

Providing Translation Services

The Washington State Department of Transportation (WSDOT) must ensure that we are providing equal access to programs, services, and activities, including project information, in the appropriate languages. If demographic data indicates that five percent of the population or 1,000 persons, whichever is less, living within half a mile of your project “speak English less than well,” you will need to provide equal access to project information in their language. This may be accomplished by:

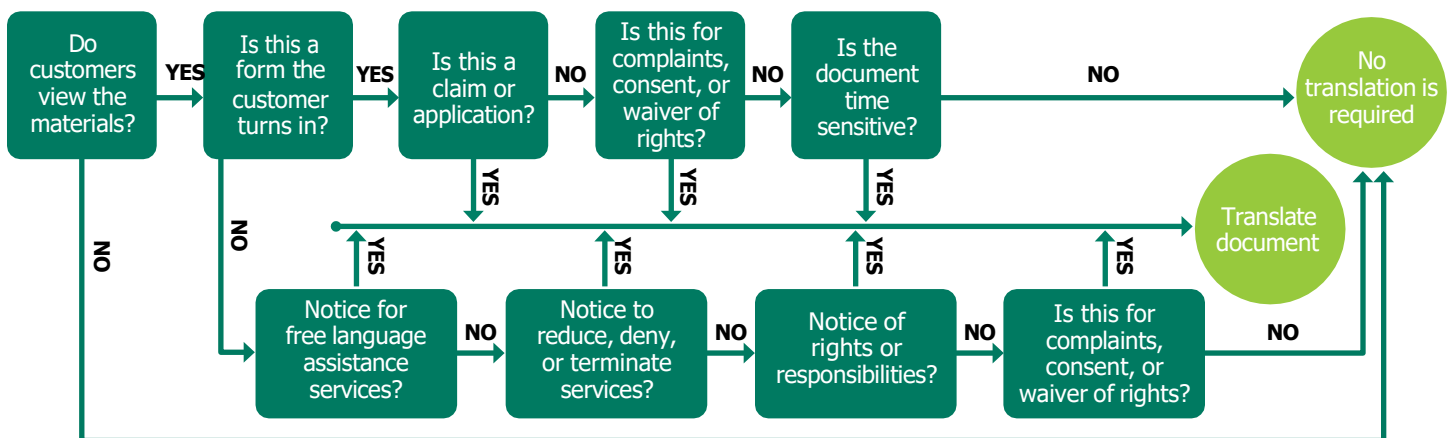
- Posting a notice on your project webpage in the appropriate language(s).
- Providing translation or interpreter services upon request.
- Printing and distributing translated project communication materials in the appropriate languages(s).
 - You do not need to translate all documents for your project if you have provided a way to request that information.
 - Such as including the [Translation Service Public Notice](#) to the document.

Visit the Federal Highway Administration’s [Data Collection Walkthrough webpage](#) for information on collecting demographic data.

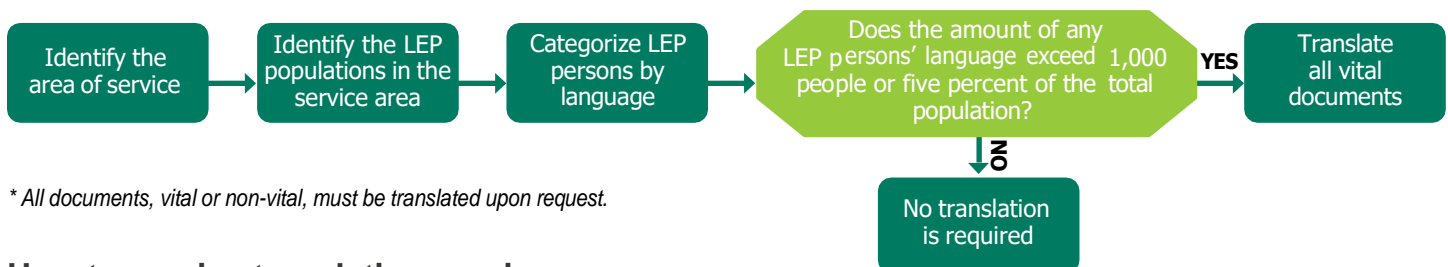
How to determine if your document should be translated

WSDOT must ensure vital documents are accessible, or translated, for Limited English Proficiency (LEP) individuals. Vital documents are any communication or documentation deemed significantly important to a LEP person’s access to WSDOT programs, services, and activities, or that are required by law.

The diagram below provides a walkthrough for identifying when a document should be considered vital*



How to determine what languages your vital document must be translated into.



* All documents, vital or non-vital, must be translated upon request.

How to receive translation services

Currently, WSDOT is using language service primary contracts from the Department of Enterprise Services (DES). The DES primary contracts must be used unless you can demonstrate they do not meet a specific need. In that situation, you must note in your purchasing file why the contract did not meet your need and then proceed to obtain a vendor that does meet your needs. The master contracts for translation services include:

- [Translation Services, Written Word, contract # 04218](#)
- [Communication Access Real Time Translation \(captioning\), contract # 03116](#)

For more information on receiving translation services, see WSDOT’s [Communications Manual](#).

Title VI Notice to Public: It is the Washington State Department of Transportation’s (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT’s Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR’s Title VI Coordinator at (360) 705-7090.

Americans with Disabilities Act (ADA) Information: This material can be made available in an alternate format by emailing the Office of Equity and Civil Rights at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.