



Legislation Details (With Text)

File #: 17-1037 **Version:** 1 **Name:** CD7 - Language Access Policy

Type: Agenda Item **Status:** Approved

File created: 11/6/2017 **In control:** City Council

On agenda: 11/14/2017 **Final action:** 11/14/2017

Title: Recommendation to 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 City Manager to update the Language Access Policy with regards to requesting translation services from 72 hours to 48 hours.

Sponsors: COUNCILMEMBER ROBERTO URANGA, SEVENTH DISTRICT, COUNCILWOMAN LENA GONZALEZ, FIRST DISTRICT, COUNCILWOMAN SUZIE A. PRICE, THIRD DISTRICT, COUNCILMAN DEE ANDREWS, SIXTH DISTRICT

Indexes:

Code sections:

Attachments: 1. 111417-R-23sr.pdf, 2. 111417-R-23 Corresp.Morales.pdf

Date	Ver.	Action By	Action	Result
11/14/2017	1	City Council	approve recommendation	Pass

Recommendation to 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 City Manager to update the Language Access Policy with regards to requesting translation services from 72 hours to 48 hours.

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.

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

Approve recommendation.

COUNCILMEMBER ROBERTO URANGA
SEVENTH DISTRICT

COUNCILWOMAN LENA GONZALEZ
FIRST DISTRICT

COUNCILWOMAN SUZIE PRICE
THIRD DISTRICT

COUNCILMEMBER DEE ANDREWS
SIXTH DISTRICT