



March 11, 2025

Language Access Plan Updates

Current Progress

AGENDA

- Language Access Plan Review
- Implementation Plan
- Achievements to Date
- Next Steps



The Language Access Plan



Language Access Plan Review

- **22%** of Apex residents speak a language other than English
- **5%** are Limited English Proficient (LEP)
- Our strategic languages are **Spanish** (21%) and **Chinese** (21%)

LEP Primary Language	Percent of LEP Population
Spanish	21%
Chinese	21%
French, Haitian, Cajun	4%
Vietnamese	4%
Russian, Polish, or other Slavic	3%

*Source: American Community Survey 5-Year Estimates 2019-2023

Language Access Implementation Plan

Phase 1: Establishing Core Language Services (In Progress)

- Identify language needs, translate vital documents, and manage interpretation and translation requests

Phase 2: Strengthening Foundations (Target Date: June 2025)

- Integrate language access into Town operations by raising awareness of services, providing staff training, establishing a repository of resources, and setting proficiency standards for bilingual/multilingual staff

Phase 3: Expansion and Refinement (Target Date: January 2026)

- Refine outreach and communication to expand language services

Phase 4: Ongoing Monitoring and Evaluation (Ongoing)

- Evaluate and review the plan to monitor progress and adjust plan as needed

*Will adapt plan based on Town policies and current federal and state direction

Achievements to Date



ReciteMe Accessibility & Translation

- **ReciteMe** (web accessibility software) was launched to the Town website in **June 2024**
- Assistive toolbar that enables **web accessibility** (text resizing, text-to-speech, font options, etc.)
- On-page translation available in **100+** languages with select languages supporting screen reader compatibility



*New Language & Accessibility toolbar
now available on the Town of Apex website*

*Nueva barra de herramientas de idioma y accesibilidad
ahora disponible en el sitio web de la ciudad de Apex*

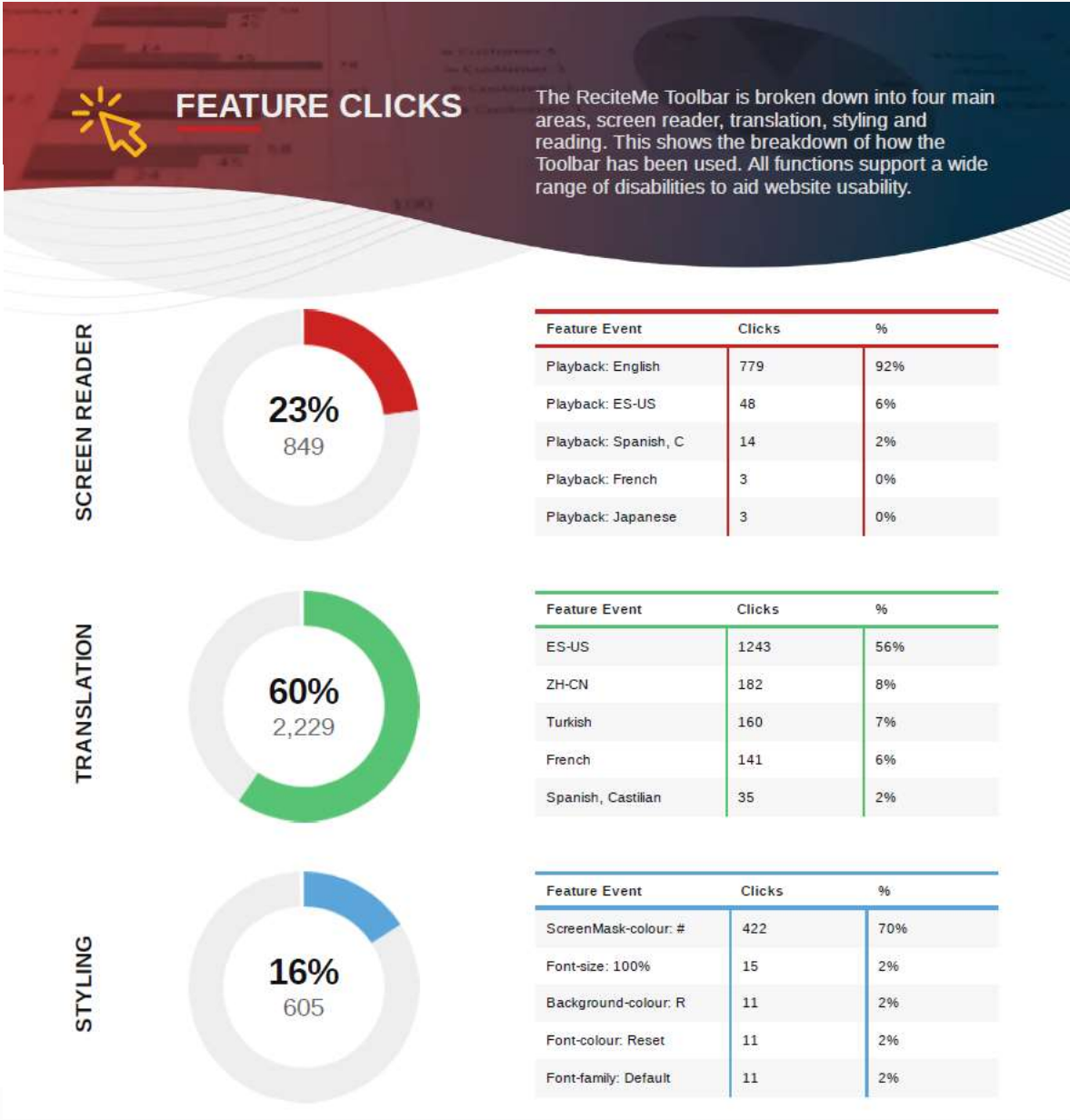
新的语言和无障碍辅助工具栏现已在
Apex 镇官网上推出

BRIDGING THE GAP BETWEEN ACCESSIBILITY AND USABILITY

The Town of Apex recently partnered with ReciteMe, an accessibility software company, to provide an inclusive online experience at www.apexnc.org.

The ReciteMe accessibility toolbar, pictured above, will help make www.apexnc.org more accessible and inclusive for a diverse range of people online by providing translation services, multiple reading aids, customizable font options for easier reading, and more!

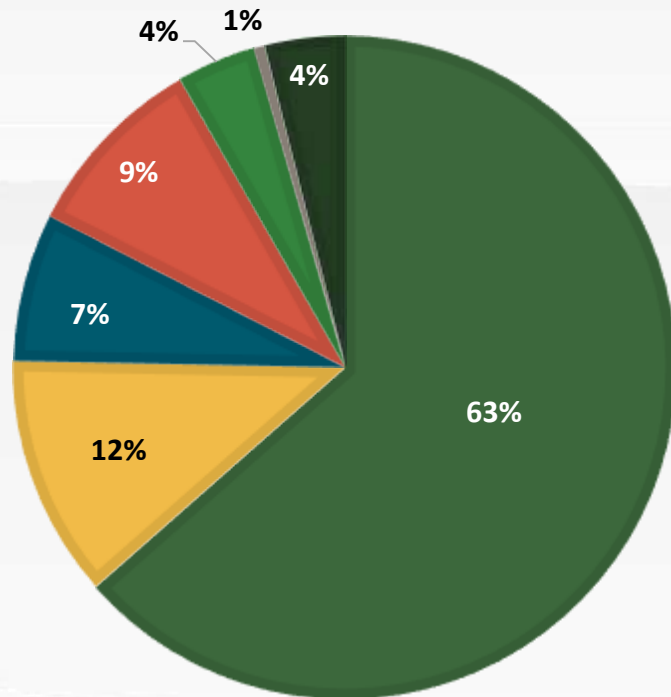
Snapshot of ReciteMe Report



ReciteMe Usage Report (June 2024 – Jan 2025)

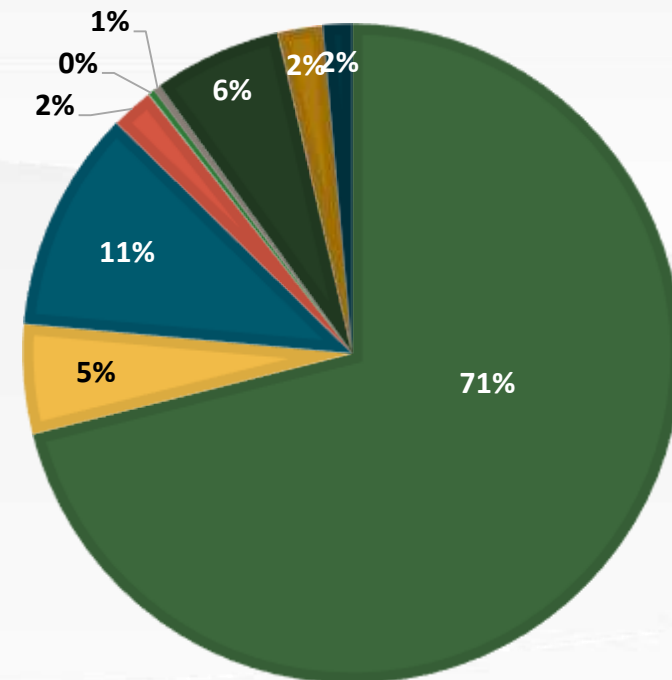
SCREEN READER USAGE

Spanish Chinese French German Gujarati Japanese Persian



TRANSLATION TOOL

Spanish Chinese Amharic French German Irish Persian Swahili Turkish



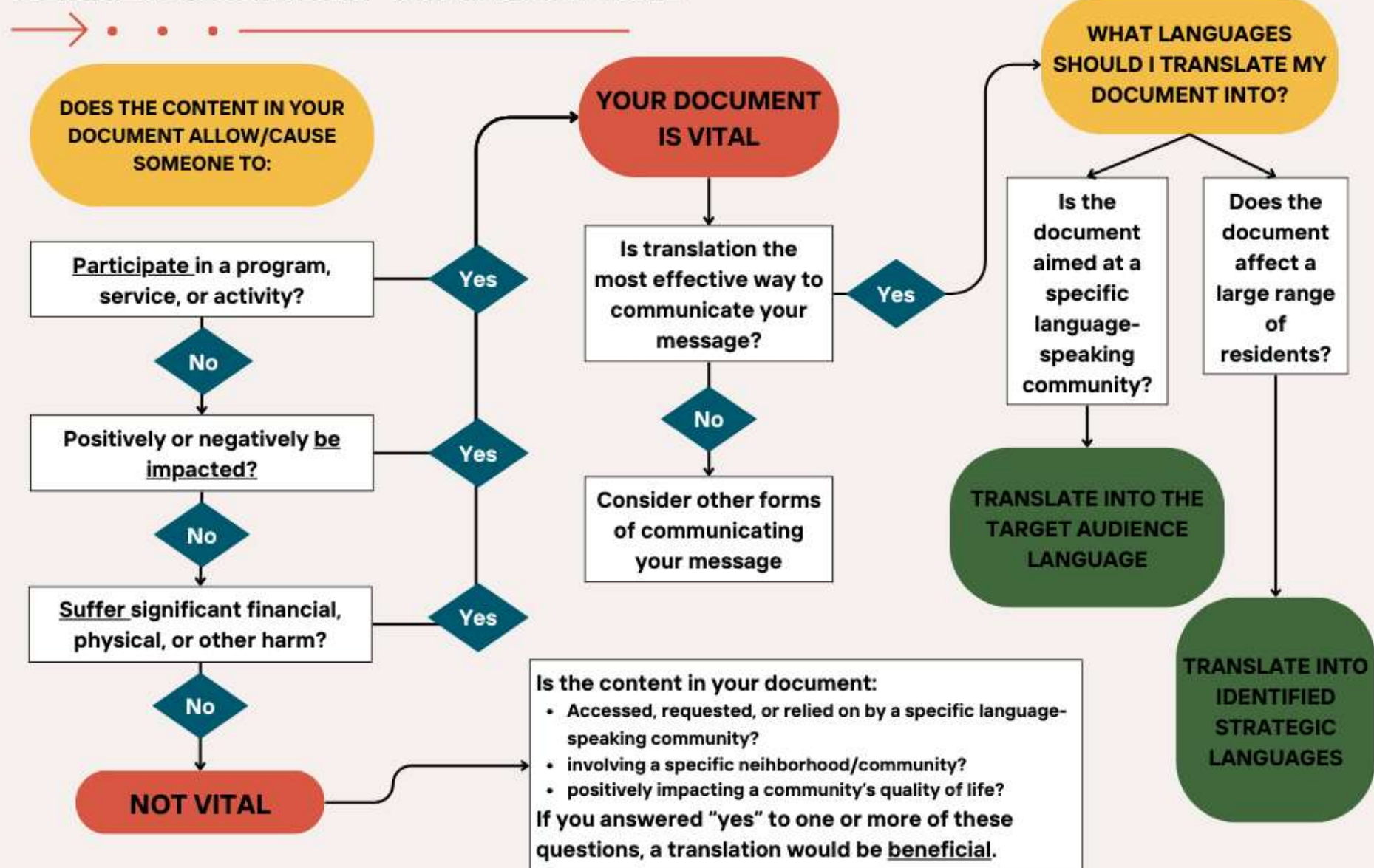
What is a Vital Document?

Paper or electronic *written* material that contains information that is critical for accessing the Town's programs, services, or is required by law

- Process created to identify vital documents
- Met with departments to help identify their vital documents

Translating Documents

HOW TO IDENTIFY & DETERMINE VITAL DOCUMENT TRANSLATION



Department Meetings (Jan 2025 – Present)

Collaborating with departments to identify their vital documents and other language access needs

Town Leadership

(Town Manager, Town Attorney, Town Clerk)

Community and Safety

- Community Development & Neighborhood Connections
- Parks, Recreation & Cultural Resources
- Fire
- Police

Development and Operations

- Electric
- Building Inspections & Permits
- Public Works
- Planning
- Water Resources
- Transportation

Performance and Strategy

- Finance
- IT
- Economic Development
- Communications
- Budget
- HR

Interpretation Services

Key Achievements:

- Language service provider selection:
 - Research multiple language service providers
 - Identified and partnered with Language Service Solutions for ongoing interpretation needs
- First Interpretation at Town Council Meeting (September 24, 2024)
 - Successful simultaneous and consecutive Spanish interpretation ensuring accessibility for Spanish-speaking residents to engage with the Town
- Community Engagement Events:
 - Assisted the Community Engagement Team in providing interpretation at CommUniversity Events (January and February 2025 completed)
 - Commitment to ongoing interpretation at future CommUniversity events
- Working with Ask Apex (Call Center) to ensure they have language assistance as needed



*Note: American Sign Language interpreter providers identified

What's Next?

Phase 2: Strengthening Foundations (Target Date: June 2025)



- Integrate language access into Town operations by raising awareness of services, providing staff training, establishing a repository of resources, and setting proficiency standards for bilingual/multilingual staff
- Finalize translation of vital documents
- Secure interpretation equipment for Town use
- Continue to meet with departments to assess their language access needs

Phase 3: Expansion and Refinement (Target Date: January 2026)

Phase 4: Ongoing Monitoring and Evaluation (Ongoing)

Questions?

