

Sample Outline for Limited English Proficiency (LEP) Plan

(NOTE: All items listed below are recommendations and not required.)

Introduction

- Include items such as
 - Purpose for plan
 - Background
 - Authorities

Definitions

- Include definitions that address terms used in the document that require a specific understanding so that all readers have the same perspective

Four-Factor Analysis

- **Number/proportion of LEP persons**
 - Include key statistics from sources such as Census Bureau, surveys conducted by airport, etc. that help the reader understand:
 - The LEP population the airport serves or may serve
 - The languages that are most prevalent at the airport
- **Frequency of contact with LEP persons**
 - Include key statistics that helps the reader understand:
 - How frequently the airport encounters LEP persons
 - Whether the LEP persons are layover passengers, tourists, from the local community
- **Importance of service(s) provided**
 - Include brief summary of services or activities deemed important in the four-factor analysis
- **Resources available and overall cost**
 - Include brief summary of resources available and overall costs of providing LEP assistance as identified in the four-factor analysis

LEP Plan 5 Minimum Elements of an LEP Plan

- **Identification of LEP persons**
 - Include information obtained from the first two factors of the four-factor analysis
 - For example:
 - Census data as well as state and local demographic data
 - Data from community organizations that serve LEP persons
 - Information gathered from face-to-face meetings with LEP persons or from surveys of LEP persons
 - Information gathered from interviews with agency staff who typically come in contact with LEP persons
 - Information kept by agency on past interactions with members of the public who are LEP
 - Barriers to communications that currently exist

- **Language assistance measures**
 - Include information about the ways language assistance will be provided
 - For example:
 - Types of language services available
 - How staff can obtain those services
 - How to respond to LEP callers
 - How to respond to written communications from LEP persons
 - How to respond to LEP persons who have in-person contact with your staff

- **Staff training**
 - Include information about how staff will be trained/informed of the language assistance measures the airport has as well as what the training may include
 - For example:
 - Training will occur annually, bi-annually, etc.
 - Staff will be trained on language assistance measures upon hire
 - LEP policies and procedures in place
 - LEP assistance available to LEP persons
 - Airport sponsor's obligations to provide meaningful access for LEP persons
 - How to work effectively with in-person and telephone interpreters

- **Outreach / notification techniques**
 - Include information on how LEP persons will know of the language assistance available as well as what the notifications may include
 - For example:
 - That signs will be posted and possibly where
 - Identification will appear in brochures, booklets, etc., in appropriate languages, that language services are available
 - That a telephone voice mail menu in the most common languages encountered

- **Monitoring and updating the LEP Plan**
 - Include information on how and when the LEP Plan will be monitored for currency and updated as necessary
 - For example:
 - How frequently the LEP Plan will be reviewed
 - How often the LEP Plan will be compared with the four-factor analysis (e.g. each time one is conducted)
 - That meetings with and/or requesting that the community review the LEP Plan and provide feedback
 - How updates to the LEP Plan will be done