

# How to Create an Effective LEP Plan



## Introduction

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

## Definitions

- Include definitions that address terms used in the document
- **Number/proportion of LEP persons**
  - a. Include key statistics from sources such as Census Bureau, surveys conducted by airport, etc. that help the reader understand:
    - i. *The LEP population the airport serves or may serve*
    - ii. *The languages that are most prevalent at the airport*

## 2. **Frequency of contact with LEP persons**

- a. Include key statistics that helps the reader understand:
  - i. *How frequently the airport encounters LEP persons*
  - ii. *Whether the LEP persons are layover passengers, tourists, from the local community*

## 3. **Importance of service(s) provided**

- a. Include brief summary of services or activities deemed important in the four-factor analysis.

## 4. **Resources available and overall cost**

- a. 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

### 1. **Identification of LEP persons**

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

## **2. Language assistance measures**

- a. Include information about the ways language assistance will be provided
- b. For example:
  - i. Types of language services available*
  - ii. How staff can obtain those services*
  - iii. How to respond to LEP callers*
  - iv. How to respond to written communications from LEP persons*
  - v. How to respond to LEP persons who have in-person contact with your staff*

## **3. Staff training**

- a. 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
- b. For example:
  - i. Training will occur annually, bi-annually, etc.*
  - ii. Staff will be trained on language assistance measures upon hire*
  - iii. LEP policies and procedures in place*
  - iv. LEP assistance available to LEP persons*
  - v. Airport sponsor's obligations to provide meaningful access for LEP persons*
  - vi. How to work effectively with in-person and telephone interpreters*

## **4. Outreach / Notification techniques**

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

## **5. Monitoring and updating the LEP Plan**

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