



ENGINEERING DEPARTMENT

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Language Access Plan for Local Public Agencies City of Poulsbo Engineering-Public Works August 2026

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Introduction

As a recipient of federal financial assistance, The city of Poulsbo is required to comply with Title VI of the Civil Rights Act of 1964, which provides:

No person in the United States, on the ground of race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

This Language Access Plan (LAP) ensures that the City of Poulsbo will provide equitable access to all its services for community members with limited English proficiency. Limited English Proficiency (LEP) are people who have limited ability reading, writing, speaking or understanding English. We are committed to providing high-quality customer service by outlining clear procedures for translation and interpretation services.

Language Needs Assessment

As appropriate, the Engineering department will compile and review demographic data regarding the anticipated language needs of its service area. This data is currently primarily collected annually from the US Census Bureau's American Community Survey as part of the development of the City's annual Title VI report to WSDOT.

Per the most recent ACS survey (2024 ACS 5-year estimates), the City's total population is 11,975. Of that total population, the primary populations of limited English proficiency are as follows:

Language	Total Number	Percentage
All Households	251	2.1%
Spanish	168	1.4%
Other Indo-European	18	0.15%
Asian and Pacific Islander	18	0.14%
Other	44	0.37%

This data will continue to be reviewed annually as part of the City's Title VI report development.

Language services outline

The City provides Spanish translated notification on all published notifications, meeting agendas, etc. as noted in this report. The City has ISpeak cards at all service counters with staff attaining training accordingly. Staff have translation services available when needed/requested.

In addition to the general language accommodation noted above, the municipal court systems in Kitsap County (Bainbridge Island, Bremerton, Port Orchard, and Poulsbo) have cooperated to develop a robust Language Assistance Program (LAP) for Limited English Proficient community members navigating the court system. The resources developed in this LAP for language assistance are available to other departments needing language services.

The City maintains a subscription to Language Line. ISpeak language cards and instructions to access the Language Line are laminated and placed at all front counters in City Hall to make sure staff are able to assist the public if needed. The City has also purchased Pocketalk devices capable of directly translating 85 spoken languages for the Police, Courts and City Hall main desk in order to easily initiate communication and determine what additional language services may be needed to fully assist people's access to City services. Persons with hearing impairments may access the Washington State Telecommunications Relay Service at 711.

The Engineering Department has access to the full capabilities of the City's Court System Language Access Plan. Interpretation can be provided in spoken languages or sign languages as needed. If needed, appropriately credentialed interpreters are available. These language assistance services are available free of charge to the public.

https://poulsbo.gov/wp-content/uploads/2026/01/LAP_2026_2027_Final.pdf

Guiding Principle in Identifying Language Needs: When it appears that an individual has difficulty communicating due to a language barrier, City staff will inform the person of his or her right to have language access services provided at no cost to them, even if the person has not made a request for the language access services.

The City's website currently has the capability of being directly translated into the following languages: Spanish, Filipino (Tagalog), Arabic, Chinese, French, German, Japanese and Norwegian. The website is currently in the process of being migrated to a new platform that will be more accessible to all users, including video captioning.

As the City's LEP population does not currently exceed the safe harbor provision of 5% or 1,000 individuals for any language and continues to trend downward, the City's vital documents are not currently translated into languages other than English automatically. Vital documents needing translation will be translated into any requested language on an as-needed basis. The City does proactively include Spanish notification of available language services on public notifications and meeting notices, and the City's Title VI complaint form and public involvement form are being proactively translated into Spanish.

Language Access Coordinators

The City has designated the City's Human Resources Director as the language access contact to oversee the coordination of language access services for interpreters and other language access services for the City. The Engineering Department has also designated the City Transportation Engineer to be available to coordinate language access services for transportation related needs:

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Providing Notices to Limited English Proficiency Individuals

City public notices and meeting agendas will include the following Spanish notification tagline: **“Para solicitar un formato alternativo de la agenda impresa, comuníquese con la oficina del City Clerk al 360.394.9880.”**

ISpeak interpretation services cards are located at all service counters and posted on the City's public notifications boards. Pocketaalk devices and staff trained in their use are available at the City's main public services counter, Court department and Parks department.

Staff Training

In order to continue to integrate the provision of language access services into the commonplace operations of the City's transportation activities, and to sustain those services in a viable and robust manner, the City will provide staff training based on the content in this Language Access Plan.

Key areas of focus are the following:

- Initial general language access training and orientation for new staff employees as part of their initial training.
- Identifying language access needs at points of access, learning how to provide language services and the use of available language tools and services
- Providing notice in accessible manners about the availability of language access services and how to request or access those services
- Role of an interpreter, modes of interpreting, and interpreter ethics and professional standards
- Use of remote and other technologies for interpreting
- Cultural competence

In order to best meet these training and orientation needs, the City has included Title VI and language access in the City's required employee training program administered through the City's Human Resources and Clerks departments. New employees are required to take the training as part of new employee orientation, and regular employees take refresher training as part of the City's ongoing employee training program.

Transportation and Planning staff and other employees who greet citizens at the service counters are also given annual reminder training by the Transportation Title VI Coordinator as part of the City's Title VI Accomplishment and Goals report update process on identifying language service needs, the location and use of resources such as ISpeak cards and Language Line services, Pocketalk devices, as well as when and how to engage more robust language services.

Evaluation and Monitoring

The City's Language Access Plan will be evaluated annually as part of the process of updating the City's annual Title VI Accomplishments and Goals report to WSDOT, compared with the four-factor analysis and updated as necessary.