

# Columbus Regional Airport Authority

## Airport Sponsor Community Participation Plan (CPP)<sup>1</sup>

### 1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected<sup>2</sup> by Columbus Regional Airport Authority (CRAA) projects or operations can be informed and participate and have their input thoughtfully considered in the key stages during airport planning efforts, regardless of their race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the “protected bases”). This plan is provided in accordance with Title VI of the Civil Rights Act of 1964 (Title VI) and related authorities.<sup>3</sup> This plan and associated reports regarding our CPP efforts will be communicated to the public in formats accessible to persons with disabilities and to limited English proficient (LEP) individuals.

The individual(s) primarily responsible for implementing the CRAA CPP is:

Responsible Official	Title, Office, and Responsibilities
1. Suzanne Bell	Sr. Attorney, Legal Services, ADA/Title VI Coordinator

Responsible officials’ contact information is shared with the public through the following methods:

#### Website, In-person, and Other Communication Methods

1. FlyColumbus.com
2. In-person, as appropriate
3. FlyColumbus email newsletter
4. Social media (Facebook, Twitter/X, LinkedIn, Instagram, TikTok)
5. Advertising and Media Relations (press releases, media events, interviews)

In addition, CRAA will ensure that members of the public are advised of our nondiscrimination obligations. This includes how to file discrimination complaints with CRAA and the FAA. We will also conspicuously display the FAA-provided Unlawful Discrimination Posters at airport facilities. See Notice section of CRAA’s Title VI Plan.

---

<sup>1</sup> See DOT Order 1000.12C, “The U.S. Department of Transportation (DOT) Title VI Program,” Ch. 2, Sec. 4. (Jun. 11, 2021). <https://www.transportation.gov/sites/dot.gov/files/2021-08/Final-for-OST-C-210312-002-signed.pdf>

<sup>2</sup> Within this CPP, the term “affected” also means *served*, in addition to *positively or negatively impacted*.

<sup>3</sup> Related authorities include the Age Discrimination Act of 1975; Sec. 520 of the Airport and Airway Improvement Act of 1982; and the Civil Rights Restoration Act of 1987.

CRAA also makes this CPP available through the following methods when engaging members of the public concerning planning efforts:

**Website, In-person, and Other Distribution Methods**

1. FlyColumbus.com
2. Upon in-person request
3. Public records request to PublicRecords@ColumbusAirports.com

**2. Goals and Objectives**

This CPP applies to all airport planning and decision-making efforts, whether or not directly supported by Federal assistance. This includes surveys, public meetings (e.g., airport commission meetings), and hearings, not only meetings for a project requiring an environmental impact statement (EIS) or environmental assessment (EA).

CRAA’s planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

**Planning Processes**

1. Environmental impact of demolition of 2 hangars
2. Environmental impact of release of property for non-aeronautical development
3. Construction of new terminal building, garage and enabling projects

CRAA seeks public input for the above processes through the following methods:

<b>Public Input Methods</b>	<b>Planning Process(es) that use each Method</b>
A. Community meetings	#1, 3
B. Request for input via email and/or website	#1, 3
C. Neighborhood Council updates	#1, 3
D. Board of Directors updates and agenda items	#1, 2, 3
E. City and County Permitting Process	#1, 2, 3

### **3. Identification of and Focused Outreach to Affected Communities**

See Community Statistics section of CRAA’s Title VI Plan, for detailed discussion of Affected Communities.

The specific steps CRAA will take to communicate with, inform, educate, consult, or solicit input from, and expand opportunities for engagement with each Affected Community,<sup>4</sup> are provided below.

---

<sup>4</sup> “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

<b>Affected Community</b>	<b>Key Community Reps. (CBOs, leaders, etc.)</b>	<b>Focused Outreach Steps</b>
i. Columbus, Ohio (Franklin County)	Community and business groups, schools, regional commissions	a. Member of community groups including the Columbus Chamber of Commerce, the Pickaway Chamber of Commerce, The Columbus Partnership, Experience Columbus, the Columbus Metropolitan Club b. Member and/or presenter at the Tri-Village Rotary, Worthington Rotary, Upper Arlington Rotary, Women in Transportation (WTS), Mid-Ohio Regional Planning Commission, and the Central Ohio Transit Authority c. Host three interns from the Cristo Rey Columbus High School; host interns through the BrideEd/High School Tech Internship program with the Educational Service Center of Central Ohio; annually host the Buckeye Tigers’ summer Columbus Ohio OBAP (Organization of Black Aerospace Professionals) A.C.E. (Aerospace Career Education) Academy; had the Hilltonia Middle School; Whitehall-Yearling High School and Linden-McKinley STEM Academy perform at the CMH terminal
ii. Columbus, Ohio (43219 Zip Code)	Community and business groups	a. CRAA and its construction manager at risk for the new terminal project, Hensel Phelps hosted a business outreach event for the project at LYFE Kitchen and Kocktails b. CMH is the host location for the annual John Glenn International Runway 5K Run & Walk, with proceeds benefiting Honor Flight Columbus
iii. Columbus, Ohio (43224 Zip Code)	Community and business groups	a. Attend/sponsor/participate in events as appropriate
iv. Gahanna, Ohio (43230 Zip Code)	Community and business groups	a. Held a meeting with the Mayor of Gahanna and her economic development team to discuss mutual interests
v. Whitehall, Ohio (43213 Zip Code)	Community and business groups	a. Held a meeting with the new Whitehall Mayor and his leadership team to discuss mutual interests

vi. Bexley, Ohio (43209 Zip Code)	Community and business groups	a. Connect with the Mayor of Bexley and other community leaders regularly at the monthly Mid-Ohio Regional Planning Commission meetings b. Hosted Bexley artist, Anna Sokol for a live art demo at CMH and hosted her artwork for two months in the Gateway to the Arts
vii. Columbus, Ohio (43211 Zip Code)	Community and business groups	a. Hosted the Linden-McKinley STEM Academy at CMH to perform in the ticketing lobby b. Staff regularly volunteer at NNEMAP Food Pantry and take up food collections throughout the year
viii. Columbus, Ohio (43201 Zip Code)	Community and business groups	a. Partner with 934 Gallery to exhibit rotating work of local artists at the CMH terminal at “934 at CMH” a travel-sized art gallery
ix. Columbus, Ohio (43205 Zip Code)	Community and business groups	a. Met with leaders of the Near East Side Area Commission to discuss their thoughts and concerns around CMH b. CRAA employees participate annually in the African American Male Wellness Agency’s 5K Walk and Run at Livingston Park
x. Columbus, Ohio (43203 Zip Code)	Community and business groups	a. CRAA staff have attended community events at the Lincoln Theater, including the Mayor’s 2024 State of the City Address b. CRAA partners with the Columbus Urban League, including to host a business outreach event for the New Terminal Project

## **4. Effective Communication**

CRAA will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including materials in accessible formats for persons with disabilities and in languages other than English. See Limited English Proficiency (LEP) section of CRAA’s Title VI Plan.

## **5. Communication Platforms**

Diverse communication platforms will be utilized to effectively reach the broadest audience. We will use the following platforms to communicate project details, our nondiscrimination obligations, and contact information for the public to share project or operational feedback with our office and the FAA.

### **Social Media, Monitors, and Other Communication Platforms**

1. FlyColumbus.com
2. Social media platforms, as applicable
3. Hosting/Participating in community events
4. Advertising display boards; flight information display system boards, where applicable

## **6. Records**

This section includes the procedures CRAA will follow to document of our outreach efforts. Records for steps taken to provide outreach to Affected Communities will be maintained in the following locations:

### **Website, In-person, and Other Storage Methods**

1. Offices of Communications and Public Affairs; Executive Office; Planning Office
2. FlyColumbus.com, as applicable

Records will be kept for community input. The records will document how CRAA considered, weighed, and incorporated input received. The records will include justifications for any decisions contrary to community feedback. The records will be stored in the following locations:

### **Website, In-person, and Other Storage Methods**

1. Offices of Communications and Public Affairs; Executive Office; Planning Office
2. FlyColumbus.com, as applicable

Records for demographics of participants will also be kept. Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership.<sup>5</sup> Demographic information will be requested by the following methods:

**Demographic Information Collection Methods**

1. Voluntary disclosure by attendees on sign-in sheets
2. Event registration process, whenever applicable

CPP records will be made available to the public using the same methods for other information outlined within this plan.

**7. Reporting Outcomes**

**Within 30 days of the end of each fiscal year (FY), CRAA will create a CPP Report for that current FY. The report will summarize efforts taken under this CPP in a narrative statement describing:**

1. The specific steps taken to produce meaningful engagement with Affected Communities that FY,
2. The results of those efforts for that FY, and
3. How the Affected Communities’ comments and views are or will be incorporated into the decision-making process.

The CPP Reports will be included with CRAA’s Title VI Plan. If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.

---

<sup>5</sup> This information is solicited to demonstrate compliance with Title VI and related requirements. See 49 CFR § 21.9(b); 49 U.S.C. § 47123; 28 CFR § 42.406; and FAA Order 1400.11.

## Appendix 1

Title VI regulation require Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, CRAA will be able to identify, understand, and engage with communities. In doing so, CRAA needs to know about communities eligible to be served, actually or potentially affected, benefited, or burdened by CRAA’s airport program.

Affected Communities <sup>6</sup>	Population
Columbus, Ohio (Franklin County)	1,293,222
Columbus, Ohio (43219 Zip Code)	31,310
Columbus, Ohio (43224 Zip Code)	44,674
Gahanna, Ohio (43230 Zip Code)	58,508
Whitehall, Ohio (43213 Zip Code)	35,769
Bexley, Ohio (43209 Zip Code)	27,460
Columbus, Ohio (43211 Zip Code)	22,377
Columbus, Ohio (43201 Zip Code)	31,544
Columbus, Ohio (43205 Zip Code)	12,120
Columbus, Ohio (43203 Zip Code)	9,059

(Hereafter, the above communities will be referred to collectively as “the Affected Communities”).

---

<sup>6</sup> “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.



We have identified the following facts about the Affected Communities:

Low Income Communities<sup>7</sup>.

A low-income area is an identifiable group of persons living in geographic proximity, whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” CRAA is collecting information about affected and potentially affected low-income communities. According to According to 2020 U.S. Census Report, S1701: Poverty Status in the Past 12 Months, the overall poverty level for Franklin County is approximately 15.1 %. The poverty rate remains similar, compared with the rest of the state of Ohio. According to the U.S Census Report, S1701 Poverty Status in the Past 12 Months, the overall poverty level for the state of Ohio is approximately 13.4%. The poverty rates for the specific Affected Communities are as follows.

<b>Affected Communities</b>	<b>Poverty Rate</b>
Columbus, Ohio (Franklin County)	15.1%
Columbus, Ohio (43219 Zip Code)	29.0%
Columbus, Ohio (43224 Zip Code)	24.7%
Gahanna, Ohio (43230 Zip Code)	6.5%
Whitehall, Ohio (43213 Zip Code)	18.9%
Bexley, Ohio (43209 Zip Code)	9.2%
Columbus, Ohio (43211 Zip Code)	37.6%
Columbus, Ohio (43201 Zip Code)	42.2%
Columbus, Ohio (43205 Zip Code)	30.4%

---

<sup>7</sup> Low-income data must be collected to assist in our compliance with Environmental Justice requirements (not Title VI requirements). For example, this data will be utilized in our Community Participation Plan (CPP) to help ensure the meaningful involvement of low income communities in airport programs and activities.

Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify racial and ethnic communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows<sup>8</sup>:

**Affected Community: Columbus, Ohio (Franklin County)  
Total Affected Community Population: 1,293,222**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	768,641	59.4%
Black or African American	286,608	22.2%
American Indian or Alaska Native	N	N
Asian	72,011	5.6%
Native Hawaiian or Other Pacific Islander	N	N
Hispanic or Latino	82,787	6.4%
More than one	120,693	9.3%

**Affected Community: Columbus, Ohio (Zip Code 43219)  
Total Affected Community Population: 31,310**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	5,811	8.6%
Black or African American	21,292	68.0%
American Indian or Alaska Native	11	0.0%
Asian	1,268	4.0%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	2,069	6.6%
More than one	1,938	6.2%
Some other race alone	990	3.2%

<sup>8</sup> Recommend using demographic groups from the U.S. Census.

**Affected Community: Columbus, Ohio (43224 Zip Code)**

**Total Affected Community Population: 44,674**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	19,588	43.8%
Black or African American	18,595	41.6%
American Indian or Alaska Native	175	0.4%
Asian	1,911	4.3%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	3,603	8.7%
More than one	2,739	6.1%
Some other race alone	1,666	3.7%

**Affected Community: Gahanna, Ohio (43230 Zip Code)**

**Total Affected Community Population: 58,508**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	39,746	67.9%
Black or African American	11,201	19.1%
American Indian or Alaska Native	22	0.0%
Asian	3,075	5.3%
Native Hawaiian or Other Pacific Islander	14	0.0%
Hispanic or Latino	2,110	3.6%
More than one	2,759	4.7%
Some other race alone	1,691	2.9%

**Affected Community: Whitehall, Ohio (43213 Zip Code)**

**Total Affected Community Population: 35,769**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	14,482	40.5%
Black or African American	16,556	46.3%
American Indian or Alaska Native	125	0.4%
Asian	673	1.9%
Native Hawaiian or Other Pacific Islander	6	0.0%
Hispanic or Latino	3,366	9.4%
More than one	2,105	5.9%
Some other race alone	1,822	5.1%

**Affected Community: Bexley, Ohio (43209 Zip Code)**

**Total Affected Community Population: 27,460**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	18,362	66.9%
Black or African American	6,852	25.1%
American Indian or Alaska Native	39	0.1%
Asian	557	2.0%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	1,227	4.5%
More than one	1,454	5.3%
Some other race alone	196	0.7%

**Affected Community: Columbus, Ohio (43211 Zip Code)**

**Total Affected Community Population: 22,377**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	5,947	26.6%
Black or African American	14,018	62.6%
American Indian or Alaska Native	157	0.7%
Asian	158	0.7%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	1,588	7.1%
More than one	1,339	6.0%
Some other race alone	758	3.4%

**Affected Community: Columbus, Ohio (43201 Zip Code)**

**Total Affected Community Population: 31,544**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	22,168	70.3%
Black or African American	4,715	14.9%
American Indian or Alaska Native	22	0.1%
Asian	2,269	7.2%
Native Hawaiian or Other Pacific Islander	9	0.0%
Hispanic or Latino	1,651	5.2%
More than one	1,829	5.8%
Some other race alone	532	1.7%

**Affected Community: Columbus, Ohio (43205 Zip Code)**

**Total Affected Community Population: 12,120**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	5,323	43.9%
Black or African American	5,849	48.3%
American Indian or Alaska Native	20	0.2%
Asian	103	0.9%
Native Hawaiian or Other Pacific Islander	0	N/A
Hispanic or Latino	274	2.3%
More than one	648	5.3%
Some other race alone	177	1.5%

**Affected Community: Columbus, Ohio (43203 Zip Code)**

**Total Affected Community Population: 9,059**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	2,433	26.9%
Black or African American	5,734	63.3%
American Indian or Alaska Native	0	N/A
Asian	72	0.8%
Native Hawaiian or Other Pacific Islander	52	0.6%
Hispanic or Latino	295	3.3%
More than one	685	7.6%
Some other race alone	83	0.9%

Limited English Proficiency (LEP).

The goal of all language access planning and implementation is to ensure that CRAA communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages<sup>9</sup> that are spoken in LEP households in the Affected Communities. The data source is from the American Community Survey for Franklin County.

The threshold we have used for identifying the languages with significant LEP populations is the DOT safe harbor threshold, which is 5% or 1,000, whichever is less.<sup>10</sup> The safe harbor for our community is 1,000. Please refer to the end of this document to find data for all languages in our community.

<b>Languages Spoken by LEP Population that Meet the Safe Harbor Threshold</b>	<b>Number</b>	<b>Margin of Error</b>
Spanish	27,846	±3,124
Amharic, Somali, or other Afro-Asiatic languages	8,857	±1,981
Nepali, Marathi, or other Indic languages	4,736	±1,967
Arabic	4,188	±2,036
Yoruba, Twi, Igbo, or other languages of Western Africa	4,039	±1,652
Chinese (incl. Mandarin, Cantonese)	3,691	±1,258
French	2,859	±1,636
Swahili or other languages of Central, Eastern, and Southern Africa	2,604	±2,774
Vietnamese	2,538	±1,406
Haitian	1,978	±1,235
Portuguese	1,525	±1,340
Urdu	1,474	±785
Other Indo-European languages	1,315	±1,900
Japanese	1,136	±636
Hindi	1,075	±954
Korean	1,063	±711

<sup>9</sup> Recommend using language groups from the U.S. Census and using data for the “Speak English less than ‘very well’” category for each language over the threshold.

<sup>10</sup> See the DOT LEP Policy Guidance at <https://www.federalregister.gov/d/05-23972/p-133>. The safe harbor provisions apply to the translation of written documents only; however, it provides a consistent starting point for identifying significant LEP populations.

Frequency of contact with LEP individuals at the airport and airport-related activities (all languages):

<b>Languages Spoken by LEP Persons</b>	<b>A few times a year (12 or less days a year)</b>	<b>Several times a month (13 to 51 days a year)</b>	<b>At least once a week (52 to 364 days a year)</b>	<b>Every day (365 days a year)</b>
Spanish			X	
Amharic, Somali, or other Afro-Asiatic languages				
Nepali, Marathi, or other Indic languages	X			
Arabic	X			
Yoruba, Twi, Igbo, or other languages of Western Africa	X			
Chinese (incl. Mandarin, Cantonese)	X			
French	X			
Swahili or other languages of Central, Eastern, and Southern Africa	X			
Vietnamese				
Haitian		X		
Portuguese	X			
Urdu				
Other Indo-European languages	X			
Japanese	X			
Hindi	X			
Korean				

Additional languages spoken by significant numbers of LEP persons in the Affected Communities, local schools, emergency service providers, and others, include: The languages listed in the table above are representative of the most predominant languages spoken in the Franklin County area. CRAA regularly monitors data from Language Line to make sure language needs are met.

This information is updated annually<sup>11</sup> through checking the following resources:

Data Sources for Languages Spoken in Affected Community	Website link to Data Source
U.S. Census Bureau	<a href="https://data.census.gov/cedsci/table?q=B16001&amp;tid=ACSDT1Y2019.B16001">https://data.census.gov/cedsci/table?q=B16001&amp;tid=ACSDT1Y2019.B16001</a>

Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

Description of Beneficiary Demographic Information Collection Methods
<ul style="list-style-type: none"> <li>• CRAA’s Airport Customer Experience Office conducts quarterly surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.</li> <li>• CRAA monitors compliance with subcontractor participation goals. CRAA collects demographic information as part of several diversity business partner (DBP) programs, including the Federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs, as well as state and local programs such as Minority Business Enterprise (MBE), Encouraging Diversity, Growth and Equity (EDGE), Veteran Business Enterprise (VBE), Women Business Enterprise and Female Business Enterprise (WBE/FBE), and Small Business Enterprise (SBE).</li> </ul>

Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees and members of planning and advisory boards, through voluntary disclosures.

Description of Employee and Advisory Board Demographic Information Collection Methods
<ul style="list-style-type: none"> <li>• Employees are asked to submit voluntary confidential demographic information at time of hiring.</li> <li>• CRAA regularly reviews the demographics of all Board members.</li> </ul>

---

<sup>11</sup> Data should be kept up-to-date, but this plan does not need to be updated for incremental data changes during the Plan’s 3-year period.



## Appendix 2

In creating a Language Assistance Plan, CRAA will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In Community Statistics section, we identified the following languages spoken by LEP persons in Affected Communities:

<b>Language</b>
Spanish
Amharic, Somali, or other Afro-Asiatic languages
Nepali, Marathi, or other Indic languages
Arabic
Yoruba, Twi, Igbo, or other languages of Western Africa
Chinese (incl. Mandarin, Cantonese)
French
Swahili or other languages of Central, Eastern, and Southern Africa
Vietnamese
Haitian
Portuguese
Urdu
Other Indo-European languages
Japanese
Hindi
Korean

CRAA also collects data for languages spoken by airport guests.<sup>12</sup> Data sources include:

<b>Data Sources for Languages Spoken by Airport Guests</b>	<b>Website link to Data Source</b>
Airport language line usage data	<a href="http://www.language.com">www.language.com</a>
Airline-provided data	N/A
Assumption from flight origin / destination	N/A
Assistance requests to airport information desks	N/A

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests: None

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will

<sup>12</sup> We aim to provide appropriate language assistance services to every LEP person encountered. This includes instances when LEP statistical data for a particular language was not available beforehand, or the safe harbor threshold for written translation was not met.

inform leadership and staff of CRAA of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

**Translation Services:**

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- The following vendors have been identified for written translations:

<b>Translation Vendors</b>	<b>Languages</b>
www.language.com	All above languages

- Information regarding translation services can be obtained at:

<b>Location for Translation Assistance</b>	<b>Languages</b>
CRAA website <sup>13</sup>	Spanish, French, Arabic, Chinese <sup>14</sup>

**Interpretation Services:**

- The following vendors have been identified for interpretation services:

<b>Interpretation Vendors</b>	<b>Languages</b>
Language Line, Inc.	All above languages

- Information regarding interpretation services can be obtained at:

<b>Location for Interpretation Assistance</b>	<b>Languages</b>
Airport Information Desks	All above languages
Airline Ticket Counters	All above languages
Airport Police and Security Personnel	All above languages
Security Screening Checkpoints	All above languages

**Description of Interpretation Assistance Processes**

CRAA contracts with the Language Line, Inc. to provide on-demand telephone interpretation services to airport guests. When a request for an interpreter is received, the following process is used: Staff uses I-Speak cards to identify the language spoken by the airport guest. Staff contacts Language Line, Inc., and “parks” the request in the queue for the appropriate language. Language Line, Inc. operators will coordinate connecting the requesting party to an interpreter for the duration of the call.

<sup>13</sup> Commencing first quarter 2024.

<sup>14</sup> Other languages may be added. Website redesign will not be completed until first quarter 2024.