



# LEP Plan

The Reno-Tahoe Airport Authority (RTAA) has developed this Language Assistance Plan in accordance with the US Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (the "Guidance") issued pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color, sex, creed or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. The Guidance provides that individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient ("LEP"), therefore, are entitled to language assistance under Title VI of the Civil Rights Act of 1964.

## Definitions

**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)

**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

**Meaningful Access** – language assistance that results in accurate, timely and effective communication at no cost to the LEP person.



## Limited English Proficiency – Four-Factor Analysis

In order to prepare this Language Assistance Plan for Reno-Tahoe International Airport (RNO) and Reno-Stead Airport (RTS), Reno-Tahoe Airport Authority (RTAA) referenced the U.S. Department of Transportation’s (“DOT”) four-factor LEP analysis, which considers the following factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with RTAA programs, activities, or services.
3. The nature and importance of services provided at RNO and RTS to the LEP population.
4. The resources available at RNO and RTS, and overall cost to provide LEP assistance.

Results of the analysis are as follows:

### **1. The number and proportion of LEP persons served or encountered in the eligible service population**

The eligible service population for Reno-Tahoe International Airport (RNO) and Reno-Stead Airport (RTS) has been defined as persons living in Northern Nevada, comprised of Douglas, Lyon, Storey, Washoe, Humboldt, Pershing, Churchill, Mineral and Lander Counties and airport passengers traveling to the area from other locales. The local service population was defined through a Study conducted in 2018 by EKAY Economic Consultants and the Center for Regional Studies, College of Business, University of Nevada, Reno entitled “Fiscal, Economic, and Industry Impacts of the Reno-Tahoe Airport Authority.” This is also the area identified in the 2017 RNO Disparity Study as the relevant geographic region for businesses seeking to work on RNO and RTS projects. In addition to the surrounding population, the eligible service population includes tourists and other visitors to the local area. RNO is serviced by nine (9) airlines with 22 non-stop destinations, 21 of which are domestic and one (1) of which is international to/from Guadalajara, Mexico.



Please see the attached table, which provides data for the most common languages spoken by those persons who speak English “less than very well” in the identified local service population.

According to the U.S Census, American Community Survey Estimates for 2017, 92.3% of the population of the nine identified counties speak English only or speak English very well. We also looked at the data in EJScreen and found similar results using a buffer of a 150-mile radius surrounding RNO.

Guadalajara, Mexico is the only non-stop international destination served from/to RNO. In 2018, there were 17,799 passenger enplanements to this destination. These passengers represented approximately 0.12% of total enplanements. It is assumed that the data is similar for deplanements. While it is not known how many of these passengers require language assistance, the primary language of the destination is Spanish. Therefore, we assume that if assistance is needed it will most likely be for Spanish speaking passengers.

Based on the above data, it has been determined that LEP persons who speak Spanish and who speak English “less than very well” represent approximately 6.0% of the eligible service population. All other languages combined represent less than 2.0% of the eligible service population.

## **2. The frequency with which LEP persons come in contact with RNO and RTS programs, activities or services.**

RNO is a small hub airport that serves more than 4.1 million passengers annually. There are approximately 4,000 persons employed at RNO, which has a total economic impact of approximately \$3.1 billion per year. Approximately 0.12% of the traffic is to or from an international destination, all traveling to/from Mexico. Given the fact that approximately 7.6% of the eligible service populations speak English “not very well,” it is assumed that LEP persons come in contact with RNO programs, activities or services relatively infrequently. The actual frequency has not been tracked to date; however RTAA is in the process of tracking requests for language assistance through the maintenance of a log at the reception desk and will monitor the frequency on a quarterly basis to affect future language assistance efforts. At this point, while we believe that the contact with LEP



persons is relatively infrequent, we have implemented procedures as described in number 4 below to provide language assistance to this relatively small population. RTS is strictly a General Aviation Airport with no scheduled flights.

### **The nature and importance of services provided at RNO and RTS to the LEP population.**

RTAA provides many public benefits and services and is also an important employment source for the local communities surrounding the airport. The nature of services is most significant in the areas of communications with employees, service providers, and the traveling public. Language assistance is also important in the context of RTAA's emergency assistance procedures, further addressed in the Airport Emergency Plan ("AEP") as required by AC 150/5200-31C.

### **3. The resources available to RTAA and overall cost to provide LEP assistance.**

RTAA has staff and other resources available to assist LEP persons as described below.

- Information regarding interpretation services can be obtained at the reception area located in the terminal onsite administrative office and from airport employees throughout the airport. There are a number of staff members employed by the RTAA at RNO who are bi-lingual or multi-lingual and are trained to serve as interpreters. Bilingual staff qualifies for a salary differential based on language proficiency and ability to effectively support individuals with limited English proficiency. Employees and languages spoken are identified.
- RTAA uses iSpeak cards to assist in identifying languages spoken by LEP individuals at RNO and is looking into contracting with a service to provide on-demand telephone interpretation services at the airport.
- RTAA uses universal signage and symbols throughout the RNO terminal and at curbside.
- RTAA posts the required nondiscrimination notices in English and Spanish throughout the RNO Terminal and in other public areas.

#### **Training**

This Language Assistance Plan has been disseminated to reception desk staff. RTAA ensures that all Airport employees are familiar with the Language Assistance Program and understands how to assist with communication to LEP passengers. Airport employees are informed about the iSpeak cards that can assist LEP passengers during New Employee Orientation and periodically during



staff meetings. In addition, information regarding language assistance available at the airport is provided periodically to airport tenants. Staff conducting public meetings is also trained in available resources to assist with LEP.

### **Providing Notices to LEP Persons**

RTAA provides notices to LEP Persons using the following measures:

- Posting of required notices in Spanish and English in the RNO Terminal (i.e. nondiscrimination posters)
- Information included on the website notifying LEP persons of available resources for assistance

### **Monitoring and Updating the Language Assistance Plan**

RTAA will review the effectiveness of the Language Assistance Plan annually. The review will include:

- Assessment of the number of LEP persons in the eligible service population
- Identification of the number and type of language assistance requests made and how the requests were fulfilled
- Identification and assessment of any complaints relating to the Language Assistance Plan
- Assessment of the amount and effectiveness of training conducted to airport and tenant staff related to language assistance
- Assessment of the effectiveness and utilization of tools used for language assistance, including language lines, oral interpretation, and translation

The Plan will be updated as needed based on the above assessments.



## Reno-Tahoe Airport Authority Translation Services June 17, 2020

### Customer Service Translators

#### Spanish

- Amanda Interiano, Custodial
- Winston Alamilla, Custodial
- Leopolda Barajas, Custodial
- Marci Argento, Custodial
- Walter Burgos, Airport Security
- Marisela Esquivel, Air Comm
- Vanessa Colmenarez, Air Comm
- Diego Dorado, Landside Operations
- Edith Hernandez, Landside Operations
- Jesus Cervantes, Airfield Maintenance

#### Talalog

- Edgar Bernabe, Building Maintenance

### Customer Service & Police/Legal/Medical Translators

#### Spanish

- Josefa Ramirez-Torres, Internal Audit
- Aurora Ritter, Airport Economic Dev.
- Sheila Kovacs, Airport Police
- Ricardo Duarte, Airport Police
- Cesar Aranda-Torres, Airport Police
- Carrie Guedea, Airside Operations

#### Mandarin/Chinese

- Jim Liu, Technology & Information Svcs

#### Hindi/Punjabi/Urdu

- Hasan Azam, Airline Business Dev

Please contact the appropriate supervisor or section lead, if available, prior to utilizing and employee's services.

#### International Flight Translation Services Team

- Karina Moran (Spanish)
- Teresita Birkeshani (Spanish)
- Emma Delos Santos (Tagalog)
- Vanessa Vargas (Spanish)

A communication device for the hearing impaired is available at the reception desk or through Airport Security