

**August 2015**

**Reference Handout:**

**(limited English proficiency, DOT Title VI Assurances)**

**LEP Definitions and Concepts**

1. **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
2. **Interpretation** – the act of listening to something in one language (source language) and orally translating it into another language (target language)
3. **Translation** – the replacement of written text from one language (source language) into an equivalent written text in another language (target language)
4. **Effective Communication** – communication sufficient to provide the LEP person with substantially the same level of access to services received by individuals who are not LEP
5. **Language Assistance Services** – oral and written language services needed to assist LEP persons to communicate effectively with staff, and to provide LEP persons with meaningful access to airport sponsor programs or activities
6. **Meaningful Access** – language assistance that results in accurate, timely and effective communication at no cost to the LEP person
7. **Multilingual staff or employee** – a staff person or employee who has demonstrated proficiency in English and reading, writing, speaking or understanding at least one other language as authorized by his or her airport sponsor
8. **Qualified Translator or Interpreter** – an in-house or contracted translator or interpreter who has demonstrated his or her competence to interpret or translate through court certification or is authorized to do so by contract with the airport sponsor
9. **Vital Document** – paper or electronic written material that contains information that is critical for accessing an airport sponsor’s program or activities, or is required by law
10. **Primary Language** – an individual’s primary language is the language in which an individual most effectively communicates

**Four-Factor Analysis - Overview**

1. Number/proportion of LEP persons in an airport sponsor’s area
2. Frequency of contact between LEP persons and the airport sponsor’s services
3. Importance of the service provided by the airport sponsor
4. Resources available to the airport sponsor and costs

### **Factor: #1**

#### **Number/proportion of LEP persons in an airport sponsor's area**

- The greater number or proportion of LEP persons in the service area, the more likely language services will be needed
- Ask yourself "Who will be excluded without efforts to remove language barriers?"
- How can a you determine the LEP population in your area, if any?

### **Factor: #2**

#### **Frequency of contact between LEP persons and the airport sponsor's services**

- The more frequent the contact between the services and the LEP population, the more likely the need for enhanced language services
- The Census data will not capture non-resident LEP persons who access airport services, e.g. tourists, layover passengers
- How can a you determine the frequency of contact between LEP persons and your services?

### **Factor: #3**

#### **Importance of the service provided by the airport sponsor**

- The more important the activity or service or the greater consequences of the contact to the LEP persons, 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"
- DOT guidance states: "Transportation is considered an essential service to participation in modern society"

### **Factor: #4**

#### **Resources available to the airport sponsor and costs**

- An airport sponsor's level of resources and the costs imposed may have an impact on the nature of steps they should take in providing meaningful access for LEP persons to provide the same level of language assistance as larger airports with greater resources
- The budget of the largest entity that supervises the airport sponsor will be considered

### **DOT STANDARD TITLE VI ASSURANCES AND NON-DISCRIMINATION PROVISIONS**

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