



NEWS RELEASE

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City Expands Services to Better Serve Spanish-Speaking Residents and Visitors

LAKE ELSINORE, CA – As part of its efforts to provide the highest level of service, the [City of Lake Elsinore](http://www.Lake-Elsinore.org) is now offering an option to translate its website, www.Lake-Elsinore.org, into Spanish to better serve its Spanish-speaking community.

According to the U.S. Census Bureau, 2009-2011 American Community Survey, approximately 34.1% of the City's population speaks Spanish. To translate the website, users must select the option titled "Español" at the top of the homepage. Upon clicking this option, most content on the website is translated into Spanish using Google Translator. However, images, some menu labels and PDFs on the website cannot be translated.

"We are pleased to improve our service to Spanish-speaking residents by offering a translated version of the City's website. Our government works best when all its citizens are represented equitably. As Councilman, I look forward to affording many more opportunities to create bridges with our Spanish-speaking neighbors in the near future," said Councilmember Steve Manos.

[En español: "Estamos muy satisfechos en poder mejorar nuestro servicio para todos nuestros residentes de habla hispana, ofreciendo una versión traducida al español en nuestra página de internet de esta Ciudad, porque nuestro gobierno funciona mejor cuanto todos nuestros ciudadanos están representados equitativamente. Como miembro del consejo de nuestra ciudad, Yo seguiré buscando más oportunidades para crear lazos con nuestros vecinos de habla hispana en un próximo futuro."]

In addition to offering the website in Spanish, earlier this year the City hired Diana Gutierrez as its new Deputy City Clerk. Diana, who is bilingual, brings an essential skill set for the City Clerk's Department. This includes providing assistance at City Council meetings and serving as a resource at the City's service counter, as needed.

In total, 21 of the City's 65 full-time staff members are bilingual and provide many bilingual services in-person and/or over the phone. In addition, the Lake Elsinore Police Department has 11 employees including deputies and administrative staff who are bilingual, and the Fire Department has at least one bilingual firefighter at each station.

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“Our priority is providing our residents and visitors with the highest level of public service,” said Mayor Pro Tem, Natasha Johnson. “If more than a third of our population speaks Spanish, than we must find ways to better serve them.”

At the beginning of the year, the City Council adopted a new vision statement; “The City of Lake Elsinore will be the ultimate lake destination where all can live, work and play, build futures and fulfill dreams.” At this time, the City Council also identified seven key initiatives to fulfill this vision. One of which, is service. Residents and visitors are encouraged to follow [Lake Elsinore – City Hall](#) on Facebook, [@CtyLakeElsinore](#) on Twitter, or to sign up e-notification options on the City’s [website](#).

The [City of Lake Elsinore](#) features Southern California’s largest natural freshwater lake. The second oldest city in Riverside County, Lake Elsinore celebrated its [125th Year of Incorporation](#) on April 9, 2013. The City’s current population is estimated at 55,430. The City’s brand and slogan, “Dream Extreme,” exemplify the scenic beauty and active lifestyle of this 125 year old boom town. Visitors and residents enjoy water sports such as skiing, power boating and fishing, a world-class sky diving drop zone and thermals, a regional motocross track, professional baseball, an 18-hole golf course, outlet shops, plus dining and entertainment in Historic Downtown.