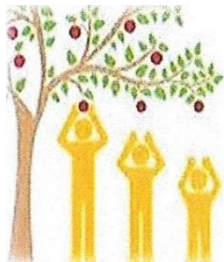
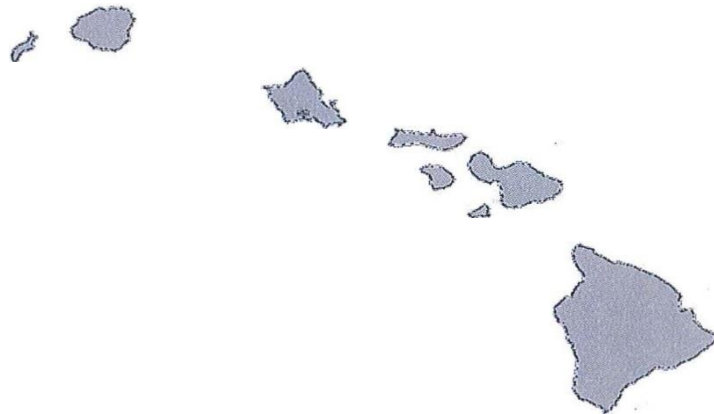




STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
LANGUAGE ACCESS PLAN



Equality



Equity

Office of Civil Rights
Title VI Program
200 Rodgers Boulevard
Honolulu, Hawaii 96819

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
OFFICE OF CIVIL RIGHTS

MEMORANDUM

OCR-T 1.9095
Date: March 24, 2021

TO: JADE T. BUTAY, DIR
THRU: LYNN ARAKI-REGAN, DEP-S *lar*
FROM: MELANIE MARTIN, OCR *MM*
SUBJECT: LANGUAGE ACCESS PLAN - 2021

OCR 1.____
DATE: MARCH 2

Title VI of the Civil Rights Act of 1964, Executive Order 13166 and H.R.S. Chapter 321C require that the Hawaii Department of Transportation's (HDOT) services are accessible to Limited English Proficient (LEP) persons.

HRS§ 321C-4 requires each state agency to file a Language Access Plan with the Office of Language Access.

Attached for your review and approval is HDOT's newly revised Language Access Plan. Revisions included updated LEP population statistics for the State of Hawaii, clearer procedures for providing public notice, oral interpretation and written translation services to LEP persons, and an updated departmental volunteer bilingual staff directory for use in providing interpreter services.

For questions about the new Language Access Plan, please contact Randall Landry at (808) 831-7921 or via email at randall.t.landry@hawaii.gov.

APPROVED:



JADE T. BUTAY
DIRECTOR OF TRANSPORTATION

Mar 22, 2021

DATE

Attachment

DAVID Y. IGE
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

JADE T. BUTAY
DIRECTOR

Deputy Directors
LYNN A.S. ARAKI-REGAN
DEREK J. CHOW
ROSS M. HIGASHI
EDWIN H. SNIFFEN

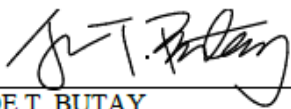
IN REPLY REFER TO:
OCR-T 1.9080

NON-DISCRIMINATION POLICY STATEMENT

It is the policy of the Hawaii Department of Transportation (HDOT) that no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by the Department or its sub-recipients.

To comply with this policy, civil rights and division staff with civil rights responsibilities must work closely to oversee their shared Title VI nondiscrimination responsibilities. All HDOT employees, including the Director, Deputy Directors, Division Administrators, Program Administrators, Engineering Program Managers, Section Heads of HDOT's major program areas (Planning, Construction and Maintenance, Design, Right-of-Way, and Materials Testing and Research Branch), as well as the Airports Division, Harbors Division, and the Department's sub-recipients will be responsible for making a good faith effort to ensure that this policy is carried out in their respective program areas.

The authority to develop, maintain, implement, and monitor this policy is delegated to the Civil Rights Coordinator.



JADE T. BUTAY
Director of Transportation

Feb 5, 2021

DATE

DAVID Y. IGE
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
889 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

JADE T. BUTAY
DIRECTOR

Deputy Directors
LYNN A.S. ARAKI-REGAN
DEREK J. CHOW
ROSS M. HIGASHI
EDWIN H. SNIFFEN

IN REPLY REFER TO:
OCR-T 1.9081

LANGUAGE ACCESS POLICY

The scope of Hawaii's population cannot be described merely through the varied numbers of races, cultures, or languages spoken by individuals. However, taking into account the myriad number of languages spoken, Hawaii's Department of Transportation (HDOT) must ensure that Limited English Proficient (LEP) persons be provided with reasonable access to services and notice of such.

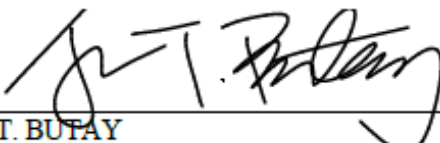
In compliance with Title VI of the Civil Rights Act of 1964, Executive Order 13166 and Hawaii Revised Statutes chapter 321C, HDOT endeavors to provide meaningful access for LEP persons to information and services. LEP persons often find that there are barriers to accessing important services, understanding rights, and complying with required responsibilities.

What constitutes reasonable steps to ensure meaningful access is contingent upon the following factors:

1. The number of proportion of LEP persons in the eligible service area;
2. The frequency with which LEP persons come into contact with the program;
3. The importance of the service; and
4. The resources available to the Recipient.

In providing services to members of the public, HDOT employees must determine whether the individual seeking HDOT services are LEP. If so, HDOT employees should use the services of the telephone interpretive services available for solicitation via the State Procurement Office or the Bilingual Employee List as tools to provide language assistance. This will assure that HDOT's programs and activities are accessible to persons with limited English proficiency.

APPROVED:



JADE T. BUTAY
Director of Transportation

Feb 5, 2021
DATE

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LEGAL AUTHORITIES AND GUIDANCE

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." 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.

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

EXECUTIVE ORDER 13166.

Presidential Executive Order (EO) 13166, *Improving Access to Services for Persons with Limited English Proficiency* 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]." 65 Fed. Reg. 50121 (Aug. 16, 2000).

UNITED STATES DEPARTMENT OF JUSTICE (DOJ) POSITION ON LANGUAGE ACCESS

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.

UNITED STATES DEPARTMENT OF TRANSPORTATION (USDOT) POSITION ON LANGUAGE ACCESS

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. 67 Fed Reg. 41455 (June 18, 2002).

HAWAII REVISED STATUTES (HRS) Chapter 321C

The purpose of H.R.S. Chapter 321C is to affirmatively address, on account of national origin, the language access needs of LEP persons in Hawaii. In providing the delivery of language accessible services, it is the intent of the Hawaii legislature that those services be guided by EO 13166 and succeeding provisions of federal law, regulation, or guidance. H.R.S. § 321C-3 (2012).

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 Hawaii's LEP population continues to grow. Statewide, approximately 25 percent of individuals speak a language other than English at home. Of that 25 percent, 48.8 percent of those persons report speaking English "not well" or "not at all." The top languages spoken by Hawaii's LEP population in descending order include Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian and Korean (*American Community Survey 2010-2014; DBEDT's "Detailed Languages Spoken at Home," March 2016*). Subsequent data has reaffirmed the aforementioned data, with languages other than English spoken at home by 27.8% of the population of Hawaii, and from that, 42.6% speak English less than "very well."¹

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 Hawaii 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. HDOT ensures the provision of competent and timely oral language services as well as written translations of vital documents based on the four factor analysis outlined below.

IMPLEMENTING HDOT'S LANGUAGE ACCESS PLAN

Any HDOT branch or county agency that deals with members of the public must assess the need for provision of language services and take reasonable steps to ensure meaningful access to public services, programs and activities by LEP persons. The services may include:

- Providing oral language services in a timely and competent manner.
- 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.

Meaningful Access

Guidance from the U.S. DOJ, the U.S. DOT, and Hawaii State law directs recipients of federal

¹ American Community Survey 2019. Accessible at: <https://data.census.gov/cedsci/table?q=Language%20Spoken%20at%20Home&g=0400000US15&tid=ACST1Y2019.S1601&hidePreview=true>. 2020 Census data detailing language spoken at home and related statistics is not available at this time.

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 factors:

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
4. The resources available to the State or covered entity and costs. See 67 Fed Reg. 41455 (June 18, 2002), 70 Fed. Reg. 74087 (December 14, 2005).

The 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.

The correct mix should be based on what is both necessary and reasonable in light of the four factor analysis. HDOT branches, and county agencies have substantial flexibility in determining the appropriate mix.

IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

The U.S. DOT provides some examples (not exhaustive) of populations likely to include LEP persons who are served or encountered by DOT recipients. These populations should be considered when planning language services:

- 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.
- Persons living in areas affected or potentially affected by transportation projects.
- Business owners who apply to participate in DOT's Disadvantaged Business Enterprise program.

LANGUAGE SERVICES

Oral Interpretation Services

Providing LEP persons with oral language assistance at public service counters, when there is

telephone contact or at public meetings is necessary. First, one determines the language in which the interpretive service is needed. Second, interpretation service may take the form of enlisting the help of a bilingual staff member. Third, if that is not an option, the Bilingual Employee Directory (Attachment B) should be consulted to obtain interpretation through an HDOT employee on the list. Fourth, the HDOT branch or the county driver's license office involved should contact the contracted telephone interpreter service for assistance with the client. Fifth, "[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." See below for a more detailed outline of the process of providing interpretation services.

Multilingual Assistance

LEP persons have the right to free language assistance in their spoken language. The Hawaii 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 spoken by LEP persons in Hawaii. 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, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan (Cebuano), and Yapese.²

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

Volunteer HDOT 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). HDOT strives to survey employees semi-annually for volunteers to ensure as complete a list for all branches and locations will be available, but conducts surveys for volunteers at a minimum biannually upon renewal of the language access plan. HDOT will also conduct a voluntary survey at the onset of an individual employee's employment to determine whether a given bilingual employee would be interested in being added to the bilingual staff directory. The HDOT Bilingual Staff Directory provided here is not an exhaustive list and subject to change given personnel shifts.

Telephone Interpreter Service

If there is no bilingual employee available (either on premises or via bilingual employee list), HDOT branches or the county agency may hire an outside interpreter to provide meaningful language access. The following lists language interpretation and/or translation providers. List below is not exhaustive. No warranties of provider competency.

² Accessible at: https://health.hawaii.gov/ola/files/2016/10/Edit2_LA-Poster-7-22-11-8-5x11-Latestrevised3-LTR.pdf

Name	Contact	Service
NASPO Valuepoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation	808 587-3355 Lori Cervantes http://spo.hawaii.gov ; In link, go to Price & Vendor Lists Contracts ³	Oral Interpretation Written Translation
Pacific Gateway Center	808 851-7010 http://www.pacificgatewaycenter.org/hawaii-language-bank.html	Oral Interpretation Written Translation
Hawaii State Judiciary	808 539-4860 http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf	Oral Interpretation
Hawaii Interpreters and Translators Association	www.hawaiitranslators.com	Oral Interpretation Written Translation

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.

To clarify the above-mentioned “quality,” U.S. DOT guidance provides, at 70 Fed. Reg. 74087 (December 14, 2005), “(t)he 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.”

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.

MOST COMMON LANGUAGES

The top languages spoken by Hawaii’s LEP population in descending order include, Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian, Korean, Other Pacific Island Languages

³ A copy of the current master contract can be found here: <https://spo.hawaii.gov/wp-content/uploads/2020/05/20-17.pdf>

(Chuukese, Marshallese, Yapese), Samoan, and Vietnamese.⁴ The Motor Vehicle Safety Office, part of HDOT, offers driver's license written exams in Chuukese, Marshallese, Korean, Hawaiian, Spanish, Simplified Chinese, Traditional Chinese, Ilocano, Samoan, Tongan, Japanese, Tagalog, and Vietnamese via the respective County DMVs or equivalent. The Hawaii State Driver's Manual will be offered in the languages noted above for the driver's license written examinations. Based on the exams offered for calendar years 2017, 2018, and 2019, county offices report that the most commonly requested alternative language exams are those in Spanish, Japanese, Simplified Chinese, Traditional Chinese, Vietnamese, and Tagalog.⁵

WRITTEN TRANSLATIONS OF VITAL DOCUMENTS

Procedure for Providing Written Translation Services

HDOT's Office of Civil Rights (OCR) Title VI Specialist is continuing to survey (using Survey Monkey, Microsoft Forms or by email) Highway Branch Offices, Harbors Branch Offices, Airports Branch offices and counties for the purpose of identification of documents that require written translation, based on the four factor analysis. Given the results of such survey, OCR will then develop a listing of vital documents for written translation. Results of surveys are due as soon as possible. This will enable HDOT to determine what funding is necessary to request in order to translate particular documents. However, this may take some time in light of the virtual ceasing of operations and the transition to an online format for many HDOT projects and services.

Vital documents are, "printed documents that provide important information necessary to access or participate in services, programs, and activities of a State agency or covered entity, including but not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services." H.R.S. § 321C-2 (2012).

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. The Branch Office shall select a competent translator in a timely manner.

TRAINING

All HDOT and LPA managers and employees who have regular contact with members of the public and those who develop projects shall be trained, at least once a year by HDOT Title VI Specialist and/or by FHWA trainers, on meaningful access to services for LEP persons,

⁴ *Detailed Languages Spoken at Home*, State of Hawaii Department of Business, Economic Development and Tourism. Published March 2016. Accessible at:

http://files.hawaii.gov/dbedt/census/acs/Report/Detailed_Language_March2016.pdf

⁵ Per month to month reports from County DMVs for the 2017-2018: Spanish with 839 requests, Japanese with 767 requests, Traditional Chinese with 629 requests, Tagalog with 317 requests, Simplified Chinese with 266 requests, and Vietnamese with 192 requests. For 2019: Spanish – 286 requests, Traditional Chinese – 281 requests, Japanese – 263 requests, Simplified Chinese – 143 requests, Tagalog – 113 requests.

identifying language needs, and provision of necessary interpreters or translation services.

MONITORING AND UPDATING LANGUAGE ACCESS POLICIES

Through regular Title VI compliance review, evidence from surveys, guidance via the Office of Language Access, as well as information gleaned through LEP community resources, OCR's Title VI Specialist shall monitor and update HDOT's Language Access Policy and procedures. In addition, the State of Hawaii's Office of Language Access shall receive a new Language Access Plan from HDOT every two years. Furthermore, HDOT shall submit semi-annual Language Access Reports in addition to the aforementioned documents, in the event requests for language access are made of the agency.

Attachment A

Office of Language Access Multilingual Poster



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



<u>Hawaiʻian:</u>	E kuhikahi mai 'oe i 'ane' i ke pono ka mahelé'olelo ('a'ohé káki).
<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 하시면 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 အတွက်နေ့ကော်တစ်ခေါက်ဆက်သွယ်ရန်လိုအကောင်းရှိပါမည်။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសាខ្មែរ (អ្នកមិនត្រូវការថវិកាយ៉ាងអស់)។
<u>ລາວ (Lao):</u>	ກະລຸນາຊີ້ໃສ່ບ່ອນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwún kopwe néunéú emén chón chiakú nón fōosun 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 molí).
<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>Samoan:</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).

For more information, please contact:

Office of Language Access
830 Punchbowl Street, Room 322
Honolulu, Hawaii 96813

E-mail: Ola@doh.hawaii.gov
Call: (808) 586-8730
Neighbor Islands: 1 (866) 365-5955

Attachment B
HDOT Bilingual Staff Directory

Language	Name	Division	Email	Telephone
OAHU				
Aliiimoku Hale 869 Punchbowl Street Honolulu, Hawaii 96813				
German	Claudia Wagner	PPB	claudia.wagner@hawaii.gov	587-2245
Chinese	Tong Vuong	BUS	tong.t.vuong@hawaii.gov	587-1987
Ilocano	Ferdinand Gervacio	BUS-O		587-2140
Ilocano	Vivian C. Rumbaoa	BUS	vivian.c.rumbaoa@hawaii.gov	255-1278
Italian	Vivian C. Rumbaoa	BUS	vivian.c.rumbaoa@hawaii.gov	255-1278
Korean	Hui Jin “Rachael” Park	BUS	huijin.park@hawaii.gov	587-2166
Tagalog	David Rodriguez	DIR	david.j.rodriguez@hawaii.gov	265-4823
Hindi	Pradip Pant	STP	pradip.r.pant@hawaii.gov	831-7968 ⁶
Nepali	Pradip Pant	STP	pradip.r.pant@hawaii.gov	831-7968
Tagalog	Ferdinand Gervacio	BUS-O		587-2140
Tagalog	Vivian C. Rumbaoa	BUS	vivian.c.rumbaoa@hawaii.gov	255-1278
Vietnamese	Tong Vuong	BUS	tong.t.vuong@hawaii.gov	587-1987
Vietnamese	Duy Ninh	HWY-S	duy.n.ninh@hawaii.gov	679-6762
Honolulu International Airport Inter-Island Terminal Building 400 Rodgers Boulevard Honolulu, Hawaii 96819				
Cantonese	Betty Hu	AIR-IC	betty.hu@hawaii.gov	838-8677
Cebuano	Josephine Panem	AIR-AF	josephine.a.panem@hawaii.gov	838-8647
Ilocano	Edona Queja	AIR-PM	edona.queja@hawaii.gov	838-8633
Ilocano	Pepito R. Gomez	AIR EC	pepito.gomez@hawaii.gov	838-8814
Japanese	Keiko Mizuno	AIR-V	keikopuna@yahoo.com	836-6413
Mandarin	Sharon Won	AIR-V	Sharon.c.won@hawaii.gov	836-6458
Samoan	Herman Tuiolosega	AIR-EP	Herman.tuiolosega@hawaii.gov	838-8810,

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Mandarin	Ying "Joy" Zhang	HAR-E	Ying.j.zhang@hawaii.gov	587-1960
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Samoan	Ioane L. Fagasa	HWY-O	Ioane.L.Fagasa@hawaii.gov	256-4271
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Ilocano	Adelia Natividad	AIR-M		872-3862
Ilocano	Gloria Bayle	AIR-M		872-3862
Ilocano	Julio Lucas	AIR-M		872-3862
Ilocano	Leticia Evans	AIR-M		872-3862
Ilocano	Teresa Failano	AIR-M		872-3862
Ilocano	Marites Reveles	AIR-M		872-3862
Ilocano	Gilbert Domingo	AIR-M		872-3893
Japanese	Amanda Guillot	AIR-M	Amanda.o.guillot@hawaii.gov	872-3890
Korean	Amanda Guillot	AIR-M	Amanda.o.guillot@hawaii.gov	872-3890
Pangasinense	Gloria Bayle	AIR-M		872-3862
Tagalog	Wilfred Pacubas	AIR-M	Wilfred.P.Pacubas@hawaii.gov	872-3880
Tagalog	Adelia Natividad	AIR-M		872-3862
Tagalog	Gloria Bayle	AIR-M		872-3862
Tagalog	Leticia Evans	AIR-M		872-3862
Tagalog	Meriam Sison	AIR-M		872-3862
Tagalog	Teresa Failano	AIR-M		872-3862
Tagalog	Marites Reveles	AIR-M		872-3862
Tagalog	Gilbert Domingo	AIR-M		872-3893

Language	Name	Division	Email	Telephone
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MOLOKAI				
Molokai Airport Kaunakakai, Hawaii 96748				
Harbors Division Molokai Kaunakakai, Hawaii 96748				
LANAI				
Lanai Airport				
Harbors Division Lanai				

Language	Name	Division	Email	Telephone
HAWAII				
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Hilo International Airport 2450 Kekuanaoa Street Hilo, Hawaii 96720				
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Japanese	Kanami Ervin	AIR-HL		961-9373
Japanese	Michiko Parente	AIR-HL	Michiko.w.parente@hawaii.gov	961-9322
Kona International Airport 73-200 Kupipi Street Kailua-Kona, Hawaii 96740-2645				
Hawaiian	Ray Carvalho	AIR-H		327-9503
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Tagalog	Rudy Yadao	AIR-H		640-4885
Harbors Division Kawaihae Kawaihae, Hawaii				
Harbors Division Hilo Hilo, Hawaii				

Language	Name	Division	Email	Telephone
KAUAI				
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Harbors Division Kauai Lihue, Hawaii				
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