



Limited English Proficiency Plan

LIMITED ENGLISH PROFICIENCY PLAN

ABOUT THE AIRPORT

The Colorado Springs Airport (KCOS) is the second largest airport in Colorado, offering commercial air service as well as general aviation. The airfield has been in operation since 1925, and is situated on 7,135 acres at an elevation of approximately 6,200 feet with two parallel runways, one crosswind runway and an extensive taxiway system. COS is a joint use civilian and military airport. Peterson AFB is located on the north side of COS. COS provides commercial service to 1 million passengers per year.

PURPOSE

The purpose of this plan is to take reasonable steps to provide meaningful access to Limited English Proficiency persons seeking to use COS and to further COS commitment to equity. This Limited English Proficiency Plan is enacted in compliance with **49 CFR Part 21**, *Nondiscrimination in Federally-Assisted Programs of the Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964*.

On October 1, 2011, the City of Colorado Springs enacted the Limited English Proficiency Policy and Plan Guidelines. The municipal government of the City of Colorado Springs (the "City") will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and opportunity to participate in our services, activities, and programs. Municipal government staff shall provide language assistance services to LEP individuals seeking to use City services, activities, and programs whenever an LEP person requests language assistance services. As an Enterprise of the City of Colorado Springs, COS shall inform members of the public that language assistance services are available free of charge to LEP persons and that the City will provide those services to the LEP person.

The plan includes an assessment of the LEP needs of the area, an explanation of the steps that are currently being taken to address these needs, and the steps planned for the future to ensure meaningful access to the transit programs by persons with LEP.

DEFINITIONS

The following definitions apply with regard to limited English Proficiency:

- LEP Persons: Individuals who do not speak English as their primary language and those who have a limited ability to read, write, speak, or understand English.
- Primary language: the language in which an individual is most effectively able to communicate.
- Language Assistance Services: the provision of interpretation and/or translation services to customers who are LEP.
- Interpretation: the act of listening to a communication in one language and orally converting it to another language, while retaining the same meaning.

- Translation: the replacement of written text from one language into an equivalent written text in another language.
- Bilingual: the ability to speak fluently and communicate directly and accurately in both English and another language.
- Direct Communication: monolingual communication in a language other than English between qualified City employees/representatives and LEP individuals.

ANALYSIS

The following four factors are considered in assessing COS’s balance of the needs of LEP persons to providing effective customer service:

- 1) Number or proportion of LEP persons eligible or likely to be served
 COS serves 1.2 million passengers per year in a five-county catchment area of El Paso, Pueblo, Teller, Fremont, and Douglas counties. 89.8% of this catchment area speaks only English at home. The remaining 10.2% are primarily Spanish speaking. The Census data represents a relatively low number of “Other Indo-European and Asian and Pacific Islanders” in the region.

| LANGUAGE SPOKEN AT HOME | Colorado | El Paso | Pueblo | Fremont | Teller | Douglas |
|------------------------------------|-----------|---------|---------|---------|--------|---------|
| Population 5 years and over | 4,779,527 | 589,049 | 149,752 | 44,803 | 22,282 | 271,976 |
| Speak only English | 83.2% | 88.4% | 85.4% | 89.0% | 94.9% | 91.2% |
| Spanish | 11.8% | 6.9% | 12.9% | 8.1% | 2.6% | 3.8% |
| Other Indo-European languages | 2.3% | 2.5% | 1.1% | 1.0% | 1.5% | 2.5% |
| Asian and Pacific Island languages | 1.9% | 1.9% | 0.4% | 1.1% | 1.0% | 2.3% |
| Other languages | 0.8% | 0.4% | 0.1% | 0.9% | 0.0% | 0.3% |

Source: U.S. Census Bureau, 2006-2010 American Community Survey

- 2) Frequency with which LEP persons come in contact with the program
 The Communications Center at COS is the front-line for phone calls requiring language accommodation. The number of actual instances of need for language assistance is less than 50 times per year, and current communication efforts are meeting the public’s needs.
- 3) Nature and importance of the program to peoples' lives
 Interaction with COS employees, passengers, and other users of COS can range from purchasing a ticket to life-and-death emergency response. Units within COS will adapt the specific application of the City's LEP policy to correlate to the urgency of service provision as can be reasonably expected.
- 4) Resources available and costs to consider
 A. Language Line Services, Inc. is contracted service with the City of Colorado Springs and its Enterprises to offer over-the-phone, on demand video remote interpreting, and on-site interpretation, translation of documents, websites, and multimedia in over 200 languages. The

COS Communications Center will be trained to transfer calls to this translation service upon request.

B. Google Translate is a website plug-in that will be utilized on the COS website, www.flycos.com, to translate text to the desired language.

SUMMARY OF LANGUAGE ASSISTANCE EFFORTS

The current focus of COS's language assistance efforts are directed at Spanish-speaking persons. To address this market, COS has initiated the following efforts:

COS considers bilingual English/Spanish when hiring customer service representatives.

COS has at least one (1) Spanish-speaking customer service representative on staff during normal business hours to assist with Spanish interpretation, translation, and other directions when needed. When bilingual employees are unavailable, Language Line Services, Inc. will be the primary resource.

ONGOING EFFORTS TO IDENTIFY AND ADDRESS LEP POPULATIONS

As part of the ongoing commitment to bridging gaps in communication with LEP persons, COS will maintain the current LEP outreach efforts as well as the following activities:

Update Census data as it becomes available

Regularly review perceived LEP needs with COS employees, tenants, and other businesses operating at COS

As opportunities arise, coordinate with agencies serving LEP persons which may have resources to share

Document language assistance requests

MONITORING AND UPDATING PLAN

COS will monitor the LEP efforts annually and update the plan every three (3) years, or as needed. These efforts will include:

Review the LEP Plan triennially, making adjustments, as needed;

Pay particular attention to demographic changes in the area that have the potential to affect LEP strategies;

Review any LEP-related complaints regularly and develop programs to mitigate them;

Post the LEP Plan and subsequent changes on the COS and City of Colorado Springs websites.