

Long Beach Language Access Coalition



The City's Language Access Policy (LAP) was adopted on August 13, 2013. It received partial funding for the first time in September 2014. The Coalition recently surveyed LEP residents about their experiences and priorities. Based on these surveys, focus groups, and our day-to-day work with LEP residents, we recommend the following:

1 **Implement the City Council's Multi-lingual Signage Motion.** On November 14, 2017, the City Council passed a motion asking for multi-lingual signage at the New Civic Center and other new City buildings. Mark ups of the new Civic Center have incorrect translations. And, there has been no report back to the Council about multi-lingual signage at other City buildings.

ACTION: Correct the Civic Center signage translations and include multi-lingual signage at other City buildings.

2 **Improve the Quality of Interpretation and Translation.** The quality of interpretation and translation by the City's vendor is poor.

ACTION: Hire a competent vendor for interpretation and translation services.

3 **Conduct Outreach to LEP Residents about the LAP.** Many residents do not know about the LAP.

ACTION: Award stipends to community based organizations to conduct resident outreach.

4 **Implement the LAP Consistently Across City Departments.** Current implementation across City Departments is varied.

ACTION: Assess each Department's implementation and direct each Department to designate a Language Access Liaison to work with the Office of Equity on LAP implementation.

5 **Complete Translation of Phone Lines and Voicemails.** Many phone lines and voicemails have not been translated.

ACTION: Complete phone line and voicemail translations, including the City's single phone line.

6 **Complete Vital Document Translation.** Many vital documents have not been translated.

ACTION: Translate vital documents for all Departments.

7 **Train Staff on an Ongoing Basis.** Staff needs training about the requirements of the LAP (i.e., not using children and minors to interpret and how to use language line); how to work with LEP residents; and how to work with interpreters.

ACTION: Require Staff Training to be ongoing.

8 **Structurally Fund Language Access as Part of the Cost of Doing Business.** This includes each Department setting aside money for interpretation and translation, and hiring bi-lingual front desk staff as well as full time staff to implement the Policy.

ACTION: Structurally fund the LAP.