



Language Access Policy and Implementation Plan (LAPIP)

Language Access Policy and Implementation Plan

Department: Chicago Department of Aviation

Language Access Coordinator: Mary B Gallagher

Date: October 11, 2018

Services provided to the LEP community

- Documents translated
 - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

CDA uses Language Line and staff bank of volunteer interpreters to translate both internal and external documents plus signage. CDA is finalizing our Language Access Plan (LAP) and will be rolling out a new procedure which will centralize tracking of documents translated.

- Refer to last year's LAPIP and list all the **previously translated documents** *that are still up-to-date*. (e.g. permit applications, informational brochures or flyers) .

| Document Title | Language(s) Translated | Number distributed or accessed in the last year |
|--------------------------|------------------------------|---|
| FlyChicago.com (website) | Any through Google Analytics | 60,179 |
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- List all **newly translated documents** since last year's LAPIP.

| Document Title | Language(s) Translated | Number distributed or accessed in the last year |
|-------------------------------|------------------------|---|
| Parking Sign | Spanish and Polish | 40 |
| Property Access Form- Short | Spanish and Polish | 1 |
| Property Access Agreement (1) | Spanish and Polish | 1 |
| Property Access Agreement (2) | Spanish and Polish | 1 |



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| Odor Inspection Communication | Spanish and Polish | 1 |
| Agreement to Participate-Owner | Spanish and Polish | 4 |
| Agreement to Participate – new Owner | Spanish and Polish | 4 |
| Travel Expense Summary | Spanish and Polish | 1 |

- Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)

The first document translated was a flyer in both Spanish and Polish to inform of parking ban. 40 flyers were passed out with three languages successfully emptying parking lot. (attachment)
 The remaining documents were translated into Polish and Spanish for community meetings and program applications for the Residential Sound Insulation Program (RISP). Only four information forms were used to date.

- Describe how LEP persons can access your department’s **online** resources. (e.g. translated web pages).

Flychicago.com is CDA’s website is supported by Google Translate for all static pages. CDA is duplicating best practice of providing a “Travel Fact Sheet” located on website for LEP as learned at the FAA conference. This document will be translated into the nine languages identified by the CDA’s Four Factor Analysis to provide assistance with terminal directions and traveler resources.

- Describe any **signage** that directs LEP persons when they visit the department.

Wayfinding (worldwide directional signage), Virtual Concierge and Digital Directories are used at both airports. We are working with the contractor of the Virtual Concierge and Digital Directories to gather data on language translation usage. The information is gathered but CDA did NOT request the data in the current contract.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

Flychicago.com, CDA website is are most used vehicle for public awareness/outreach/marketing efforts and the site translation services have been resourced over 60,000 times this year.

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

An additional 1870 persons were provided language assistance from our Travelers Aide, contracted service provider for Information Desks

- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.



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None

- Interpretation provided
 - List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.

| Position | Languages Spoken |
|-------------------------------|--------------------|
| IT Staff person | Spanish |
| Design and Construction Staff | Hindi and Marathi |
| Maintenance Staff | Lithuanian |
| Facilities Staff | Spanish |
| Environment Staff | Bosnian and German |
| Payroll Staff | Spanish |
| Operations Staff | Spanish |
| Security Staff | Spanish |
| Security Staff | Albanian |
| | |

- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

Staff volunteer to be contacted through their direct supervisor for interpretation needs. (Attached is a list of CDA employees participating.) Airlines, vendors and contractors are contractually obligated to have LEP assistance available and will be monitored by CDA staff.

- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.
- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

| Name of Event | Language(s) Interpreted | Number of LEP Attendees |
|----------------|-------------------------|-------------------------|
| Not Applicable | | |
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- Report how the department uses **LanguageLine**, including:
 - A description **of how LEP persons are connected** to LanguageLine services.

Information Desks in both airports are staffed with persons who connect Language Line and passengers in need of assistance. Airport Security



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Officers and other direct line staff will be trained to assist LEP's by guiding to the Information desks for language assistance.

- All **usage reports** provided by LanguageLine (please attach)
- Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

CDA requested additional training on services from Language Line and will have a Train the Trainer workshop on Oct 24, 2018. Staff from both airports will participate then return to train other direct line workers on accessing Language Line.

CDA would appreciate better tracking and billing services by Language Line. We recovered over \$2000 in over billing of phone equipment returned. Secondly, different units have set up different accounts for translation services causing difficulty tracking. CDA's Language Assistance Plan (LAP) will have all translations documented and tracked by Language Coordinator

CDA has seen an increase of Language Line activity since the first training held early summer while drafting LAP, plus hope for continued increase of usage with further training.

- Other services
 - Describe any **other ways** in which your department serves LEP individuals and communities.

Digital Directories and Virtual Concierges throughout both airports provide assistance to LEP individuals and hope to capture data in the near future.

- Share any **other statistics** that your department uses to track language accessibility.

N/A

Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:
 - The name and content of a training session
 - Which positions participate in that training
 - The frequency with which the training is offered
 - The number of participants in the training.

CDA has completed Four Factor Analysis at both airports and currently finalizing our Language Access Plan. CDA's LAP incorporates LEP training to all new employees plus annual training afterwards. This requirement is also included in airlines, vendors and concession contracts.



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- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:
 - The name and content of a training session
 - Which positions participate in the training
 - Whether the training is mandatory and the frequency with which an individual is expected to participate in the training
 - The number of participants in the training.

See above

- Describe how the department **internally evaluates** its language accessibility.

CDA's LAP proposes annual audit of language services to determine effectiveness and areas in need of improvement. The LAP is a living document and re-evaluated every two years.

- Describe how the department **researches best practices** related to language access.

CDA is additionally mandated and monitored by the FAA and DOJ to provide LEP services to all travelers. (ADA and Civil Rights Act, Title VI) Staff participates in trainings offered by both entities each year as well as training provided by local ADA assist agencies such as Open Doors.

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

After finalization of LAP, CDA will begin training of new and current staff on procedures. CDA is currently generating notices for both public meetings and written documents on how to attain free language assistance. We have seen a rise in the number of persons using Language Line and increase in the number of persons using the website translation services as we worked on the Language Access Plan. We fully anticipate further usage as more staff and travelers become aware of the free services.

Note: As requested above, please attach all LanguageLine usage reports when submitting this document.