

LANGUAGE ACCESS

MARCH 2026

Office of Equity, Diversity, and Inclusion

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
ຍິນດີຕ້ອນຮັບ Welcome
Добро пожаловать Fáilte
Velkommen ¡Bienvenido! 歡迎
Üdvözöljük
Bienvenue 欢迎 에 오신 것을 환영합니다
الهلوسوالهأ Καλώς ήρθατε סיאבה סיכורב
Vítejte Welkom Dobrodošli
Sveiki atvykę یدمآ شوخ

Port of Seattle Commission Language Access ORDER 2023-05



Assess Current State



Conducted a port-wide review of language access across public documents, signage, websites, and services.



Engage Community



Gathered input through surveys and nonprofit community partners.



Build Implementation Framework



Developed a Language Access Guidance Manual



Establish Multilingual Compensation Model



Created a compensation structure for employees providing interpretation and translation.

High-Level Timeline & Milestones

2023

- **Order Adopted:** Developed a port-wide policy on language access.
- **Language Access Assessment:** Discovery/Analysis Phase
- **Language Access Cohort Created**

2024

- **Language Access Guidance Manual:** Design, Development Started
- **Language Access Assessment:** Findings Presented to Commission
- **Extension** on Order 2023-05 Granted to Feb. 2026
- **Deliverables Completed:**
 - Language Access Assessment (Port-wide)
 - Language Access Community Survey
 - Assessment of Aviation Division Commission Briefing

2025

- **Deliverables Completed**
 - Technical Support & Training
 - Language Access Department Plans & Goals
 - Language Access Cohort Convenings
 - Language Access Guidance Manual Development
 - Compensation Policy for Multilingual Compensation Program

2026

- **Commission Presentation & Implementation Plan**
 - Language Access Guidance Manual & Implementation
 - HR Multilingual Compensation Model & Workplan
 - Departmental Language Access Plans

Language Access Guidance Manual

Guidance Manual Content

How to Access Services

- Interpretation, translation, request processes, quality assurance, and key contacts.

How to Implement

- Department planning templates, training, outreach guidance, and partnership strategy.

How We Ensure Accountability

- Complaint process, monitoring & evaluation, legal standards, and implementation tools.

Interpretation | Translation Requests Completed Examples



On-Demand Virtual Queue Overview



SEA Customer Care Live Chat



Notice of Seizure Form



TNC Driver Survey



Aviation Signage – FIFA and General Wayfinding



SEA STS Train Station Digital Signage Updates



IAF Passenger Video Script

Language Access Guidance Manual Next Steps

Language Access GM SharePoint

PREPARED BY ODI

Language Access Guidance Manual

The Language Access Guidance Manual is designed to support Port teams in providing timely and meaningful access to our facilities and services for Limited English Proficient (LEP) persons, as well as effective communication for individuals who are Deaf and speak American Sign Language (ASL). Port teams should strive to provide language assistance services to Limited English Proficient individuals whom they encounter or whenever a Limited English Proficient person requests language assistance services, as well as provide effective communication methods to individuals who are Deaf and speak American Sign Language (ASL).

Language Access at the Port - Quick Reference Guide

...beyond intention and into action...

Language Access Dashboards

Seattle - Tacoma International Airport

Overview - All Accounts **6,405 Calls** **66,813 Minutes** **25s Avg Connect Time**

Last Year

Call Volume

Top 5 Languages

Language	Calls	Avg. Duration	Connect Time
Mandarin	1,887	12 min	17s
Korean	771	14 min	39s
Spanish	630	14 min	8s
Japanese	409	12 min	23s
Vietnamese	407	7 min	9s
All Other Languages	2,136	10 min	35s

Solutions Summary

Audio	6,405 Calls
	66,813 Total Minutes
	11 Min Avg. Duration

Note: These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.

Q1 2026 | Infrastructure

Q2 2026 | Awareness & Capacity Building

Q3/Q4 2026 | Adoption & Evaluation

Goal: Remove access barriers and stand-up foundational tools

Goal: Build shared understanding and practical confidence

Goal: Normalize usage and sustain behavior change

Multilingual Compensation Plan & Next Steps

Compensation Model

Commission
Order 2023-05

Eligible Port
Roles Identified

Qualification
Criteria

Tier 1

- Spanish

Tier 2

- Amharic
- ASL
- Chinese
- Japanese
- Korean
- Somali
- Tagalog
- Vietnamese

Port of Seattle
Top 9 Languages



[Language Access Assessment March 2024](#)

Phase One

OEDI identified the following roles:

- Airport Customer Service Representative I & II
- Harbor Customer Service Specialist (General & Fishing)
- Customer Communications Representative
- On-Call SEA Customer Support Representative

HR identified the following roles:

- Landside Transportation Specialist
- Landside Cruise Transportation Coordinator

Roles Identified



Phase One – Non-Represented Roles

Phase Two – Expand to Represented Roles



Proficiency Testing gauges the level of fluency in English or another language in a general context.

Language
Proficiency



Annual Departmental Language Access Plans

Language Access Goals & Guidance



STEP ONE

Define Your Goals – Consider your department’s work, key audiences, the needs of your partners, and your ability to track and measure a goal’s progress



STEP TWO

Estimate Your Costs – Consider the resources you will need to achieve your goals and how you can partner with OEDI



STEP THREE

Submit Your Plan and KPIs – Use a S.M.A.R.T. framework to create key performance indicators for your goals

2026 Departmental Language Access Plans



Central Procurement Office

Make Procurement Documents more Accessible: Update public-facing docs into plain language and translated into multiple languages

Address Needs of Community-Based Organizations: Conduct an assessment to understand the needs of LEP communities; translate materials and implement recommendations of assessment

Approximate Budget Impact: \$50K



Aviation Customer Service

ASL Interpretation: Implement Mobile Video Remote Interpretation (VRI) for American Sign Language Interpretation Services

Increase Language Accessibility: Add at least one more language to the interactive digital map; pilot FluentTalk translation devices; create translated materials in the four official FIFA languages

Approximate Budget Impact: \$70K



Tourism

Provide Info at SEA and Cruise Terminals in 50+ languages: Pilot Chatbot tool, supporting Port's responsible tourism goals encouraging tourists to visit lesser-known, less-er resourced attractions

Translate "Cruise & Stay" Materials: Translated materials into Japanese, Korean, and German, sharing online and with global offices

Approximate Budget Impact: \$2K - \$4K

Language Access in Action

Translation in top 5+ Port Languages

Examples include: Spanish, Chinese Mandarin, Korean, Japanese, Russian, Vietnamese, French, Ukrainian, Arabic, Khmer, German, Portuguese, Amharic, Tagalog



FIFA World Cup

Ensuring Language Accessibility for all passengers across the Puget Sound Region.

- Language Access Cohort (Internal)
- Regional Passenger Experience Workgroup (External)
- WSDOT Language Access Workgroup (External)



General Wayfinding

Updating and expanding Language Accessibility for SEA wayfinding.

- Terminal Efficiency Workgroup (Internal)



Anti-Human Trafficking

Updating and expanding Language Accessibility for Anti-human trafficking initiatives.

- AHT Workgroup (Internal)



Title VI

Updating and preparing for Title VI Plan renewal, 2026. Partnering with AV and Maritime Leaders.

- Language Access Cohort (Internal)
- Title VI Workgroup (Internal)

Questions?