

# *Annual LAO Compliance Report for FY 2019-2020*

## *San Francisco International Airport (AIR)*

### **SUMMARY OF COMPLIANCE CHANGES**

#### **1.FY 2019-2020**

1. Please provide a summary of all language access changes in your Department since FY 2019-2020.

#### **SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS**

A.Explain changes in strategies and procedures, and indicate whether these changes have improved the Departments language access services from the previous year.

<b>Description of Change</b>	<b>Improved Language Access Services?</b>
SFO has published a dedicated page for COVID-19 information on its public website and continues to update with current information. This page is translated in Chinese, Filipino, and Spanish.	Yes
SFO continues to enhance Chinese language website to provide easy access to frequently requested information. SFO's public website is available in multiple languages (Spanish, German, Japanese, France, Chinese, Italian, Korean).	Yes
SFO continues to utilize multilingual signage in Chinese, Japanese, Korean, and Spanish in our Federal Immigration and Customs area.	Yes
SFO has posted updated Title VI non-discrimination complaint procedures and complaint instructions at all 15 public informational desks.	Yes

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

<b>Barriers</b>	<b>Proposed Solutions</b>
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None	

## II. DEPARTMENTAL GOALS

### 2.Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

The Airport continues to utilize Language Line Services, certified bilingual employees, multilingual or bilingual volunteers, and contract vendors to provide language services to LEP Clients.

### 3.Goals for Fiscal Year 2020-2021

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2020-2021 (bullet points).

- In pursuit of SFO's Racial Equity goals, SFO will endeavor to make language assistance for affected clients more easily accessed.
- SFO will ensure that all Information Desks at Departure Level have dual telephone handsets for Language Line translation services.
- SFO plans to install first kiosk prototypes that will connect users to language interpretation via video.
- SFO will continue to provide interpreters at the Immigration or Customs Facility and promote the adoption of enhanced foreign language signage.
- SFO will continue to ensure customs forms are available in variety of languages (Spanish, German, Russian, Vietnamese, Traditional and Simplified Chinese).
- SFO website is translated in foreign languages (Spanish, German, Japanese, French, Chinese, Italian, Korean, and Portuguese).
- SFO will continue to require volunteers and contract vendors to wear language pins to identify foreign language spoken.

## III.CLIENT INFORMATION

### 4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

Yes

## 5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2019-2020?

*See OCEIA Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

- a. ☒ Intake      b. ☐ Annual Survey      c. ☐ Number of telephonic interpretation requests

Description (Optional)

Intake Data was collected from all Information Desks at Arrivals Levels at San Francisco International Airport.

## 6. Number of LEP Persons who Used Department's Services During FY 2019-2020

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2019-2020:

*See Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

TOTAL CLIENTS (#)	LEP CLIENTS (#)	LEP CLIENTS BY LANGUAGE (#) ?						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
20,215,547	13,035	1,810	1,486	5,615	0	3,684	15	425 Other

Key: CAN = Cantonese

FIL = Filipino (Tagalog)

MDRN = Mandarin

RUS = Russian

SPN = Spanish

VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
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Dutch	46
French	164
German	169
Indonesian	9
Italian	35
Japanese	1
Portuguese	1

b. If you used information from the Intake process (if you checked "a" in #5 above) , please provide a breakdown of the number of LEP persons served at each Covered Department Facility.

LEP CLIENTS BY COVERED DEPARTMENT FACILITY										
Facility Name/ Location	Total Clients Served at Facility (#)	LEP Clients (#)	% LEP	LEP Clients Served at the Facility by Language(#)						
				CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)
San Francisco International Airport - Information Desks at Arrivals Level	2,165,739	13,035	0.61%	1,810	1,486	5,615	0	3,684	15	425 (Dutch, French, German, Indonesian, Italian, Japanese, Portuguese

#### IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2019-2020

### 7. Translated Written Materials

a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, etc.) have been translated into each of the following languages.


*See Guidance, Section II (a)*

Language	Total Materials	CHN	FIL	RUS	SPN	VIET	Other #1 (specify)	Description
All								French, Italian, Polish, Arabic,

Translated Materials	44	8	5	3	7	3	18	Dutch German, Portuguese, Farsi, Hebrew, Korean, Punjabi
Number of Vital Documents	44	8	5	3	7	3	18	French, Italian, Polish, Arabic, Dutch German, Portuguese, Farsi, Hebrew, Korean, Punjabi

b) Please list all of the Department's written materials(e.g. applications, forms, notices of rights, program material, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

*See Guidance, Section II (a)*

Please upload your Translated Materials Log as an Excel file	Your file is uploaded  <a href="#">Download Blank Excel Template</a>
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## 8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2019-2020 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

*See Guidance, Section II (b)*

What telephonic interpretation services were used?	Total Call Volume (LEP Clients)	Total Call Volume by Language							
		CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
Language Line	566	14	1	66	17	329	9	130	ARABIC, BURMESE, FARSI, FRENCH, GEORGIAN, GERMAN, HAITIAN CREOLE, HEBREW, HINDI, HMONG, ITALIAN, JAPANESE, KOREAN, LITHUANIAN, POLISH, PORTUGUESE, Portuguese Br., PUNJABI,

									TAMIL THAI, TURKISH, URDU
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	

## 9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2019-2020(July 1 through June 30)? Please include information on the number of times in-person interpretation was provided in each language .

*See Guidance, Section II (c)*

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
13,035	1,810	1,486	5,615	0	3,684	15	425	Dutch, French, German, Indonesian, Italian, Japanese, Portuguese

Description (Optional)

## 10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2019-2020? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

*See Guidance, Section II (d)*

Number of Interpreted hearings/meetings	0
Total Number of LEP Attendees	
Interpretation provided by	<input type="checkbox"/> Vendors <input type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in	<input type="checkbox"/> Cantonese

(languages)

☐ Filipino

☐ Mandarin

☐ Russian

☐ Spanish

☐ Vietnamese

☐ Other

# V.MULTILINGUAL STAFFING AND TRAINING

## 11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

See Guidance, Section III (a)


	Total Number	Number or Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	9	2	0	2	0	5	0	1
Total Multilingual Public Contact Employee	220	54	50	42	2	25	6	98
All Public Contact	229							

Description (Optional)

Please provide a roster of your department's Multilingual Employees (excluding those employees who are self-designated as competent in a language other than English). Use additional pages as needed. See Roster of Multilingual Employees from OCEIA.

ROSTER OF MULTILINGUAL EMPLOYEES				
				DHR

Name	Title	Office Location	Languages (other than English)	Certified? (Y/N)

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  <a href="#">Download Blank Excel Template</a>
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b) Assess the number of additional multilingual employees needed in FY 2019-2020 and beyond to meet the requirements of the Language Access Ordinance.

*See Guidance, Section III (b)*

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
Yes	

If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

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## 12. Employee Development and Training

*See Guidance, Section III (c)*

a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?

<input checked="" type="checkbox"/>	DHR multilingual certification
<input type="checkbox"/>	External certification process
<input type="checkbox"/>	Other method (describe):
<input type="checkbox"/>	Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills



**b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?**

Yes


Airport's Customer Care conducts a quarterly meetings and training to include a refresher on how to use Language Line Telephone Services.

## **VI. LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS**

### **13. Language Access Policies**

Please provide a brief summary of your department's procedures for providing services to LEP persons, using the boxes below.

#### **LANGUAGE ACCESS POLICIES AND PROTOCOLS**

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the policy.	The Language Line is used at the Information Desks to provide interpretation services to our LEP clients. Instructions on the use of Language Line and its interpretation services are available at the Information Desks and the Communication Center. Once interpretation is provided, the Communication Center will dispatch Fire or Police if needed.
c) Please upload your department's full Language Access Policy.	Your file is uploaded 
d) Does your department work with clients in crisis or emergency situations ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	other
e) Does your department have a protocol for serving LEP persons in crisis or emergency situations?	Yes
If yes, please provide a brief summary of your Department's protocol for serving LEP	When LEP families are separated, interpretation is provided at the Information Desks by Language Line, multilingual or bilingual volunteers, Airline personnel, and Police personnel are called to render assistance in locating the missing family and reuniting the family.

persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.

If emergency situations arise, employees are trained to call 911 from Airport courtesy phones or their personal cellular phones which Communications Center will then dispatch Fire, Police, or Paramedics if necessary. Instructions are provided on how to use the Language Line.

## 14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

CONTENT OF RECORDED MESSAGE	LANGUAGE (Mark all boxes that apply)							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)	
Office Hours and Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information about Programs and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

*See Guidance, Section IV (a)*

Excellent

**Please explain.**

The Airport's Communications Center is the Public Safety Answering Point for all 9-1-1 calls placed from all Airport telephones (courtesy and standard business telephones) open 24 hours, 7 days a week. The daily operation of the Communication Center includes routine and emergency dispatching of police, fire and medical personnel to any incident requiring emergency response. It is an integral part of the San Francisco Police Department (Airport Bureau), San Francisco Fire Department (Airport Division), Airfield Operations, the Maintenance Department, and the Security Operations Center. The Communications Center is also

responsible for answering courtesy telephone, responding to general information calls, and operating the paging system heard throughout the Airport. If interpretation services are needed at the time of the call, the operator may employ the use of Language Line services to provide assistance to the caller.

## 15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

Translation or interpretation services are provided as needed by certified bilingual employees, multilingual or bilingual volunteer staff, or the use of an approved City vendor to provide assistance with LEP persons.

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

*See Guidance, Section IV (b)*

Excellent

**Please explain.**

Translation or interpretation services are provided as needed by certified bilingual employees, multilingual or bilingual volunteer staff, or the use of an approved City vendor to provide assistance with LEP persons.

## 16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

Translation or interpretation services are provided as needed by certified bilingual employees, multilingual or bilingual volunteer staff, or the use of an approved City vendor to provide assistance with LEP persons.

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

*See Guidance, Section IV (c)*

Excellent

**Please explain.**

Translation or interpretation services are provided as needed by certified bilingual employees, multilingual or bilingual volunteer staff, or the use of an approved City vendor to provide assistance with LEP persons.

## 17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that this notices is printed in.

Public notice posted informing LEP persons of their right to request language access in the following languages:

<input checked="" type="checkbox"/>	Filipino
<input checked="" type="checkbox"/>	Chinese
<input checked="" type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input checked="" type="checkbox"/>	Vietnamese
<input checked="" type="checkbox"/>	Other Ahmaric, German, Hindi, Korean, Portuguese, Tigrinya, Arabic, Haitian, Creole, Italian, Armenian, French, Hebrew, Japanese, Polish, and Urdu.

b) Assess the quality of your department's public notices of availability of language access services.

*See Guidance, Section IV (d)*

Excellent
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**Please explain.**

A letter sized poster is place at the Information Desks stating that interpretation services are available at no cost and lists all of the languages noted above. Guest Services Ambassadors at the Information Desks – Arrivals Level and International Arrivals at Customs Facility and Volunteers at Information Desks – Departure Level wear language pins to indicate the languages they speak.
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## VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

### 18. Language Services Expenditures in FY 2019-2020

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

*See Guidance, Section V (a)*

Language Access Services	FY 2019-2020 Actual Expenses
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1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$5,460.00
2. Telephonic interpretation services provided by vendors.	\$4,925.26
3. Document translation services provided by vendors.	\$21,313.00
4. On-site language interpretation services provided by vendors.	\$0.00
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	\$0.00
6. Total Language Services Budget (add columns 1-5)	\$31,698.26

## 18 b. Department's Total Operating Budget

\$1,299,636,146.00

## 19. Projected Language Services Budget in FY 2020-2021

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2020-2021 ?

*See Guidance, Section V (b)*

TOTAL	25000
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Description (Optional)