

## **Federal Aviation Administration Limited English Proficiency Policy Statement**

It is the policy of the Federal Aviation Administration (FAA) to take reasonable steps to provide limited English proficient (LEP) persons meaningful access to all FAA programs and activities. LEP persons are individuals whose primary language is not English and whose proficiency in speaking, reading, writing, or understanding English is limited. Executive Order (E.O.) 13166, "Improving Access to Services for Persons with Limited English Proficiency," signed August 11, 2000, requires Federal agencies to ensure that LEP persons have meaningful access to federal and federally-assisted programs and services.

The application of this policy extends to federally conducted activities of all FAA Lines of Business and Staff Offices (LOB/SO), and to all the programs and activities conducted by entities receiving Federal financial assistance from the FAA. The principle behind this policy is that it is the responsibility of FAA, and not the LEP person, to ensure that communications between the FAA and the LEP person are not impaired because of an individual's limited English proficiency. FAA LOB/SO must take reasonable steps to ensure that FAA programs and activities are accessible to LEP persons.

The U.S. Department of Transportation's Equity and Access Policy Statement provides that each Operating Administration (OA) is responsible for issuing and implementing a language access policy consistent with departmental language access policy and must emphasize the importance of providing appropriate language-based access to its programs and activities.

I am committed to implementing this policy at all levels of the FAA. Accordingly, the DOT Language Access Action Plan (LAP) will guide implementation of this policy. The FAA will align with this Plan as we learn more about the FAA's many interactions with LEP individuals, and as we gain experience in providing language assistance services.

I encourage all managers, supervisors, and employees to join me in working to eliminate limited English proficiency as a barrier to meaningful access to FAA programs and activities.

For additional information, please contact the FAA Office of Civil Rights at [ACR4-Policy@faa.gov](mailto:ACR4-Policy@faa.gov), and/or visit: [2023 DOT Language Access Plan \(lep.gov\)](https://www.faa.gov/2023-dot-language-access-plan).



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