



Language Assistance Plan For Limited
English Proficiency Individuals

Abraham Lincoln Capital Airport
Springfield Airport Authority
1200 Capital Airport Drive
Springfield, IL 62707
(217) 788-1060

Introduction

The Springfield Airport Authority (SAA) is located in the central portion of the State of Illinois. The SAA provides a full range of services to the general public including air transportation. Abraham Lincoln Capital Airport (SPI) provides airline passenger service and general aviation services. SPI is located just north of downtown Springfield, Illinois.

SPI is a non-hub airport and served approximately 149,000 passengers in 2022. American and Allegiant are the two major airlines offering service to SPI. Additionally, SPI is served by one Fixed Base Operator (FBO) that offers maintenance, fuel sales, tie down, hangar storage, flight instruction, and charter services.

As a recipient of federal assistance, SPI is required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Additionally, the Civil Rights Restoration Act of 1987 defines the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal assistance.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 provides that “no persons in the United States shall, on the grounds 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” from the United States Department of Transportation (DOT). To be in compliance, SPI 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 Plan (LAP) under the Limited English Proficiency (LEP) provisions. These provisions require recipients of federal financial assistance to take reasonable steps to ensure access to the information and services provided by the agency.

Limited English Proficiency (LEP) Individuals

LEP individuals are those who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English as a result of their national origin. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

SPI's LEP Plan ensures information and services are accessible to individuals by providing guidance on translation and interpretation for LEP individuals seeking access to SPI's services and programs.

Language Assistance Plan (LAP) Overview

The purpose of a LAP is to address the identified needs of the LEP populations served by SPI. SPI is committed to making its services, programs, and activities available to everyone regardless of language barriers. Therefore, the LAP includes the following elements: Identification of LEP persons, Language Assistance Measures, Providing Notice to LEP Persons, Compliant Procedure, Staff Training and Monitoring, and Updating the Plan.

SPI used the DOT's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP)* as a resource to prepare this LAP. SPI will periodically review and update this LAP in order to continue providing users equal opportunity and access to services and needs as well as remain compliant with Title VI of the Civil Rights Act of 1964.

Identification of LEP Individuals

The identification of LEP individuals is a factor of the DOT's recommended analysis under the LEP plan. This will illustrate the number of proportion of LEP individuals eligible to be served or likely to be encountered by a program, activity, or service at SPI.

To better determine the local demographics, the 2020 US Census Report was referenced which demonstrated that out of 96,343 persons within the Sangamon County area, 8,835 or 4.5% speak a language other than English at home.

The demographic distribution under this category cited that 95.5% of the total population in Sangamon County speaks "English only at home" indicating that the primary language for this area is English. The following provides a breakdown of the "other languages spoken" other than English in the Sangamon County area:

1.6%	Spanish or Spanish Creole
1.5%	Other Indo-European languages
1.1%	Asian and Pacific Island languages
0.3%	Other languages

This information provides a framework to help establish the Language Assistance Measures needed to ensure LEP persons that come into contact with SPI have equal access and opportunities to its services, programs, and activities without regard to language barriers or national origin.

Language Assistance Measures

The following resources may be available to accommodate LEP individuals:

1. Oral Interpretation

Informal Interpreters – When available and appropriate to the situation at hand, SPI may provide bilingual staff within a reasonable time period to communicate with LEP individuals in the native languages and assist them in answering questions regarding services, programs, and activities. Based on the population demographics of Sangamon County, Spanish is the most frequent non-English language spoken by individuals most likely encountered at SPI, although the number of encounters is low.

If free language assistance services offered are rejected by the LEP person, the LEP person will be allowed to use an interpreter of their choosing, such as family members, children, or friends.

2. Language Translate Services

Employees may utilize translation services provided through cellular phone applications. Many languages are offered for translation through these applications.

3. Universal Signage

Universal signage and symbols are displayed throughout the passenger terminal and airport. Some of these signs include parking, taxi/limo/shuttle, restrooms/handicapped, restaurant, gift shop, elevators, no entry, counters, rental cars, baggage claim, and others.

Providing Notice to LEP Individuals

SPI will display the U.S. Department of Transportation, Federal Aviation Administration Unlawful Discrimination poster in main public areas throughout the terminal to ensure LEP individuals as well as the general public are informed that discrimination based on race, color, national origin, sex, creed, or disability is prohibited at SPI. This notification also includes the Title VI Coordinator contact information.

SPI is committed to use the latest technological advances in providing translation services.

Staff Notification and Training

The LAP will be made available to all SAA airport department supervisors and staff. The following training will be provided to airport employees receiving an airport security badge:

- Information on the Title VI Policy and LAP procedures
- Description of language assistance services offered to the public
- Documentation of language assistance requests

Monitoring and Updating the LAP

SPI will review the LAP on an annual basis to ensure existing services are sufficient to meet the needs of LEP customers and comply under the provisions of Title VI Civil Rights Act of 1964. However, on an as needed basis, SPI has the authority to make revisions and/or updates to the LAP in response to complaints or changes in the LEP community. The LAP will be posted on the airport website.

For more information on SPI's LEP program, contact:

Deputy Executive Director
Springfield Airport Authority
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Acknowledgement Form

I certify that I have received a copy of Springfield Airport Authority's Language Assistance Plan for Limited English Proficiency Individuals.

Employee's Signature

Date

Employee's Name (Print)