Language Access Program

FY 2026 REPORT

The Office of Public Affairs' (OPA) in-house translation program continued to provide high-quality language access support throughout FY 2026, completing 599 translation requests.

The translation volume remained comparable to the previous fiscal year; however, the program expanded its reach, providing service to four more agencies than FY 2025. This sustained demand reflects the continued value of the centralized, in-house translation services.

No person will be denied equal access to county services based on his/her inability, or limited ability, to communicate in the English language.

Language Access Policy PM 02-08

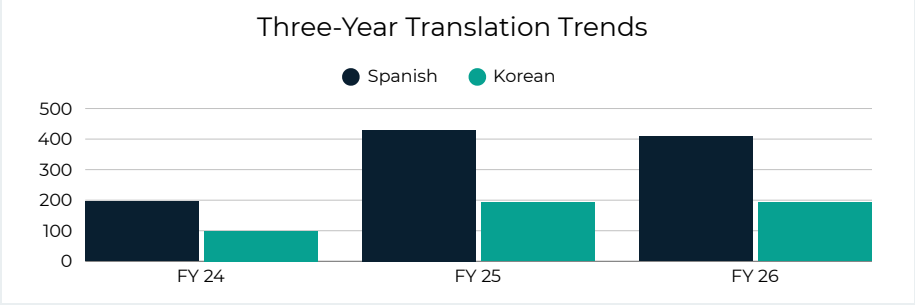
599
Total Translation Requests

407
Spanish Translation

192
Korean Translation

31
Agencies Served

OPA IN-HOUSE TRANSLATION OVERVIEW



Translation Highlights:

- 12 Editions of NotiCentro Spanish-language newsletter
- 290 Korean-language Social Media Posts & 50 Original Video Reels
- Countywide Emergency Messaging
- Election and Bond Referendum Communications and Outreach
- Countywide Strategic and Budget Documents
- Community Outreach Materials
- FY 2025 Youth Survey Results

OPA IN-HOUSE SPANISH INTERPRETATION

$617
Interpretation Total (In-House)

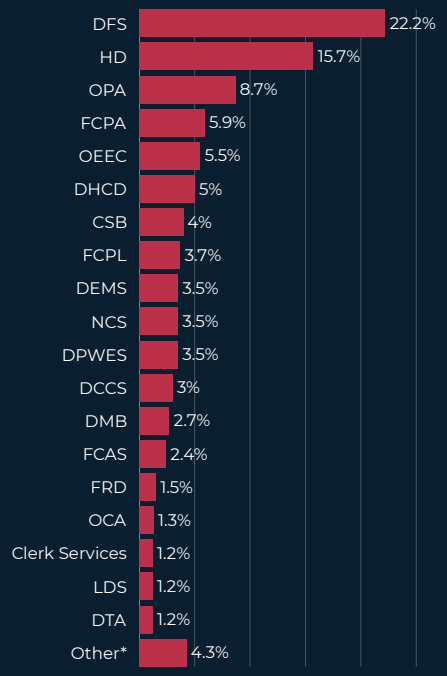
$223 – $823
Estimated Savings by Using Internal Resources

In FY 2026, OPA expanded its language access services by providing in-house Spanish interpretation for select county meetings and public events. The program supported six assignments, including the:

- Budget Town Hall
- Planning Commission Public Hearing
- Partnership for a Healthier Fairfax
- Employee recognition events.

By providing these services in-house, OPA demonstrated a cost-effective alternative to contracted interpretation services.

Translation Requests by Agency



*Others: BOS, Internal Audit, DPD, PD, Code Compliance, HR, DIT, MCC, DOT, Circuit Court, CEX and Elections



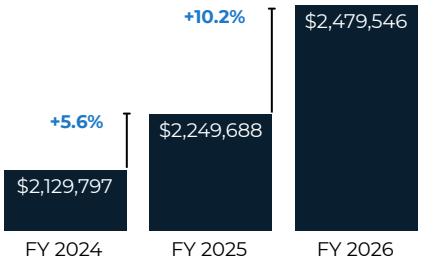
COUNTYWIDE SPENDING OVERVIEW

The combined FY 2025–2026 data from the major four language vendors offer a comprehensive picture of Fairfax County's language access spending.

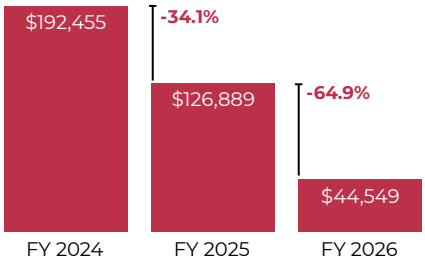
$2.48 M
Interpretation Services from Vendors

$44,600
Translation Services from Vendors

The cost of interpretation increased due to higher spending for on-site and video remote interpretation. Vendor spending on written translation decreased due to agency needs, project timing, and service delivery methods.



3-Year Oral Interpretation Spending



3-Year Written Translation Spending

Top 10 Languages for Oral Interpretation Services

Language	FY 2025	FY 2026
Spanish	70.7%	77.3%
Dari	5.8%	4.8%
Vietnamese	5.5%	4.1%
Arabic	3.1%	3.9%
Korean	3.1%	2.6%
Amharic	4.6%	2.2%
Farsi	2.8%	1.7%
Pashto	-	1.4%
Mandarin	1.4%	1.1%
Urdu	1.7%	1.0%

Spanish remained the most requested language for oral interpretation, with Dari and Vietnamese also among the top languages.

MULTILINGUAL COMMUNICATIONS AND OUTREACH

829
FY 2026 Subscribers

624
FY 2026 Unique Clicks

99.5%
Newsletter Delivery Rate

Spanish-Language Newsletter

NotiCentro, Fairfax County's monthly Spanish-language newsletter, continued to expand its reach and engagement. **Twelve editions** were published during the fiscal year, achieving a **43.5% unique open rate** and **9.8% click rate**. These numbers demonstrate strong engagement and connect audiences directly to county programs, services, events, and resources.

Most Clicked Content

1. Work for Fairfax County: Spanish-language sessions
2. New Virginia Laws Effective July 1, 2025
3. School Bus, School Zone & Crossing Guard Safety

420.1 k
FY 2026 Instagram Views

63.5 k
Accounts Reached

3.3 x
Instagram Follower Growth

Korean-Language Social Media

Fairfax County's Korean-language social media channels significantly expanded their reach and engagement in FY 2026. Content included **290 posts** and **50 original reels**, and Instagram followers more than **tripled** from **531 to 1,774**.

A reel featuring the June 25 FIFA World Cup community watch party highlighting the Fairfax County Police Department support generated the most engagement, with **34.3K views**, **471 likes**, and **441 shares**, illustrating how timely, culturally relevant content drives meaningful engagement with Korean-speaking audiences.

Additional Highlights

- DPWES "Not All Plastic Is Recyclable" with **17.4K views**, **372 likes**, and **262 shares**.

Cross-Agency Collaboration Post

- "Golden" Reel, featuring employees from **10 county agencies**.