

NORFOLK INTERNATIONAL AIRPORT

LANGUAGE ASSISTANCE PROGRAM

Introduction

Title VI of the Civil Rights Act of 1964 provides that person in the United States shall, on the grounds of race, color, sex, creed or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. To be compliant the Norfolk Airport Authority must also comply with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*. The Federal Aviation Administration has issued compliance guidance that includes the development of a Language Assistance Program to be provided to Airport staff and tenants.

Plan Overview

This Language Assistance Program (Program) has been developed to address the identified needs of the Limited English Proficiency (LEP) populations served by the Norfolk International Airport (Airport). The Program may be used for training, administration, planning and budgeting by the Norfolk Airport Authority (Authority). The Program will include the following elements: Identification of LEP persons; Language assistance measures; Staff training; Providing notice to LEP persons; and Monitoring and Updating the Program.

1. Identification of LEP Persons

The Airport, according to the most recent Census, has a limited LEP population and has not had any issues with assisting an LEP individual. Being an origin and destination airport contributes to not having a large LEP population requiring assistance. According to Census data the surrounding Hispanic has almost doubled between 2000 and 2013 and there is a significant Asian population as well. The Authority also uses information from Old Dominion University to identify thirty-seven local organizations that represent various populations in the area, and its own passengers surveys to gain an understanding of their passengers.

2. Language Assistance Measures

The Authority will take reasonable steps to provide the opportunity for meaningful access to LEP persons who have difficulty communicating in English to include:

a. Oral Interpretation in which Authority and tenant staff who are fluent in communicating with various languages are used, when available, to assist LEP persons.

b. "I Speak" materials and dual language (i.e. English/Spanish) cards will be used to help identify languages spoken by LEP persons.

c. Language Marketplace Interpretation Services (1-888-294-3032) will be used for conference interpreting services and instant translator through telephone interpreters.

d. Google Translate will be used for translation in various languages.

3. Staff Training

The Authority will provide copies of this program to its departments and to Airport tenants for the purposes of training Airport employees in the assistance of LEP persons.

4. Providing Notice to LEP Persons

Notice will be provided to LEP persons primarily through information on the Airport's web site at www.norfolkairport.com.

5. Monitoring and Updating the Program

Periodically the Authority will conduct an evaluation of the Program to determine its overall effectiveness, and make adjustments and updates to the Program as determined to be necessary.

Complaint Procedures

Complaints and inquiries from Authority staff, tenants and the public should be directed to Robert Bowen, Deputy Executive Director via voicemail at (757) 857-3484, e-mail at rbowen@norfolkairport.com, or in writing to Norfolk Airport Authority, 2200 Norview Avenue, Norfolk, Virginia 23518.

It is recommended that the attached Title VI Complaint Form be used for complaints.

For assistance after normal business hours or on weekends and holidays, please contact the Airport Authority Police Department at (757) 857-3223.

