



Councilmember
ROBERTO URANGA
 Long Beach, Seventh District

Memorandum
City of Long Beach
Working Together to Serve



Date: November 14, 2017

To: Mayor and Members of the City Council

From: Councilmember Roberto Uranga, Seventh District (12)
 Councilwoman Lena Gonzalez, First District (A)
 Councilwoman Suzie Price, Third District (A)
 Councilmember Dee Andrews, Sixth District (DA)

Subject: Language Access Policy Update: Multi-lingual Signage in New City Facilities and Translation Services

RECOMMENDATION:

Receive and file a status update on the implementation of the City's Language Access and Hearing Disability Policies. Request a report in 60 days from the City Manager on the feasibility of integrating multi-language signage in the new Civic Center and any new City buildings and request the City Manager to update the Language Access Policy with regards to requesting Translation services from 72 hours to 48 hours.

BACKGROUND:

On August 13, 2013 the City of Long Beach adopted a Language Access Policy (LAP) declaring that there are people who live, work, and pay taxes in the City of Long Beach who are unable to communicate effectively with the City because their primary language is not English. The importance of having residents, regardless of their proficiency in English or hearing ability, having access to City programs and services cannot be understated. The Language Access Policy establishes standards and procedures for providing equal access to City services and programs to all residents, including those with limited English proficiency. At this meeting, the Council requested staff provide an annual status update as well as written updates every six months.

As currently adopted, the Language Access policy states that translation shall be provided for official City signage, including evacuation routes and city resources signs. With the new Civic Center scheduled to be opened and operational in 2019, it is imperative that new City buildings have appropriate multi-language signage, especially in areas that serve residents through customer service and constituent services and accommodations for the hearing impaired. Multi-lingual signage throughout City Hall and the Civic Center complex would ensure non-English speaking residents are able to navigate City services. This new policy should extend to all new City facilities as well.

Also, the current Language Access Policy states that a request for oral translation services at a public meeting or hearing held by the City Council or Chartered City Commissions shall be provided if the request comes seventy-two (72) hours in advance of the meeting or hearing. To ensure that timely translation services are provided, a reduction to receive forty-eight hours (48) hours notice of available translation services is proposed to the Language Access Policy.

FISCAL IMPACT:

There is no fiscal impact to change the policy. The report back will include costs associated with implementation of multi-lingual signage.