Language Assistance for November 2016 Election

89 Requests Made by Voters:

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>61%</td>
</tr>
<tr>
<td>Deaf Community</td>
<td>7%</td>
</tr>
<tr>
<td>Somali</td>
<td>6%</td>
</tr>
<tr>
<td>Russian</td>
<td>5%</td>
</tr>
<tr>
<td>Cantonese</td>
<td>3%</td>
</tr>
<tr>
<td>Mandarin</td>
<td>2%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>2%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>14%</td>
</tr>
</tbody>
</table>

Bilingual Staff Available:

- Hmong
- Russian
- Ukrainian
- Japanese
- Spanish
- Vietnamese

“We didn’t know you could help us in our language, thank you!”

Voters Were Helped:

- 51% Over the Telephone
- 29% At the Front Counter
- 20% Through Voter Assistance

Interpretation Provided:

- 61% IRCO Telephonic Interpretation
- 19% Bilingual Staff Interpretation
- 20% Declined Interpretation or Family Member Interpretation

7 Press Releases Translated into 5 Languages:

- Arabic, 25
- Chinese, 58
- Japanese, 17
- Korean, 17
- Russian, 49
- Spanish, 181
- Somali, 35
- Tagalog, 15
- Vietnamese, 46

* 228 visits were to the main language access page, Multnomah County Elections: Language Access for Voters Needing Interpretation

Pedro Delgado, an 18 year old Mexican-American first time voter, was able to successfully cast his ballot because of multilingual FAQs on the website that provided accessible voting options.