

## OVERVIEW

### Introduction

Denver International Airport (“DEN” or “Airport”) is a large hub airport serving 58.3 million passengers each year through 572,520 (2016) operations (landings and takeoffs). It is the sixth busiest airport in the nation, with more than 100,000 passengers arriving and departing each day.



DEN assures that no person shall, on the grounds of race, color, national origin, handicap, sex, or age, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (Public Law 100.259) and subsequent nondiscrimination laws and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. This *Language Assistance Plan* (“LAP”) has been prepared to address DEN’s responsibilities as a recipient of federal financial assistance as it relates to the needs of individuals with limited English proficiency language skills.

### Background

On August 11, 2000, President Clinton issued Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, indicating that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. The Executive Order directs agencies to publish guidance for their respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order also requires federal agencies, and their recipients, to examine the services provided, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so limited English proficient individuals have meaningful access to those services.

The Airport has developed this LAP to help identify reasonable steps for providing language assistance to persons with limited English proficiency (“LEP”) who wish to access provided services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

Recipients of federal funds must take reasonable steps to remove barriers for LEP individuals. The starting point is an assessment that balances the following four factors:

1. The number or proportion of LEP individuals in the service area who may encounter or be served by the Airport.
2. The frequency with which LEP individuals come in contact with Airport services.
3. The nature and importance of services provided by the Airport to the LEP population.
4. The resources available to the Airport and overall cost to provide LEP assistance.

## DETERMINING NEED: FOUR FACTOR ANALYSIS

### **Factor 1: The number or proportion of LEP individuals in the service area who may encounter or be served by the Airport**

The U.S. Census Bureau's American Community Survey (ACS) 2011-2015, was the major data source used to determine the number of LEP persons in Denver, Weld and Adams Counties, in which the Denver metropolitan area resides. While DEN serves a majority of the state of Colorado, Denver County holds the largest population of the state residents and will be considered a representative population of the residents of other Colorado counties. Consistent with the Safe Harbor Clause of the U.S. Department of Transportation LEP Guidance, this data also determined language groups that equal or exceed five percent of the regional population that are considered LEP.

Per the ACS data in Table 1 Denver, Adams and Weld Counties have a total population of 1,289,962 age five years old and older. Of this total, the ACS estimates that 335,884 or 26% of the population speaks a language other than English in their household. The ACS further details that 10.5% or 136,089 of the region's population speak English less than "very well" or are LEP. Based upon the estimates in the same ACS table, the Denver, Adams and Weld Counties LEP population is comprised of 8.5% Spanish speaking population, 1% speak Asian or Pacific Islander languages, 0.7% speak Indo-European languages, and .04% speak other various languages. Based upon these percentages, Spanish will be the primary language targeted for language assistance by DEN.

**Table 1: Language Spoken at Home**

<b>Denver</b>	<b>Estimate</b>	<b>Percent</b>
<b>Population 5 years and older</b>	604,938	
<b>English only</b>	439,088	72.6%
<b>Language other than English</b>	165,850	27.4%
<b>Speak English less than "very well"</b>	67,396	11.1%
<b>Spanish</b>	125,614	20.8%
<b>Speak English less than "very well"</b>	51,224	40.8%
<b>Other Indo-European languages</b>	15,592	2.6%

Speak English less than "very well"	4,560	29.2%
Asian and Pacific Islander languages	15,115	2.5%
Speak English less than "very well"	7,928	52.5%
Other languages	9,529	1.6%
Speak English less than "very well"	3,684	38.7%
<b>Adams</b>	Estimate	Percent
<b>Population 5 years and older</b>	434,033	
English only	310,501	71.5%
Language other than English	123,532	28.5%
Speak English less than "very well"	51,453	11.9%
Spanish	100,057	23.1%
Speak English less than "very well"	41,742	41.7%
Other Indo-European languages	8,048	1.9%
Speak English less than "very well"	2,586	32.1%
Asian and Pacific Islander languages	12,307	2.8%
Speak English less than "very well"	6,022	48.9%

<b>Other languages</b>	3,120	0.7%
<b>Speak English less than "very well"</b>	1,103	35.4%

<b>Weld</b>	<b>Estimate</b>	<b>Percent</b>
<b>Population 5 years and older</b>	250,991	
<b>English only</b>	204,489	81.5%
<b>Language other than English</b>	46,502	18.5%
<b>Speak English less than "very well"</b>	17,240	6.9%
<b>Spanish</b>	40,931	16.3%
<b>Speak English less than "very well"</b>	15,310	37.4%
<b>Other Indo-European languages</b>	2,567	1.0%
<b>Speak English less than "very well"</b>	526	20.5%
<b>Asian and Pacific Islander languages</b>	2,236	0.9%
<b>Speak English less than "very well"</b>	961	43.0%
<b>Other languages</b>	768	0.3%
<b>Speak English less than "very well"</b>	443	57.7%

*Source: 2011-2015 American Community Survey 5 year Estimates*

**Factor 2: The frequency with which LEP individuals come in contact with Airport services**

Two different sources were used to determine the frequency with which LEP individuals utilize Airport services. First, a review of a phone translation service DEN offers in which LEP individuals can be connected to a translator speaking the language of the individual. This translation phone service is offered in up to 240 different languages at no cost to the LEP individual. It is an Airport contracted service, available at any Airport information desk, but can also be utilized by calling through the Airport’s communication center. This service also provides an information report outlining the languages used. A review of the report data shows Spanish is the predominantly used language in the phone translation service, as illustrated in Table 2 below. DEN provided translation services in 35 different languages. Spanish was the most popular translation service language utilized with 506 or 59.7% of all calls. The next most demanded languages were Mandarin, with 48 calls, Russian and Arabic, with 45 and 39 calls respectively.

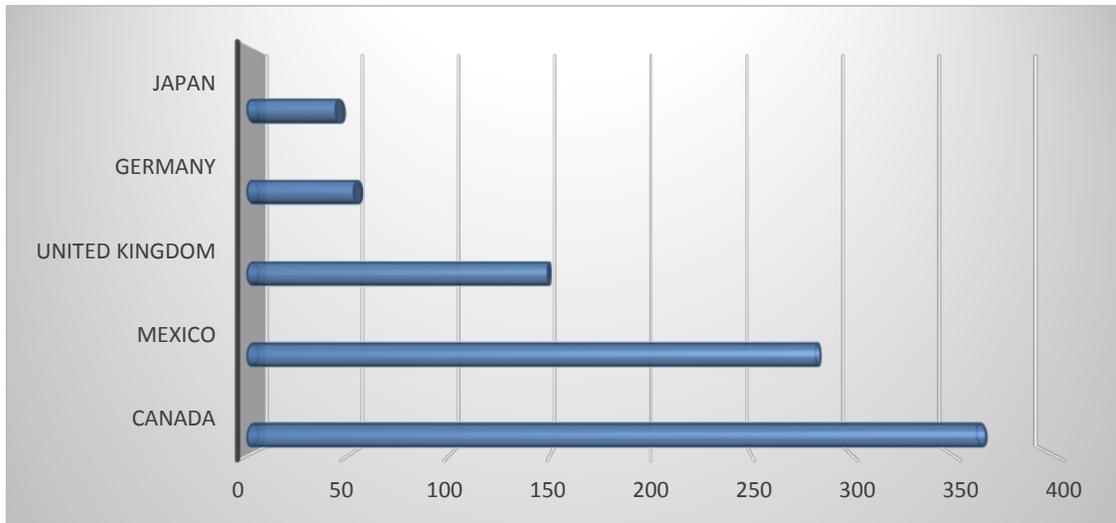
Table 2: Language Translation Phone Line Usage

Language	Calls Per Year (2016)
Spanish	506
Mandarin	48
Russian	45
Arabic	39
French	32
Korean	25
Vietnamese	20
Thai	16
Italian	12
German	11

*Data reflects language translation services provided for a 12-month period of January 2016 through December 2016. (Only the ten most translated languages of the 35 utilized during this period are illustrated.)*

The second consideration to determine the frequency with which LEP individuals utilize Airport service was to examine the number of international travelers utilizing DEN. Airport staff reviewed information from a variety of sources including IATA BSP via Diio Mi (CY 2016) and other marketing information to determine typical passenger demographics related to language spoken by both in-bound and outbound passengers. Table 3 outlines these originating countries:

Table 3: Originating Countries, DEN Passengers Phone Line Usage



*Data reflects average daily DEN passengers traveling to/from predominantly non-English speaking countries in 2016. Data analysis provided to DEN through IATA BSP via DiiO Mi.*

The country of origin may not point to individual passengers specifically being LEP, but it is a reasonable assumption that the travelers may have partial English capacity. Publication of vital travel information in the language used by the predominant number of international travelers using DEN, in this case Spanish, assists those with any English limitations that may inhibit their access to services.

**Factor 3: The nature and importance of services provided by the Airport to the LEP population**

DEN serves not only the Denver metropolitan area, but a large portion of the State of Colorado, as the connection to worldwide air travel services. As such, DEN is a primary gateway for individual entry into and out of Colorado and the Rocky Mountain Region. The Airport serves as the key transportation resource for many LEP Colorado residents to go visit or receive family from different areas of the world. And with Denver and Colorado being major tourist destinations, it's critical that the Airport is ready to serve international



visitors who may often have limited English proficiency. Assuring all individuals, regardless of their origin or their language, are provided a safe and pleasurable transportation experience is the critical mission of DEN.

**Factor 4: The resources available to the Airport and overall cost to provide LEP assistance.**

Assessing available resources is a continual process. It involves utilizing translation services for appropriate documents, paying phone-line interpreter contracts, making use of volunteer language interpreters, and analyzing available staff language resources. DEN is committed to providing the financial resources needed to assist its LEP passengers. The types of services available are more fully detailed in the Language Assistance Measures outlined further in the next section of this report.

**IMPLEMENTATION**

An important part in providing meaningful access for LEP individuals is to ensure effective communication. To accomplish effective communication, the following language assistance measures and actions are considered appropriate:

- A. Provide language interpretation
- B. Notify LEP customers of language assistance services
- C. Identify and translate vital documents
- D. Train staff in public contact positions
- E. Monitor and evaluate access to language assistance

**A. Provide Language Interpretation**

DEN takes reasonable steps to provide the opportunity for meaningful access to LEP persons who have difficulty communicating in English, including:

- Utilize DEN and contracted staff that have either fluency in or a working knowledge of various languages to assist LEP persons with oral interpretation. The customer service agents at DEN speak a variety of languages as noted in Table 3:

Table 4: Languages and ‘spoken by’ number of DEN Customer Service Agents

Spanish	3		Bulgarian	1
Russian	2		Fon	1
French	2		Turkish	1
Serbian	1		Igbo	1
German	1		Yoruba	1
Greek	1			

Source: DEN Public Relations, November, 2017

- Phone Translation Services are available, where an LEP customer can be placed on a call with a translator that speaks the LEP individual’s language.

- The Paging Assistance Locations at DEN have the ability to provide terminal paging service through video screen assistance and overhead paging in English and Spanish.
- Spanish speaking Public Relations staff are available to translate Airport Press Releases for the Spanish media to inform local residents about Airport services and activities.
- When presentations are made or planned by DEN staff in local areas with a known concentration of LEP persons, special efforts are made to have meeting notices, fliers, advertisements and agendas printed in Spanish, as well as provide interpreter services for meeting interaction.
- Several Airport Volunteers (known as “Ambassadors”) whose mission is to help travelers navigate the airport speak several different languages as well

**B. Notify LEP customers of language assistance services**

DEN utilizes a variety of resources to notify its passengers of the available LEP services, including:

- The Airport information desks have a complete listing of the languages available on the phone translation service that can be accessed at the information desk. Some of the volunteer customer service staff also can provide translation services to travelers.
- Posted notices in Spanish about available language assistance in the information desks of the terminals.
- DEN personnel wear flag lapel pins representing the country of the language they speak.
- The Airport’s website includes translations in Spanish, German, French, Japanese and Portuguese where vital travel information is provided, including ground transportation information, traveling to the airport, monetary exchange locations and maps of airport amenities.
- Information about the Airport’s customer service agents with translating capabilities and the phone translation services are also posted on the Spanish page of the website.



DENVER Information Guide, Spanish and Japanese

In order to assure information that is vital to travelers is translated, a committee comprised of representatives from the Aviation Public Relations, Legal, Administration, and Community Development & Government Relations divisions and from the City of Denver Equal Opportunity Department, annually discuss and review which documents need translation. The criteria for consideration includes utilizing feedback from the Airport information desks, customer surveys, Navigators use of the materials in interacting with LEP individuals and customer comment cards and emails.

### C. Train staff in public contact positions

DEN takes many steps to assure that all Airport employees are familiar with its LAP and how to assist with communication to LEP passengers:

- Aviation Department employees are informed about the DEN LAP and the phone interpreter service that can assist LEP passengers during New Employee Orientation training sessions and annually during regularly scheduled staff meetings.
- The Customer Service agents have regular training where the LAP is highlighted and any new services for LEP passengers are explained and/or demonstrated.
- Aviation staff is continually encouraged to attend workshops and training designed to highlight cultural diversity and meet language assistance needs.

**D. Monitor and evaluate access to language assistance**

DEN will annually evaluate the LAP and its components, addressing questions such as:

- How many LEP persons utilized the phone translation service, and what languages were most commonly used?
- What does the USDOT information tell us about the demographics and languages spoken by the travelers using DEN?
- Has there been a need realized for additional information to be provided in Spanish? Or other languages?
- Has there been a change in the international airline services provided at DEN?

**DISSEMINATION**

The DEN LAP will be posted on the DEN website and available to others upon request. A copy of the LAP will be available at the Airport Director's office as well as with the Airport's Title VI Program Manager.