

RESOLUTION NO.

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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RESOLUTION AUTHORIZING A LANGUAGE ACCESS POLICY FOR THE COUNTY OF SAN MATEO

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California:

WHEREAS, San Mateo County is linguistically diverse, with nearly half its residents speaking a language other than English at home; and

WHEREAS, collectively, San Mateo County residents speak more than 100 different language from across the world, with the most prevalent languages being English, Spanish, Chinese, Tagalog, Arabic, and Russian; and

WHEREAS, San Mateo County seeks to ensure every resident has meaningful access to County services, programs, benefits, and information.

NOW, THEREFORE, IT IS HEREBY RESOLVED that to further this goal, the County shall strive to meet the language needs of residents, regardless of their English proficiency. The County will work to implement a signage and wayfinding system utilizing universal symbols, posted in public locations. It is the Board's intent members of the public with limited English proficiency be provided language interpretive services at no cost to ensure meaningful access to County services, programs, benefits, and information. The County shall endeavor to promote the availability of language translation services to residents and visitors to the County through the publication of information on the County website, signage conspicuously posted at offices and

locations where the public regularly interacts with County staff, and where feasible, on publicly disseminated information.