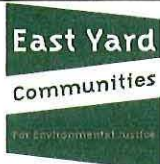


Long Beach Language Access Coalition



Long Beach Language Access Coalition Recommendations (Nov. 2017)

The City's Language Access Policy (LAP) was adopted on August 13, 2013 and it received partial funding for the first time in September 2014. Since that time, the LB Language Access Coalition has been working with residents and the City to implement, improve and secure adequate funding for the Policy. We are encouraged by the progress that the City has made as well as the clear commitment of the Office of Equity to fully implement the Policy. However, implementation is not yet complete. We recently surveyed nearly 100 LEP residents about their experiences accessing City services, as well as their language access priorities. Based on these surveys and our day-to-day work with LEP residents, we recommend that the City take the following actions:

1. Multi-lingual signage

- City buildings should have multi-lingual signs on every floor and public counters stating that assistance is available in languages other than English.
- The new Civic Center should include multilingual signage as well as an interpreter's booth.

2. Quality of interpretation

- Residents are concerned with the quality of interpretation at City Council meetings and other City sponsored events. Interpretation is often inaccurate and choppy.
- The City should hire experienced interpreters who can effectively interpret for residents.

3. Single phone line

- The City is developing a single phone line, yet there is no indication that this will be available in the three LAP languages. This phone line should include the three LAP languages.

4. Requesting Interpreters

- Currently, the LAP requires 72 hours advance notice to request interpreters at Council or other meetings. This requirement is unworkable with the Supplemental Council Agenda schedule.
- The Policy should be revised to require 24 hours advance notice to request interpreters.

5. Increased outreach about the LAP and its benefits

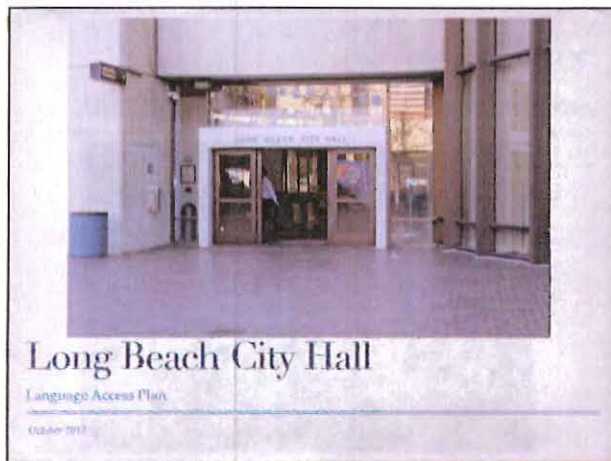
- Many residents do not know about the LAP and its benefits. Increased outreach to LEP communities about the LAP would increase access to the City for LEP residents.

6. Consistent LAP Implementation across City Departments

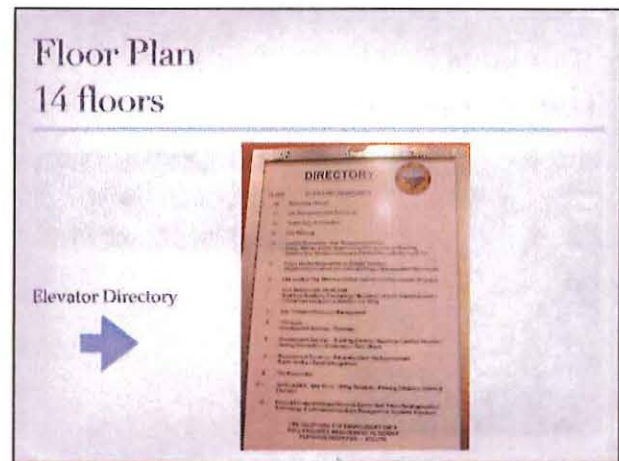
- Implementation across City Departments is varied. The City should work towards consistent implementation. This should start with an assessment of each Department's implementation.

7. Completion of translated phone lines and voicemails, as well as multi-lingual front desk staffing

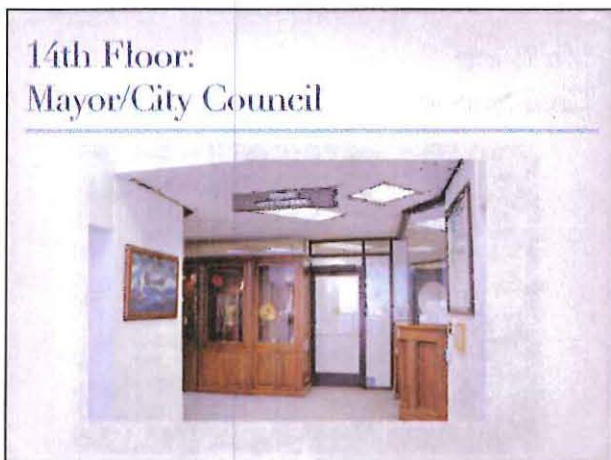
8. Continued vital document translation



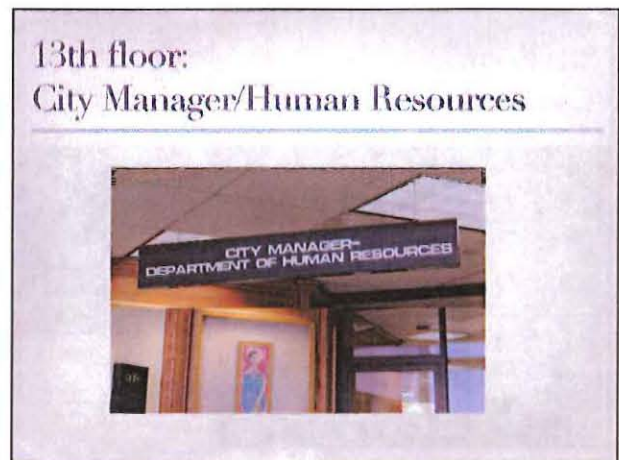
1



2



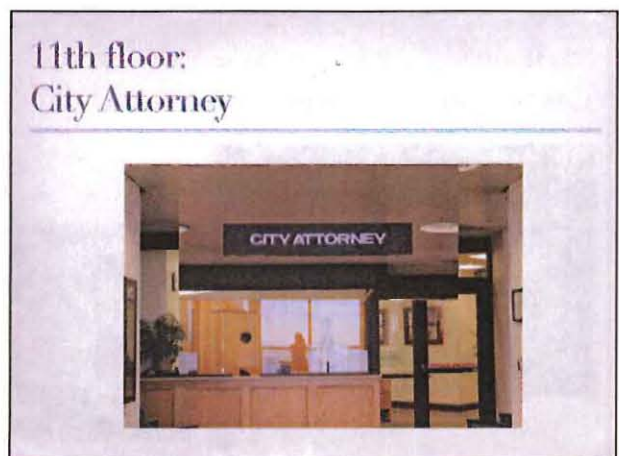
3



4

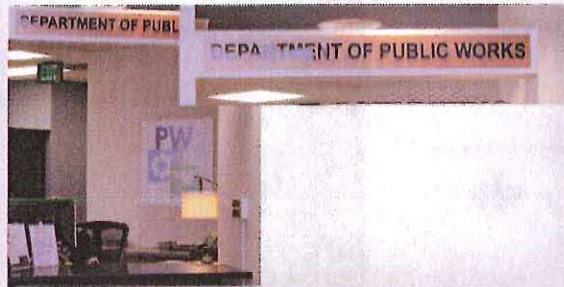


5



6

10th floor:
Human Resources...



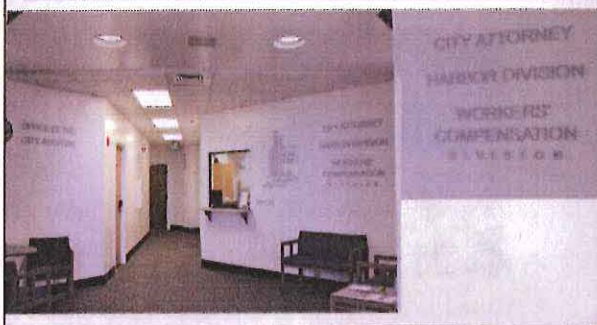
7

9th floor:
Public Works Engineering Bureau:



8

8th floor:
City Auditor



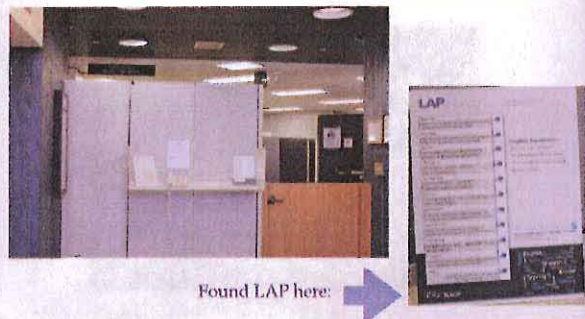
9

7th floor:
Civil Service



10

6th floor:
City Treasurer/Financial Management



11

5th floor:
Tidelands Development Services
Part I



12

5th floor:
Tidelands Development Services
Part 2



13

3rd floor:
Development Services...
Part 1



Found LAP here:

14

3rd floor:
Development Services...
Part 2



Found LAP here:

15

2nd floor:
City Prosecutor



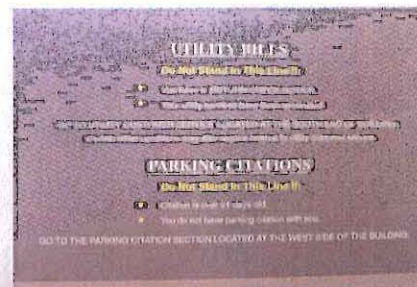
16

*Main Lobby
City Clerk, Utilities, Parking Citations
Part 1

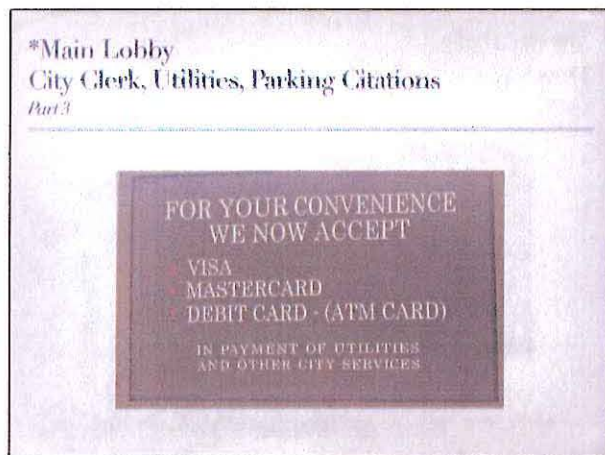


17

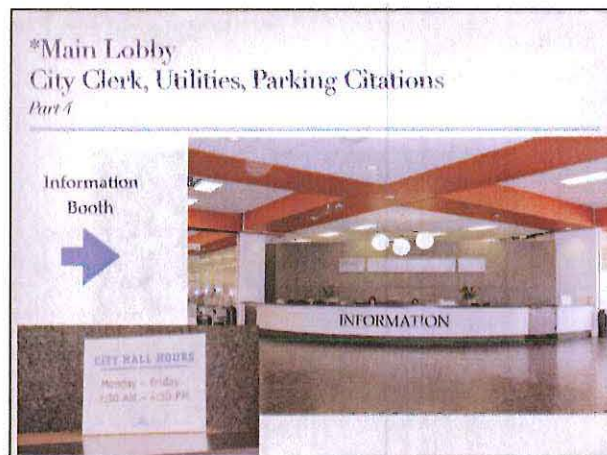
*Main Lobby
City Clerk, Utilities, Parking Citations
Part 2



18



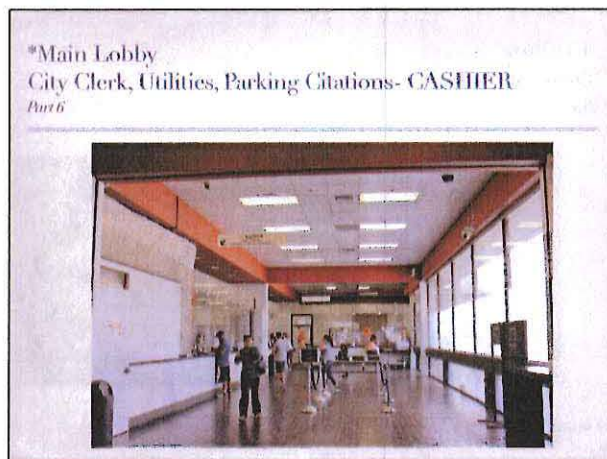
19



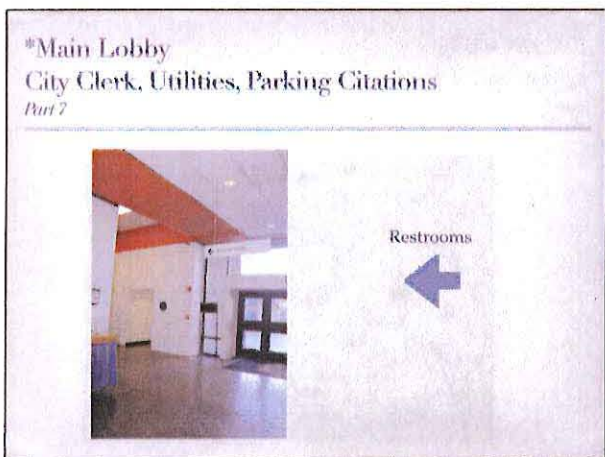
20



21



22



23