

FY 2019 ACR Business Plan



Infrastructure

Invest in Infrastructure to Ensure Safety, Mobility, and Accessibility and to Stimulate Economic Growth, Productivity and Competitiveness for American Workers and Businesses.

System Operations and Performance

Enhance reliable and efficient movement of people and goods by promoting effective management and ensuring leadership in securing data and in sharing information across the transportation system.

Initiative: External Operations Program Compliance - ADA/504 and Title VI

ACR will conduct assessments, provide training and technical assistance, and build out functionalities for the existing FAA Civil Rights Connect System assessment tool to inform recipients of requirements and compliance status, and for ACR to identify trends.

Activity: ADA/504 Airport Assessments

Conduct airport ADA/504 program assessments to increase airport program compliance.

Target: ADA/504 Enrollment

Enroll eleven (11) additional airports in the compliance assessment tool for the ADA/504 Programs and provide feedback to the airports to assist them in becoming compliant.

Target: ADA/504 Conduct Reviews

Conduct five (5) additional ADA/504 program compliance reviews (mini or full).

Activity: Title VI Airport Assessments

Conduct airport Title VI program assessments to increase airport program compliance.

Target: Title VI Enrollment

Enroll eleven (11) additional airports in the compliance assessment tool for the Title VI programs and provide feedback to the airports to assist them in becoming compliant.

Target: Title VI Conduct Reviews

Conduct four (4) additional Title VI compliance reviews (mini or full).

Activity: Federal Collaboration

Collaborate with other Federal offices to improve oversight and technical assistance activities.

Target: ADA/504 Meetings

Conduct three interagency stakeholder meetings to address crosscutting issues regarding airport disability access, including potential strategies and/or products to benefit the airport disability community.

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Target: ADA/504 DOJ Coordination

Contact DOJ regarding potential support for government-wide initiatives.

Activity: Conduct Training and Technical Assistance

Deliver training and technical assistance to airport sponsors or other ADA/504 and Title VI Program stakeholders to increase their program knowledge.

Target: ADA/504 National Training

Conduct or participate in one (1) ADA/504 training event, if funding is available, and we receive approval to participate.

Target: Title VI National Training

Conduct or participate in one (1) Title VI, LEP and/or EJ training event, if funding is available, and we receive approval to participate.

Target: ADA/504 Webinars

Conduct four (4) ADA and/or 504 webinar trainings.

Target: Title VI Webinars

Conduct three (3) Title VI, LEP and/or EJ webinar trainings.

Target: ADA/504 Consultations

Consult with at least thirty-eight (38) airport sponsors or other stakeholders on the ADA/504 program.

Target: Title VI Consultations

Consult with at least sixteen (16) airport sponsors or other stakeholders on the Title VI program.

Target: Title VI Stakeholder Resources

Revise Title VI Toolkit as a revised draft.

Activity: Utilize Technology

ACR will enhance development of the FAA Civil Rights Connect System for airport sponsors to assist in meeting DOT regulatory requirements.

Target: ADA/504 Assessment Tool

Develop ADA/504 Enhanced Assessment Tool.

Target: Title VI Assessment Tool

Develop Title VI Enhanced Assessment Tool.

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Innovation

Lead in the Development and Deployment of Innovative Practices and Technologies that improve the Safety and Performance of the Nation's Aviation System.

Development of Innovation

Encourage, coordinate, facilitate, and foster world-class research and development to enhance the safety, security, and performance of the Nation's transportation system.

Initiative: Equal Employment Opportunity (EEO) Training

Assist Agency efforts to create a FAA culture in which managers and employees understand their role in creating and maintaining an inclusive workplace by providing training on EEO laws, FAA policies, and appropriate workplace behavior.

Activity: EEO Training Opportunities for FAA Workforce

Ensure that management and employees complete at least one EEO and Diversity and Inclusion training course. Provide Diversity and Inclusion training on multiple platforms so that employees have various opportunities to receive training as conveniently as possible.

Target: Research Training Delivery Options

Research a wide variety of training delivery methods to enable the FAA Workforce to use various learning platforms and methods such as ATN broadcasts, webinars, online courses that can be viewed on mobile devices, and EEO training from other agencies or outside sources.

Target: Market Training Opportunities

Market and announce new EEO training opportunities to LOBs/SOs each quarter. Create training sessions and announce the sessions to all LOBs/SOs. Due Quarterly .

Target: Corporate Training Goal-Shared

Ensure that 70% of managers and 20% of employees complete one EEO training course.

Activity: Enhance EEO Training Currency and Appeal

Review, revise, enhance, develop or purchase EEO training courses to meet EEO training needs.

Target: EEO Training Currency and Accuracy

Review and revise existing EEO training courses to ensure they are in compliance with current EEO laws and guidance. Update courses as needed based on analysis of existing court cases and pending legislation to ensure legal compliance with current EEO laws, guidance, and practices.

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Target: EEO Training Course Appeal

Enhance training with multi-media and activities where appropriate to enhance course appeal. Incorporate modern technical advances for course delivery where appropriate to improve student learning and to provide flexibility of training opportunities.

Target: Develop or Purchase New EEO Training Courses

Develop or purchase new EEO courses to meet current EEO training needs. Coordinate with other DOT agencies to determine opportunities for sharing training resources.

Target: EEO Training Course Effectiveness

Monitor training effectiveness through customer feedback surveys and complaint data.

Initiative: Effective and Innovative Training

Research the development of an on-line program for customers to access a virtual EEO Specialist.

Activity: Improved Customer Experience

Research the development of an interactive customer experience to have immediate dialogue with an EEO Specialist via the intranet.

Target: Develop Framework of System

Research products to support an automated helpline, guidance, consultation or training for ACR customer support. Provide product options and costs.

Target: Exploratory Research of Technological Capabilities

Research and discuss with external stakeholders the development and integration of the system into the intranet and the rotational capabilities for automation.

Accountability

Serve that Nation with Reduced Regulatory Burden and Greater Efficiency, Effectiveness and Accountability.

Regulatory Reform

Reduce current regulatory burdens and bureaucracy to ensure a safe, efficient, accessible, and convenient transportation system for people and commerce.

Initiative: Hiring Persons with Targeted Disabilities (PWTB)

The FAA lines of business and staff offices (LOBs/SOs) will work collaboratively to support the goal to increase the representation of PWTB in all FAA new hires.

Activity: Hiring PWTB

ACR in collaboration with the FAA LOBs/SOs will implement the following strategies to support hiring PWTBs as new hires and improve their participation rate in the applicant pool.

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Target: Public Notice

Develop and deploy a FAA PWTD public notice on USA Jobs annually.

Target: PWTD Internships

Ensure Heads of LOBs/SOs commit to supporting at least one or more PWTD student interns.

Target: Aviation Career Education Camp initiatives

Commit resources to support AVSED to include students with disabilities in Aviation Career Education Camp initiatives.

Activity: ACR Aviation Development Program (ADP) Pilot Implementation

In FY2019, initiate the Aviation Development Pilot at designated (or selected) Air Route Traffic Control Centers (ARTCCs).

Target: Diversity and Inclusion Training

Conduct in-person diversity and inclusion training at participating ARTCC sites.

Target: Resume Repository

Develop a resume database for PWTD candidates to support the ADP selection pool.

Target: Community Partnership

Partner with at least 30 community organizations specializing in PWTD resources to further support ADP recruitment efforts.

Target: Oversight

Provide oversight for Aviation Development Program to ensure candidates receive effective and consistent guidance through the employment life-cycle process.

Initiative: Outreach and Special Emphasis Programs

Assist the Agency in building a Model EEO Workplace through outreach, consultations, collaboration, and educational partnerships.

Activity: Outreach and Special Emphasis Programs

Increase the outreach to targeted groups in the FAA applicant pool by developing a targeted outreach strategy.

Target: Annual Outreach Plan

In collaboration with AHR's Corporate Recruitment and Marketing, develop an annual Outreach plan, targeting underrepresented groups within the Agency.

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Target: Information Sessions

Partner with colleges and universities, career centers and student associations to conduct on campus information sessions for students.

Target: Partnership

Partner with EAC Workgroups and Employee Associations (National Employee Forum) to conduct information sessions and outreach events nation wide.

Target: HBCU Initiative

Partner with other Lines of Business to conduct information sessions and outreach events nationwide to support the Historically Black Colleges and University (HBCU) White House Initiative.

Initiative: EEO/Diversity and Inclusion Action Committee (EAC)

Utilize the EEO/Diversity and Inclusion Action Committee (EAC) to create, oversee and support a diverse and inclusive workplace.

Activity: Collaborate with LOB/SOs

In collaboration with the LOBs/SOs, identify strategies and make recommendations regarding EEO to improve diversity and inclusion efforts.

Target: Demographic Data

Analyze and present demographic data in comparison to the civilian labor force statistics to the EAC; and identify strategies and actions for improving groups with lower than expected participation rates.

Target: EAC Workgroups

Develop, track and implement EAC Workgroups (People with Targeted Disabilities Program, Women's Program and Hispanic Program) Action Plan goals and initiatives on a bi-monthly basis.

Activity: ACR Ensure a Diverse and Inclusive Workforce

- ACR in collaboration with the LOB/SO's will complete activities that will foster a diverse and inclusive workplace and improve the Reasonable Accommodation interactive process.
- Assist in development of a diverse workforce at all levels. Increase the representation of Persons with Targeted Disabilities (PWTD), Hispanics, and Women in the workforce as compared to the civilian labor workforce (CLF).
- Provide EEO training to managers and employees.
- Managers engage in the mediation/facilitation process.

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Target: Reasonable Accommodations (RA)/Reasonable Accommodations Management System (RAMS) Training

Ninety percent (90%) of all new managers and supervisors must complete Reasonable Accommodations (RA) and Reasonable Accommodations Management System (RAMS) training within one year of newly appointed supervisory position. This goal will be tracked on a bi-monthly basis through the EEO Action Committee (EAC) for Diversity and Inclusion.

Target: Reasonable Accommodations

Ensure 90% of ACR reasonable accommodation requests are processed within 25 business days or less.

Target: Improve Participation/Outreach

Develop strategies to improve the representation of Persons with Targeted Disabilities (PWTD), Hispanics, and Women by providing resources and data analysis to LOB/SOs to increase the workforce as compared to the civilian labor workforce (CLF) and/or MD-715, Part J). These strategies will address hiring, training, career progression opportunities and will be deployed and tracked through the EAC Workgroups.

Mission Efficiency and Support

Support mission requirements by efficiency and effectively planning for and managing human capital, finances, procurement, sustainable operations, information technology, emergency preparedness, and other mission support services.

Initiative: Productivity and Financial Metrics

Each FAA organization will develop, track, and report quarterly on a comprehensive measure of its operating efficiency or financial performance. These measures will include: ATO cost per operation, overhead rates, and cost per accounting transaction.

Activity: ACR Efficiency Measure: Time to Process Reasonable Accommodation Requests

ACR will report to ABA quarterly on the timeliness percentage of reasonable accommodation requests processed.

Target: Annual Check/Update

Provide or check updated FY 2020 measure template with changes as needed.

Target: Quarterly Reasonable Accommodation Requests Reports

Report quarterly results and comments to ABA on the time to Process 90% Reasonable Accommodation Requests within 25 business days or less. Due 30 days after the end of each quarter.

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Initiative: Contracting Opportunities for Small Businesses

Support small businesses and job creation by providing opportunities for small businesses to attain FAA contracts and purchase orders, with special emphasis on procurement opportunities for socially and economically disadvantaged small businesses (including 8(a) certified firms), service-disabled veteran-owned small businesses, and women owned small businesses.

Activity: Awarding of Procurement Dollars (ACR)

Award procurement dollars to small businesses, with special emphasis on procurement opportunities for small disadvantaged businesses, service-disabled veteran-owned small businesses, and women owned small businesses.

Target: Awarding of Procurement Dollars Target

Award at least 25 percent of the total ACR direct procurement dollars to small businesses.

Initiative: National Airport Civil Rights Policy and Compliance Policy Development, Coordination, and Program Enhancement

Provide guidance for external operations, airport operators and other stakeholders on the areas of DBE/ACDBE, ADA/ 504, Title VI/LEP/EJ, and other civil rights policies and regulations affecting airports.

Activity: Policy Guidance

Provide guidance in the areas of DBE/ACDBE, ADA/ 504 and Title VI/LEP/EJ by conducting training sessions, policy updates, and reviewing existing programs and activities.

Target: Airport Emergency Evacuations

Submit to DOT for approval a recommendations (best practices) document for airports that will cite the importance of equal access to Persons with Disabilities (PWD) and with Limited English Proficiency (LEP) during airport emergency evacuations.

Target: Review Title VI and ADA Orders

Initiate the review, update, and coordination of FAA Orders 1400.11 (Title VI) and 1400.9A (ADA).

Activity: Program Enhancement

Initiate a comprehensive review and update of 49 C.F.R. Part 23.

Target: Review Part 23

Prepare a draft report based on findings from review, analysis, and input received from stakeholder listening sessions.

Target: Airport Compliance Reviews

Conduct a minimum of two meetings with the NEOP team to assess the effectiveness of using a risk-based decision making methodology in the compliance review process.

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Initiative: Alternative Dispute Resolution (ADR) Participation

Encourage the FAA workforce to engage in the ADR process as a method to resolve disputes in the EEO Complaint Process at the lowest possible level.

Activity: ADR Coordination

Coordinate with the LOBs/SOs to encourage its workforce to resolve disputes in an amicable way by utilizing the ADR process and ensure that managers engage in mediation when requested by employees.

Target: Corporate ADR Engagement Goal-Shared

Assist with Agency effort on ADR engagement by ensuring 75% of all managers engage in mediation when requested by employees.

Target: ADR Tracking

Track Agency mediation and resolution rates, present this data at the EAC meetings and, produce a final ADR engagement and resolution report.

Initiative: Management Directive 715 (MD-715)

Prepare the annual Equal Employment Opportunity Commission (EEOC) MD-715 Report for submission to the EEOC and continue to monitor Agency accomplishments.

Activity: MD-715 Coordination

Manage the process for developing and reporting to the EEOC the Annual MD-715 Report.

Target: Collaboration

Collaborate with LOB/SOs to receive input for the Part G and Part J Checklist of the MD 715 Report.

Target: Preparation

Prepare FAA annual EEO MD-715 Report and submit to EEOC.

Target: State of EEO

Prepare the annual State of EEO briefing and present to the EAC.

Activity: Barrier Analysis

Monitor the execution of the Barrier Analysis Reports in collaboration with the appropriate LOB/SOs.

Target: Monitor and Track

Meet with the respective LOB/SO representatives to monitor and track the implementation of corrective actions for the identified barriers analysis studies.

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Target: Barrier Analysis Assessment

Assess the implementation of the barrier analysis studies by evaluating LOB/SO tracking of corrective actions.

Activity: Civil Rights Directors MD-715 Assessments

Civil Rights Directors (CRD) responsible for internal EEO will conduct EEO Assessments and follow-ups to ensure LOBs/SOs are complying with EEO laws, policies and regulations.

Target: Facility Selection

Identify the four (4) facilities to conduct the MD 715 EEO assessments and conduct (4) facility follow-up assessments.

Target: Deploy

Conduct four (4) MD 715 Facility Assessments and conduct the (4) follow-up assessments.

Initiative: EEO Complaint Services

National Complaint Services will operate in a customer-focused environment to better satisfy the needs of our customers and to improve the quality of the organization's products and services through innovative programs, accountability in processes and services, and customer experience integration.

Activity: Improved Customer Experience

National Complaint Services will maintain the ISO Quality Management System for the National Intake and EEO Pre-Complaint process to ensure consistent delivery of quality services and conformance to Quality Management System (QMS) standards.

Target: Maintenance

Complete internal audits for maintenance of International Organization for Standardization (ISO) 9001:2015.

Target: Training

Conduct QMS training, as required to maintain quality standards.

Target: Audit

Complete external surveillance audit for maintenance of International Organization for Standardization (ISO) 9001:2015.

Activity: EEOC Fast Track Complaint Process (FTCP) Pilot Program

Deploy and Maintain EEOC Fast Track Complaint Process (FTCP) Pilot Program.

Target: Finalize FTCP Program

Develop and finalize program documents for FTCP.

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Target: Marketing Materials

Develop and Finalize marketing materials.

Target: Training

Conduct training and invite Office of Chief Counsel (AGC), DOOCR, Internal ACR and EEOC to participate/collaborate.

Target: Advertise to Workforce

Advertise the program to the FAA workforce.

Target: Implement Program

Implement the pilot program.

Activity: Implementation and Management of the ACR Customer Feedback Database

Implement and deploy the ACR Customer Feedback Database to assess the services provided are impacting our internal and external programs.

Target: Develop Instruction

Develop and finalize instructions and training materials.

Target: Training

Conduct training for ACR employees.

Target: Launch Database

Launch Customer Feedback database.

Target: Advertise

Advertise the program to the ACR Community.

Target: Survey Development and Distribution

Finalize a survey for ACR internal customer satisfaction with the database for annual distribution.

Initiative: Conflict Coaching Program - Early Intervention Conflict Resolution

Provide FAA Managers and Employees conflict resolution options through utilization of early intervention techniques.

Activity: Expand Conflict Coaching Program

By increasing awareness in Conflict Coaching all FAA Employees and Managers will be able to utilize the service as an available resource and an early intervention technique.

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Target: Market Conflict Coaching as an ADR Option

Include Conflict Coaching as an option in the Notification of Rights and Responsibilities disseminated to Aggrieved in the informal complaint process by marketing it as an ADR option. Pre-mediation conflict coaching will be offered to individuals in the informal complaint process.

Target: CCP Partner Pilot

Initiate a Conflict Coach pilot program to partner with two LOB/SO's where Conflict Coaches will be assigned to two specific organizations to develop rapport and serve as their dedicated resource for conflict coaching.

Target: Cadre Training

Provide Conflict Coaching Cadre members with refresher training.

Target: Coaching Engagements

Expand the Conflict Coaching Program by increasing coaching contacts by five percent (5%).

Target: Marketing

Continue marketing the Conflict Coaching Program by utilization of technology for marketing and training purposes: digital signage players, development video vignettes, etc.

Activity: Research Facilitation Services

Research a facilitation service.

Target: Research

Conduct research of private industry and government agencies to identify benchmark skills and techniques necessary to implement successful facilitation service.

Target: Identify Facilitator Training Needs

Conduct a GAP analysis for the purposes of developing a training plan for facilitators.

Initiative: Mediator Management

ACR, in coordination with each LOB/SO, will ensure that 100% of all FAA trained mediators have received their eight (8) hours of required refresher mediation training and/or training that exceeds EEOC regulatory requirements. Additionally, ACR will monitor training plans for all FAA mediators to ensure currency and development in the area of conflict management/resolution. ACR will add additional collateral duty mediators where necessary and sponsor a forty (40) hour basic mediator training as needed. ACR will maintain a KSN site for mediators to access information on different mediation topics to include best practices, policy changes, new techniques, etc. ACR will maintain a Learning Path Plan for mediators that will identify levels and learning tracks for continuous improvement. ACR shall develop a system to ensure that non-ACR mediators, to include detailee and collateral duty personnel, along with their assigned management officials, receive the roles and responsibilities required as a mediator, performance feedback, and recognition, as necessary.

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Activity: Mediators Training

Provide innovative training opportunities and development to all certified mediators utilized by ACR.

Target: Enhanced Learning

Coordinate with the points of contact (POC) for all Federal Executive Boards and Department of Justice across the country to identify training initiatives that would assist with the training and enhance learning elements for mediators.

Target: Training Providers

Conduct market search for new vendors to conduct advanced mediator training for all ACR mediators. This will include input from all Service Area ADR Program Managers and Directors. Secure the training providers, location, etc.

Target: Outside Training Sources

Coordinate with AHR to provide training to all active ACR mediators on the topic of options for personnel actions in order to enhance the knowledge of the mediators to assist with resolution of complaints.

Target: Mediator Development

Utilize ADR ISO SOP Internal Mediator Survey results to assist in identifying training needs for FY 2020 for all ACR mediators. Update/monitor Learning Path Plan; review/modify (if necessary) which courses will be in each track. Provide Learning Plan, with any changes, to ACR Management Team for input.

Target: Mediator Oversight

Provide quarterly training; refresher training, and new mediator training as needed and as required for currency. Identify training providers, location, shared funding with LOBs and participants. Offer quarterly ADR Training Telcons/Virtual Meetings with rotational Service Area responsibilities and topics.

Target: Mediator Profiles

Update/maintain mediator profiles so to assist with making assignments according to mediator's level of experience and training. Update/ maintain ADR KSN site to include, adding users, identify materials, etc.

Activity: Mediator Performance

Develop a system to ensure that non-ACR mediators, to include, along with their assigned management officials, receive the roles and responsibilities required as a mediator, performance feedback, and recognition, as necessary.

Target: Mediator Criteria

Research and identify the criteria required as the roles and responsibilities for a detailee and/or collateral duty mediator.

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Target: Mediator Feedback

Develop a process for providing the roles, responsibilities, and performance feedback to the mediator's assigned management official.

Target: Mediator Reward/Recognition

Research and identify the best avenues and systems for reward and recognition of detailee and collateral mediator personnel.

Initiative: Promote Diversity and Inclusion in the Work Environment

The Office of Civil Rights will develop a Five-Year Corporate FAA Diversity Inclusion (D&I) Plan to equip leaders to be results oriented, accountable, manage diversity, and refine approaches based on data, to institutionalize a culture of inclusion.

Activity: Diversity & Inclusion Plan

Collaborate with the ACR National Outreach Team for Diversity and Inclusion to develop a Five-Year FAA Corporate Diversity and Inclusion Plan.

Target: Draft Diversity and Inclusion Plan

Identify best practices to develop a draft D&I Plan.

Target: Coordinate

Distribute and edit draft plan with input from EEO Action Committee (EAC) , National Employee Forum and EAC Workgroups.

Target: FAA Diversity and Inclusion Plan

Submit final Corporate Diversity and Inclusion Plan.

Initiative: ACR Quality Management Program (QMP)

Implement a Quality Management Program (QMP) for Best Practices within ACR focused on the needs of our customers and the improvement of quality of the organization's products and services.

Activity: ACR Best Practices

Implementation of a internal Quality Program to support the needs of ACR.

Target: Documentation Review

Update ACR Quality Guidelines and Standard Operating Procedures to improve "Best Practices" within ACR while meeting Customer needs.

Target: Tools and Technology

Maintain ACRs QMP KSN site or other Automated Tools to support the ACR's Quality Program Infrastructure.

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Target: Training

Provide training to support to ACR employees, as required, for continuous process improvement.

Target: Audits

Perform internal audits, as required, to support a sustained Quality Program.

Target: Non Conformances

Ensure that 100% of non conformances will be corrected within the prescribed time frame. This will be reported quarterly.

Target: Quality Oversight

Host Quarterly Management Reviews to maintain the integrity of the Quality Program as defined.

Initiative: 1: Shared Services

Initiative Description: AHR will work internally and in collaboration with DOT and other federal agencies on efforts to establish shared service models for the delivery of crucial processes and systems to improve customer service.

Activity: Business Partner Review

Refine model for delivery of HR activities across the agency to improve the efficient utilization of resources.

Target: Review, Staff Performance - ACR

Complete initial review of LOB/SO staff performing HR functions and time spent. Document recommendations for further process improvement analysis across various HR disciplines. (AHR-100) (ALL LOB/SOs)

Target: Updated AHR Processes - ACR

Collaborate with AHR to respond to the Management Board Reduction Initiative Data call. AHF, AHL, AHD, ARP, AGI, ASH, AGC, ATO, AFN, ACR

Target: Revised AHR Model - ACR

Collaborate with AHR by attending and participating in the Management Board Reduction Initiative Follow-up Conference. AHF, AHL, AHD, ARP, AGI, ASH, AGC, ATO, AFN, ACR

Initiative: 2: Workforce Transformation -Talent Management

AHR will ensure that the skills of our workforce evolve as the technologies, operating models or strategic priorities of the organization change. AHR will ensure FAA has the human resources needed to accomplish its safety mission through enhancement of strategic workforce planning, leadership development and succession planning initiatives that promote a high-performing workforce, identify and close senior manager skill gaps and implement and maintain programs to attract, acquire, develop, promote, and retain quality and diverse talent. (HCOP)

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Activity: Diversity in Leadership Career Pipeline

Implement and promote efforts that support attracting and retaining diverse talent in FAA's leadership career pipeline. (HCOP) (with ACR)

Target: Promote Diversity & Inclusion - ACR

AHR will continue to promote Diversity & Inclusion in 65% of formal leadership offerings. (AHD) (ACR)

Initiative: External Operations Program Compliance- DBE/ACDBE

ACR will conduct assessments, provide training and technical assistance, and build out functionalities for the existing FAA Civil Rights Connect System assessment tool to inform recipients of requirements and compliance status, and for ACR to identify trends.

Activity: DBE/ACDBE Airport Assessments

Conduct airport DBE and/or ACDBE program assessments to increase airport program compliance.

Target: DBE/ACDBE Enrollment

Enroll twenty-eight (28) additional airports in the compliance assessment tool for the DBE and/or ACDBE programs and provide feedback to the airports to assist them in becoming compliant.

Target: DBE/ACDBE Conduct Reviews

Conduct eight (8) additional DBE and/or ACDBE program compliance reviews (mini or full).

Activity: Conduct Training and Technical Assistance

Deliver training, technical assistance, and consultations to airport sponsors or other DBE/ACDBE Program stakeholders to increase their program knowledge.

Target: DBE/ACDBE Training

Collaborate with national trade associations and other stakeholders to deliver two (2) DBE and/or ACDBE program trainings at conferences in addition to FAA's own NCRTC, if funding is available, and we receive approval to participate.

Target: DBE/ACDBE Webinars

Conduct four (4) DBE and/or ACDBE webinar trainings (live or pre-recorded).

Target: DBE/ACDBE Consultations

Consult with at least sixty-four (64) airport sponsors or other stakeholders on the DBE/ACDBE program.

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Activity: Utilize Technology

ACR will enhance development of the FAA Civil Rights Connect System for airport sponsors to assist in meeting DOT regulatory requirements.

Target: DBE Prompt Payment Complaints

Develop an initial strategy to ensure that airport sponsors track and report information as to DBE related prompt payment complaints.

Target: DBE Goal-setting Tool Deployment

Deploy DBE goal-setting tool to airports.

Target: DBE Goal-setting Tool Training

Provide three (3) training events on how to use the new DBE goal-setting tool to airport sponsors and other stakeholders.

Target: DBE/ACDBE Assessment Tool

Develop DBE/ACDBE Enhanced Assessment Tool.