

Airport Non-Discrimination Compliance Program



U.S. Department
of Transportation
**Federal Aviation
Administration**

Title VI Training on Limited English Proficiency (LEP)

Office Of Civil Rights

*ACHIEVING SAFETY
THROUGH DIVERSITY*

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Conference for Airports

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Agenda

- **Regulations**
- **Definitions and Concepts**
- **Four-Factor Analysis**
- **LEP Plan Framework**
- **Strategies for Providing Language Assistance Services**
- **Limited English Proficiency Websites**

Regulations

- **Executive Order 13166** – “Improving Access to Services for Persons with Limited English Proficiency” dated August 11, 2000
- U.S. Department of Transportation issued LEP guidance for recipients in December 2005 Found in **Federal Register, Volume 70, No. 239**

Definitions and Concepts

- **LEP Individual** – a person who does not speak English as their primary language and has a limited ability to read, write, speak or understand English
- **Interpretation** – the act of listening to something in one language (source language) and orally translating it into another language (target language)
- **Translation** – the replacement of written text from one language (source language) into an equivalent written text in another language (target language)

Four-Factor Analysis - Overview

- Recipients should apply these four factors to determine the extent of their obligation to provide LEP services:
 1. Number/proportion of LEP persons in a recipient's area
 2. Frequency of contact between LEP individuals and the recipient's services
 3. Importance of the service provided by the recipient
 4. Resources available to the recipient and costs

Four-Factor Analysis – 1st Factor

- The greater number or proportion of LEP individuals in the service area, the more likely language services will be needed
- How can a recipient determine the LEP population in its area, if any?

Four-Factor Analysis – 2nd Factor

- The more frequent the contact between the services and the LEP population, the more likely the need for enhanced language services
- The American Community Survey data will not capture non-resident LEP individuals who access airport services, e.g. tourists, layover passengers
- How can a recipient determine the frequency of contact between LEP individuals and its services?

Four-Factor Analysis – 3rd Factor

- The more important the activity or service or the greater consequences of the contact to the LEP individuals, the more likely language services are needed
- In essence, if a delay or denial of access to a particular service could have serious health or life threatening implications it is probably “important”

Four-Factor Analysis – 4th Factor

- A recipient's level of resources and the costs imposed may have an impact on the nature of steps it should take in providing meaningful access for LEP individuals to provide the same level of language assistance as larger airports with greater resources

Limited English Proficiency Plan Framework

- What constitutes and effective LEP plan?
 - In writing and current
 - Identify LEP population
 - Staff access and trained on content
 - Assistance procedures identified
 - Provisions requiring availability of free language assistance services
 - Input from local community and other stakeholders

Strategies for Providing Language Assistance Services

- Identify LEP Populations through:
 - communities and stakeholders
 - iSpeak cards with LEP flying public
- Providing Notice to LEP Populations by:
 - Posting language assistance services
 - Advertising
 - Marketing

Strategies for Providing Language Assistance Services (continued)

- Provide Interpretation by:
 - Using bilingual staff or community volunteers
 - Providing interpretation services
- Provide Translation by:
 - Using universal symbols and pictograms where appropriate
 - Translated documents

Limited English Proficiency Websites

Description	Website Link
Lists Information on LEP	http://www.lep.gov
DOJ Website	http://www.usdoj.gov/crt/cor/lep/dotlep.htm
Census	http://www.census.gov/
I Speak Cards	www.justice.gov/crt/cor/Pubs/ISpeakCards.pdf

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