

# Coos County Airport District

## Limited English Proficiency (LEP)

### Executive Order 13166

In creating a Language Assistance Plan, the CCAD will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In Community Statistics section, we identified the following languages spoken by LEP persons in Affected Communities

<b>Language</b>
<i>Spanish</i>

The CCAD also collects data for languages spoken by airport guests.<sup>1</sup> Data sources include:

<b>Data Sources for Languages Spoken by Airport Guests</b>	<b>Website link to Data Source</b>
Streamline language usage data	<a href="http://www.getstreamline.com">www.getstreamline.com</a>
Survey of Airport personnel, Concessions and Vendors	N/A
Airport Website Analytics	<a href="https://www.flyoth.com">https://www.flyoth.com</a>
United Airlines	N/A

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests:

<b>Language</b>
<i>None</i>

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform leadership and staff of the CCAD of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

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<sup>1</sup> We aim to provide appropriate language assistance services to every LEP person encountered. This includes instances when LEP statistical data for a particular language was not available beforehand, or the safe harbor threshold for written translation was not met.

**Translation Services:**

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations:

<b>Translation Vendors</b>	<b>Languages</b>
Streamline	All above languages

- Information regarding translation services can be obtained at

<b>Location for Translation Assistance</b>	<b>Languages</b>
<i>Airport website request form</i>	<i>All above languages</i>
<i>Airport website translate view</i>	<i>All above languages</i>

**Interpretation Services:**

- The following vendors have been identified for interpretation services:

<b>Interpretation Vendors</b>	<b>Languages</b>
Streamline	All above languages

- Information regarding interpretation services can be obtained at:

<b>Location for Interpretation Assistance</b>	<b>Languages</b>
<i>Airport Language Assistance page</i>	<i>All above languages</i>

**Description of Interpretation Assistance Processes**

- The airport works with United Airlines to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Airport staff contacts United Airlines to identify the language spoken by the airport guest. Airport and/or United staff calls 1-800-752-6096 and connects the requesting party to an interpreter for the duration of the call. The completed call is then logged and a record kept for one year.