd.<br>Jamaica, NY 11434 |