

Language Access Plan

The Reno-Tahoe Airport Authority (RTAA) has developed this Language Access Plan to ensure individuals with limited English proficiency can effectively participate in or benefit in all of the RTAA's programs and activities.

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 Individuals 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 Access Plan, RTAA utilized the U.S. Department of Transportation's ("DOT") four-factor LEP analysis, which considers the following factors:

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

Results of the analysis are as follows:

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

As part of the RTAA's Federal Aviation Administration-approved Title VI Plan, the RTAA has identified communities eligible to be served, actually or potentially affected, benefited or burdened by RTAA's airport program (hereafter "Affected Communities").

The threshold we have used for identifying the languages with significant LEP populations within the Affected Communities is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less¹. Based on this guidance, the RTAA has determined there is a significant population of LEP Individuals that speak Spanish in the Affected Communities. For detailed demographic information, please refer to the RTAA's Title VI Plan.

2. The frequency with which LEP Individuals come in contact with RTAA programs, activities or services.

RNO is a small hub airport that serves approximately 4.8 million passengers annually. Approximately 1.6% of RNO's passengers are travelling to/from Guadalajara, Mexico on flights operated five times a week by Volaris airlines. Considering these flights and the significant Spanish speaking population within the Affected Communities, the RTAA assumes there is contact with LEP Individuals daily.

3. The nature and importance of services provided by RTAA 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.

4. The resources available to RTAA and overall cost to provide LEP assistance.

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

- Information regarding interpretation services can be obtained at either the Information HUB in the terminal ticketing hall or 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.
- RTAA uses iSpeak cards to assist in identifying languages spoken by LEP individuals at RNO.
- 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.

- The renoairport.com website has a Spanish translation feature.
- Key RTAA documents are translated into Spanish.

Training

RTAA ensures that all RTAA employees are familiar with the Language Access Program and understand how to assist with communication to LEP Individuals. RTAA employees are informed about the iSpeak cards that can assist LEP Individuals during New Employee Orientation and during annual legal training. In addition, information regarding language assistance available at the airport is provided periodically to airport tenants. Staff conducting public meetings are also trained in available resources to assist LEP Individuals.

Providing Notices to LEP Individuals

RTAA provides notices to LEP Individuals 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 individuals of available resources for assistance

Monitoring and Updating the Language Access Plan

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

- Assessment of the number of LEP Individuals 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 Access 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.

¹ See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.