

Airport Language Interpretation Services

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Commission Request:

- Authorization for funding to acquire a language interpretation contract for use at SEA
- Amount: \$1,000,000 for a 5-year contract
 - *maximum monthly invoice amount has been \$16k, thus nearly \$200k/year

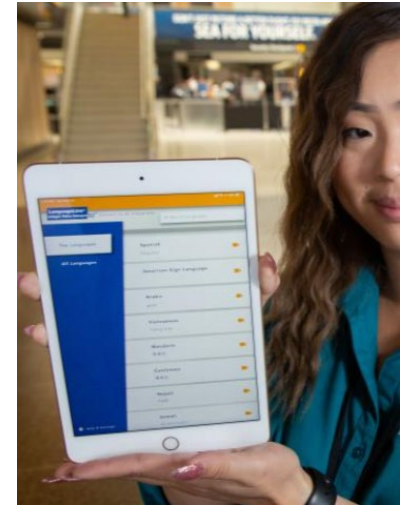
Background:

- SEA relies on the airport's multilingual airport staff to assist our international travelers, however, there are times when an employee with the specific language skills is not available.
- SEA has utilized a phone-based language service for several years; recent growth in usage during the COVID-19 pandemic.
- Service used by: Port of Seattle Pathfinders, U.S. Customs and Border Protection, and U.S. Transportation Security Administration



Overview:

- All international arriving passengers must be screened and potentially interviewed (can be up to 3-hour interviews)
- Provides customers a seamless experience who have limited to no English-speaking skills
- On-demand over-the-phone (or video for ASL as well as all other language) language interpreter primarily utilized by Customs and Border Protection and Pathfinders



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