



## Legislation Text

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**File #:** 15-0174, **Version:** 1

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Recommendation to receive and file a status update on the implementation of the Language Access Policy. (Citywide)

On August 12, 2014, Department of Development Services staff provided a status update to the City Council on the implementation of the Language Access Policy (LAP) adopted by City Council on August 13, 2013. On September 2, 2014, City Council allocated \$250,000 toward implementation of the LAP, with \$152,000 itemized for phone line translation, and the remainder going to the Language Line Phase 2 Pilot Program, translation of materials, webpage translation, staff training, and public notice of the LAP.

With the funding allocation, a number of initiatives have occurred to further the implementation of the LAP. A directory of staff receiving bilingual skill pay in LAP Languages is complete and uploaded to the City's intranet for accessibility. City employees have been notified about the directory with utilization instructions.

Development Services has selected a vendor to provide court certified translation and interpretation services to implement the LAP. Development Services staff has requested 175 documents from City Departments to comply with document translation as part of the LAP (Exhibit A). The Language Access Coalition and Centro CHA identified these documents as priority documents to translate. At this time, 106 documents have been received from City Departments and are currently being translated into the LAP Languages.

The Technology and Innovation Department is currently updating the City's website. During phase one of the website update, Google translate will be made available on the City's website. During phase two of the website update, the most frequently used webpages will be reviewed, revised, and translated into LAP Languages. Oral interpretation and document translation continues to be available upon request for City Council and Charter Commission meetings, including minutes and agendas.

The Language Line Pilot Program with Public Works is now operational. A full report about the pilot program outcomes will be reported in the next update to City Council. In addition, the Public Works Refuse Call Center now has outgoing messages in LAP Languages. As a beta test, the Technology and Innovation Department will program and record outgoing messages in LAP Languages for the most frequently used phone lines in the Development Services Department. The lessons learned from the testing will be incorporated into future telephone messaging in other City departments.

The Civil Service Department has developed and implemented the promotion of point of

contact positions to attract qualified bilingual applications as detailed in employment bulletins. Advocates requested a policy on the use of children as interpreters. Staff worked with the City Attorney's Office and public safety departments, and crafted the attached statement on the use of children as interpreters (Exhibit B), which will be used as an internal procedural document.

Next steps for implementation include providing training for employees receiving bilingual skill pay in the LAP Languages on the appropriate techniques and ethics for interpretation and translation. In addition, a LAP notice will be mailed to all Long Beach residents.

This matter was reviewed by Deputy City Attorney Linda Vu on February 5, 2015, and by Budget Management Officer Victoria Bell on February 10, 2015.

City Council action on this matter is not time critical.

There will be no fiscal impact as a result of the recommended action.

Approve recommendation.

AMY J. BODEK, AICP  
DIRECTOR OF DEVELOPMENT SERVICES

APPROVED:

PATRICK H. WEST  
CITY MANAGER