



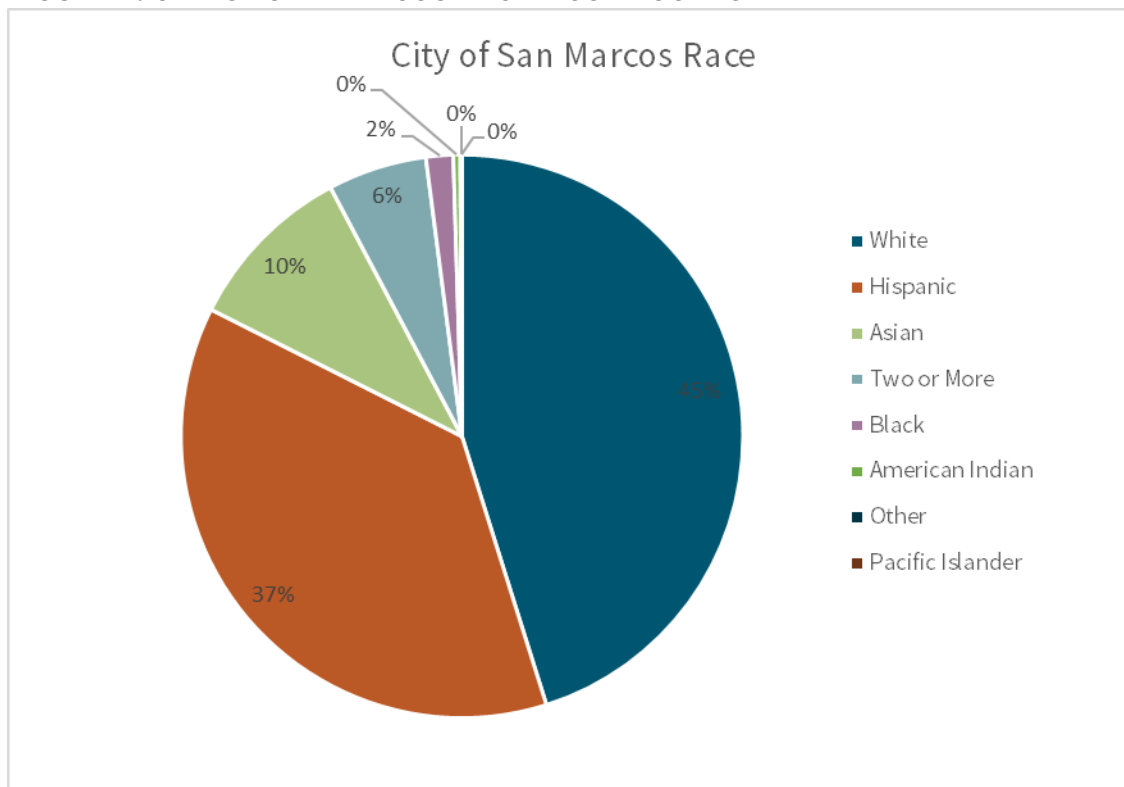
CITY OF SAN MARCOS LANGUAGE ACCESS PLAN

The City of San Marcos is committed to ensuring that all residents, including those with limited English proficiency (LEP), have access to city services and information. This language access plan outlines the City's commitment to providing language access services to LEP individuals in compliance with federal and state laws.

COMMUNITY PROFILE

The City of San Marcos is located at the northern section of San Diego County. It has a population of 94,833 residents and is approximately 24 square miles. The community is diversely comprised of Hispanic, Black, White, American Indian, Asian, Native Hawaiian and other Asian Pacific Islanders, and multi-racial residents, as indicated in the 2021 Census.¹

FIGURE 1: CITY OF SAN MARCOS RACIAL COMPOSITION



Source: ACS 5 Year Estimates, 2021



IDENTIFICATION OF LANGUAGES

The U.S. Census estimates 36.84% of households in San Marcos are limited English speaking households.² The City identified Spanish as the primary language spoken by LEP residents in the community. Other languages, including but not limited to Asian and Pacific Island languages and other Indo-European languages, are also spoken by San Marcos residents.

FIGURE 2: LIMITED ENGLISH-SPEAKING HOUSEHOLDS

Language Spoken	Percentage of Total
Spanish	25.2%
Other Indo-European Languages	4.3%
Asian and Pacific Island Languages	6.6%
Other Languages	0.6%

Source: ACS 5 Year Estimates, 2021

LANGUAGE ASSISTANCE SERVICES

The City of San Marcos will provide translation services for LEP individuals in the following ways:

- **Written Translation:** The City will provide written translations of vital documents and information in Spanish and other languages as necessary. This includes, but is not limited to, city ordinances, election materials, and emergency information.
- **Oral Translation:** The city will provide oral interpretation services for LEP individuals upon request. Interpretation services will be provided in Spanish and other languages as necessary.
- **Telephone Translation:** The City will provide a language assistance hotline for LEP individuals to access city services and information in their preferred language.

LANGUAGE ACCESS PROCEDURES

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

City of San Marcos will promptly identify the language and communication needs of LEP persons. If necessary, staff will use a language identification card or posters to determine the language. In addition, when records are kept of past interactions with individuals, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTERPRETER

The Language Access Coordinator is responsible for:

- (a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff.
- (b) Contacting the appropriate bilingual staff member to interpret, if an interpreter is needed, an employee who speaks the needed language and is qualified to interpret will be called.
- (c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.



3. ENSURE LANGUAGE ASSISTANCE AVAILABILITY

City of San Marcos will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, information will be provided at community-wide events, programs and meetings. Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations.

4. PUBLICIZE LANGUAGE ASSISTANCE SERVICES

The City will conduct outreach to LEP communities to inform them of the city's language access services. All services outlined in Exhibit A are available for residents requesting LEP resources. Outreach efforts to publicize language assistance services can include:

- Providing information in Spanish and other languages for community-wide events and programs
- Partnering with community-based organizations to promote language access services
- Providing language access services at community events and meetings

ADMINISTRATIVE STAFF TRAINING

The City will provide training to pertinent positions (Frontline staff at Information Desk and Parks & Recreation Front Desk) and City employees on language access policies and procedures. This training will include:

- How to identify LEP individuals and offer language assistance
- How to use translation and interpretation services
- How to handle language access complaints and concerns

FIRE STAFF TRAINING AND PROCESSES

First responder staff have all received training and use the following processes to work with LEP and hearing-impaired members of the public. Service processes include:

- Dispatch has access and uses translation services to receive vital call information
- Personnel on the scene utilize bilingual members on staff if applicable, or smart devices or EMS Specific Language guide/ books.

COMPLAINT PROCESS

All complaints or inquiries on the City of San Marcos Language Access Plan can be directed to the Language Access Coordinator via email at Neighborhoodservices@san-marcos.net.

The City of San Marcos will review complaints and inquiries for individuals who believe they have been denied language access services. The complaint process will include:

- A written complaint form that is available in Spanish and other languages to be submitted to a designated language access coordinator
- A response process that includes investigating the complaint and providing a resolution within 30 days



MONITOR AND EVALUATION

The City of San Marcos will periodically evaluate its language access plan to ensure that it is effective in meeting the needs of LEP individuals in the community.

¹ U.S. Census Bureau. (2021). *DP05 ACS Demographic and Housing Estimates*. Retrieved from <https://data.census.gov/table?q=san+marcos&tid=ACSDP1Y2021.DP05>

² U.S. Census Bureau. (2021). *S1602 Limited English Speaking Households*. Retrieved from <https://data.census.gov/table?q=Language+Spoken+at+Home&g=160XX00US0668196&tid=ACSST1Y2021.S1602>

EXHIBIT “A”

TRANSLATION SERVICE PROVIDER

BIG Language Solutions dba Language Link will provide qualified over-the-phone interpreter services. Over the Phone Interpretation is available 365-days a year/7-days a week/24-hours a day.

Services provided are as follows:

Provide 365-days a year/7-days a week/24-hours a day On-Demand Remote Interpreting (OPI and VRI) and Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing immediate or scheduled interpreter or translation assistance.

Services are anticipated to be utilized to assist the CITY in meeting the needs of the LEP clients who are physically in CITY offices or have called in by phone for assistance and/or document translation.

Interpreted and Translated Languages:

Common

Spanish	Chinese (Mandarin & Cantonese)	Arabic	Russian	Farsi
Vietnamese	Swahili	Swahili	Somali	Korean
French	Portuguese	German	Italian	Top language for VRI: American Sign Language (ASL)

Other

Cantonese (Yue)	Chin-Mizo	Hindustani	Malayalam	Sicilian
Toishanese (Toishan, Toisanese) (Yue)	Chin-Tedim	Hmong	Malinke	Sindhi
Fuzhou (Min)	Falam Chin	Hungarian	Mam	Sinhalese
Shanghainese (Wu)	Chin	Ibo (Igbo)	Mandinka (Mandingo)	Slovak
Hunanese	Chin-Zomi	Ilocano	Marathi	Slovenian
Foochow (Min)	Hakka Chin	Italian	Marshallese	Soninke
Abron	Chin-Zophei	Jakartanese	Mien	Soninke (Maraka)
Acholi	Chukchi	Japanese	Mixteco	Soninke (Sarahuleh)
Afghan	Chuukese (Trukese)	Javanese {Ngoko}	Moldavian	Soninke (Sarakole)
Afrikaans	Cora	Jula	Mongolian	Sudanese
Akan	Creole	Kachin	Montenegrin	Sundanese
Akateco/Akateko	Croatian	Kanjobal	Moroccan	Susu
Albanian	Czech	Kannada	Navajo	Swedish

American Sign Language (ASL) via VRI only	Danish	Kaqchikel	Neapolitan	Sylheti
Amharic	Dari	Karen	Nepali	Tadzhik
Armenian	Dinka	Karenni	Newari	Tagalog/Filipino
Ashanti	Dutch	Kluner	Nigerian Pidgin	Taishanese
Assyrian	Edo	Kikuyu (Gikuyu)	Norwegian	Taiwanese
Azerbaijani	Ethiopian	Kinyamulenge	Nuer	Tajik
Bahasa/Brunei	Ewe	Kinyarwanda	Oromo (Oromifa)	Tajiki
Barnbara	Fanti	Kirundi (Rundi)	Palauan	Tamil
Bari	Fijian	Kiswahili	Pashto	Telugu
Basaa (Bantu Language)	Finnish	Kongo	Pohnpei	Teochew
Belorussian	Fon	Kosraean	Polish	Thai
Bengali	French	Krahn	Portuguese	Thonga
Bhutanese/Dzongkha	French Creole	Krio	Portuguese Creole	Tibetan
Bosnian	French-Canadian	Kunama	Portuguese-Brazilian	Tigre
Bulgarian	Fukienese	Kurdish	Pulaar	Tojolabal
Burmese	Fulani (Fula)	Laotian	Punjabi	Tongan
Cambodian	Ga	Liberian	Q'anjob'al	Toucouleur
Canjobal	Ganda	Lingala	Quechua	Triqui
Cape Verde Creole	Georgian	Lithuanian	Quiche	Turkish
Catalan	German	Luganda	Rohingya/Rohinya	TWI
Cebuano	Grnek	Luo (Dhuluo)	Romanian	Ukrainian/Ukranian
Chaldean	Gujarati	Maay Somali	Rwanda	Urdu
Cham	Haitian Creole	Maaymaay	Samoan	Uzbek
Chamorro	Hausa	Macedonian	Sango	Wolof
Hahka/Hakha (Chin)	Hebrew	Indonesian (Malay)	Serbian	Yoruba
Chin-Zo	Hindi	Malay (Bahasa Melayu)	Serbo-Croatian	Yugoslavian
				Zarma