



LANGUAGE ACCESS POLICY IMPLEMENTATION

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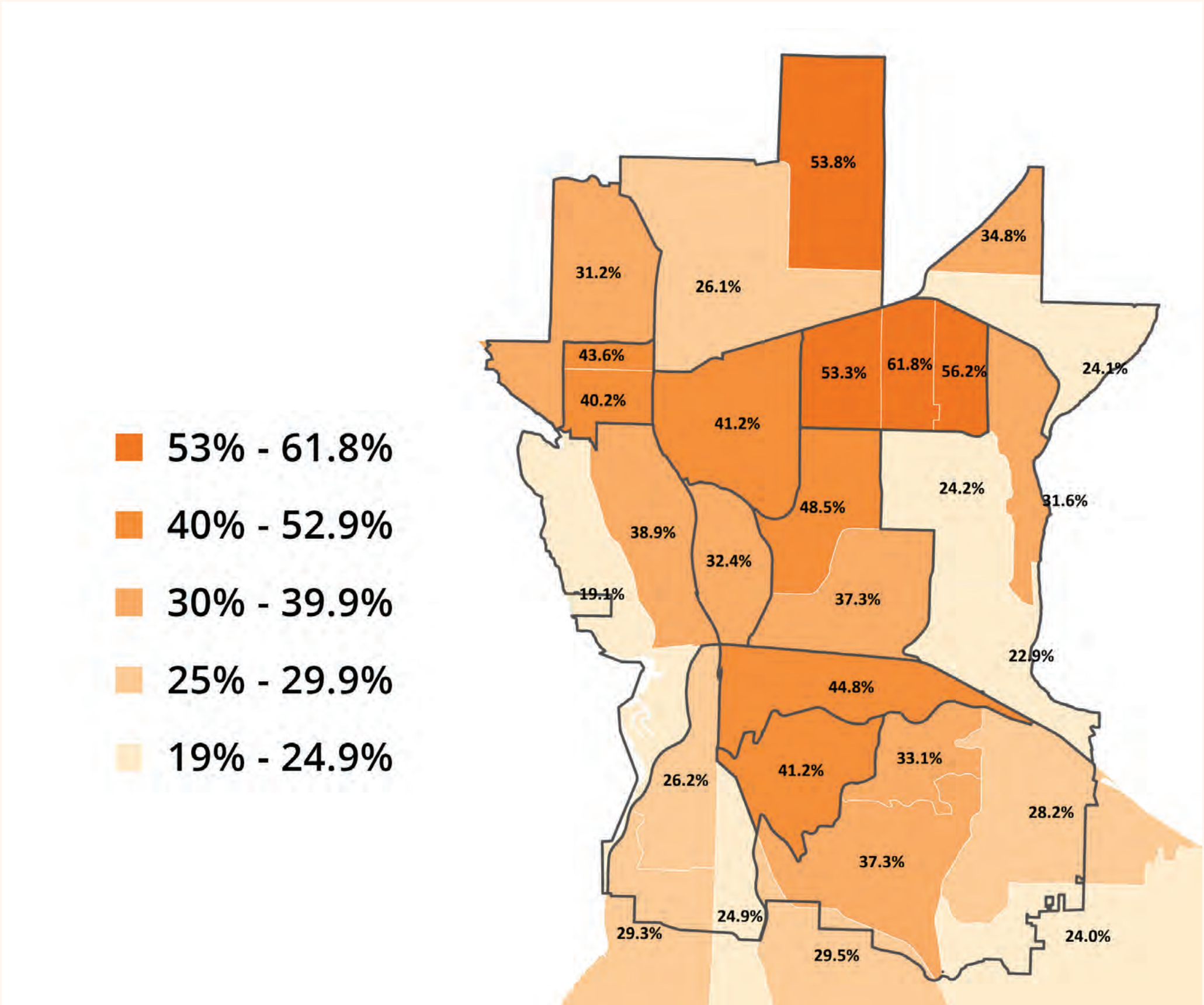


THE CHALLENGE

Bellevue is a minority-majority city. Over the past several decades, Bellevue has become a fast-growing and multi-cultural city. According to a survey in 2015, more than 39% of Bellevue residents were born in a foreign country, and about 42% of the population spoke a language other than English at home. Diversity has become the signature of Bellevue.

The City of Bellevue wants to provide the best services to its residents. However, sometimes City employees are not aware of the services available to the City’s diverse language-speaking population. Although the City’s website provides information about services for non-English speakers, employees often struggle to locate the information and resources about these services in a timely manner.

PERCENT OF POPULATION SPEAKING LANGUAGE OTHER THAN ENGLISH AT HOME, 2016.



Percent of population speaking language other than English at Home, 2016 CITY OF BELLEVUE

OUR METHODS

The team met with City officials to learn about the various challenges faced by City employees when trying to provide language help for the residents. The team then researched various other cities that are facing similar problems. They also researched the impact of information availability through mobile technology, and conducted an initial assessment on project size and scope.

OUR PRELIMINARY FINDINGS

Based on the meeting with employees from Bellevue City Hall, our team makes the following preliminary recommendations:

CREATE A MOBILE APPLICATION

We recommend a mobile application because it makes the information very central and accessible. To reach both Andriod and IOS users, we recommended creating both versions of the app.

FILTER BY LANGUAGE

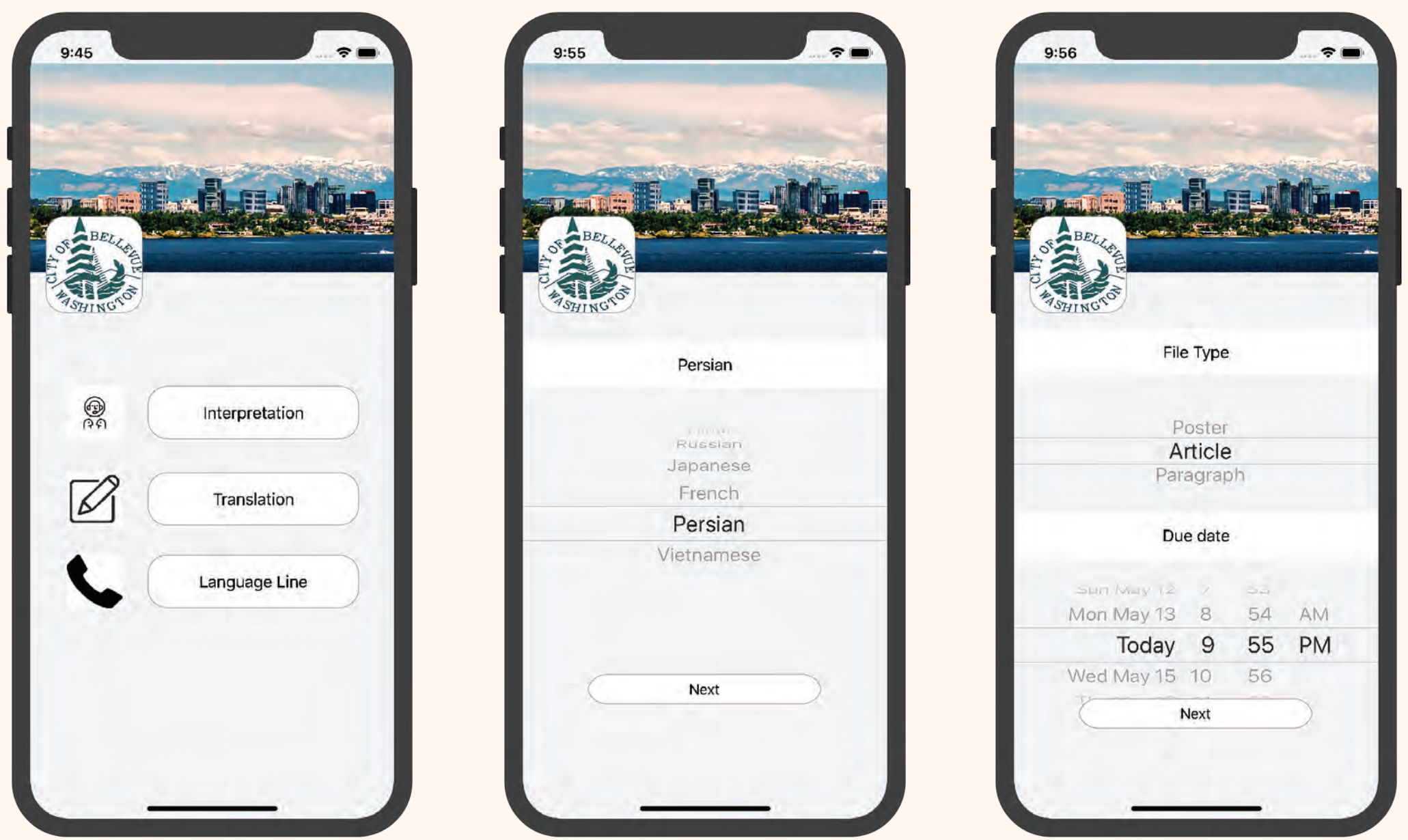
Since the City receives requests for translation and interpretation for a large number of languages, the mobile application lists all possible languages for the City employee to select from.

MAKE IT SIMPLE

We do not recommend having the City employee pick services by name because it takes time in training to remember which name relates to what service. We want to keep everything simple and let the application decide which service is the best for our requester.

MAKE IT EFFICIENT

For efficiency, we suggest keeping interaction time as fast as possible. We will therefore reformat or combine some of the information to minimize interaction time.



Demo Application ADRIAN KANG



The LCY team at Bellevue City Hall. From left to right: Chung Liu, Adrian Kang, Edgar Hyeongwoo Park, Abdinassir Muse, and Juhwan Kim. TERI THOMSON RANDALL

