

Harry Reid International Airport (LAS) Limited English Proficiency and Language Assistance Plan

Purpose

The purpose of the Department of Aviation's (DOA) Limited English Proficiency (LEP) and Language Assistance Plan (LAP) is to ensure that we communicate effectively with LEP individuals. An LEP individual is a person who does not speak English as his or her primary language and who has a limited ability to speak, read, write or understand English. The LAP identifies the processes, staff and resources available for LEP customers. All staff members should be familiar with this plan to understand the roles various divisions play in assisting LEP customers.

Regulations

Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, in part states, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance."

Executive Order 13166, entitled "Improving Access to Services for Persons with Limited English Proficiency," is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. It prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

LEP Policy Statement

It is the policy of the DOA to provide timely meaningful access to all programs and activities for persons with LEP. DOA will provide free language assistance to persons with LEP whom they encounter or wherever a person with LEP requests language assistance services.

LEP Staff

All employees should know the different language assistance options available. As an international airport, it is very important that we have tools in place to assist passengers from all over the world with LEP.

If an employee is unable to assist a customer directly, they are to contact one of the following divisions to provide service:

Passenger Services at: 702-261-5211

Control Center Dispatch at: 702-261-5125

Terminal Operations has Passenger/Customer Service Representatives that rove the terminals to provide interpretive assistance to the public. LAS also has informational booths that provides the same assistance. Passenger Services Representatives are trained on assisting LEP customers. They carry language cards and iPads for use in translating languages when interacting with the public. Bi-lingual and multi-lingual Passenger Services Representatives are available as well.

Airside Operations Control Center Dispatchers are trained to aide LEP customers by connecting them with the Language Line and assisting them until they receive the services needed.

Training

Training is provided by the Title VI Coordinator, Passenger Services and Control Center supervisors on an annual basis at a minimum. Training is also part of new employee orientation. Training includes requirements under the regulations, language assistance measures, policies and procedures and LEP assistance available.

Emergency Plan

LAS has visual and audible alarm systems. LAS has an emergency evacuation plan that details the steps to follow in an emergency. Staff is trained to assist with the evacuation of the facilities. In addition, LAS has Las Vegas Metropolitan Police Department and Clark County Fire Department staff onsite to assist with emergency evacuations.

Four-Factor Analysis

1. Number/Proportion of LEP Persons

- a. LAS has over 3 million international arriving and departing passengers traveling annually. Based on international travel statistics the most frequent LEP persons speak Japanese, Arabic, Spanish, Chinese, Portuguese, Danish, French, South Korean and Filipino.
- b. Based on Census Bureau statistics, approximately 30% of Clark County residents are Hispanic. Approximately 15% (7 million) of all air travel is local residents.

2. Frequency of contact with LEP Persons

- a. Being an international airport, we encounter LEP persons all day, every day. LEP persons are passengers, tourists and from our local community.

3. Importance of Services Provided

- a. Interpretive services are offered to assist passengers with flight information, baggage handling, transportation, making purchases, emergency operations and any other needs they may have.

4. Resources Available and Cost

- a. LAS has the following resources and aides available to assist the public with LEP.

Language cards

Telephonic language assistance service

Bi-lingual and multi-lingual staff list

Universal signage

The www.harryreidairport.com website is available in multiple languages

iPads with Google translate

Contracted translators

International airlines have bi-lingual staff

Training

Title VI Coordinator

Unlawful discrimination posters

Complaint procedures and forms on website

Electronic informational maps

- b. All LEP services are provided at no cost.

Complaints

Any person who believes that they have been excluded, denied benefits, or been subjected to discrimination may file a written complaint with Clark County Department of Aviation Title VI Coordinator within 180 days following the date of the alleged discriminatory occurrence. The Title VI complaint should be sent to:

Title VI Coordinator
Danielle Mose
Harry Reid International Airport
5757 Wayne Newton Blvd.
Las Vegas, NV 89119
Telephone (702) 261-5772
Fax (702) 261-6030

Monitoring and Updating the Plan

The Title VI Coordinator periodically monitors, evaluates and updates the plan accordingly.