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Item Number: 11a_supp
Meeting Date: March 12, 2024

LANGUAGE ACCESS ASSESSMENT
OEDI & External Relations
MARCH 2024

Language Access Commitments

- Title VI of the Federal Civil Rights Act of 1964
- FAA Regulations
- Port of Seattle Commission Language Access ORDER 2023-05
- Port of Seattle RAISE values and commitment to equity

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Port of Seattle Commission Language Access ORDER 2023-05

- Port-wide Language Access Assessment of current practices (including a review of publicly facing documents, resources, signage, websites, social media sites, and forms).
- Community survey and findings conducted with non-profit community partners.
- Development of a guidance manual for departments to create language access plans; and a proposal for budgeting resources necessary to effectively implement the language access policy prior to the 2025 budget development process.
- Human Resources shall propose a policy and compensation model for Port employees who are tasked with translation services outside of their regular job duties prior to the 2025 budget development process.

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Language Access Order Timeline

Sept 2023 Oct - Dec 2023 Jan 2024 Feb - Mar 2024 June 2024
42 Departments Community Language Access Language Access Report findings to Budget and Survey Survey Cohort Guidance Manual Commission presentations

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Step 1: Port-wide Survey

- 15 External Relations teams participated in the survey
- 41 other departments (non-External Relations) participated
- Survey Objectives:
 - Understand LEP individuals' interactions with departments.
 - Identify and survey LEP communities for language needs.
 - Current scope/state of assistance services, staff training, and communication with LEP individuals
 - Identify gaps

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Language Access at Work

South King County Listening Session
Sesión de consulta del condado de South King
Kulanka Dhageysiga ee Degmada south king
Bu?i L?ng Nghe C?ng ??ng Mi?n Nam Qu?n King
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Key Findings

- All External Relations teams (100%) and most other departments (83%) interact or communicate with the public or LEP individuals
- Aviation Customer Service and Accessibility has the most frequent engagements and variety of interactions.
- Formal processes surrounding language assistance services are uncommon.
- Across all departments, trainings about language assistance services are rare.
- Survey responses suggest a desire for processes, standards, and supports to be established Port-wide.

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King County & Port Language Similarities
King County Port of Seattle

Tier 1 Tier 1
Spanish Spanish
Tier 2 Tier 2
Vietnamese Vietnamese
Somali Somali
Korean Korean
Amharic Amharic
Chinese Chinese
Tier 2 - Unique to King Co Tier 2 - Unique to Port
Russian American Sign Language
Punjabi Japanese

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Language Assistance Training
Across departments, few train their staff on language access issues and/or how to provide language assistance services.

Do staff receive training on how to access & Are language access issues included in provide language assistance services? onboarding & orientation for staff?

External Relations Non-ER Departments External Relations Non-ER Departments
80%
73%
66% 66%

24% 20% 24%
10% 13%
7% 7% 10%

Yes No Unfamiliar Yes No Unfamiliar

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Identifying LEP Individuals

- LEP individuals are most commonly External Relations Non-ER Departments identified via direct requests for Respond to requests for language 67% language assistance assistance 46% Assume if communication seems 40%

- Asking questions to determine need impaired 39%
was also common 40%

Based on written material submitted

12%

- "Other" comments highlight 33%

Ask questions to determine proficiency

37%

services that do not require 13%

Have not identified LEP individuals

identification of individuals, such as 15%

7%

translating signs and materials or Use "I speak" cards or name tags

2%

providing interpreters for events 7%

Unfamiliar

12%

based on knowledge of the targeted 40%

Other

community 29%

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Staff Members as Interpreters

- Over 1-in-4 ER teams and over 1-in-3 non-ER departments report using staff members as interpreters or translators

- Only 2 departments train those individuals: Aviation Customer Service and Risk Management

• Departments reporting that they use staff for interpretation needs include:

• Engineering • Aviation Maintenance

• Maritime • Fire Department

• Finance and Budget • Risk (under Central Services)

• OEDI • Security

• Aviation Customer Service • Accounting and Financial Reporting

• Human Resources • Maritime Division: Ship Canal Operations

• AV Innovation • AV Facilities + Infrastructure

• Police • External Relations

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Port of Seattle Organizational spending

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High Usage Departments

AV 911 dispatch Police Department?

AV Capital Program Management + FI? Public records Request

AV Commercial Management? AV Security?

AV Customer Experience Boating, Ops + Security?

Environment & Sustainability? Central Procurement Office

Fire Dept Diversity in Contracting?

Marine Maintenance? Port Construction Services

AV Ground Transportation Cruise Operations

AV Facilities + Infrastructure External Relations (multiple depts)

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Step 2: Community Survey

- Designed to assess the needs and preferences of Limited English Proficiency (LEP) communities, primarily in South King County.

- Survey emailed to about 150 leaders of community groups that interact with the Port of Seattle.

- A total of 66 people participated, resulting in a 44% response rate.

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Key Findings

- Interpersonal modes of sharing info., such as personal connections & community meetings, were most preferred.
- Information about jobs and contracting opportunities were named the most important to have available in other languages.
- Although computer-generated translation tools are seen as useful by most, few agree that they are accurate.
- Need for Language Access Services varies across communities.
- Many participants were aware of difficulties accessing Port information within their community, including problems navigating the Port website and accessing job opportunities.

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Languages Spoken

Spanish, Somali & Amharic were the most common languages

38

24 23

14

10 10 10 10 9

7 7 6 5 5

3 2 2 2 1 1 1 1 1 1

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Information Needed in Other Languages

- Information about jobs Job and/or contracting

41

and/or contracting opportunities

opportunities is most Community partnerships like

36

grants, funding or trainings

important to have in other

Community meetings & events 36

languages

Customer service at the airport,

- All information types listed 25

marinas or parks

were considered useful by Port plans for future development 23

at least one-third of

participants Safety information 22

Other 2

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Step 3: Language Access Cohort

Representatives from high usage teams participated in:

- Understanding current practices
- Vital documents identification and process for translation
- Process of securing Interpretation
- Use of Port staff as interpreters
- Mass communication: website, social media, newsletters, etc.
- Reporting and monitoring data for Language Access
- Determining budgets and resources necessary
- Capture recommendations

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Key Recommendations

1. Prioritize Language Access Systemically Across the Organization

- Support language access efforts with hiring a consultant or part time staff in OEDI, with expertise in language access, who can move this work forward and help us meet our goals.
- Move forward with a tiered approach for 2024. Continue convening the Language Access Cohort to lead the implementation of these recommendations and develop budget proposals for 2025.
- Every Team across the organization in 2025 to develop Language Access Plans as mandated by the Commission order. OEDI has developed a 2-page plan template that departments can use or modify (see appendix). The process and timeline for identifying language access will mirror the existing process for the Port's annual EDI goal setting process that members of the Change Team support.
- Offer webinars and trainings for all departments to understand the mandates of language access.

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Key Recommendations

2. Invest in Tools and Resources and Partnerships

- Develop more robust partnerships with language access agencies and 2-3 contracts for translation and interpretation service agreements managed by central staff who make these available to all departments and teams through translation and interpretation service agreements. Optimize the Port's website to provide clear and streamlined access to translated information.
- Prioritize funding, contracts, RFP announcement opportunities as well as Port events, newsletters and social media for translation in 2024 and 2025.
- Create a resource center with training materials, guidance, and available contracts and options available in a central location that is easily accessible, including resources for on-the-spot interpretation and translation.

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Key Recommendations

3. The use of employees for interpretation and translation

- Employees can be a great resource available for on-the-spot interpretation and translation with policies in place.
- The Port's Human Resources department is in the process of developing a policy per the order which reads: "Per the 2022 Salary and Benefits Resolution, Human Resources shall propose a policy and compensation model for Port employees who are tasked with translation services outside of their regular job duties prior to the 2025 budget development process."

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Key Recommendations

4. Education and training for employees

- All LA materials for frontline staff should be available in a central location that is easily accessible to staff.
- Develop training videos that teach Port staff how, when and where to access interpretation (including ASL) and translation support.
- Complete the Language Access Manual so that frontline staff can use when interacting with LEP individuals. This protocol document should walk staff members through the steps to obtain interpretation, translation, and language access support for of LEP individuals.
- Orientation materials for new Port employees should include language access training, processes and protocols.
- Enhance social media outreach by integrating multilingual text within multimedia posts.

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Key Recommendations

5. Graphics and Signage

- Incorporate an ASL welcome at checkpoints on TV screens.
- Have signage at SEA information desks that share language resources.
- Bigger and more prevalent signage at SEA and all other Port of Seattle locations to inform community members of their rights to request an interpreter.

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Key Recommendations

6. Outreach and effective partnerships with Immigrant communities

- Develop a standard practice of translating Port outreach materials (program fact sheets, flyers) in the top tier languages spoken in near-Port communities.
- Use the Duwamish River Multi-Cultural Working Waterfront Tour as a model for other Port facility tours aimed at specific immigrant communities, providing narration in those languages.
- Enhance the SKCCIF Community Liaison program to reach and engage additional immigrant populations on specific Port programs and opportunities.
- Create a pilot program with a culturally connected community-based organization to develop Port-trained "language ambassadors" that can represent opportunities to engage with the Port on internships, workforce development and small business initiatives.

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Proposed Next Steps

1. Request an extension of two years to complete the remaining deliverables, moving the due date on these deliverables from February 29, 2024 to February 28, 2026.
2. Complete a language access manual providing guidance for how to establish and meet interpretation and translations requests, how to select quality, certified translators and interpreters when needed, when to consider alternative forms of language access when translation or interpretation may not be the most effective methods, and posttranslation and interpretation quality assurance review.
3. Develop a compensation policy for employees who are tasked with interpretation services outside of their regular job duties.
4. Support the Language Access Cohort to develop annual department language access plans – focusing on goals, implementation, reporting, and budget inclusion.
5. Support these departments to develop budgets for 2025 to implement their plans.

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Questions?

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