

LANGUAGE ACCESS ASSESSMENT

MARCH 2024

OEDI & External Relations

Language Access Commitments

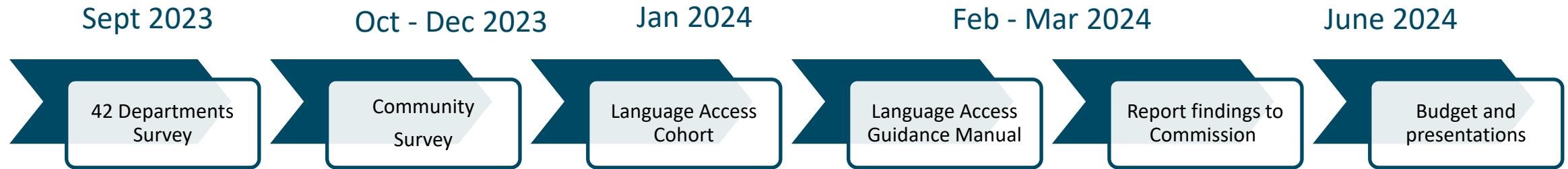
- Title VI of the Federal Civil Rights Act of 1964
- FAA Regulations
- Port of Seattle Commission Language Access ORDER 2023-05
- Port of Seattle RAISE values and commitment to equity

Laipni lūdzam
Tervetuloa Benvenuto
Herzlich Willkommen ようこそ
ยินดีต้อนรับ Welcome
Добро пожаловать Fáilte
Velkommen ¡Bienvenido! 歡迎
Üdvözöljük
Bienvenue 欢迎 에 오신 것을 환영합니다
المرحبو الهمسا Καλώς ήρθατε סיאבה סיכורב
Vítejte Welkom Dobrodošli
Sveiki atvykę یدمرا شوخ

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.

Language Access Order Timeline

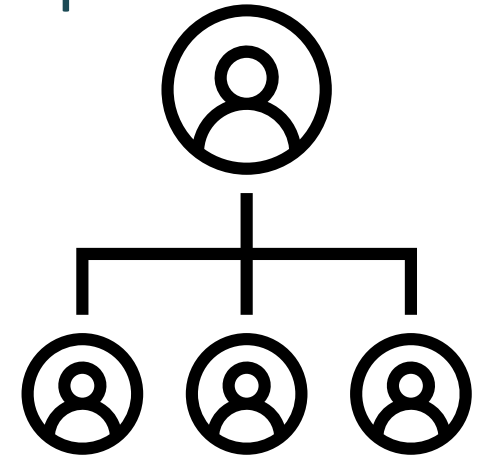


Step 1: Port-wide Survey


- 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



Language Access at Work



Other Documents

- Internships and Fellowships (English)
- Internships and Fellowships (Khmer)
- Internships and Fellowships (Somali)
- Internships and Fellowships (Spanish)
- Internships and Fellowships (Vietnamese)

Contact



Dekeda Seattle
Dekeda leh marinka
fursadaha ganacsiga

Port of Seattle®

www.portseattle.org/diversity

South King County Listening Session
Sesión de consulta del condado de South King
Kulanka Dhageysiga ee Degmada south king
Buổi Lắng Nghe Cộng Đồng Miền Nam Quận King

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.

King County & Port Language Similarities

	Language	Avg Rank	Tier
First Tier: Materials Shall be Translated	Spanish	1	1
Second Tier: Translation Recommended	Vietnamese	2	2
	Russian	4	2
	Somali	4	2
	Chinese	4	2
	Korean	6	2
	Ukrainian	7	2
	Amharic	8	2
	Punjabi	9	2
Third Tier: Translation Encouraged	Tagalog	10+	3
	Cambodian	10+	3
	Laotian	10+	3
	Japanese	10+	3
	Hindi	10+	3
	Arabic	10+	3
	Farsi	10+	3
	Tigrinya	10+	3
	Oromo	10+	3
	French	10+	3
	Samoan	10+	3

Key:

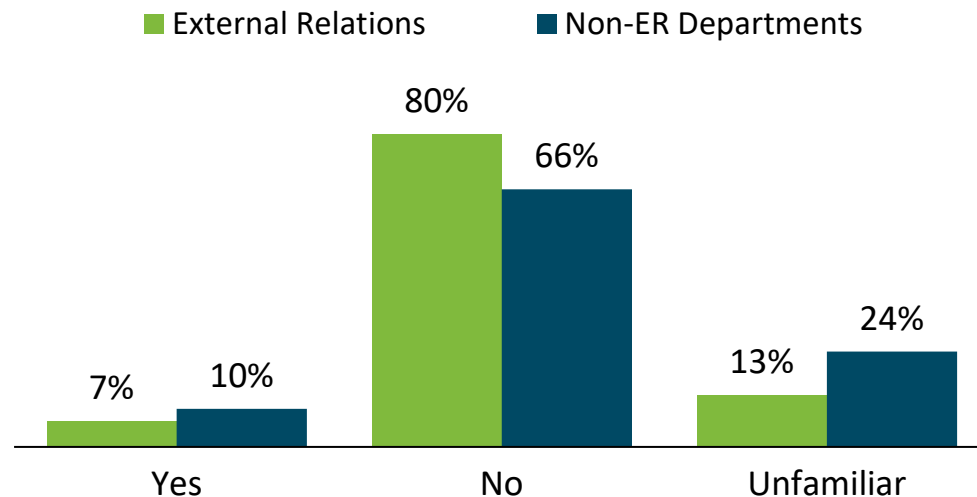
- First Tier:** "Public Communication Materials" shall be translated into target language as soon as feasible within available resources.
- Second Tier:** Translation of Public Communication Materials is recommended, depending on target audience.
- Third Tier:** Translation of Public Communication Materials is encouraged, depending on target audience.

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

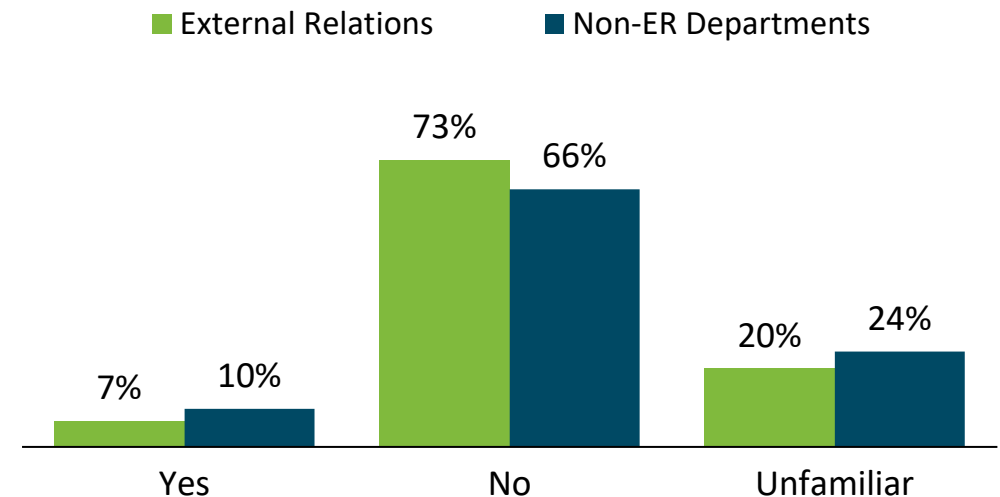
Language Assistance Training

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 & provide language assistance services?

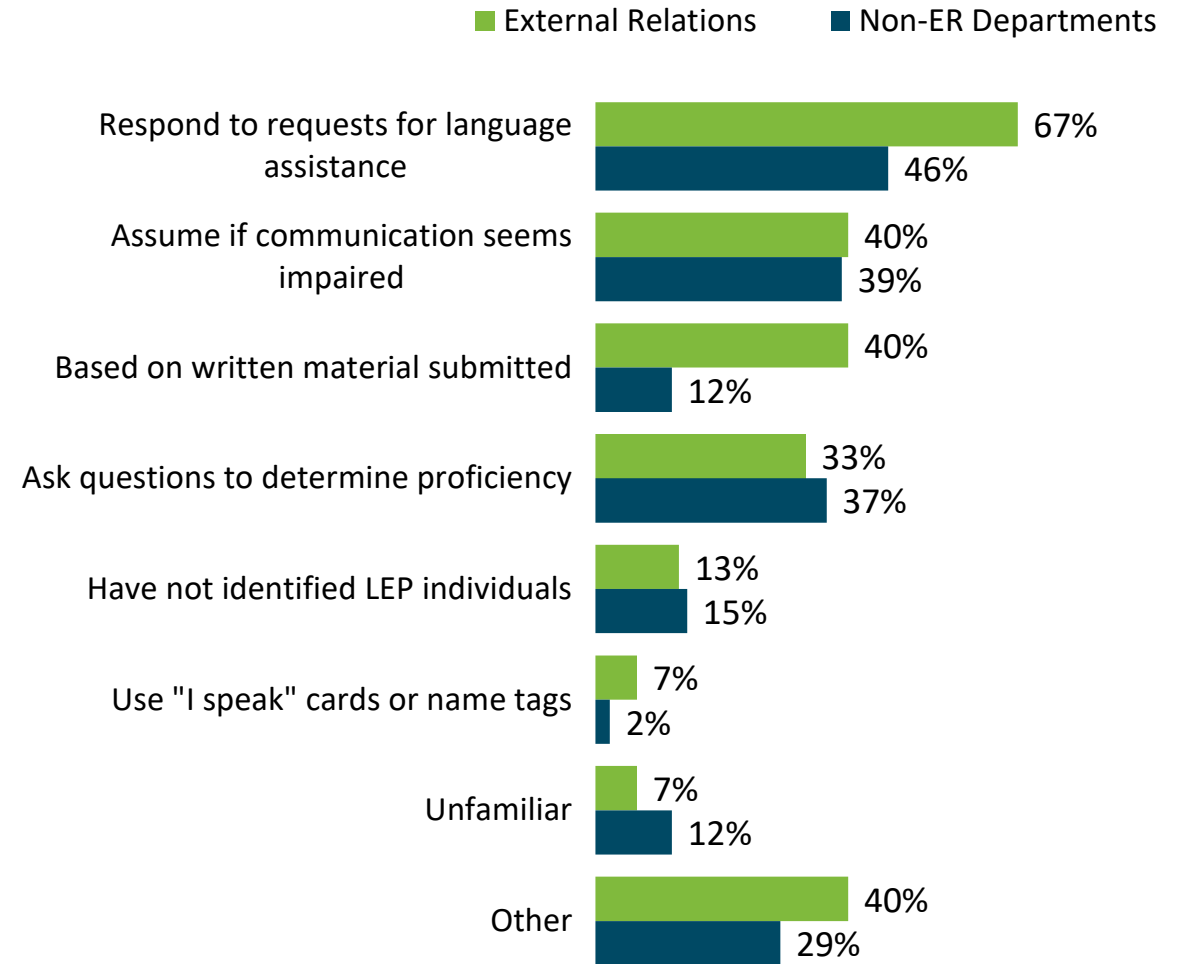


Are language access issues included in onboarding & orientation for staff?



Identifying LEP Individuals

- LEP individuals are most commonly identified via direct requests for language assistance
- Asking questions to determine need was also common
- “Other” comments highlight services that do not require *identification* of individuals, such as translating signs and materials or providing interpreters for events based on knowledge of the targeted community



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
 - Maritime
 - Finance and Budget
 - OEDI
 - Aviation Customer Service
 - Human Resources
 - AV Innovation
 - Police
 - Aviation Maintenance
 - Fire Department
 - Risk (under Central Services)
 - Security
 - Accounting and Financial Reporting
 - Maritime Division: Ship Canal Operations
 - AV Facilities + Infrastructure
 - External Relations

Port of Seattle Organizational spending



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)

Step 2: Community Survey

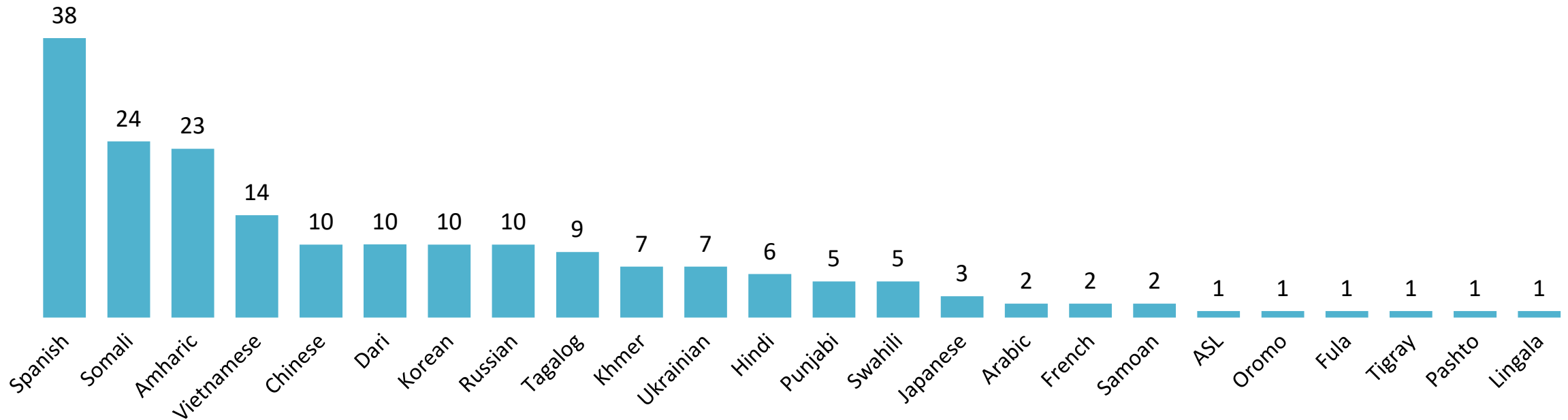
- Designed to assess the needs and preferences of Limited English Proficiency (LEP) communities, primarily in South King County.
- Survey emailed to about 150 leaders of community groups that interact with the Port of Seattle.
- A total of 66 people participated, resulting in a 44% response rate.

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.

Languages Spoken

Spanish, Somali & Amharic were the most common languages



Information Needed in Other Languages

- Information about jobs and/or contracting opportunities is *most* important to have in other languages
- All information types listed were considered useful by at least one-third of participants



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



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.

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.

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."

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.

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.

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 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.

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 post-translation 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.

Questions?