



**Office of the Mayor
City of Seattle
Gregory J. Nickels, Mayor**

**Executive Order: 01-07
Translation & Interpretation Policy**

City-wide translation and interpretation policy

This Executive Order affirms the aspiration of the City of Seattle to provide equal access to City services to all Seattle residents, including those with limited proficiency in English. This Executive Order directs City departments to adopt the new city-wide translation and interpretation policy starting January 31, 2007.

WHEREAS, Seattle is home to individuals of diverse heritage with over 100,000 foreign-born individuals of numerous nationalities; and

WHEREAS, the City seeks to make government services and resources easily available and understandable to all Seattle residents, including non-native English speakers; and

WHEREAS, many Seattle residents speak English as a second language and face challenges in understanding eligibility for benefits and participation in government programs; and

WHEREAS, the City of Seattle, through this order, directs each city department to adopt standards and procedures for translation and interpretation policies in an effort to provide equal access to City services and programs to Seattle residents with limited English proficiency;

NOW, THEREFORE, I, GREGORY J. NICKELS, Seattle Mayor, order all City departments to translate government documents such as consent and complaint forms, notices of rights, notices of free language assistance and explanation of department's direct services from English into the primary languages spoken by a substantial number of Seattle residents.

FURTHERMORE, I direct City Departments to translate and distribute relevant documents when conducting major projects in neighborhoods where 5% or more of the population consists of a specific language group, based on the latest census data.

FURTHERMORE, I direct City Departments that provide a targeted service to a particular language group, to translate information about the service into the language spoken by that group.

FURTHERMORE, I direct City Departments to use the City Language Bank and/or telephone service providers under contract with the City, as appropriate, for interpretation to assist and inform residents about City services.

FURTHERMORE, I direct City Departments to make every effort to provide interpreters at community meetings organized by the City.

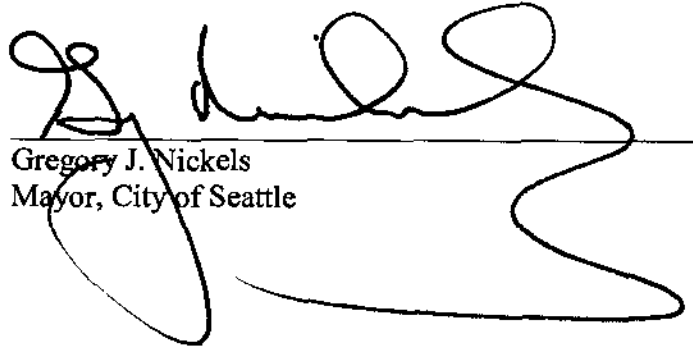
FURTHERMORE, I direct City Departments that conduct neighborhood specific events to provide interpreters in the languages where 5 % or more of the residents in that area represent a language group, based on the latest census data.

FURTHERMORE, I direct City Departments to use competent, trained and culturally sensitive City staff and professional/certified translators and interpreters.

FURTHERMORE, I direct City Departments to provide these services to City residents free of charge.

Inquiries regarding this Executive Order should be directed to Haddis Tadesse, Human Services Department at (206) 684-8119.

Dated this 29th day of January, 2007



Gregory J. Nickels
Mayor, City of Seattle