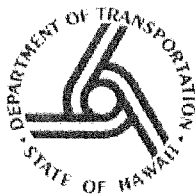
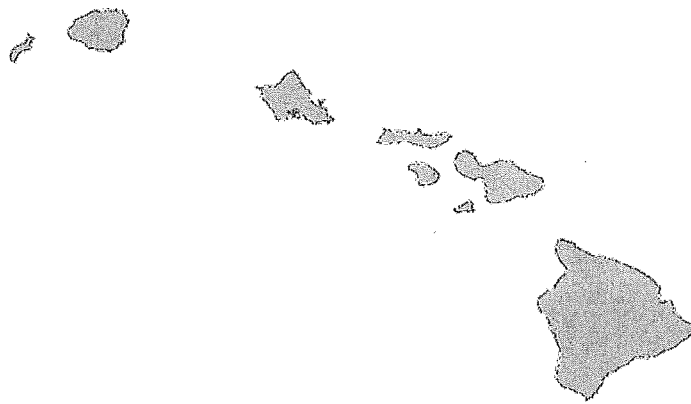


STATE OF HAWAI'I

DEPARTMENT OF TRANSPORTATION

LANGUAGE ACCESS PLAN



Office of Civil Rights
Title VI Program
869 Punchbowl Street, Suite 112
Honolulu, Hawai'i 96813

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Limited English Proficiency

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who identify themselves as having a limited ability to read, write, speak, or understand English.

The diversity of Hawai'i's population continues to grow. Statewide, 26 percent of households speak a language other than English at home.¹

The top languages spoken by Hawai'i's LEP population in descending order include, Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian, Korean, Other Pacific Island Languages (Chuukese, Marshallese, Yapese), Samoan, and Vietnamese.²

Language Access Plan

Language for individuals with LEP can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information.

The Hawai'i Department of Transportation (HDOT) Language Access Plan reinforces HDOT's policy of providing meaningful access to its services, programs and activities for individuals with LEP by providing competent and timely oral language services as well as written translations of vital documents based on the four factor analysis outlined below.

Implementation of HDOT's Language Access Plan will include the following processes:

- ✧ Assessing the need for providing language services and taking reasonable steps to ensure meaningful access to HDOT's services, programs and activities by LEP persons;
- ✧ Providing oral language services in a timely and competent manner.

¹ The American Community Survey 2009-2011 Report,

² Id.

- ✧ Offering written translations of vital documents into the primary language of LEP persons who constitute 5% or 1,000 of the population eligible to be served or likely to be affected or encountered, or notice of the right to receive oral interpretation of vital documents if said population is less than 50.

Authority and Guidance

Federal Law

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) provides that, “no person in the United States shall, on the ground 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.”³

The national origin protected category under Title VI gives the statutory authority for nondiscrimination in the provision of services to individuals with LEP.

EXECUTIVE ORDER 13166.

Presidential Executive Order (EO) 13166, *Improving Access to Services for Persons with Limited English Proficiency*⁴ directs recipients of federal funds to, “examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the [recipient].”

THE UNITED STATES DEPARTMENT OF JUSTICE GUIDANCE TO FEDERAL FINANCIAL ASSISTANCE RECIPIENTS REGARDING TITLE VI PROHIBITION AGAINST NATIONAL ORIGIN DISCRIMINATION AFFECTING LIMITED ENGLISH PROFICIENT PERSONS.

The role of the U.S. DOJ under EO 13166 includes providing LEP guidance to other federal agencies and to ensure consistence among agency specific guidance.⁵

³ 42 U.S.C. §§ 2000d – 2000d-7. Note: the 1987 Civil Rights Restoration Act broadened the coverage of Title VI protections to include all of the recipient’s programs and activities, whether they are federally funded or not.

⁴ 65 Fed. Reg. 50121 (Aug. 16, 2000).

⁵ 67 Fed Reg. 41455 (June 18, 2002).

THE UNITED STATES DEPARTMENT OF TRANSPORTATION POLICY GUIDANCE CONCERNING RECIPIENTS' RESPONSIBILITIES TO LIMITED ENGLISH PROFICIENT PERSONS.

Guidance from the U.S. DOT places high priority on providing LEP persons with meaningful access and advocates a flexible approach in ensuring such access in order to fit the varying needs of its recipients.⁶

State Law

HAWAII REVISED STATUTES (HRS) § 371 LANGUAGE ACCESS (NOW H.B. 2374)

The purpose of H.R.S. § 371 was retained in H.B. 2374, which administratively transferred the Office of Language Access from the Department of Labor and Industrial Relations to the Department of Health. The Office of Language Access was created to affirmatively address, on account of national origin, the language access needs of LEP persons in Hawai'i. In providing the delivery of language accessible services, it is the intent of the Hawai'i legislature that those services be guided by EO 13166 and succeeding provisions of federal law, regulation, or guidance.⁷

Meaningful Access

Guidance from the U.S. DOJ, the U.S. DOT, and Hawai'i State law directs recipients of federal and state funds to take reasonable steps to ensure meaningful access to its services, programs and activities by LEP persons. This flexible and fact dependent standard begins with an assessment that balances the following four factors⁸:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which limited English proficient persons come in contact with the services, programs, or activities;
3. The nature and importance of the services, programs, or activities; and

⁶ 70 Fed. Reg. 74087 (December 14, 2005).

⁷ H.R.S. § 317-31 (2006); H.B. 2374 (2012).

⁸ Considering the totality of the circumstances. See 67 Fed Reg. 41455 (June 18, 2002), 70 Fed. Reg. 74087 (December 14, 2005), H.R.S. § 317-31 (2006).

4. The resources available to the State or covered entity and costs.

The four factor analysis necessarily implicates the “mix” of LEP services required. Two main ways to provide language services are oral interpretation (either in person or via telephone interpretation service), and written translation. Oral interpretation can range from on-site interpreters to telephone interpretation services. Likewise, written translation can range from translation of an entire document to translation of a short description of the document.⁹

The correct mix should be based on what is both necessary and reasonable in light of the four factor analysis. Recipients have substantial flexibility in determining the appropriate mix.¹⁰

Identifying LEP Individuals Who Need Language Assistance

The U.S. DOT provides examples of populations likely to include LEP persons who are served or encountered by DOT recipients. These populations should be considered when planning language services:¹¹

- ✧ Public transportation passengers.
- ✧ Persons who apply for a driver’s license at a state department of motor vehicles.
- ✧ Persons subject to the control of state or local transportation enforcement authorities, including, for example, commercial motor vehicle drivers.
- ✧ Persons served by emergency transportation response programs.¹²
- ✧ Persons living in areas affected or potentially affected by transportation projects.
- ✧ Business owners who apply to participate in DOT’s Disadvantaged Business Enterprise (DBE) program.

⁹ 70 Fed. Reg. 74087 (December 14, 2005).

¹⁰ Id.

¹¹ Id. Note: List not exhaustive.

¹² Disaster and Emergency Response.

Oral Language Services¹³

Procedure for Providing Oral Interpretation Services

Providing LEP persons with oral language assistance at public service counters, when there is telephone contact, or at public meetings is appropriate. Such assistance may take the form of bilingual staff, contracting with a telephone interpreter service, or hiring an outside interpreter.

Multilingual posters shall be posted in public contact places asking LEP persons to identify the language they need (See Attachment "A" for the OLA Multilingual poster to be posted in HDOT offices with public contact).

When interpretation is provided, it should be competent and timely in order to be effective. While quality and accuracy of language services are critical, they are nonetheless part of the appropriate mix of LEP services required.¹⁴

Further, to be timely, language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person.¹⁵

HDOT may make use of voluntary bilingual personnel, telephone interpreter services, and contract interpreters, as may be necessary. The procedure for the provision of oral interpretation services are explained below.

VOLUNTEER BILINGUAL STAFF

HDOT has created a Departmental directory of volunteer bilingual staff in the event language assistance is needed in person at the office location of the volunteer bilingual staff (See Attachment B for the HDOT Bilingual Staff Directory).

¹³ Hawai'i state law found at H.R.S. § 371-33 (d) requires, "[t]o the extent that the State requires additional personnel to provide language services based on the determination set forth in this section, the State shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions."

¹⁴ U.S. DOT guidance provides, at 70 Fed. Reg. 74087 (December 14, 2005). "The quality and accuracy of language services as part of disaster relief programs, or in the provision of emergency supplies and services, for example, must be extraordinarily high, while the quality and accuracy of language services in a bicycle safety course need not meet the same exacting standards."

¹⁵ Id.

TELEPHONE INTERPRETER SERVICE

To supplement the voluntary bilingual staff interpreters, HDOT has contracted and made available Pacific Interpreters telephone interpretation services for use department wide for staff to assist LEP persons. Staff may assist LEP persons needing telephone interpretation by:

1. Placing your LEP caller on hold.
2. Call Pacific Interpreters toll-free number (800) 272-7442 using the conference-calling feature or 3-way calling feature on your telephone.
3. Provide ACCESS CODE 841435. Inform the operator of the language you need, or ask for help in determining the language.

HIRING AN INTERPRETER

There may be instances when HDOT may hire an outside interpreter to provide meaningful language access. The following lists language interpretation and/or translation providers¹⁶

Name	Contact	Service
Bilingual Access Line	808 526-9724 http://www.helpinghandshawaii.org/bilingual_access_line/	Oral Interpretation Written Translation
Pacific Gateway Center	808 851-7010 http://www.pacificgatewaycenter.org/portal/Services/tabid/56/Default.aspx	Oral Interpretation Written Translation
Hawaii State Judiciary (List of Court Interpreters)	808 539-4860 http://www.state.hi.us/jud/pdf/interpreters.pdf	Oral Interpretation
Hawaii Interpreters and Translators Association	www.hawaiiinterpreters.com	Oral Interpretation Written Translation

MULTILINGUAL SIGNAGE ASKING LEP CUSTOMERS TO IDENTIFY THE LANGUAGE THEY NEED

LEP persons have the right to free language assistance in their spoken language. The Hawai'i Office of Language Access (OLA) developed a "If You Need an Interpreter..." poster listing twenty-two (22) languages that are likely to be the primary languages

¹⁶ List not exhaustive. No warranties of provider competency.

spoken by LEP persons in Hawai'i. The intent of the poster is for an LEP person to point to the poster indicating the language they understand. The languages included on the poster are: Burmese, Cambodian, Chamorro, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Kosraen, Lao, Mandarin or Cantonese, Marshallese, Pohnpeian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan (Cebuano), and Yapese.

HDOT offices that have contact with the public may have the OLA's multilingual signage posters prominently placed where LEP persons may indicate which language they understand.

HDOT LIST OF MOST COMMON LANGUAGES ENCOUNTERED

The top languages spoken by Hawai'i's LEP population in descending order include, Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian, Korean, Other Pacific Island Languages (Chuukese, Marshallese, Yapese), Samoan, and Vietnamese.¹⁷

Written Translations of Vital Documents

Procedure for Providing Written Translation Services

The Title VI Specialist will survey Branch Offices to identify departmental information that requires written translation based on the four factor analysis and develop a listing of vital documents for written translation.

Vital documents are, "printed documents that provide important information necessary to participate in services, programs, and activities; and includes but is not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services."¹⁸

When a request for a written translation is received, the HDOT Branch Office receiving the request shall notify and meet with the Title VI Specialist. A decision for translation will be based on 1) whether the document is vital based on the definition in the paragraph above; and 2) the assessment of the four factor analysis discussed above.

¹⁷ The Hawaii Department of Business, Economic Development and Tourism Data 2011 Report, *The Non-English Speaking Population in Hawaii (February 2011)*. <http://hawaii.gov/dbedt/info/census/acs/Report/Data-Report-Non-English-Speaking-Profile-Hawaii.pdf>

¹⁸ H.R.S. § 371-33 (1)(2) (2006).

The Branch Office and the Title VI Specialist shall collaborate to select a competent translator in a timely manner.

SAFE HARBOR¹⁹

After determining which documents are vital, written translations of the vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the populations of persons eligible to be served or likely to be affected or encountered should be provided.

Further, if there are fewer than 50 persons in a language group that reaches the 5% trigger in the above paragraph, written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost will be given.²⁰

Data Collection and Reporting

Data collection provides measurable evidence of the HDOT's performance as it relates to providing meaningful language access to HDOT's programs, services and activities to LEP persons.

HDOT will collect data on services, programs, and activities accessed by the LEP population by developing a form to collect information on 1) what languages LEP persons speak; 2) what services they access from HDOT; and 3) the frequency in which LEP persons use these services (See Attachment C for the HDOT Language Access Reporting Data Collection Form).

HDOT's data collection effort will result in a list of common languages spoken by LEP persons encountered by HDOT staff.

¹⁹ 70 Fed. Reg. 74087 (December 14, 2005). A safe harbor means that if a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient's written translation obligations under Title VI. The safe harbor provisions apply to the translation of written documents only.

²⁰ HDOT to develop.

Language Access Plan Evaluation, Review and Revision

The HDOT's Language Access Plan was approved by the OLA on July 1, 2007. HDOT's Language Access Plan will be evaluated and revised, if needed every two years. The Title VI Specialist is responsible for the evaluation and revision of the Language Access Plan. The Plan was initially revised in 2011. The currently revised HDOT Language Access Plan is hereby being submitted to OLA in January 2013 for approval.

Public Contact Position Staff Training

Staff in public contact positions²¹ will be trained on the department's Language Access Plan. The Title VI Specialist shall be responsible for the training. The primary purpose of the training is to impart the necessary background and understanding to implement the objectives of the Language Access Plan. The training will cover 1) the Language Access Plan; 2) HDOT's language access policy and procedure 3) how to use the data collection form.

Language Access Coordinator

The HDOT Title VI Specialist, Marlene Q. F. Young is the Language Access Coordinator for our department. She may be contacted via email at marlene.q.young@hawaii.gov, by telephone at 808 587-2135, and by messenger at OCR-T.

The Title VI Specialist is responsible for the following²²:

- ✧ Compliance, monitoring and oversight of HDOT's language access responsibilities.

²¹ According to the OLA, Public contact means greeting, meeting, contacting, interfacing with, serving, or providing information or services to the public.

Public contact position means a position in which the primary job responsibilities include greeting, meeting, contacting, interfacing with, serving, or providing information or services to the public in the performance of the duties of that position. These positions require personal contacts with the public, community and civic organizations, or any combinations of this group.

²² See the HDOT Title VI Program Plan (2013).

- ✧ Providing technical assistance and guidance to HDOT's Divisions and Programs.
- ✧ Coordinating the overall implementation of the Language Access Plan.
- ✧ Providing training on the implementation of the Language Access Plan.
- ✧ Reporting LEP statistical information to the OLA.
- ✧ Providing liaison services to the OLA.

Attachments



**Please point here if you need an interpreter
in this language (at no cost to you).**



<u>Hawai‘ian:</u>	E kuhikuhi mai ‘oe i ‘ane‘i ke pono ka mahela‘ōlelo (‘a‘ohe kāki).
<u>日本語 (Japanese):</u>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<u>한국어 (Korean):</u>	통역을 필요로 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯，請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<u>မြန်မာ (Myanmar):</u>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နေ့ကတ်တစ်ကတ်သက်သေရန်လိုအပ်ပါသည်။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅក្រុងនេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<u>ອັກສອນລາວ (Lao):</u>	ກະລຸນາຊີ້ໃສ່ 'ບ' ອັນນີ້ ຖ້າທ່ານຕ້ອງການລາວ ພາສາລາວ (ໂດຍທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elafte kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān fian yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwūn kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
<u>Chamorro:</u>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<u>Pohnpeian:</u>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<u>Kosraean:</u>	Nunak munas srisrngingac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<u>Yapese:</u>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<u>Yapese (Outer Island):</u>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<u>Samoa:</u>	Fa'amolemole tusi lou lima i 'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē tologiina se tupe).
<u>Tongan:</u>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<u>Русский (Russian):</u>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<u>Español (Spanish):</u>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).



Aliiainmoku Hale					
Language(s)	Name	Location	Division	Email	Telephone
Mandarin	Renee Lin	Aliiainmoku	HWY-SF	renee.t.lin@hawaii.gov	587-2199
Mandarin	Emily Hsu	Aliiainmoku	HWY-SF	Emily.Hsu@hawaii.gov	587-4069
Tagalog	David J. Rodriguez	Aliiainmoku	ADMIN	David.J.Rodriguez@hawaii.gov	587-2165
MinNan	Stephanie Tang	Aliiainmoku	ADMIN	stephanie.tang@hawaii.gov	587-2387
Mandarin	Stephanie Tang	Aliiainmoku	ADMIN-	stephanie.tang@hawaii.gov	587-2387
Japanese	Keiichi Nemoto	Aliiainmoku	PPB	Keiichi.Nemoto@hawaii.gov	587-7585
Chinese	Tong Vuong	Aliiainmoku	BUS	tong.t.vuong@hawaii.gov	587-1987
Vietnamese	Tong Vuong	Aliiainmoku	BUS	tong.t.vuong@hawaii.gov	587-1987
Mandarin	Helen Yao	Aliiainmoku	BUS	helen.yao@hawaii.gov	587-2190
Japanese	Don Fukuhara	Aliiainmoku	OCR-DS	don.fukuhara@hawaii.gov	587-6333
Cantonese/Mandarin	Sarah Tang	Aliiainmoku	PER-C	Sarah.Tang@hawaii.gov	587-2147
Cantonese	Lily Chun	Aliiainmoku	CSS	lily.chun@hawaii.gov	587-2873
Tagalog	Napoleon Agraan	Aliiainmoku	HWY-P	napoleon.agraan@hawaii.gov	587-1838
Ilocano	Napoleon Agraan	Aliiainmoku	HWY-P	napoleon.agraan@hawaii.gov	587-1838
Cantonese	Tommy Cheung	Aliiainmoku	PER-C	Tommy.H.Cheung@hawaii.gov	587-2142
Korean	David Hirao	Aliiainmoku	HWY-E	david.hirao@hawaii.gov	587-5383
Japanese	David Hirao	Aliiainmoku	HWY-E	david.hirao@hawaii.gov	587-5383
Cantonese	Kam Kin Sin	Aliiainmoku	HWY-S	kam.kin.sin@hawaii.gov	587-2226
Ilocano	Ferdinand Gervacio	Aliiainmoku	BUS-O	ferdinand.gervacio@hawaii.gov	587-2140
Tagalog	Ferdinand Gervacio	Aliiainmoku	BUS-O	ferdinand.gervacio@hawaii.gov	587-2140
Tagalog/Ilocano	Darrell G. Acob	Aliiainmoku	HWY	darrell.g.acob@hawaii.gov	
Chinese	Richard Wang	Aliiainmoku	HWY-E	richard.wang@hawaii.gov	587-6324
Tagalog	Elma Vea	Aliiainmoku		elma.M78.Vea@hawaii.gov	587-6330
Ilocano	Elma Vea	Aliiainmoku		elma.M78.Vea@hawaii.gov	587-6330

Ilocano	Michelle Langaman	Aliiaimoku	ADMIN	michelle.t.langaman@hawaii.gov	587-2127
Tagalog	Michelle Langaman	Aliiaimoku	ADMIN	michelle.t.langaman@hawaii.gov	587-2127
Hale Awa Ku Moku					
Language(s)	Name	Location	Division	Email	Telephone
Tagalog	Josephine M. Castillo	Hale Awa Ku Moku	HAR-OO	josephine.m.castillo@hawaii.gov	587-2048
Ibanag	Josephine M. Castillo	Hale Awa Ku Moku	HAR-OO	josephine.m.castillo@hawaii.gov	587-2048
Ilocano	Josephine M. Castillo	Hale Awa Ku Moku	HAR-OO	josephine.m.castillo@hawaii.gov	587-2048
Tagalog	Bernadette Redila	Hale Awa Ku Moku	HAR-SO	Bernadette.Redila@hawaii.gov	587-1916
Ilocano	Bernadette Redila	Hale Awa Ku Moku	HAR-SO	Bernadette.Redila@hawaii.gov	587-1916
Vietnamese	Huong C. Vuong	Hale Awa Ku Moku	HAR-SF	huong.c.vuong@hawaii.gov	587-1911
Mandarin	Zing J. Zhang	Hale Awa Ku Moku	HAR-S	Zing.J.Zhang@hawaii.gov	587-1960
Ibanag	Josephine M. Castillo	Hale Awa Ku Moku	HAR-S	josephine.m.castillo@hawaii.gov	587-1905
Cantonese	Joe Cheng	Hale Awa Ku Moku	HAR-E	joe.cheng@hawaii.gov	587-1869
Thai	Robert McLean	Sanitation & Grounds Unit	HAR-OCG	Don Kauleinamoku Maint. Su	832-3848
HAR-K					
Tagalog	Annabelle Clark	HAR-K	HAR	annabelle.clark@hawaii.gov	808241-3752
Cebuano	Annabelle Clark	HAR-K	HAR	annabelle.clark@hawaii.gov	808241-3752
HAR-M					
Language(s)	Name	Location	Division	Email	Telephone
Hawaiian	Henry Koa	HAR-Maui	HAR	henry.koa@hawaii.gov	808873-3356
German	Bernard Strehler	HAR-Molokai	HAR	kaunakakai.harbor@hawaii.gov	808-553-1742
HWY-H					
Language(s)	Name	Location	Division	Email	Telephone
Ilocano	Salvador Panem	Hawaii District	HWY-H	sal.panem@hawaii.gov	808-933-8866
Honolulu International Airport					

Language(s)	Name	Location	Division	Email	Telephone
Ilocano	Edona Queja	HIA	AIR-PM	edona.queja@hawaii.gov	838-8633
Tagalog	Edona Queja	HIA	AIR-PM	edona.queja@hawaii.gov	838-8633
Ilocano	Arnold Lactaen	HIA	AIR-AF	arnold.lactaen@hawaii.gov	838-8640
Tagalog	Arnold Lactaen	HIA	AIR-AF	arnold.lactaen@hawaii.gov	838-8640
Cantonese	Betty Hu	HIA	AIR-IC	betty.hu@hawaii.gov	838-8677
Tagalog	Pepito R. Gomez	HIA	AIR-EC	pepito.gomez@hawaii.gov	808-838-8814
Pangasinense	Pepito R. Gomez	HIA	AIR-EC	pepito.gomez@hawaii.gov	808-838-8814
Ilocano	Pepito R. Gomez	HIA	AIR-EC	pepito.gomez@hawaii.gov	808-838-8814
Japanese	Lorraine Kadota	HIA	AIR-VO	lorraine.kadota@hawaii.gov	808 836-6527
Japanese	Spencer Ueda	HIA	AIR-VO	spencer.s.ueda@hawaii.gov	808 836-6458
Japanese	Keiko Mizuno Mokiao	HIA	AIR-VO		836-6458
Japanese	Mary Morioka	HIA	AIR-VO		836-6458
Japanese	Joy Muraoka	HIA	AIR-VO		836-6458
Japanese	Angela Naito	HIA	AIR-VO		836-6458
Japanese	Nora Nakama	HIA	AIR-VO		836-6458
Japanese	Willete Okuda-Ishiyama	HIA	AIR-VO		836-6458
Japanese	Mako Rawls	HIA	AIR-VO		836-6458
Japanese	Kiyomi Shimizu	HIA	AIR-VO		836-6458
Japanese	Akeni Steinberg	HIA	AIR-VO		836-6458
Japanese	Premnath Vijayakumar	HIA	AIR-VO		836-6458
Japanese	Masami Yorita	HIA	AIR-VO		836-6458
Mandarin	Hsiu-Fong Fuse	HIA	AIR-VO		836-6458
Mandarin	Sharon Won	HIA	AIR-VO		836-6458
Mandarin	Lisa Young	HIA	AIR-VO		836-6458
Mandarin	Belle Hodges	HIA	AIR-VO	belle.pi.hodges@hawaii.gov	836-6458
Cantonese	Henry Yip	HIA	AIR-VO		836-6458

Korean	Barry Kim	HIA	AIR-VO		836-6458
Korean	Ja Sung Kwak	HIA	AIR-VO		836-6458
Korean	Hoon Yoon	HIA	AIR-VO		836-6458
French	Nadia Faatau	HIA	AIR-VO		836-6458
Tagalog	Felix Martin	HIA	AIR-VO		836-6458
Tagalog	Normal Collado	HIA	AIR-VO	norma.d.collado@hawaii.gov	836-6458
Samoan	Maloupu Sataua	HIA	AIR-VO		836-6458
Tagalog	Renato Maniulit	HIA	HIA	renato.maniulit@hawaii.gov	831-7998
Pampango	Renato Maniulit	HIA	HIA	renato.maniulit@hawaii.gov	831-7998
Kapampangan	Renato Maniulit	HIA	HIA	renato.maniulit@hawaii.gov	831-7998
Spanish	Henry Bruckner	HIA	AIR-LG	henry.p.bruckner@hawaii.gov	878-8701
Japanese	Angie Naito	HIA	AIR	Angie.Naito@hawaii.gov	
Tagalog	Milagros L. Bartolome	HIA	AIR-OME	milagros.l.bartolome@hawaii.gov	838-6628
Ilocano	Milagros L. Bartolome	HIA	AIR-OME	milagros.l.bartolome@hawaii.gov	838-6628
Cantonese	Kelly Okumura	HIA	AIR-PM	kelly.jh.okumura@hawaii.gov	838-8680
Kahului Airport					
Language(s)	Name	Location	Division	Email	Telephone
Ilocano	Wilfred Pacubas	Kahului Airport	AIR-M	Wilfred.P.Pacubas@hawaii.gov	872-3880
Tagalog	Wilfred Pacubas	Kahului Airport	AIR-M	Wilfred.P.Pacubas@hawaii.gov	872-3880
Ilocano	Adelia Natividad	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Adelia Natividad	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Ilocano	Gloria Bayle	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Gloria Bayle	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Pangasinense	Gloria Bayle	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Ilocano	Julia Ven	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Julia Ven	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Ilocano	Julio Lucas	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862

Ilocano	Leticia Evans	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Leticia Evans	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Visayan	Meriam Sison	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Meriam Sison	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Ilocano	Teresa Failano	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Teresa Failano	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Marites Reveles	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Ilocano	Marites Reveles	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Tagalog	Robelyn Q. Dickens	Kahului Airport	AIR-M	robelyn.q.dickens@hawaii.gov	872-3419
Visayan	Robelyn Q. Dickens	Kahului Airport	AIR-M	robelyn.q.dickens@hawaii.gov	872-3419
Japanese	Amanda Guillot	Kahului Airport	AIR-VM	Amanda.O.Guillot@hawaii.gov	872-3890
Korean	Amanda Guillot	Kahului Airport	AIR-VM	Amanda.O.Guillot@hawaii.gov	872-3890
Vietnamese	Eva Ignacio	Kahului Airport	AIR-M	Vivian Gabin Janitor Supt	872-3862
Kakuhihewa 601 Kamokila Blvd. Kapolei, HI 96707					
Language(s)	Name	Location	Division	Email	Telephone
Tagalog	Manny Quodala	HWY-ID	HWY	manny.quodala@hawaii.gov	692-7573
Ilocano	Manny Quodala	HWY-ID	HWY	manny.quodala@hawaii.gov	692-7573
HWY-K					
Language(s)	Name	Location	Division	Email	Telephone
Tagalog	Marcelina Riola	HWY-K	HWY	marcelina.riola@hawaii.gov	241-3007
Ilocano	Marcelina Riola	HWY-K	HWY	marcelina.riola@hawaii.gov	241-3007
Ilocano	Glenn Marcos	HWY-KC	HWY	glenn.marcos@hawaii.gov	241-3026
Tagalog	Willy S Ortal	HWY-KE	HWY	willy.s.ortal@hawaii.gov	241-3018
Ilocano	Bernie Vargas	HWY-KM	HWY	bernie.vargas@hawaii.gov	241-3032
Kona Airport Keahole					
Language(s)	Name	Location	Division	Email	Telephone

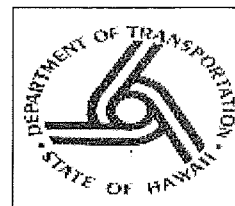
Ilocano	Rudy Yadao	Kona Airport	AIR-H	ludivico.a.yadao@hawaii.gov	808-640-4885
Hawaiian	Ray Carvalho	Kona Airport	AIR-H	Firefighter	808 327-9503
Tagalog	Rudy Yadao	Kona Airport	AIR-H	ludivico.a.yadao@hawaii.gov	808-640-4885
HWY-L					
Language(s)	Name	Location	Division	Email	Telephone
Ilocano	Teodorico Ferrer	Oahu MTRB	HWY-L	teodorico.ferrer@hawaii.gov	832-3402
Tagalog	Teodorico Ferrer	Oahu MTRB	HWY-L	teodorico.ferrer@hawaii.gov	832-3402
Tagalog	Ronnie Aleta	Oahu MTRB	HWY-L	ronnie.aleta@hawaii.gov	832-3405
Ilocano	Ronnie Aleta	Oahu MTRB	HWY-L	ronnie.aleta@hawaii.gov	832-3405
HWY-M					
Language(s)	Name	Location	Division	Email	Telephone
Ilocano	Arthur P. Dagumol	Maui District	HWY-M	arthur.dagumol@hawaii.gov	808-873-3535
Tagalog	Arthur P. Dagumol	Maui District	HWY-M	arthur.dagumol@hawaii.gov	808-873-3535
Greek	Sotirios Biniaris	Maui District	HWY-M	sotos.biniaris@hawaii.gov	808-873-3951
Ilocano	Romeo Y Guzman	Maui District	HWY-M	Romeo.Y.Guzman@hawaii.gov	808 873-3994
Tagalog	Romeo Y Guzman	Maui	HWY-M	Romeo.Y.Guzman@hawaii.gov	808 873-3994
Hawaiian	William Park	Maui District	HWY-M	william.j.park@hawaii.gov	808-873-3542
Tagalog	Alejandro Reboron	Maui District	HWY-M	alejandro.reboron@hawaii.gov	808-873-3393
Ilocano	Alejandro Reboron	Maui District	HWY-M	alejandro.reboron@hawaii.gov	808-873-3393
Ilocano	Dwight Ramos	Maui District	HWY-M	dwight.ramos@hawaii.gov	808-873-3393
Tagalog	Dwight Ramos	Maui District	HWY-M	dwight.ramos@hawaii.gov	808 873-3393
Ilocano	Ferdinand Cajigal	Maui District	HWY-M	ferdinand.cajical@hawaii.gov	808 873-3538
Tagalog	Ferdinand Cajigal	Maui District	HWY-M	ferdinand.cajical@hawaii.gov	808 873-3538
Russian	Vassa Crisafulli	Maui District	HWY-M	vassa.crisafulli@hawaii.gov	808 873-3944
Tagalog	Harris Kaneshiro	Maui District Bridge	HWY-MM		873-3542
HWY-O					

Language(s)	Name	Location	Division	Email	Telephone
Chinese	Albert Chung	Oahu District	HWY-O	Albert.Chung@hawaii.gov	485-5211
Ilocano	Rolando Belong	Oahu District	HWY-O	rolando.belong@hawaii.gov	485-5216
Tagalog	Rolando Belong	Oahu District	HWY-O	rolando.belong@hawaii.gov	485-5216
Tagalog	Danilo Cabalang	Oahu	HWY-O	danilo.cabalang@hawaii.gov	630-7465
Ilocano	Danilo Cabalang	Oahu	HWY-O	danilo.cabalang@hawaii.gov	630-7465
Tagalog	Edmund Bacani	Oahu District	HWY-O	edmund.bacani@hawaii.gov	483-2567
Ilocano	Eduardo M Teppang	Oahu District	HWY-O	eduardo.m.teppang@hawaii.gov	483-2567
Tagalog	Eduardo M Teppang	Oahu District	HWY-O	eduardo.m.teppang@hawaii.gov	483-2567
Cantonese	Michael U Kuong Ung	Oahu District	HWY-O	u.kuong.ung@hawaii.gov	831-6707
Mandarin	Michael U Kuong Ung	Oahu District	HWY-O	u.kuong.ung@hawaii.gov	831-6707
Ilocano	Ferdinand D. Boy	Oahu District	HWY-O	ferdinand.d.boy@hawaii.gov	483-2563
Tagalog	Ferdinand D. Boy	Oahu District	HWY-O	ferdinand.d.boy@hawaii.gov	483-2563
Tagalog	Teodoro Sumibcay	Oahu District	HWY-O	teodoro.sumibcay@hawaii.gov	483-7295
Ilocano	Teodoro Sumibcay	Oahu District	HWY-O	teodoro.sumibcay@hawaii.gov	483-7295
Samoan	Ioane L. Fagasa	Oahu District	HWY-O	ioane.l.fagasa@hawaii.gov	808-330-9149
Vietnamese	Tho Vinh Phan	Oahu District	HWY-O	tho.v.phan@hawaii.gov	486-2435
German	Daniel Bitner	Oahu District	HWY-O	daniel.bitner@hawaii.gov	483-2565
Ilocano	William Rapisura	Oahu District	HWY-O	william.rapisura@hawaii.gov	483-2528
Tagalog	William Rapisura	Oahu District	HWY-O	william.rapisura@hawaii.gov	483-2528
Mandarin	Renee Run Run Zhao	Oahu District	HWY-O	Pending	TBA
Cantonese	Tin Lung Chao	Oahu District	HWY-O	tin.lung.chao@hawaii.gov	
AIR-K					
Language(s)	Name	Location	Division	Email	Telephone
Ilocano/Tagalog	Visitation Aceret	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Ilocano/Tagalog	Robina Octavio	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906

Ilocano/Tagalog	Nenita Lazo	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Ilocano/Tagalog	Winston Antalan	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Ilocano/Tagalog	Nestor Vila	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Ilocano/Tagalog	Edgar Valenciano	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Ilocano/Tagalog	Gigette Pabustan	Lihue Airport	AIR-K	gigette.pabustan@hawaii.gov	274-3805
Ilocano/Tagalog	Erma Natividad	Lihue Airport	AIR-K	Tony Reis Janitor Supervisor	241-3906
Filipino	Hilarion Luis	Lihue Airport	AIR-K	Bernard Machado	246-1430
Ilocano	Wilbert Pigao	Lihue Airport	AIR-K	juli.mira@hawaii.gov	274-3811
Spanish	Jesse Chow	Lihue Airport	AIR-K	jesse.chow@hawaii.gov	241-3904

AIR-HL

Language(s)	Name	Location	Division	Email	Telephone
Japanese	Michiko Parente	Hilo Airport	AIR-HL		934-5838
Japanese	Sophie Nishimura-Ching	Hilo Airport	AIR-HL		



Hawai'i Department of Transportation Voluntary Title VI Public Involvement Data Card

As an obligation for receiving federal funds, the Hawai'i Department of Transportation (HDOT) gathers statistical data on participants and beneficiaries of HDOT programs and activities. Accordingly, this Voluntary Public Involvement Data Card collects information on race, color, national origin, and sex of the attendees of this public meeting to ensure the inclusion of all segments of the population affected by a proposed project. (*HDOT Title VI Program Plan*)¹.

HDOT wishes to clarify that this information gathering process is **completely voluntary** and that you are not required to disclose the statistical data requested in order to participate in this meeting.

The completed forms will be kept confidential, held on file in the HDOT Office of Civil Rights. For further information regarding this process, please contact the HDOT Office of Civil Rights at:

Hawai'i Department of Transportation
Office of Civil Rights
869 Punchbowl Street #112
Honolulu, HI 96813
(808) 587-2135
marlene.q.young@hawaii.gov

<u>Ethnicity (mark one or more):</u> ☐ American Indian or Alaska Native ☐ Asian (circle one or more) Chinese, Filipino, Japanese, Korean, Vietnamese ☐ Black or African American ☐ Hispanic or Latino ☐ Native Hawaiian or Other Pacific Islander (circle one or more) Native Hawaiian, Samoan, Tongan, Chamorro ☐ White ☐ Other _____	<u>Sex:</u> ☐ Female ☐ Male
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¹ See also, the Office of Management and Budget, (OMB), *Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity*, 62 Fed. Reg. 58782 (October 30, 1997).

Voluntary Self-Identification Card Notes ¹

- The principal objective - to enhance the accuracy of the demographic information collected by the Federal government.
- The categories in the directive are used not only to produce data on the demographic characteristics of the population, but also to monitor civil rights enforcement and program implementation.
- Because respect for individual dignity should guide the processes and methods for collecting data on race and ethnicity; ideally, respondent self-identification is the preferred means of obtaining information about an individual's race and ethnicity, except in instances where observer identification is more practical.
- The number of standard categories should be kept to a manageable size, determined by statistical concerns and data needs.
- Do not tell an individual who he or she is, or specify how an individual should classify himself or herself.
- Do not identify or designate certain population groups as "minority groups."

¹ Office of Management and Budget, (OMB), *Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity*, 62 Fed. Reg. 58782 (October 30, 1997).

