



**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>
David Lantry	Service Information	(206) 477-6068

## 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:

**King County Metro Transit is a division of King County's Department of Transportation. The agency's mission is to provide the best possible public transportation and mobility services to residents of King County.**

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

**Transportation mobility services serving primarily King County and the near Puget Sound region.**

3. Demographics of current user population:

**King County Metro serves all income and age levels in the Puget Sound region. Census tract data shows that a large number of people with limited English proficiency use Metro. Many of the census tracts in King County where more than 5% of the population speaks a language other than English have heavily used bus routes.**

4. Demographics of intended or priority populations:

**All residents of King County and the region seeking public transportation options for work, school, services and recreation.**

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?  
**Metro relies on US Census Bureau, American Community Survey data for King County, language spoken at home. We also rely on transit ridership and Access Service data, as well as data from our Low Income Fare Transportation (LIFT) program.**

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

**A primary tool for tracing language access policies and service levels has been the “Access to King County Metro Transit Service for People with Limited English Proficiency, Four factor Analysis and Implementation Plan.” This report was prepared to meet the Title VI Program report to the Federal Transit Administration. This report, which is being updated in 2019 as part of the triennial Title VI Program Report Metro must provide to the Federal Transit Administration, tracks access to transportation service for low income and limited English speaking populations using public transportation services. The plan outlines guidelines for Printed materials, language line assistance, new signage and public outreach. A universal Interpreter symbol appears on all marketing and informational materials indicating a language line with multiple languages available.**

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
<b>Spanish</b>	All Basic public communications materials are translated in Spanish. These include Timetables, Rider Alerts, Rules of the Road and Orca materials.	Web and social media content is translated in Spanish. Web content uses a google translate feature for all material.	Metro Interpreter program via 206-533-3000 offers verbal translations of all Metro materials via the language line available in nine languages.
Language 2: Vietnamese	Metro prints many outreach and communications material in the second 8 second tier languages. These include Riding the Bus, Fare alerts, Welcome aboard Transit. Orca Lift materials.	Metro Online web sites offer translated alerts in all the languages offered by Google translate	See comment above for the first and second tier languages.
Language 3: Russian	As above		
Language 4:	As above		

Somali			
Language 5: Chinese	As above		
Language 6: Korean	s above		

**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:
Transit route timetables	Y	Spanish. Interpreter telephone number.	March, 2018	March, 2018	none
Orca Lift brochures and other Orca materials	Y	Amharic, Arabic, Burmese, Chinese, Dari, Korean, Oromo, Punjabi, Russian, Somali, Spanish, Swahili, Ukrainian, Vietnamese	January, 2018	January 2018	none
Metro Transit Snow Guide	Y	Spanish	2017	2017	none
Metro and You Safety brochure	Y	Spanish, Chinese,	Feb.2017	Feb. 2017	none
Riding the Bus, A Multi-language Guide to Using Metro	Y	Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, Vietnamese	Oct. 2015	Oct. 2015	none
Alaskan Way Viaduct Closure brochure	Y	Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, Vietnamese	Oct. 2018	Oct. 2018	none
Various community outreach materials	Y	Translated into Spanish and other languages as indicated by neighborhood being served.	On-going	On-going	
Ride Right, Metro Bus Rider Code of Conduct	Y	Spanish	April 2017	April 2017	none
Title VI Compliance Form	Y	Spanish, with access to other languages via Google Translate	September 2018	September 2018	None

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

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?  
**King County Metro's decisions on which documents are translated and how distributed are currently spread across several sections including Marketing, Service Information, Rideshare/Paratransit and Market Development. The agency could benefit from some centralized decision making on these products, which is occurring as part of the creation of the new Metro Transit Department.**
  
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.  
**The Triennial FTA audit identified three documents that needed to be posted on-line. This issue was resolved by November 4, 2018.**
  
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?  
**None identified.**
  
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:  
**Metro offers Language Line interpretation services for anyone in need of assistance with Customer Service issues (printed materials include the interpreter symbol and phone number). Metro also includes Google Translate on all web pages for ease of translation. In addition, Metro community engagement staff work carefully to assess the translation and interpretation needs of individual communities when seeking engagement and input about potential future service or fare changes.**

### 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</li> </ul> List of needs: All vital documents available in Spanish	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Automated translate functions for Internet and social media postings	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed
Language 2: Vietnamese	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Communications materials, as appropriate, available in Tier 2 languages, depending on community needs	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Automated translate functions for Internet and social media postings	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed
Language 3: Russian	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2
Language 4: Somali	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2
Language 5: Chinese	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2
Language 6: Korean	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs: Same as for Language 2
	<b>Highest priority</b>	<b>Mid-level priority</b>	<b>Lower priority</b>

**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</li> </ul> List of needs: All vital documents available in Spanish	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Automated translate functions for Internet and social media postings	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed
Language 2: Vietnamese	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Communications materials, as appropriate, available in Tier 2 languages, depending on community needs	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Automated translate functions for Internet and social media postings	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed
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Language 6: Korean	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Same as for Language 2	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: Same as for Language 2
	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 checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations	<input type="checkbox"/> No  <i>Do you need technical assistance?</i> We work with community-based organizations
<i>Interpretation</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations	<input type="checkbox"/> No  <i>Do you need technical assistance?</i> We work with community-based organizations
<i>In-Language Outreach</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations	<input type="checkbox"/> No  <i>Do you need technical assistance?</i> We work with community-based organizations

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

We work carefully and closely with community-based organizations on any proposed change to Metro services or fares.

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

We seek genuine engagement, and work with community-based organizations to enhance our efforts.

<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"/> <b>Yes.</b> Transit has a Title VI language and racial access complaint form. These are available through the customer service office and on line.	<input type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> We work with community-based organizations
We display information on how to file a complaint.	<input checked="" type="checkbox"/> <b>Yes.</b> Metro has signs in the customer service office indicating it does not discriminate and indicates how to file a complaint. These are in the top 9 languages and English.	<input type="checkbox"/> No	<input type="checkbox"/> Other  <i>Please describe.</i> We work with community-based organizations

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

We have a Title VI complaint process that is operated in conjunction with the Civil Rights Program.

We work with community-based organizations

**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	
Interpretation	
In-Language Outreach	
Ethnic Media Ad-Buys	

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

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*Division Director* *Date*

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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*