

**ATTACHMENT O**

**Language Access Plan Cover Page**

*This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.*

**Introduction**

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

**Liaisons**

*Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.*

<i>Name</i>	<i>Title</i>	<i>Phone Number</i>
Jerome Pionk	Chief Communications Officer, DOT/DLS	(206) 477-5889

Greg Lerner	Customer Service manager, Marine	(206) 477-3967
Tricia Diamond	Programs Manager, Airport	(206) 477-9617
Nora Jagielo	PPM III, Fleet Administration	(206) 477-0081
Susan West	PPM IV, Roads Services	(206) 477-8361

**Department//Division Plans**

*How many Division Plans are enclosed? (Please provide a number& list of divisions):*

*Four DOT Divisions in this package. Roads Services Division, Marine Division, Fleet and Airport Divisions. Metro will submit as a stand-alone report to reflect its future status as a Department. For 2019-2020, Fleet and Airport will become part of Department of Executive Services (DES). Marine will become a division of Metro Department. Roads Services will become a division of the Department of Local Services.*

## Language Access Plan for Divisions

*This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.*

**From Ordinance 18665:** King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

### Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

**Translation:** The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

**Interpretation:** The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

**In-Language Community Outreach** include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

## Section 1: Context and Current State

1. Division/agency mission and purpose:

**KCIA/Boeing Field is one of the busiest general aviation airports in the United States, it is an international airport which serves a variety of aircraft and is the home base for over 150 businesses ranging from Boeing to air cargo companies, flight schools, charter operations and helicopters.**

2. Geographic reach of primary services/facilities/programs:

**International Airport with worldwide geographic reach.**

3. Demographics of current user population:

**Over 150 businesses; as an international airport, we serve air cargo companies from around the world, as well as charter and business jet passengers. In addition, we serve populations from King County and Washington state and nationally in terms of emergency aviation operations, and support to military, inter-agency and Federal entities.**

4. Demographics of intended or priority populations:

**We impact the residents of King County immediately adjacent to the airport environmentally (Georgetown, Tukwila, Beacon Hill, Skyway/Rainier Beach). We use County demographic data for those areas.**

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division?  Yes  No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

**Census maps, Seattle Schools, Tukwila School District, and Highline School District, REWA, County Demographic data, and focus group research with the DOT Communications team.**

7. Existing language access policies, service levels, tracking methods:

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Current State	Primary tools, methods, and channels for interactions		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	Masterplan Fact Sheet		
Chinese:	Master Plan Fact Sheet		
Tagalog:	Master Plan Fact Sheet		
Vietnamese:	Master Plan Fact Sheet		
Language 5:			
Language 6:			

**Vital Documents/Public Communication Materials Inventory**

Vital Document/ PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
Master Plan Fact Sheet	Y	Spanish, Vietnamese, Tagalog, Chinese	Summer 2016	Summer 2016	Somali
Airport Strategic Plan	N		May 2015		Spanish, Somali, Vietnamese
Economic Impact Study	N		February 2014		Spanish, Somali, Vietnamese
Adopted Master Plan	N		August 23, 2004		Spanish, Somali, Vietnamese
Environmental Impact Study	N		February 23, 2004		Spanish, Somali, Vietnamese
Parental/Family Tour Permission Form	N		July 1, 2018		Spanish, Somali, Vietnamese
Website <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>	N		Fall 2018		Spanish, Somali, Vietnamese
Noise Complaint Form <a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a>	N		Fall 2018		Spanish, Somali, Vietnamese

Masterplan Updates	N		May 2018		Spanish, Somali, Vietnamese
Airport Tour Work Based Learning Assignment	N		July 2018		Spanish, Somali, Vietnamese
Airport Working Group Charter	N				Spanish, Somali, Vietnamese

**Section 2: Analysis/prioritization of future needs**

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

**Yes; the lack of documents which have been translated, in particular communicating to the community information about the Airport. Lack of overall dedicated resources budgeted solely to translation.**

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

**We have a backlog. We are currently working on our new Master Plan as well but also the changing demographics of Tukwila and South King County illuminates the need for Somali translations.**

**The type of documents we require translation in are**

- 1) Related to the Airport Master Plan**
- 2) Related to Tours (permission forms, curriculum)**
- 3) Related to Noise Complaints; currently if a non-native English speaker has a complaint, there is not a process for knowing how to submit a complaint or a process for assisting the resident.**

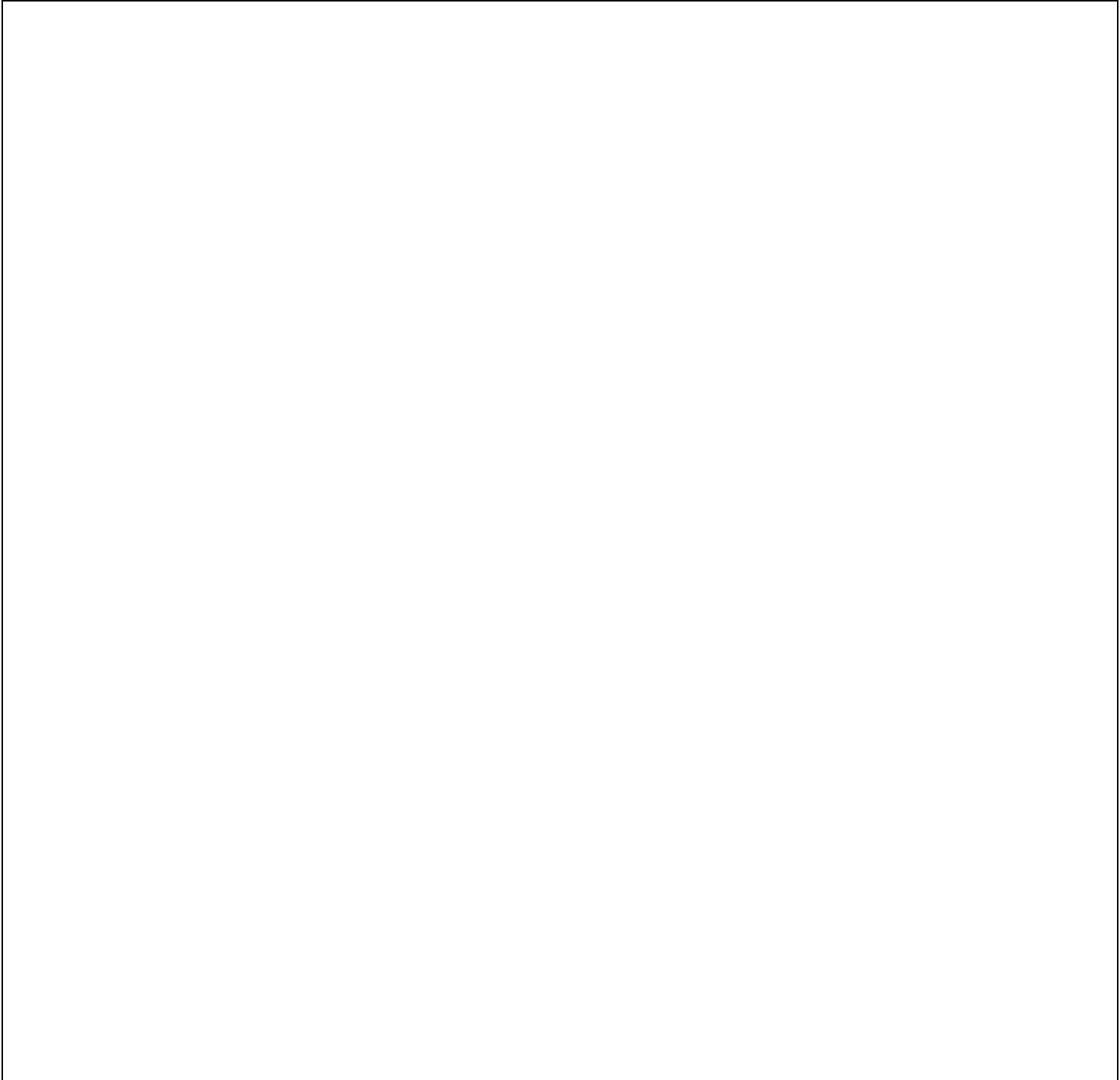
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

**Spanish, Somali and Vietnamese communities**

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018?  Yes  No Please describe these:

**2018, we have identified the need for translations and requested budget in 2019 to address this linguistic inequity. Relying on existing budgets to answer to growing translation needs is untenable. Separate and distinct budget allocations need to be created into future budgets to adequately address translation needs.**





### Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:  Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Website <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a> Noise Complaint Form  <a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a> Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>  Ethnic ad media buy-ins (for tours and curriculum)	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Noise Complaints  Master Plan Community Meetings  Career Connected Learning Event Tours
Somali	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:  Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>  Ethnic media ad buy ins	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Noise Complaints  Master Plan Community Meetings  Career Connected Learning Event Tours

	<p>Parental/Family Tour Permission Form Website <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a> Noise Complaint Form</p> <p><a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a> Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter</p>		
Vietnamese	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p> <p>Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Website <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a> Noise Complaint Form</p> <p><a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a> Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter</p>	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a></li> </ul> <p>Ethnic media ad buyins</p>	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p> <p>Noise Complaints</p> <p>Master Plan Community Meetings</p> <p>Career Connected Learning Event Tours</p>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p>	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p>	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> <p>List of needs:</p>

Language 5	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 6	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form <a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a>  Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter	<a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>	Noise Complaints  Master Plan Community Meetings  Career Connected Learning Event Tours
Somali	Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form <a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a>	<a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>	Noise Complaints  Master Plan Community Meetings  Career Connected

	Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter		Learning Event Tours
Vietnamese	Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form <a href="https://www.kingcounty.gov/depts/transportation/airport/noise.aspx">https://www.kingcounty.gov/depts/transportation/airport/noise.aspx</a>  Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter	<a href="http://www.kingcounty.gov/airport">www.kingcounty.gov/airport</a>	Noise Complaints  Master Plan Community Meetings  Career Connected Learning Event Tours
	Highest priority	Mid-level priority	Lower priority

**Section Four: Ensuring Quality & Continuous Improvement**

*The purpose of this section is to measure and ensure high quality language access services.*

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

Service	<i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i>	
<i>Translation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

**Focus groups conducted semi-annually held at the Airport. Informal surveys as applicable.**

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

**Survey of ELL communities, increased ELL participation in Master Plan meetings**

<i>Complaints</i>	<i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i>		
We provide information to LES individuals	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other

advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers.			<i>Please describe.</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials.

*Please describe how your division handles complaints regarding the provision of language access services.*

N/A

**Section Five: Total Department Budget for Language Access**  
*Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division*

<i>Language Access Services</i>	<i>Total Budget Allocated</i>
Translation	40,000
Interpretation	15,000
In-Language Outreach	10,000
Ethnic Media Ad-Buys	5,000

***Thank you for your attention to making the King County a model county in language access.***

*Division Staff*

*Title*

*Date*

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*Division Staff*

*Title*

*Date*

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*Immigrant and Refugee Policy & Strategy Analyst*

*Date*



## Language Access Plan for Divisions

*This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.*

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**In-Language Community Outreach** include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

## Section 1: Context and Current State

1. Division/agency mission and purpose: **Fleet's mission is to empower our employees to deliver high quality customer service and environmental sound and cost effective vehicles, equipment, materials, supplies, and asset management services.**
2. Geographic reach of primary services/facilities/programs: **Fleet's vehicle maintenance and warehousing services are primarily geared toward King County departments and offices, but we also provide services on a time and materials basis to the State of Washington, local municipalities, and special purpose districts. Fleet's Surplus Program has customers spanning from internal King County agencies to non-profit groups and the general public.**
3. Demographics of current user population:  
**The semi-annual equipment auctions and monthly spot bids bring members of the public from several different ethnicities. Although not formally tracked, the languages selected in Section 3 of this document represent the anecdotally perceived majority of LES speakers.**
4. Demographics of intended or priority populations: **Reflective of overall County Demographics.**
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division?  Yes  No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

**None, however this information is available as needed through our DOT Communications team.**

- 7. Existing language access policies, service levels, tracking methods: **None**
  
- 8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Current State	Primary tools, methods, and channels for interactions		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish			
Language 2:			
Language 3:			
Language 4:			
Language 5:			
Language 6:			

**Vital Documents/Public Communication Materials Inventory**

Vital Document/PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
Accident Witness Cards	N				
Accident Notice to Involved Parties	N				
Auction Terms	N				
Auction Disclaimer	N				
Auction Payment	N				
Fleet Division Website	N				
Auction Website	N				
Invitation to Bid and Public Auction Forms	N				

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**Section 2: Analysis/prioritization of future needs**

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?  
**Fleet currently does not have any policies, service levels, or tracking methods in place at this time. The majority of Fleet's customers are internal King County agencies. We are hoping to take advantage of the existing practices in place in the Department of Executive Services for our public facing services when we join their department next year.**
2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.  
**Fleet's public facing vital documents are listed on Page 4.**
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?  
**Potentially LES surplus personal property bidders or parties involved in an accident with a King County vehicle. Some employees may also be affected.**
4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018?  Yes  No Please describe these:

### Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 2 - Vietnamese	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 3 - Somali	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 4 - Russian	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 5 - Amharic	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>

Language 6 - Ukrainian	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Auction Terms, Disclaimer, and Payment information on website	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 2 – Vietnamese	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 3 - Somali	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 4 - Russian	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
Language 5 - Amharic	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>

Language 6 – Ukrainian	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul> Witness Cards and Notice to Involved Parties	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>Priority designation List of needs:</li> </ul>
	Highest priority	Mid-level priority	Lower priority

**Section Four: Ensuring Quality & Continuous Improvement**

*The purpose of this section is to measure and ensure high quality language access services.*

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

Service	Do you have a system to measure quality of services? Please answer Yes or No for each service listed.	
Translation	<input type="checkbox"/> Yes Please describe how you measure quality: We have not received any complaints regarding the provision of language access services.	<input checked="" type="checkbox"/> No  Do you need technical assistance? We have not received any complaints regarding the provision of language access services.
Interpretation	<input type="checkbox"/> Yes Please describe how you measure quality: We have not received any complaints regarding the provision of language access services.	<input checked="" type="checkbox"/> No  Do you need technical assistance? We have not received any complaints regarding the provision of language access services.



<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We have not received any complaints regarding the provision of language access services.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> We have not received any complaints regarding the provision of language access services.
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2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

**Fleet staff will note how often the translated materials are used and ask bidders if the translated information is helpful.**

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

**Work with the Office of Risk Management Services to determine how many Witness Cards and Notice to Involved Parties are completed and returned using a translated version. Frequency of use of translated information at auctions and spot bids.**

<i>Complaints</i>	<i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i>		
We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> We have not received any complaints regarding the provision of language access services.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> We have not received any complaints

			regarding the provision of language access services.
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*Please describe how your division handles complaints regarding the provision of language access services.*

We have not received any complaints regarding the provision of language access services.

**Section Five: Total Department Budget for Language Access**  
*Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division*

<i>Language Access Services</i>	<i>Total Budget Allocated</i>
Translation	As needed, utilizes DOT Communications budget resources
Interpretation	As needed, utilizes DOT Communications budget resources
In-Language Outreach	As needed, utilizes DOT Communications budget resources
Ethnic Media Ad-Buys	As needed, utilizes DOT Communications budget resources

***Thank you for your attention to making the King County a model county in language access.***

<i>Jennifer Lindwall</i>		<i>10/11/18</i>
<i>Division Director</i>		<i>Date</i>

<i>Nora Jagielo</i>	<i>PM III</i>	<i>10/11/18</i>
<i>Division Staff</i>	<i>Title</i>	<i>Date</i>

<i>Division Staff</i>	<i>Title</i>	<i>Date</i>
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*Immigrant and Refugee Policy & Strategy Analyst*



*Date*

## Language Access Plan for Divisions

*This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.*

**From Ordinance 18665:** King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

### Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

**Translation:** The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

**Interpretation:** The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

**In-Language Community Outreach** include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

## Section 1: Context and Current State

1. Division/agency mission and purpose:

**The King County Road Services Division is responsible for all county-owned roads, bridges and related infrastructure in the unincorporated area of King County. The King County Road Services Division manages approximately 1,500 miles of county roads and 182 bridges that carry more than 1 million trips per day. The 250,000 residents of unincorporated areas receive roadway, drainage, shoulder, and right of way maintenance and operations services directly from King County.**

2. Geographic reach of primary services/facilities/programs:

**Unincorporated King County.**

3. Demographics of current user population:

**Varied but in line with County Demographic data for Unincorporated King County.**

4. Demographics of intended or priority populations:

**Largely aligned with County ESJ priority populations.**

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division?  Yes  No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

**Census data, County demographics, community meeting data, CSA Program data**

7. Existing language access policies, service levels, tracking methods:

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Current State	Primary tools, methods, and channels for interactions		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish			
Language 2:			
Language 3:			
Language 4:			
Language 5:			
Language 6:			

**Vital Documents/Public Communication Materials Inventory**

Vital Document/ PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:

**Section 2: Analysis/prioritization of future needs**

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

**Due to current re-organization, this work has been placed on hold.**

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

**No. Due to current re-organization, this work has been placed on hold. The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.**

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

**The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.**

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018?  Yes  No Please describe these:

**The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.**



### Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 5	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>

Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 5	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>

Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
	Highest priority	Mid-level priority	Lower priority

**Section Four: Ensuring Quality & Continuous Improvement**

*The purpose of this section is to measure and ensure high quality language access services.*

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

Service	<i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i>	
<i>Translation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> With support from DOT Communications.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> With support from DOT Communications.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> With support from DOT Communications.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> With support from DOT Communications.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> With support from DOT Communications.	<input checked="" type="checkbox"/> No

		<i>Do you need technical assistance?</i> With support from DOT Communications.
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2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

**Surveys, focus groups, community interaction**

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

**Participation in community events, adherence to safety and Roads alerts**

<i>Complaints</i>	<i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i>		
We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> With support from DOT Communications.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> With support from DOT Communications.

*Please describe how your division handles complaints regarding the provision of language access services.*

With support from DOT Communications.

**Section Five: Total Department Budget for Language Access**

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

<i>Language Access Services</i>	<i>Total Budget Allocated</i>
Translation	Utilizes DOT communications budget as needed
Interpretation	Utilizes DOT communications budget as needed
In-Language Outreach	Utilizes DOT communications budget as needed
Ethnic Media Ad-Buys	Utilizes DOT communications budget as needed

***Thank you for your attention to making the King County a model county in language access.***

*Rick Brater* *10/11/2018*  


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*Division Director* *Date*

*Susan West* *PPM IV* *10/11/2018*  


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*Division Staff* *Title* *Date*

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*Division Staff* *Title* *Date*

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*Immigrant and Refugee Policy & Strategy Analyst* *Date*

## Language Access Plan for Divisions

*This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.*

**From Ordinance 18665:** King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

### Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

**Translation:** The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

**Interpretation:** The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

**In-Language Community Outreach** include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

### Section 1: Context and Current State

1. Division/agency mission and purpose: **KCDOT-Marine operating Water Taxi service between Vashon/Maury Island and downtown Seattle; and West Seattle and downtown Seattle**
2. Geographic reach of primary services/facilities/programs: **Vashon/Maury Island, West Seattle (Alki Beach), and downtown Seattle.**
3. Demographics of current user population: **Less than 2.5% do not speak English well**
4. Demographics of intended or priority populations: **Less than 25% are people of color.**
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division?  Yes  No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?  
**Census maps, County Demographic data, survey data. Done in conjunction with DOT Communications Team.**
7. Existing language access policies, service levels, tracking methods: N/A

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Current State	Primary tools, methods, and channels for interactions		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	Printed schedule for West Seattle route	Water Taxi has a page on the Metro website and utilizes Metro resources for translation	The Water Taxi utilizes resources in Metro customer service for interpretation.
Language 2:			
Language 3:			
Language 4:			
Language 5:			
Language 6:			



**Vital Documents/Public Communication Materials Inventory**

Vital Document/ PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
Title IV	Y	Spanish	2013	2013	


**Section 2: Analysis/prioritization of future needs**

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

**The Marine Division will be looking to Metro for guidance as to department language access expectations and identifying key gaps. We are in the middle of this planning now.**

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? **Limited in scope and on-going based on organizational changes.**

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources? N/A

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018?  Yes  No Please describe these: **Translating West Seattle winter schedule into Spanish utilizing existing funds of the DOT Communications team.**

### Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 5	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>

	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 5	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>

	Highest priority	Mid-level priority	Lower priority

**Section Four: Ensuring Quality & Continuous Improvement**

*The purpose of this section is to measure and ensure high quality language access services.*

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

<i>Service</i>	<i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i>	
<i>Translation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> They are referred to DOT Communications, or existing County language resources.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> They are referred to DOT Communications, or existing County language resources.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> They are referred to DOT Communications, or existing County language resources.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> They are referred to DOT Communications, or existing County language resources.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> They are referred to DOT Communications, or existing County language resources.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i>

		They are referred to DOT Communications, or existing County language resources.
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2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

**Focus groups, surveys**

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

**Ridership increases, participation in surveys and to events**

<i>Complaints</i>	<i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i>		
We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Other  <i>Please describe.</i> They are referred to DOT Communications, or existing County language resources.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Other  <i>Please describe.</i> They are referred to DOT Communications, or existing County language resources.

*Please describe how your division handles complaints regarding the provision of language access services.*

**They are referred to DOT Communications, or existing County language resources.**

**Section Five: Total Department Budget for Language Access**

*Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division*

<i>Language Access Services</i>	<i>Total Budget Allocated</i>
Translation	As needed, utilizes DOT Communications budget resources
Interpretation	As needed, utilizes DOT Communications budget resources
In-Language Outreach	As needed, utilizes DOT Communications budget resources
Ethnic Media Ad-Buys	As needed, utilizes DOT Communications budget resources

***Thank you for your attention to making the King County a model county in language access.***

Paul Brodeur

10/11/2018

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*Division Director*

*Date*

*Greg Lerner*

*Customer Services Manager*

10/11/2018

*Division Staff*

*Title*

*Date*

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*Division Staff*

*Title*

*Date*

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*Immigrant and Refugee Policy & Strategy Analyst*

*Date*