



LANGUAGE ACCESS PLAN



Austin-Bergstrom
International Airport

Revised March 2025

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2 GOAL AND REQUIREMENTS

2.1 INTRODUCTION

The City of Austin is committed to open government and the provision of quality customer services. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents although they may be limited in their English proficiency (LEP).

2.2 GOAL

It is the goal of the Aviation Department to provide meaningful access to its services, information, activities, and programs irrespective of the linguistic status of Austin residents. This plan outlines current resources and planned steps toward achieving that goal. This plan was prepared by Ramonika Carr and update completed on January 31, 2025.

2.3 FEDERAL REQUIREMENTS

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order is designed to better implement Title VI of the Civil Rights Act of 1964 which prohibits recipients of federal financial assistance from discriminating based on national origin by, among other things, failing to provide meaningful access to individuals with limited English proficiency. This requirement applies to any entity who is a recipient or sub-recipient of federal funds including grants, training, or use of equipment.

Disclaimer: On March 1, 2025, an Executive Order "Designating English as the Official Language of the United States" revoked Executive Order 13166 and directed the Attorney General to rescind any policy guidance documents issued pursuant to EO 13166 and provide updated guidance consistent with applicable law. Nothing in this order, however, requires or directs any change in the services provided by any agency. Agency heads should make decisions as they deem necessary to fulfill their respective agencies' mission and efficiently provide Government services to the American people. Agency heads are not required to amend, remove, or otherwise stop production of documents, products, or other services prepared or offered in languages other than English.

2.4 CITY OF AUSTIN

The City of Austin has demonstrated its commitment to meaningful access to its services through City Council Resolution No. 20161103-052 and Administrative Bulletin 14-04. Resolution No. 20161103-052, passed on November 3, 2016 directs the City Manager to develop "Language Access Procedures," as described by the Department of Justice, for each City department that interacts with the public. The procedures should specify steps for staff to follow to provide language access, gather data, and deliver services to LEP individuals, with special consideration for how City departments can begin collecting LEP-relevant data from the residents they serve and to whether City departments should designate language access coordinators to ensure effective services are provided.

Administrative Bulletin 22-02, approved by the City Manager on September 1, 2022, established a “Language Access Policy”. Per the Policy, all City departments must provide equitable access to programs, activities, services, and information to all persons living in, working in, or visiting Austin, regardless of their ability to speak English. Departments include those that may provide indirect access to services, as well as direct access. “Meaningful access” is understood as bidirectional communication through listening, signing, and speaking.

3 KEY DEFINITIONS

ASL. American Sign Language. ASL is used by a large population in Austin due to the presence of the Texas School for the Deaf.

BILINGUAL FLUENCY. The ability to speak and understand two languages easily and accurately.

CRITICAL INFORMATION. This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information can appear in written or oral form.

INTERPRETATION. Interpretation is the oral rendition of a spoken message from one language to another, preserving the content and meaning of the original message. Interpretation is often called “translation.” However, “translation” refers to written documents, while “interpretation” refers to oral messages.

Interpreting is a different skill than being bilingually fluent and able to communicate in more than one language. Interpretation requires specialized knowledge and ethics training in topics such as impartiality and accuracy.

Certain categories of persons, such as friends, family members, and minors should not be relied upon for interpretation services according to Department of Justice guidance.

LANGUAGE ACCESS CENTER. The Communication and Public Information Office, through its Language Access Program, oversees and coordinates all language access services for the City of Austin departments. The program provides support, guidance, and assistance, staff training, as well as a wide range of resources. [Language Access Center City of Austin \(austintexas.gov\)](https://www.austintexas.gov/department/language-access-center)

LANGUAGE ACCESS POINT OF CONTACT. The division or office that serves as the point of contact for the maintenance, monitoring, and implementation of the Language Access Plan.

LANGUAGE LINE

A Language Line is a commercial interpretation service accessed through the telephone.

LIMITED ENGLISH PROFICIENCY (LEP). According to the City’s Translation and Interpretation Policy, a person with limited English proficiency is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with the City. Individuals who communicate through American Sign Language are included in this definition.

On Census data, a person with LEP is someone who self-assesses as speaking English less than “very well.” Over-the-phone Interpretation (OPI). Over-the-phone interpretation (OPI) is a commercial interpretation service accessed through the telephone (also called “language line services”).

PRIMARY LANGUAGES

Primary languages are languages other than English spoken at home by the largest number of people who live in the city of Austin is based on current US Census Bureau data. Spanish is the most spoken language in Austin. Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

TRANSLATION. Translation is the conversion of written message from one language to another in a written form.

VITAL PUBLIC INFORMATION. Vital public information is any information developed or used that is necessary for obtaining access to services or benefits that are federally funded, or required by law. Examples include applications; consent and complaint forms; notices of rights; notices of activities; and notices advising persons of the availability of free language assistance.

4 AVIATION’S SERVICES AND INTERACTION WITH THE PUBLIC

4.1 AVIATION DEPARTMENT

The table below provides a description of the Aviation Department’s services/information and how the public accesses those services/information.

4.1.1 Service Assessment Table

Service	Location	How does public access the service (include specific point of encounter)
Customer Service	Barbara Jordan Terminal	Information Desk/Podiums
Communications	Communication Center	Public Contact Number
Security	Barbara Jordan Terminal	Walk-up in/outside Terminal
Landside Operations	Barbara Jordan Terminal/Garage Entrance	Walk-up in/outside Terminal
PIO	Social media and Barbara Jordan Terminal	Facebook, X, Instagram, Website & Gate Hold Rooms and Flight Information Display Screens
Community Affairs	Austin & Surrounding Communities	In-person engagements

5 FOUR FACTOR ASSESSMENT: DEMOGRAPHY, FREQUENCY, IMPORTANCE, RESOURCES

The Federal guidance outlines four factors an entity should consider to determine the extent and types of language assistance that should be provided. The Department of Justice uses these factors in evaluating whether an entity or program complies with Title VI.

This Language Access Plan contains Aviation’s data analysis conducted to support an assessment of progress in providing language access to persons with LEP. This LAP follows federal guidance, which outlines four factors an entity should consider to determine the extent and types of language assistance that should be provided:

5.1 DEMOGRAPHY

Demography, the number and/or percentage of LEP persons who are limited English proficient in the legal service area. The greater the number or proportion of persons who are limited English proficient; the more likely language services are needed.

5.1.1 City of Austin Service Area

Austin is the 11th-most populous city in the U.S. and the fourth-most populous city in Texas. The Austin metropolitan area is the fastest growing of the largest 50 U.S. cities. The Aviation Department is a dynamic organization that serves this diverse and evolving city of 1,026,459 residents based on data from the 2023 Population Estimates, City of Austin Demographics & Data Division and a Land area of 331.4 square miles based on data from the 2024 City of Austin Full and Limited Purpose Boundaries.

Source: <http://www.austintexas.gov/demographics>

5.1.2 Austin-Bergstrom International Service Area

Overall, in 2024, AUS had 21.7 million passengers pass through its doors—that is down 1.51% from the 22,095,876 passengers the airport saw in, 2023.

Austin-Bergstrom International Airport is a large hub airport. Currently with more than eighteen (18) airlines, eighty-five (85) nonstop markets, seventy-two (72) domestic and thirteen (13) international.

The City of Austin Aviation Department owns and operates the airport and is powered by more than 695 employees. In 2024, 655,201 visitors used the services of the Visitor Information Centers and Podiums located in the Barbara Jordan Terminal.

AUS Nonstop Map



5.1.3 Linguistic Diversity in the City of Austin

The table below shows the many languages spoken in Austin broken down by household. After English, Spanish is the most common language spoken in Austin. According to the City of Austin’s Demographic Data library, 1 in 10 members of the public are likely to use Spanish as their language of preference, due to limited English proficiency.

Asian Americans represent the fastest growing demographic group in greater Austin, doubling every ten years. Austin’s Asian-American community includes speakers of Chinese (including, but not limited to, Mandarin and Cantonese), Korean, Tagalog, Vietnamese, and Urdu.

Among each linguistic group, the percentage that self describes as unable to “speak English very well” on the US Census is considered the LEP population.

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
ACS 1-Year Estimates (B16001)
2018 American Community Survey

Languages***	Estimate	
	Total number of population	Speak English "less than very well"
English	614,960	–
Spanish	200,236	78,036
Chinese (incl. Mandarin, Cantonese)	11,557	3,674
Vietnamese	5,307	2,514
Arabic	7,122	2,201
Korean	4,596	1,894
French (incl. Cajun)	5,195	1,831
Hindi	7,921	1,436
Nepali, Marathi, or other Indic languages	3,654	1,321
Other Indo-European languages*	2,209	1,133
Swahili or other languages of Central, Eastern, and Southern Africa**	2,171	1,039
Telegu	5469	939
Urdu	2054	542

* other Indo-European languages include Dari, Farsi (Persian), Pashto, etc.

** other central, Eastern, and southern African languages include Amharic, Igbo, Kibembe, Kinyarwanda, Lingala, Somali, Tigrinya, etc.

*** For a complete list of languages, go to [B16001: LANGUAGE SPOKEN AT HOME BY ... - Census Bureau Table](#)

The City of Austin Language Access Program suggests the following languages as the City's threshold languages for communicating city-wide programs and services. Arabic, Burmese, French, Hindi, Korean, Nepali, Pashto, Simplified Chinese, Spanish, Swahili, Tigrinya and Vietnamese. The languages were identified based on data points from the 2018 American Community Survey (ACS), Austin Police Department (APD), Austin Public Health (APH), Austin Municipal Court, Austin Independent School District (AISD), Capital Metro, Caritas of Austin, Refugee Services of Texas and Casa Marinella. We prioritized languages used by a larger limited English proficient (LEP) population, including immigrants and refugees. The languages below are listed in order of increasing to decreasing prevalence in the City of Austin boundaries.

City of Austin threshold languages*
Ranked into two tiers
2021

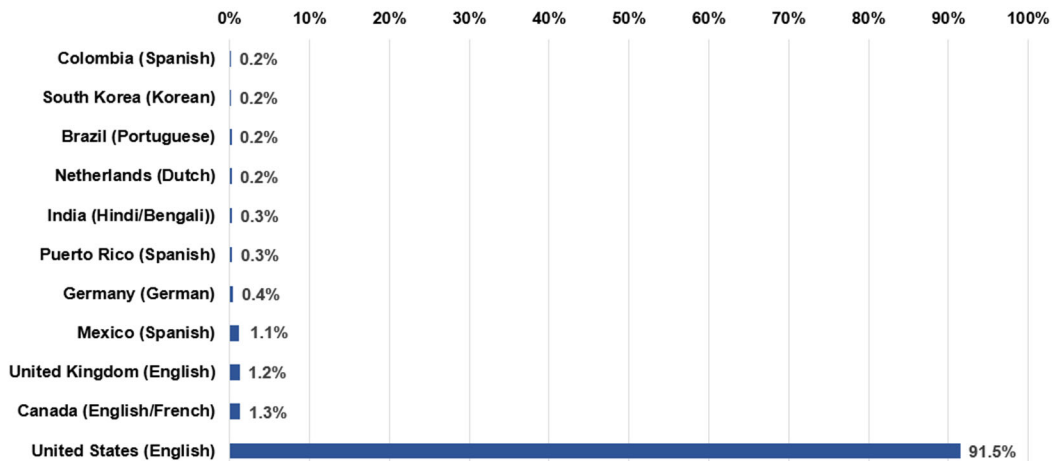
Tier	Language	
Tier 1 Translation Recommended	Spanish	Translation of Public Communication materials is recommended in these languages.
	Chinese Simplified**	
	Vietnamese	
	Arabic	
	Korean	
	French	
	Hindi	
Tier 2 Translation Encouraged	Nepali	Translation of Public Communication materials is encouraged depending on the target language and the service area of the program.
	Swahili	
	Pashto	
	Burmese	
	Tigrinya	

For neighborhood-specific or project-based community outreach, staff may need to evaluate language priorities based on their audience of focus's preferred language of communication.

Approximately 52% of all passengers utilizing Austin-Bergstrom International Airport (AUS) originate from Austin. Additionally, to better determine AUS's passenger demographics, the Aviation Department staff reviewed USDOT flight information statistics to determine typical passenger demographics related to language spoken, whether in-bound or outbound of AUS. The below chart suggests additionally German, Mandarin, Dutch, and Portuguese from the below originating countries.

5.1.4 Passengers Flying into AUS by Originating Countries

Passengers Flying Into Austin by Originating Countries



Source: FMTraffic, CY 2023

The Aviation Department considers information from multiple sources:

- Department Staff, through their daily customer interactions, are acutely aware of the language access needs of their customers.
- FMTraffic, CY 2023
- Austin Demographics at a Glance [Austin Demographics](#)
- Census data regarding languages spoken at home is obtained from the most recent US Census Bureau’s American Fact Finder and the American Community Survey (ACS).
<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
<http://www.census.gov/programs-surveys/acs/>
- Census data regarding languages spoken at home and how well English is spoken is obtained from StatisticalAtlas.com. <http://statisticalatlas.com/metro-area/Texas/Austin/Languages>

5.2 FREQUENCY OF CONTACT WITH LEP INDIVIDUALS

Frequency of contact, the frequency with which individuals who are limited English proficient come into contact with the entity’s services. The more frequent the contact with a particular language group, the more likely interpreting or translation services in that language are needed.

The Aviation Department has assessed the frequency with which individuals who have limited English proficiency come into contact with the entity’s services.

The Aviation Department monitors the frequency using the following sources:

1. Records of requests for over-the-phone interpretation
2. Records of requests for interpretation at the Visitor Information Centers/Podiums
3. Records of requests for ASL interpretation
4. Other records

5.3 IMPORTANCE OF SERVICE TO LEP INDIVIDUALS

Importance of the services, information or interactions with customers who are limited in English proficiency. This includes the consequences of lack of language services or inadequate interpretations or translations. The more important the service, information, or program, the more likely language access services are needed.

The Aviation Department serves individuals throughout the City and individuals from outside of the city, state and country. Interaction with aviation employees, passengers, and other users of AUS can range from directional information within the terminal and city of Austin to life-and-death emergency response. Divisions within the Aviation Department will adapt the specific application of the Aviation's LEP policy to correlate to the urgency of service provision as can be reasonably expected.

The Department is committed to ensuring equal access to its services by all customers, regardless of primary language spoken. The Department will collaborate with other City Departments and partner with external resources to ensure the level and quality of language services are effective in providing easy access to department services, materials, programs, and information.

5.4 RESOURCES

The **resources available** to the departments are limited and the costs of certain language access services, such as translations and interpretations, can be costly. The Federal guidance states that "smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets."

Given the available resources, the department's priority is to provide access to "critical" and "essential" information in languages spoken by 5% or more of our residents who also do not speak English "very well," as reported by the most recent census data. The department will make every reasonable effort to provide language access services to any customer, as resources are available.

The Aviation Department has identified the resources needed to provide meaningful access to accommodate LEP persons. The department's resources currently in place include a single point of contact designated to coordinate the Language Access Plan, Aviation Guest Services Officer.

5.4.1 Translation Services and Translated Documents

The Aviation Department will utilize the Language Access Center to coordinate requested translation and interpretation services, as needed, through the **City of Austin's** Communications and Public Information Office (CPIO) established contracts. Aviation will utilize CPIO's Document Bank of translated publications shared amongst City Departments. If an assistive-listening device for live interpretation is needed, Aviation may obtain one from the established translation resources within the Language Access Center.

5.4.2 Interpretation Services

Aviation's HR Division maintains a list of employees who communicate in languages other than English. Where feasible, Aviation Department staff will be deployed within a reasonable time period to communicate with LEP individuals in their native languages and assist them in answering questions regarding aviation services. Spanish is the non-English language spoken most frequently by eligible persons served by the Aviation Department. The Aviation Department has thirty-three (33) employees who are bilingual with Spanish, Vietnamese, French, Urdu, Persian (Farsi) and English. Employees are compensated for their language skills through the City of Austin's Bilingual Employee Program and are screened for language proficiency. A list of employees, their titles, their language, and their work shift/days can be located on the Intranet under "Quick Reference" by selecting "AUS Bilingual Staff".

Additionally, Over the Phone (OPI) and Video Remote (VRI) Interpretation is available through a language line service, Voiance. When bilingual employees are unavailable the Voiance language line will be the primary resource. Sign language interpreters are also available through Voiance and Communication by Hands.

5.4.3 "iSpeak Austin" Material

The Aviation Department makes available the City of Austin's "I Speak Austin" materials to be used especially at the information center to assist representatives in identifying languages spoken by customers encountered. Such cards, for instance, might say, "I speak Spanish" in both Spanish and English. LEP persons will view the cards and identify their language needs to staff. [iSpeak Austin City of Austin \(austintexas.gov\)](http://iSpeakAustinCityofAustin.austintexas.gov)

5.4.4 Public Address Announcements

The Aviation Department broadcasts security messages in both English and Spanish to ensure the public address announcements reach the largest audience. The PA announcements consist of curbside, screening, safety, and security information throughout the 875,000 sq. ft. Barbara Jordan Terminal. The announcements are played approximately every 15 to 30 minutes depending on placement in the queue.

5.4.5 Bilingual International Signs

Signs in the international customs area are in Spanish and English. Universal symbols are used throughout the passenger terminal and airport footprint from parking to curb to gate. AUS is currently working with CBP to expand Spanish signage inside the customs area.

5.4.6 Persons with Disabilities who are also limited in English Proficiency

We recognize that our customers who do not speak English very well, may also have diverse abilities. In addition to language access services, the Aviation Department complies with all requirements applicable to persons with disabilities, such as the American with Disabilities Act Amendment Act (ADAAA).

5.4.7 Partner Resources

Partners serving Austin-Bergstrom International Airport also have the ability to provide language interpretations. The following partners have provided information on their resources.

- Southwest Airlines, with 44% of Austin-Bergstrom International Airport travelers, reports using onsite staff if available and, if not available, staff contact Southwest Airlines corporate reservations to request a native language speaker for the passenger for phone assistance.
- JetBlue reports using skilled onsite staff if available, and if not, JetBlue staff contacts the carrier's 24-hour language line. (as reported in 2018, they did not respond to the 2025 update request)
- Alaska Air reports utilizing onsite staff if available, and, if not Alaska staff contacts the carrier's 24-hour language line.
- Delta reports using onsite Spanish speaking agents and Red Coats available in all shifts. Agents also have access to translation app.
- Spirit Airlines reports they will use onsite staff if available and use translation services online as a second resort. If not, they reach out for additional support.
- United Airlines reports they will first use onsite staff. If none are available, they contact their Foreign Language Desk. Lastly, they would use online translation services.
- AeroMexico reports they have bilingual staff from 8:00 am – 4:30 pm at the airport and 10:30 am – 12:57 pm outside at the ticket counters. They also have a 24-hour reservation number posted at the counter that offers assistance in English and Spanish.
- British Airways reports using Spanish-speaking staff or internet translation services.
- Westjet reports they see if anyone local (GAT team) can assist, then secondly, they would have Their local team call their frontline support line (dedicated line for escalated issues). Request the specific language, a request will be sent out to the leaders and an agent will call you back as soon as possible.
- KLM reports that if an employee requires a translator, we first check with our on-duty employees if an employee requires a translator, they first check with on-duty employees who are proficient in the required language. If none are available, they request assistance from translation apps or contact human resources for resources, such as an ASL interpreter.
- Avis Budget Car Rental reports they offer local, bilingual, rental agents as necessary to meet our customers' needs. In the event a dual language employee is unavailable or there isn't an employee that speaks the specific language, they will call one of our contact centers via an 800 number for translation services.

- Hertz reports they have an agreement with a translation service that provides translation services in over 150 languages, 24 hours a day. Dollar and Thrifty are also under the Hertz umbrella.
- Enterprise/National/Alamo report having an agreement with Language Link for their translation service to provide translation services in over 200 languages, 24 hours a day.
- ConRac reports that to meet state requirements for Class C training, both the video and the test are available in Spanish for employees. They are enrolling in a new program, scheduled to launch in January, which will support additional languages as needed. This project is expected to roll out in the coming months. Additionally, onsite staff fluent in Spanish are available to assist with translations.
- Hallmark-Aviation Services reports that they serve the following airlines: AeroMexico, Lufthansa, Hawaiian Airlines, and KLM. The majority of their employees are fluent in both English and Spanish. For any other languages, they utilize a translator application to ensure that they can assist and guide their passengers effectively. Furthermore, their airline partners also have signage with information for their passengers in their dedicated languages (Ex. AeroMexico has Dangerous Goods signs in both English and Spanish, Lufthansa has Dangerous Goods signs in both English and German). In addition, their airline's website and mobile services provide online check-in and customer service in different languages to better serve their customers.
- HMS Host reports using onsite staff if available and, if not available, staff contact aviation staff for assistance in translating. In addition, they utilize online translating services and applications.
- Delaware North Companies, Inc. reports using onsite staff if available and, if not available, staff contacts airlines then aviation staff for assistance in translating (as reported in 2018, they did not respond to the 2025 update request).
- Paradies reports that they have several Spanish speaking associates in each store, and reports that they try to hire agents for their customer service that are bilingual. For their Passenger Service Agents (PSA) they also have an app programmed on all their tablets. Their PSAs also have a card that is attached to their lanyards with little pictures of destination or assistance they might need. If they cannot find one of them, they ask for help from Aviation.
- Vino Volo reports that their staff members are fluent in Spanish and American Sign Language. They also have access to online translation services (as reported in 2018, they did not respond to the 2025 update request).
- Huntleigh USA reports fluent Spanish/English onsite staff from 3:00 am – 12:30 am to assist.

- Prospect reports that they prioritize hiring bilingual agents for their customer service positions. For their Passenger Service Agents (PSA) they also have an app programmed on all their tablets. Their PSAs also have a card attached to their lanyards that feature small pictures of destinations destination or types of assistance that customers might need.
- SP Plus Corporation reports they have staff that speak many other languages; if unavailable the company utilizes language services on the internet (as reported in 2018, they did not respond to the 2025 update request).
- TSA PreCheck reports they offer an option on their workstation to switch to Spanish translation, and they have agents that speak Spanish to assist if the applicant contacts customer service. Also, the customer has the option to bring their own translator to assist with the enrollment.
- Signature Aviation reports they use onsite staff if available, if unavailable, they use web-based translation services.
- Bradford Airport Logistics reports using onsite translation tools to accommodate individuals with limited English proficiency.
- Hyatt Place Austin Airport reports using onsite staff if available, if unavailable they will use web-based translation services.
- Hilton reports they have staff available from 8am to 5pm that can translate, onsite staff are used if available. If not available, staff contacts Hilton corporate reservations to request a native language speaker for the passenger for phone assistance. Their carrier's service supports a number of different languages.
- Express Operations reports they will check with their on-duty employees for translation. If unavailable, they request assistance from translation apps or call their human resources department for assistance.
- Menzies reports that they don't interact with the public on a daily basis. However, they have Spanish -speaking personnel on site.
- FastPark reports they have several fluent Spanish speakers on staff. One is always available either in person or over the phone.
- Clean Energy Fuels reports having English / Spanish speaking employees available, if unavailable, use of a translator through the internet.
- Clear Direct reports translation services are used.
- Trajen Flight Support, LP dba Atlantic Aviation reports having onsite Spanish-speaking staff available to translate when on shift, and staff have access to the internet for language translation services.

- AUS DHL reports they utilize current staff if available, who speaks Fluent English/Spanish. If unavailable, we access online translation services.
- Worldwide Flight Services, Inc. reports that if an employee requires a translator, they first check with our on-duty employees for someone proficient in the required language and English. If they are unable to find someone, they request assistance from translation apps or call their human resources department for a resource such as an ASL interpreter.
- Smartcart reports they do not have interactions with the public. However, the cart vending equipment has instructions in English and Spanish.
- Other key airport tenants have not reported/confirmed specific methodology used to assist passengers with limited English. Aviation staff will continue to request this information.

5.4.8 Essential Public Information

The Aviation Department will provide language access services, specifically interpretation and translations, of essential information that is presented or publicized through direct customer service, information service points, customer feedback forms and announcements and alerts.

5.4.9 Additional Language Activities Being Reviewed

- The Aviation Department is currently in the process of implementing a visual paging system in the terminal.
- The Aviation Department is currently exploring communicating emergency/alert messaging on digital media in the terminal.

6 AVIATION'S LANGUAGE ACCESS IMPLEMENTATION PLAN

6.1 GOALS

The Aviation Department's goals include the improvement of already existing language access activities for critical and vital functions. The Aviation Department will provide translation and interpretation services of vital information in accordance with City of Austin policies and procedures. Further, the Aviation Department will consider information from multiple sources, including staff observations and customer feedback to evaluate its Language Access Plan.

The Aviation Department used the resource of the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP)* to prepare this Language Assistance Plan (LAP). This plan defines the actions to be taken by the Aviation Department to ensure Title VI compliance for LEP persons. The Aviation Department will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with Title VI.

6.2 PLANNING

6.2.1 Identification of Persons with LEP

The Aviation Department will consider the following information from multiple sources, including inquiries through Airportinfo@flyaustin.com, inquiries to the airport contact number 512-530-2242, staff observations and customer feedback to identify persons with LEP.

This information will be reviewed annually as part of the department's budget planning process.

6.2.2 Language Access Procedures

The Department of Aviation has established processes and will continue to educate its staff regarding the following language access services: how to respond to LEP individuals who have in-person contact with your staff, types of language services available, how to respond to LEP callers, how to respond to written communication from persons with LEP, how to access services such as document translation, etc.

6.2.3 Language Access Training

Aviation employees who routinely have direct, substantive interaction with the public (front-line employees) shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations.

The Language Assistance Plan (LAP) is made available to all Aviation staff by posting on the intranet. Additionally, it has been suggested to discuss at the New Employee Orientation, and annually at the Management Team Session. Additionally, Aviation personnel will participate in Language Access Basic Training provided by City of Austin's Communication and Public Information Office, through its Language Access Program.

Training will be open to any personnel however the initial training sessions will be targeted toward personnel who routinely have direct, substantive interaction with the public.

- Information on the Title VI Policy and the AUS Language Access Plan.
- Description of language resources available to the employee to assist the public.
- How to work effectively with in-person and telephone interpreters.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint received by the aus.titlevi@flyaustin.com.
- The appropriate way to request a translator or interpreter

6.2.4 Providing Notice to LEP Persons

Notification is posted at the main Visitors Information Center counter notifying LEP persons of the LAP and how to access the language service. Notification is also included on the airport's official web site, www.austintexas.gov/airport under the 'Traveler Information', click 'Travel Tips', select 'Additional Resources', click AUS Language Access Plan.

The Aviation Department is receptive to working with community-based organizations and other stakeholders to inform LEP individuals of the recipient's services, including the availability of

language assistance services. Additionally, 512-530-2242 main number respondents will be trained specifically about the LEP individual available services.

6.2.5 Monitoring and Evaluating the LAP

Ensuring the quality of our language services is critical to communicating effectively with LEP individuals. Each division of Aviation will be required to maintain records of all service requests received for written translation services and over-the-phone interpretation services. This information will be sent to the Aviation Department's Language Access Coordinator at the end of each quarter. Further, the Aviation Department will consider information from multiple sources, including inquiries through Airportinfo@flyaustin.com, inquiries to the airport contact number 512-530-2242, staff observations and customer feedback to evaluate its Language Access Plan.

On at least an annual basis, the Aviation Department will conduct an evaluation of the LAP to determine overall effectiveness. The evaluation will consider what is working and what is not working and adjustments to the LAP will be made accordingly. The evaluation will also determine whether new languages will be added for translation based on ongoing community needs assessments.

7 REFERENCES

City of Austin Translation and Interpretation Policy

City Council Resolution No. 20161103-052

CITY of AUSTIN Administrative Bulletin

Title Translation and Interpretation Policy

Administrative Bulletin Number 14-04

Effective Date August 1, 2014

Revised Annually As Needed

Prepared by Communications and Public Information Office

Original Date August 7, 2014 **Revised**

Manager's Approval 



PURPOSE

The City of Austin is committed to open government and the provision of quality customer service. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents. This policy is designed to establish a citywide translation and interpretation protocol to promote fair and equitable access to City services for individuals with limited English proficiency.

POLICY

The City is committed to using competent, trained and culturally sensitive translators and interpreters. City departments should make all reasonable efforts to apply these policies whenever applicable to their operations:

I) Document Bank

The Communications and Public Information Office (CPIO) shall maintain an intranet resource of existing translated documents, as well as translations of commonly-used terms such as official department and division names, key initiatives, employee titles, and frequently-used departmental terminology. This resource shall be accessible and updatable by individual departments as needed.

II) Emergency Notifications

- a) In the event of an emergency where reverse-911 or other call-out systems are implemented, the City will provide a direct option to receive the message in Spanish. The City shall make all reasonable efforts to provide the message in additional languages, or provide call-in instructions by which to receive the full message in additional languages.

- b) Critical documents and messages distributed to the public during emergency response, to include those distributed through social media, will be provided in both English and Spanish. If 5% of the population in the affected area consists of another specific language group¹, then the City will make reasonable efforts to provide the message in that language.

III) Interpretations

- a) City Departments organizing community meetings should inform the public in advance that interpreters may be provided at the meeting if the City receives a request five working days prior to the event. Should a request be received, the lead organizing department will make reasonable efforts to secure a qualified interpreter.
- b) For requests made less than five days in advance, it will be at the lead department's discretion to determine if accommodations can be made.
- c) If a meeting or event specifically targets a community or population group with a high concentration of foreign-language speakers, the lead organizing department will make reasonable efforts to secure a qualified interpreter in the appropriate language.
- d) City Departments, at their own discretion, may provide interpreters more frequently than required in this policy.

IV) Language Line

- a) Austin 311 will maintain a contract for language line services. Departments in need of assistance with foreign-language phone inquiries should contact 311 for assistance in fulfilling those needs.

V) Translations

- a) CPIO will conduct a prequalification process every two years for translation services, and provide a list of prequalified vendors for those seeking translation services. Prequalification will be based on both professional skill and relevant cultural competency.
- b) Translations of a complex, legally-binding and/or technical nature, and translations mandated by applicable law, should be performed by professional translators in any circumstance where a bilingual departmental employee with specific technical knowledge is unavailable or unable to do so.

VI) Partnerships

- a) Notwithstanding any of the articles or requirements outlined in this policy, departments may have opportunities to partner with community groups or other agencies for the provision of translation services in specific instances. To the extent that these partnerships meet the requirements for accuracy and cultural competency, departments are not prohibited from seeking such alternative arrangements.

VII) Accountability

- a) CPIO shall solicit feedback and comments from staff, the immigrant and refugee communities, and translation and interpretation contractors annually on the effectiveness of this policy.
- b) The City shall periodically review this policy and make adjustments, as appropriate, based on changing demographics and other factors.

DEFINITIONS

For the purpose of this policy, the following definitions should apply:

Limited English Proficiency (LEP)

A person with limited English proficiency (LEP) cannot speak, read, write or understand the English language at a level that permits him or her to interact effectively with the City.

Individuals who communicate with American Sign Language are covered in this definition, although other Federal laws and regulations such as the Americans with Disabilities Act apply and should be considered separately.

Translation

Translation is the conversion of written communication from one language to another in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

Interpretation

Interpretation is the oral rendition of a spoken message from one language to another, preserving the intent and meaning of the original message.

Document Bank

A Document Bank is an internal resource that includes information related to translations and interpretations. A Document Bank is a living document that will evolve with the collaboration of the users.

Language Line

A Language Line is a commercial interpretation service accessed through the telephone.

Critical Information

This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information could be presented in writing or orally.

Primary Languages

Primary languages are languages other than English spoken at home by the largest number of Austin residents, based upon data from the Federal Census Bureau². In Austin, Spanish is the most spoken language after English. However, there are many other languages spoken in Central Texas. The most common languages (other than English) spoken in Austin are:

- Spanish (25.7%)
- Chinese (1.3 %)
- Vietnamese (0.8%)
- Korean (0.5%)
- Hindi (0.5%)

For the purposes of this policy, Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

² 2012 American Community Survey 5-year estimates, Table B16001, US Census Bureau.

ROLES AND RESPONSIBILITIES

- **Communications and Public Information Office**
 - Establish and maintain the Web infrastructure to host the Document Bank.
 - Establish and maintain a list of pre-qualified professional and court-certified translators and interpretation providers.
 - Provide a limited number of assistive-listening devices for live interpretation, available for checkout to departments.
 - Work with departments, as needed, to seek partnerships for sharing translation and interpretation services.
 - Conduct process for soliciting periodic feedback on policy effectiveness.

- **All Departments**
 - Provide relevant information for the Document Bank relative to their respective departments, and update the resource as necessary.
 - Translate critical information and other appropriate documents into Spanish and other languages as outlined in this policy.

CORRESPONDING PROCEDURES AND POLICIES

Not applicable.

FORMS

None