



# Juneau International Airport (JNU) Limited English Proficiency (LEP) Plan

## ABOUT THE AIRPORT

Juneau is the Capital of Alaska, located in the Panhandle of Southeast Alaska, 900 air miles north of Seattle and 600 air miles southeast of Anchorage. The current population of Juneau is 32,094 (2017). The economy is based on government, tourism, mining, and fishing. Despite being on the mainland, there are no roads in/out of Juneau. Juneau is only accessible by water or air due to mountainous terrain and the Pacific Ocean.

Juneau International Airport (JNU) is at an elevation of approximately 25 feet. As of 2017, JNU enplanements were a little over 422,000 passengers. JNU is an FAA Part 139 certificated airport with commercial air service (consisting of fixed wing and helicopter) and general aviation. Military aircraft, as well as non-based air carriers, use JNU as a fueling port or 24/7 diversion airport between Alaska and the lower 48 states (for emergencies).

JNU airport has a single 8,857 foot runway with a full-length parallel taxiway, a 4,600 foot seaplane base, and helicopter corridors north of the main runway. JNU has a single main terminal for commercial aviation services, as well as ancillary ground services (car rental, gift shop, restaurant/bar).

JNU's economic impact plan may be found at: <https://3tb2gc2mxxpvu3uwt0l20tbhq-wpengine.netdna-ssl.com/wp-content/uploads/2018/04/FINALEconomicImpactofJNUAirport.pdf>

## PURPOSE OF PLAN

The purpose of this plan is to take reasonable steps to provide meaningful access to Limited English Proficiency (LEP) persons seeking to use JNU and to further JNU 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**. This plan is developed in accordance with Federal Regulations: Executive Order 13166 "Improving Access to Service for Persons with Limited English Proficiency", dated August 11, 2000; and Federal Register, Volume 70, No. 239, "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons".

The Juneau International Airport (JNU) 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. JNU, in coordination with their air carriers and concessionaire 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. 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 Individual: a person who does not speak English as their primary language and has 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: oral and written language services needed to assist LEP persons to communicate effectively with staff, and to provide LEP persons with meaningful access to airport sponsor programs or activities.
- Meaningful Access: language assistance that results in accurate, timely and effective communication at no cost to the LEP person.
- Interpretation: the act of listening to something in one language and orally translating it to another language.
- Translation: the replacement of written text from one language into an equivalent written text in another language.

## ANALYSIS

The following four factors are considered in assessing JNU's obligation to provide LEP services:

1) Number/proportion of LEP persons in JNU area.

According to US Census American Community Survey 2013-2017, English is spoken by 88% of the JNU service area; followed by 5.4% Asian/Pacific Islander, 3.3% Spanish, 2.2% Indo-European, and 1.1% other.

2) Frequency with which LEP persons come in contact with the program.

JNU handles very few calls or in-person contact with public requiring LEP services. Air carriers would have the most need, if any, for LEP services. Current communication efforts are meeting the public's needs.

3) Importance of the service provided by the airport sponsor.

JNU employees, passengers, and other users range from passenger travel/services to emergency response. JNU is confident that it can adapt to the specific needs of an LEP person.

4) Resources available to JNU and costs.

JNU staff, as well as air carrier staff, is able to translate for many of LEP persons specific to the JNU service area. JNU will also use **Google Translate**, a website based translation service for both written and oral:

<https://translate.google.com/#view=home&op=translate&sl=auto&tl=es&text=where%20is%20downtown>

## SUMMARY OF LANGUAGE ASSISTANCE EFFORTS AND STAFF TRAINING

According to US Census American Community Survey 2013-2017, only 4.1% of the JNU area population stated that they did not speak English 'very well'. While this is a small percentage of the population, JNU recognizes that an LEP services program is important to maintain and assess for changes to population percentages. JNU will share the LEP services program with its staff so that they are aware of the need and assistance for LEP persons and where to direct them. JNU will also coordinate with its tenants to see what needs their public may have as well as the resources available with each tenant.

### ONGOING EFFORTS TO IDENTIFY AND ADDRESS LEP POPULATIONS

As part of the ongoing commitment with LEP persons, JNU will maintain the current LEP services and outreach. JNU will update census data as it becomes available and adjust the program as necessary. JNU will continue to evaluate resources available for communication with LEP persons.

### MONITORING AND UPDATING PLAN

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

- Review the LEP Plan triennially, making adjustments, as needed;
- Review demographic changes in the area that have the potential to affect LEP services required;
- Review any LEP-related complaints regularly and develop programs to mitigate them;
- Post the LEP Plan on the JNU website.

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

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