

# 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:

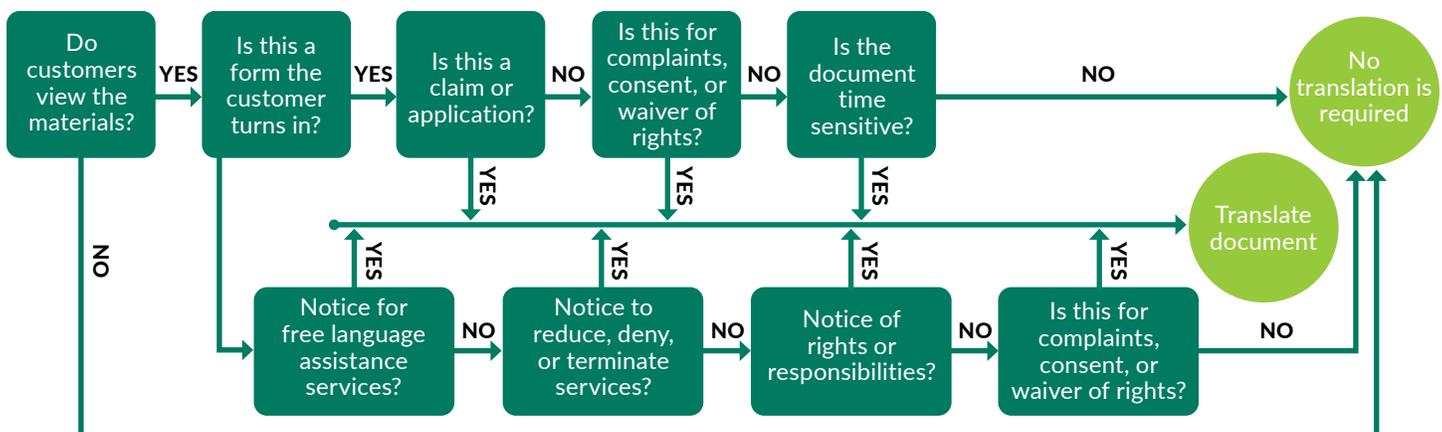
- Posting a notice on your project webpage in the appropriate language(s).
- Printing and distributing translated project communication materials in the appropriate languages(s).
  - You do not need to translate all documents for your project if you have provided a way to request that information.
-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

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

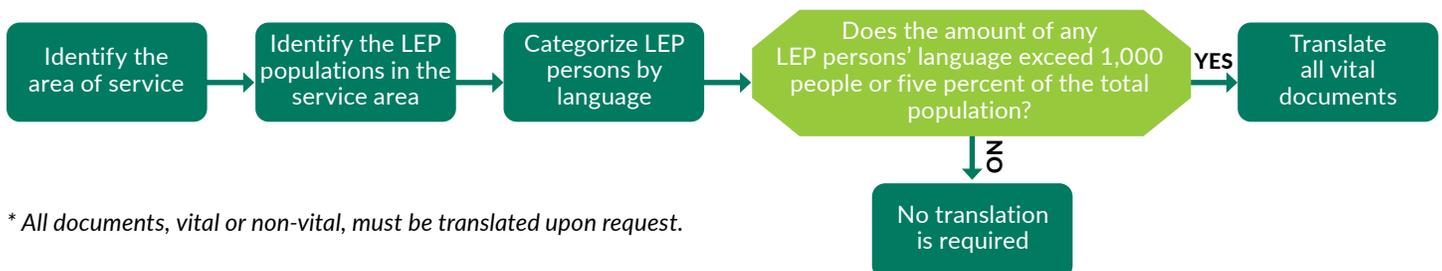
## How to determine if your document should be translated

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 can be considered\*



## 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](#).