



# CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 3rd Floor, Long Beach, CA 90802 (562) 570-5237

October 6, 2015

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

## RECOMMENDATION:

Receive and file a status update on the implementation of the Language Access Policy, and adopt the Resolution amending and restating the Language Access Policy. (Citywide)

## DISCUSSION

The Language Access Policy (LAP) was adopted by City Council on August 13, 2013, and on September 2, 2014, City Council allocated \$250,000 toward implementation of the LAP. On March 3, 2015, Development Services staff provided an update to City Council and, as a follow-up, on June 1, 2015, sent a memo to the City Council on the implementation of the key elements of the LAP which included: (1) analytics on language line; (2) Google translation on the City website; (3) recorded telephonic messages; and (4) public notices, and amendment to the LAP with reference to the use of minors as interpreters.

Following the June 1 update, a number of initiatives have occurred to further the implementation of the LAP. A directory of staff receiving bilingual skill pay in LAP Languages was completed and uploaded to the City's intranet for citywide accessibility. This directory will be maintained and updated every six months. City employees have been notified about the directory with utilization instructions.

Development Services has selected vendors to provide court-certified translation and interpretation services to implement the LAP. Development Services staff has requested 177 documents from City Departments to comply with document translation as part of the LAP. The Language Access Coalition and Centro CHA identified these documents as priority documents to translate. We received 165 documents from City Departments, and they have been translated into the LAP Languages (Exhibit A). The remaining documents were deemed as no longer in use by the departments. Twenty additional documents, not on the initial list, were translated using LAP funds due to requests by the general public.

The Technology and Innovation Department has completed Phase One of the City's new website update, which includes the Google translate feature on each webpage. As part of Phase Two, all departments will be encouraged to upload the previously translated documents onto their respective department web pages. Oral interpretation and document translation continues to be available upon request for City Council and Charter Commission meetings.

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The Language Line Pilot Program is now available citywide. The Technology and Innovation Department has all recorded outgoing messages in LAP Languages for the most frequently used phone lines within City departments (Exhibit B). The designated City staff receiving phone calls in the LAP Languages have been instructed on how to utilize Language Line for interpretation services.

Development Services worked with the Water Department to have the LAP notification inserted in the June 2015 Newsletter, which is included in utility billing. This insert notified residents of the LAP and was provided in LAP Languages. It is reported that 150,000 households in Long Beach received the notification.

Development Services selected a vendor who has developed a training curriculum for staff receiving bilingual skill pay. The training includes appropriate techniques and ethics with respect to interpretation and translation. It is estimated that all bilingual skill pay staff (approximately 447 staff) will have completed the training by September 30, 2015.

Also, at its meeting on March 3, 2015, City Council passed a motion to amend the LAP to address the use of children as interpreters. Staff worked with the City Attorney's Office and public safety departments, and crafted the attached Resolution updating the LAP pursuant to such request.

This matter was reviewed by Deputy City Attorney Linda Vu on September 9, 2015, and by Budget Management Officer Victoria Bell on September 24, 2015.

#### TIMING CONSIDERATIONS

City Council action on this matter is not time critical.

#### FISCAL IMPACT

The Fiscal Year 2015 (FY 15) budget included nearly \$250,000 in General Fund (GF) funding in the Department of Development Services to implement the LAP. This non-recurring funding was used to record phone messages in the LAP languages, to use Language Line, translate highly used documents and webpages, train staff and notice the public about the LAP. The City made significant progress in implementing the LAP during FY 15. Because FY 15 was the first year implementing the LAP and the budget was based on staff's best efforts to estimate costs, LAP implementation had a budget savings of \$70,000. The FY 16 budget for the LAP includes the \$70,000 in savings and an additional \$80,000 in non-recurring GF support. During FY 16, staff will continue to translate documents, utilize Language Line, program the remaining 16 most frequently called phone lines, make interpretation services available for public meetings, conduct annual staff training on best practices for translating, post notices about LAP services in the public areas of City facilities, including evacuation routes.

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October 6, 2015  
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SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,

  
f AMY J. BODEK, AICP  
DIRECTOR OF DEVELOPMENT SERVICES

APPROVED:

  
\_\_\_\_\_  
PATRICK H. WEST  
CITY MANAGER

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P:\Language Access\City Council Meetings\September 2015\Language Access Policy Update to City Council v 6.doc

Attachments: Resolution  
Exhibit A – Written Translation of Documents  
Exhibit B – Most Frequently Called Phone Lines

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RESOLUTION NO.

A RESOLUTION OF THE CITY COUNCIL OF THE  
CITY OF LONG BEACH AMENDING AND RESTATING A  
LANGUAGE ACCESS POLICY

WHEREAS, on November 1, 2011, the City Council passed a motion to  
craft a citywide Language Access Policy; and

WHEREAS, on August 13, 2013, the City of Long Beach adopted  
Resolution No. RES-13-0071 in which the City adopted a Language Access Policy; and

WHEREAS, at its meeting on March 3, 2015, the City Council received a  
status update on the implementation of the Language Access Policy and passed a  
motion to amend the Policy to address the use of minors as interpreters;

NOW, THEREFORE, the City Council of the City of Long Beach resolves as  
follows:

Section 1. That the City Council of the City of Long Beach hereby  
amends and restates the Language Access Policy, as set forth in Exhibit "A", attached  
hereto and made a part hereto by this reference as if fully set forth.

Section 2. This resolution shall amend, restate, replace and supersede  
Resolution No. RES-13-0071.

Section 3. This resolution shall take effect immediately upon its adoption  
by the City Council, and the City Clerk shall certify the vote adopting this resolution.

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I hereby certify that the foregoing resolution was adopted by the City Council of the City of Long Beach at its meeting of \_\_\_\_\_, 2015 by the following vote:

Ayes: Councilmembers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Noes: Councilmembers: \_\_\_\_\_

\_\_\_\_\_

Absent: Councilmembers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
City Clerk

OFFICE OF THE CITY ATTORNEY  
CHARLES PARKIN, City Attorney  
333 West Ocean Boulevard, 11th Floor  
Long Beach, CA 90802-4664

## City of Long Beach Language Access Policy

### Findings and Purpose

The Long Beach City Council hereby finds and declares that there are people who live, work, and pay taxes in the City of Long Beach, who are unable to communicate effectively in English because their primary language is not English. It is of importance that residents, regardless of their proficiency in English, have access to City programs and services. This Policy establishes standards and procedures for providing equal access to City services and programs to all residents, including those with limited proficiency in English. This Policy exceeds the state requirement under the California Dymally-Alatorre Bilingual Services Act, Government Code 7290 *et seq.*, which generally requires state and local public agencies serving a substantial number of limited English-speaking people to provide services and materials in the language(s) spoken by those persons, to the extent that funding is available. According to the 2009-2011 American Community Survey 3-Year Estimate, Spanish-speaking residents qualify under the State definition. However, based on the City's substantial number of limited English speaking Cambodian and Filipino residents, staff recommends that the LAP also be applied to the Cambodian and Filipino population of Long Beach.

### Definitions

As used in this Policy, the following capitalized terms shall have the following meanings:

- (a) "Bilingual Employee" shall mean a City employee who is proficient in the English language and a non-English language that is spoken by three percent (3%) or more Limited English Speaking Persons who reside in the City
- (b) "City" shall mean the City of Long Beach.
- (c) "Department" shall mean any City department as the City Manager may designate.
- (d) "Limited English Speaking Person" shall mean an individual who does not speak English well or is otherwise unable to communicate effectively in English because English is not the individual's primary language.
- (e) "Minor" shall mean any person under the age of eighteen (18).
- (f) "Point of Contact Position" shall mean a position, whether of clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position.
- (g) "Substantial Number of Limited English Speaking Persons" shall mean three percent (3%) or more Limited English Speaking Persons residing in the City who speak a shared language other than English
- (h) "Sufficient Bilingual Employees" shall mean the number of employees required to provide the same level of services to Limited English Speaking Persons as is available to English-speaking persons seeking any City services.

### **Bilingual Staffing**

- (a) All public contact positions shall have access to a directory of qualified bilingual staff.
- (b) Departments shall share employee translation and interpretation services across departments as needed.
- (c) Nothing herein shall be construed to authorize or require the termination, demotion, or transfer of any City of Long Beach employee in order to carry out this Policy.

### **Translation of Materials**

- (a) The City Manager shall establish or procure translation services for the purpose of translating written materials for City departments and providing translations for public meetings as needed. The City Manager will determine what materials are deemed necessary.
- (b) Upon determination of the City Manager and to the extent funding is available, City departments may offer to translate the following written materials that provide vital information to the public about the Department's services or programs.
  - (1) Written materials disseminated to the public including, but not limited to, brochures, and outreach materials.
  - (2) Applications or forms to participate in a Department's program or activity or to receive its benefits or services.
  - (3) Notices advising limited English-proficient persons of free language assistance.
  - (4) Materials explaining a Department's services or programs.
  - (5) Public service announcements, press releases, community alerts and education campaign material.
  - (6) Complaint forms.
  - (7) Every department's main website page shall have a written notice regarding translation of material.
  - (8) Any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a program of a City department.

*(The following departments currently provide written translated material: City Attorney, City Clerk, City Manager, City Prosecutor, Civil Services, Development Service, Fire, Harbor, Health and Human Services, Human Resources (Pacific Gateway), Library Services, Long Beach Gas and Oil, and Police.)*

- (c) Departments shall post notices in the public areas of their facilities indicating staff speaking those languages designated in this Policy are available. The notices shall be posted prominently and shall be readily visible to the public.

*(The Long Beach Police Department provides posted notices in public areas of their facilities indicating interpretation is available.)*

### **Public Meetings and Hearings**

- (a) City Commissions and Departments shall not be required to translate meeting notices, agendas, or minutes. On City Council and Commission meeting agendas and minutes, a statement shall be included in multiple languages, as determined by the City Manager, that the information is available upon request in the languages designated in this Policy
- (b) Oral interpretation of any public meeting or hearing held by City Council or a Charter City Commission shall be provided if requested at least seventy-two (72) hours in advance of the meeting or hearing in question. At City Council and Commission meetings extra speaking time shall be given when translation is needed.

*(The following departments provide interpretation of public meetings upon request: City Attorney, City Clerk, City Manager, City Prosecutor, Development Services, Health and Human Services, Parks, Recreation and Marine, and Police.)*

### **Recorded Telephonic Messages**

All Departments shall maintain recorded telephonic messages in the languages designated in this Policy. The message shall contain basic information about the Department's operation including, at minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.

*(The following departments maintain a recorded telephonic message in English and Spanish: Development Services, City Prosecutor and Health and Human Services.)*

### **Recruitment**

- (a) It shall be the policy of the City to publicize job opening for Department's Point of Contact Positions as widely as possible. For every Point of Contact Position for which bilingual capacity is needed, the job shall be advertised as a bilingual position for which bilingual conversational proficiency is a preferred job skill.
- (b) It shall be the policy of the City to attract a pool of qualified bilingual applicants for job openings in order to increase the opportunities for finding qualified Bilingual Employees to fill Point of Contact Positions.
- (c) Each Department's recruitment efforts shall be consistent with the City's selective bilingual certification process.

*(Civil Service provides bilingual skill pay certification for qualifying City employees and Human Resources authorizes bilingual skill pay upon certification. Job openings requiring bilingual capacity are advertised as such.)*

### **Monitoring and Structure**

The City Manager shall be responsible for monitoring and facilitating compliance with this Policy and updating City Council bi-annually.



### **Use of Minors as Interpreters (No Cost)**

The City does not encourage Limited English Proficient (LEP) individuals to use friends, family members or children under the age of eighteen (18) as interpreters. LEP individuals seeking nonemergency

City services, assistance or information should be notified about the City Language Access Policy (LAP). City Staff will look first to employees receiving bilingual skill pay in LAP languages to assist LEP individuals when LEP individuals seek City services, assistance or information. If an employee receiving bilingual skill pay is not available, City staff should then utilize Language Line if it is available.

There is currently no law that prohibits the use of children or minors as interpreters. The City shall strive to provide translation services in lieu of utilizing minors as interpreters, especially in cases when discussions and information are beyond children's comprehension, inappropriate, or unseemly to children. LAP aims to limit the use of minors as interpreters, as all departments will have access to staff who can translate into Spanish, Khmer, and Tagalog. The Police and Fire Departments often come into contact with children, and already have access to Language Line, which can be used as an alternative. Except in situations where deemed time sensitive or necessary, or at the request of the individual, Departments will strive not to utilize minors as translators and, instead, use the elements of LAP.

Therefore, minors should not be used as interpreters except in emergency circumstances. "Emergency circumstances" are defined as situations that require deviation from procedures, such as a threat to health, safety or property. Examples of emergency circumstances include, but are not limited to, any fire/police response or calls for service, loss of housing, loss of benefits or utility shut offs. The use of minors in emergency circumstances should be limited to initial communications to alleviate the emergency. Once the emergency situation has ended, the City should find an appropriate alternative.

**Best Efforts**  
**(\$726,800)**

The City shall use best efforts for the following:

- (a) Departments shall hire a sufficient number of bilingual employees in Point of Contact Positions so as to adequately serve members of the languages designated in this Policy. The City Manager will determine the adequacy of the services. **(\$658,112)**
- (b) Public Safety Personnel shall respond to persons in their primary language as designated in this Policy. **(Not quantifiable at this time.)**  
*(The following departments currently use Language Line: Fire and Police.)*
- (c) Staff acting as interpreters or translators shall be trained regarding appropriate techniques and ethics with respect to interpretation and translation. **(\$55,725)**
- (d) Widespread notice of the City's Language Access Policy shall be circulated, in the languages designated in this Policy, including notice on the City's website, so that community members are aware of their rights pursuant to the Policy. **(\$12,963)**
- (e) Translation shall be provided for written notices of fines or rights to, determination of eligibility of, award of, denial of, loss of, or decrease in a benefit, City service or program, including the right to appeal any Department's decision. **(Not quantifiable at this time.)**
- (f) Translation shall be provided for official city signage including evacuation routes and city resource signs. **(Not quantifiable at this time.)**
- (g) Partner with local community ethnic groups to assist with translation and dissemination of information to specific populations. **(Not quantifiable at this time.)**

City Department		Translation Status as of October 1, 2014					Current Translation Status					Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes		
	Anti-Fireworks Materials	X	X	X	X	X	X	X	X	X			
	Citizen Police Complaint Commission Brochure	X	X		X	X	X	X	X	X			
	Citizen Police Complaint Commission Forms	X	X		X	X	X	X	X	X			
	Facts At A Glance Brochure (Quick Facts for Commissioners Brochure)	X	X		X	X	X	X	X	X			
	"What To Do When Stopped By The Police" - Pedestrian Stops	X			X	X	X	X	X	X			
	"What To Do When Stopped By The Police" - Traffic Stops	X			X	X	X	X	X	X			
	Domestic Violence Materials	X			X	X	X	X	X	X			
	Traffic Letter	X	X		X	X	X	X	X	X			
	LB CW Svc Dept Employment Process Brochure											Document Requested From Department. Currently Being Revised	
	Recruitment materials for specific jobs that may include custom brochures, orientation session information, typing certificate instructions, etc				X	N/A	N/A	N/A	N/A	N/A		Recruitment Material Changes Frequently. Tagline on Document States Full Translation Available Upon Request	
	Employment Services Brochures	X			X	N/A	X	N/A	N/A	N/A		Duplicate Entry. Same as Employment Process	
	Building Bureau												
	Building Permit				X	X	X	X	X	X			
	Bulletins for Building				X	N/A	N/A	N/A	N/A	N/A		Bulletins Change Frequently. Tagline on Document States Full Translation Available Upon Request	
	Restaurant Guidelines Brochure				X	X	X	X	X	X			
	2013 Guide to Building Energy Efficiency Standards				X	X	X	X	X	X			
	Notice to Property Owner				X	X	X	X	X	X			
	Consolidated Plan Submittal List				X	X	X	X	X	X			
	Code Enforcement												
	ADMINISTRATIVE CITATION				X	N/A	N/A	N/A	N/A	X		Substantial Number of Citations. Tagline on Document States Full Translation Available Upon Request	
	Housing Inspection Program Brochure				X	X	X	X	X	X			
	NOTICE IMMEDIATELY VACATE THE PREMISES (PLACARD)				X	X	X	X	X	X			

City Department		Translation Status as of October 1, 2014						Current Translation Status						Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes				
	NOTICE OF LONG BEACH MUNICIPAL CODE VIOLATION				X	N/A	N/A	N/A	N/A	N/A	Substantial Number of Violations Tagline on Document States Full Translation Available Upon Request				
	NOTICE OF SUBSTANDARD BUILDING				X	N/A	N/A	N/A	N/A	N/A	Documents are Customized per Notice Tagline on Document States Full Translation Available Upon Request				
Nuisance Abatement	Nuisance Abatement Letter	X	X		X	X	X	X	X	X					
	Nuisance Abatement Warning Letter				X	X	X	X	X	X					
Community Improvement Bureau	Rehabilitation Housing Loans Program Brochure		X						X	X					
	Center For Civic Mediation Brochure		X						X	X					
Neighborhood Improvement Division	Commercial Improvement Rebate Program: Business Owner Application	X	X		X	X	X	X	X	X					
	Commercial Improvement Rebate Program: Property Owner Application	X	X		X	X	X	X	X	X					
	Facade Improvement Program Description	X	X		X	X	X	X	X	X					
	Fair Housing Foundation: What Is Fair Housing Brochure	X	X	N/A	N/A	N/A	X	X	N/A	N/A	Not a City Document				
	Graffiti Removal Program Description	X	X				X	X			Document Requested From Department				
	Guidelines For Tree Planting Projects	X	X				X	X	X	X					
	Maintaining Your Business Exterior: Information For Business Owners Booklet	X	X				X	X	X	X					
	Neighborhood Clean-Up Assistance Program Application	X	X				X	X	X	X					
	Neighborhood Clean-Up Assistance Program: Your Guide To Organizing A Clean-Up	X	X				X	X	X	X					
	Neighborhood Leadership Program Booklet (Brochure)	X	X				X	X	X	X					
	Neighborhood Leadership Program Interest Card	X	X				X	X	X	X					
	Neighborhood Resource Center Information Flyer	X	X				X	X	X	X					
	Notice For Abandoned Shopping Carts Flyer	X	X				X	X	X	X					
	Protect Your Family From Lead In Your Home Booklet	X	X				X	X	X	X					
	"Spruce Up Your Home" Flyer	X	X		N/A	N/A	N/A	N/A	N/A	N/A	Document No Longer Being Circulated				
	Whose Job Is It Flyer	X	X		X	X	X	X	X	X					
FINANCIAL SERVICES DEPARTMENT															
Business Services Bureau	Business License Application				X	X	X	X	X	X					
	Garage Sale Application				X	X	X	X	X	X					
Fleet Services Bureau	Impounded Vehicle Debt Collections Notice	X	X	X	X	X	X	X	X	X					
	Notification Required To Release Vehicle Towed	X	X	X	X	X	X	X	X	X					
	Towing Service Fees	X	X	X	X	X	X	X	X	X					

City Department		Translation Status as of October 1 2014						Current Translation Status						Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes				
Billing and Collections	Notification Of Debt Collection For Vehicle Towed	X		X	X	X	X	X	X	X					
	9-1-1 System Information	X	X					X	X					Document Requested From Department	
	Abandonment of Buildings													Document Requested From Department	
	Business License Inspection Guidelines			X	X	X	X	X	X	X					
	Cooking Booth Requirements			X	X	X	X	X	X	X					
	Incident Report Procedures Letter				X	X	X	X	X	X					
	Incident Report Request Forms (Fire and Paramedic)				X	X	X	X	X	X					
	Information On Smoke And Carbon Monoxide Alarms	X	X		X	X	X	X	X	X					
HEALTH AND HUMAN SERVICES															
HEALTH AND HUMAN SERVICES															
	The Clean Trucks Program (Factsheet)	X			N/A	N/A	N/A	N/A	N/A	N/A				Document No Longer Being Circulated	
Administration Community Health	Health Department Services Brochure				X	X	X	X	X	X					
	City Brochures, (i.e HOME Program, Mental Health)				X	X	X	X	X	X					
	Diabetes Prevention & Management Program Flyer	X	X		X	X	X	X	X	X					
	HOME Application				X	X	X	X	X	X					
	MSC Fact Sheet													Document Requested From Department	
	Multi-Service Center Intake Documents				X	X	X	X	X	X					
	Tenant Rights Flyer				X	X	X	X	X	X					
	AL SAA Consent Form	X	X		X	X	X	X	X	X					
	CAARE Consent Form		X		X	X	X	X	X	X					
	CAARE/AL SAA		X	X		X	X	X	X	X					
	Certified Food Handlers School Listing		X	X	X	X	X	X	X	X					
	Community Event Organizer Permit Application		X	X	X	X	X	X	X	X					
Environmental Health Programs And Services Brochure		X	X		X	X	X	X	X						
Farmers Market Permit Application		X	X		X	X	X	X	X						
Food Handler Guide		X	X		X	X	X	X	X						
How to File a Noise Complaint Form in the City of Long Beach		X	X		X	X	X	X	X						
Mobile Food Facility Plan Check Guide		X	X		X	X	X	X	X						
Mobile Food Facility Written Operational Procedures		X	X		X	X	X	X	X						
Noise Complaint Form and Petition		X	X		X	X	X	X	X						
Noise Variance Application		X	X		X	X	X	X	X						
Plan Construction Guide For Food Facilities in Long Beach		X	X		X	X	X	X	X						
Quick Guide to Obtaining a Health Permit for Outdoor Barbecue		X	X		X	X	X	X	X						
Temporary Food Facility Permit Application		X	X		X	X	X	X	X						
60-day Notice To Vacate		X			X	X	X	X	X						
Housing Authority	Annual Certification Package - Missing Items	X			X	X	X	X	X	X					
	Annual Recertification Appointment	X			X	X	X	X	X	X					
	Appointment Notice	X			X	X	X	X	X	X					
	Briefing Packet - Establishing Rents	X			X	X	X	X	X	X					
Briefing Packet - HVC Program For Tenants		X			X	X	X	X	X						

Bureau	Language Access Policy	Translation Status as of October 1, 2014				Current Translation Status				Special Circumstances	
		Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog		Returned to Dept.
	Briefing Packet - Income and Deductions	X			X	X	X	X	X	X	
	Briefing Packet - Initial Disclosure Form	X			X	X	X	X	X	X	
	Briefing Packet - Local Policy Master Form	X			X	X	X	X	X	X	
	Briefing Packet - Owner And Tenant Acknowledgement	X			X	X	X	X	X	X	
	Briefing Packet - Owner Packet	X			X	X	X	X	X	X	
	Briefing Packet - Owner Payment Assignment	X			X	X	X	X	X	X	
	Briefing Packet - Participant's Right To An Informal Hearing	X			X	X	X	X	X	X	
	Briefing Packet - Pre-Inspection Checklist	X			X	X	X	X	X	X	
	Briefing Packet - Searching For A Rental Unit	X			X	X	X	X	X	X	
	Briefing Packet - Subject Property Profile	X			X	X	X	X	X	X	
	Briefing Packet - Subsidy/Occupancy Standards	X			X	X	X	X	X	X	
	Briefing Packet - Time To Move In	X			X	X	X	X	X	X	
	Briefing Packet Checklist	X			X	X	X	X	X	X	
	Change of Unit Size	X			X	X	X	X	X	X	
	Eligibility Interview	X			X	X	X	X	X	X	
	Final Notice of Action	X			X	X	X	X	X	X	
	Information Required - Final Notice	X			X	X	X	X	X	X	
	Lease/Contract Termination	X			X	X	X	X	X	X	
	Mandatory Home Visit	X			X	X	X	X	X	X	
	Mandatory Office Appointment	X			X	X	X	X	X	X	
	Move Information	X			X	X	X	X	X	X	
	Move Instructions	X			X	X	X	X	X	X	
	Notice to Tenant of Unit Approval	X			X	X	X	X	X	X	
	Portability Packet Receipt Notification	X			X	X	X	X	X	X	
	Subsidy/Occupancy Standards	X			X	X	X	X	X	X	
	Trifold Housing Authority Information Brochure										Document Requested From Department
Physician Services	HIV Facts Brochure	X			X	X	X	X	X	X	
Preventative Health	Infant Feeding During Emergencies Brochure	X	X		X	X	X	X	X	X	
	Medi-Cal Outreach Program Flyer	X			N/A	N/A	X	N/A	N/A	N/A	Flyer Changes Frequently. Tagline on Document States Full Translation Available Upon Request
	The Navigator: A Community Transportation Guide	X	X		X	X	X	X	X	X	
	Citizens Advisory Commission on Disabilities				X	X	X	X	X	X	
	Annual Summer Reading Programs	X			X	X	X	X	X	X	
	Basic Program Flyers	X			X	X	X	X	X	X	
	Fines and Fees	X	X		X	X	X	X	X	X	
	General Information Brochures	X	X		N/A	N/A	X	N/A	N/A	N/A	Document No Longer Being Circulated

City Department		Translation Status as of October 1, 2014						Current Translation Status						Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes				
	Library Card Applications	X	X		X	X	X	X	X	X					
	Preschool Library Cards	X	X		N/A	N/A	X	X	N/A	N/A					Document No Longer Being Circulated
	Reading Lists	X	X		X	X	X	X	X	X					
<b>LONG BEACH GAS SERVICE</b>															
<b>Business Operations</b>	Annual Gas Safety Calendar	X	X		X		X	X							In Process of Translation
	Customer Account Information Letters				X	N/A	N/A	N/A	N/A	N/A					Substantial Number of Letters. Tagline on Document States Full Translation Available Upon Request
	Customer Bill				X	N/A	N/A	N/A	N/A	N/A					Documents are Customized per Notice. Tagline on Document States Full Translation Available Upon Request
<b>Gas Services</b>	13 Forms (Essential Notices as Required by State Law)	X	X		X	X	X	X	X	X					
	Annual Gas Safety Calendar	X	X		N/A	N/A	X	X	N/A	N/A					Duplicate Entry. Annual Gas Safety Calendar
	Gas Service May Be Off (for meter exchange)				X	X	X	X	X	X					
	Meter Off for Furnigation	X			X	X	X	X	X	X					
	Notice of Hazardous Condition				X	X	X	X	X	X					
	Service Termination				X	X	X	X	X	X					
	Sorry We Missed You				X	X	X	X	X	X					
<b>Inspection</b>	Notice of Violation (G291) Form														Document Requested From Department
<b>POLICE DEPARTMENT AND MARINE</b>															
	Quarterly Recreation Connection (contract class guide)				N/A	N/A	N/A	N/A	N/A	N/A					Material Changes Frequently. Tagline on Document States Full Translation Available Upon Request
	Summer Family Entertainment Brochure				X	X									In Process of Translation
	Summer Food Program Flyers				X	X									In Process of Translation
	Summer Fun Days/Day Camp Flyers				X	X									In Process of Translation
<b>POLICE DEPARTMENT</b>															
	Community Watch Program Booklet	X	X		X	X	X	X	X	X					
	Domestic Violence Advocate Release form				X	X	X	X	X	X					
	Domestic Violence Resource forms				X	X	X	X	X	X					
	Report Receipt				X	X	X	X	X	X					
	Taxi Driver Permit Application				X	X	X	X	X	X					
	Temporary Restraining Order Information				X	X	X	X	X	X					
<b>Crime Prevention</b>	Identify Theft Brochure				X	X	X	X	X	X					
	Pawn Information	X	X		X	X	X	X	X	X					
	Residential Burglary Prevention				X	X	X	X	X	X					
	Utility Worker Scan				X	X	X	X	X	X					
<b>Internal Affairs</b>	Citizen Complaint Procedures form	X	X		X	X	X	X	X	X					
	Citizen Complaint Form	X	X		X	X	X	X	X	X					

City Department		Translation Status as of October 1, 2014					Current Translation Status					Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes		
Investigations Bureau	Compensation For Victims Of Violent Crimes	X	X		X	X	X	X	X	X			
	Juvenile Resource Guide	X	X		N/A	N/A	X	X	N/A	N/A	Document No Longer Being Circulated		
Jail Division Patrol Bureau	Los Angeles County Hotline For Victims Of Domestic Violence And Sexual Assault	X	X		X	X	X	X	X	X			
	Complaint Forms	X	X		N/A	N/A	X	N/A	N/A	N/A			
	Complaint Forms	X	X		N/A	N/A	X	X	N/A	N/A			
	Crime Prevention	X	X		X	X	X	X	X	X			
	DUI Pamphlets	X	X		X	X	X	X	X	X			
	Fourth Of July Flyers	X	X		X	X	X	X	X	X			
	Handwritten Parking Ticket Form	X	X		X	X	X	X	X	X			
	Public Safety Flyers	X	X		X	X	X	X	X	X			
	Report Forms	X	X		X	X	X	X	X	X			
	Vehicle Impound Forms	X	X		X	X	X	X	X	X			
Victim Resource Guides	Victim Resource Guides	X	X		X	X	X	X	X	X			
Public Works													
Engineering Bureau	Door hanger – Imminent Sidewalk/Street Work				X	X	X	X	X	X			
	Where to Recycle Used Oil (New HHW Collection Facility)	X			X	X	X	X	X	X			
Environmental Services Bureau	Litter Free Street Banners	X	X		N/A	N/A	X	X	N/A	N/A	Document No Longer Being Circulated		
	"No Litter Zone" Packet (Litter Free LB Trifold Pamphlet and Litter Free LB Packet Inserts)	X	X		X	X	X	X	X	X			
	Special Collection for Residents (Used Motor Oil and Special Collections Flyer)	X			X	X	X	X	X	X			
	Tree-Cycling Flyer	X	X		X	X	X	X	X	X			
	Used Motor Oil Recycling Information (Same as Used Motor Oil and Special Collections Flyer)	X	X		N/A	N/A	X	X	N/A	N/A	Duplicate Entry- Same as 'Used Motor Oil and Special Collections Flyer'		
Public Service Bureau	Fireworks Official Notice Flyer	X	X		X	X	X	X	X	X			
Water Department													
	Annual Water Quality Report	X	X		X	X	X	X	X	X			
	Quarterly Citywide Newsletter (sent with utility bill)				X	X	X	X	X	X			
	Stage 1 Water Prohibitions				X	X	X	X	X	X			
	Conservation Materials- Updated Schedule and Rebate				X	X	X	X	X	X			
	Landscape Program Application (L2G Program)				X	X	X	X	X	X			
	Notice Of Shutoffs (door hanger)				X	X	X	X	X	X			



<b>Frequently Called Numbers</b>		
<b>Numbers with Auto Attendant</b>		
	<b>Description</b>	<b>Number</b>
1	Airport	570-2600
2	City Clerk	570-6101
3	City Manager's Office - Special Events & Filming	570-5333
4	City Prosecutor	570-5600
5	Civil Service	570-6202
6	Development Services - Building Permits - Inspections	570-6651
7	Development Services - Building Permits - Main Line	570-5237
8	Development Services - General Planning & Zoning	570-6194
9	Development Services - Main	570-5237
10	Financial Management - Business License	570-6211
11	Financial Management - Business License Call Center	570-6212
12	Financial Management - Commercial Services	570-5700
13	Financial Management - Commercial Services - Meter Services	570-5991
14	Financial Management - Purchasing	570-6361
15	Fire	570-2500
16	Gas & Oil - Emergency Services	570-2140
17	Health & Human Services - CRU Call Center	570-4315
18	Health & Human Services - Environmental Health	570-4132
19	Health & Human Services - Housing Authority	570-6985
20	Health & Human Services - Main	570-4000
21	Health & Human Services - Vital Records	570-4305
22	Health & Human Services - WIC	570-4242
23	Human Resources - Workforce Development - Youth Services	570-1425
24	Library Services - Central Information	570-7500
25	Library Services - City Hall Information Desk	570-6555
26	Parks Recreation & Marine - Animal Care Services	570-7387
27	Parks Recreation & Marine - Main	570-3100
28	Police	570-7260
29	Police Auto Stats	570-7486
30	Police Public Records	570-7485
31	Public Works - Graffiti Hotline	570-2773
32	Public Works - Public Service Yard	570-2700
33	Public Works - Refuse Collection	570-2870
34	Public Works - Towing	570-2828

<b>Frequently Called Numbers</b>		
<b>Other "Main" Numbers</b>		
1	City Attorney	570-2200
2	City Auditor	570-6751
3	City Manager's Office	570-6711
4	City Manager's Office - Citizen Police Complaint Commission	570-6891
5	City Treasurer	570-6845
6	Civil Service - Recruitment (Outdated Number)	570-7126
7	Council District 1	570-6919
8	Council District 2	570-6684
9	Council District 3	570-6300
10	Council District 4	570-6918
11	Council District 5	570-5555
12	Council District 6	570-6816
13	Council District 7	570-7777
14	Council District 8	570-6685
15	Council District 9	570-6137
16	Development Services - Planning Commission (Outdated Number)	570-6321
17	Development Services - Housing & Community Improvement	570-6615
18	Financial Management	570-6237
19	Financial Management - Parking Citations	570-6821
20	Financial Management - Parking Citations	570-6822
21	Human Resources - ADA	570-6304
22	Human Resources - Workforce Development Board	570-3650
23	Human Resources - Workforce Development Bureau	570-3654
24	Human Resources - Workforce Development Bureau - CTC	570-3797
25	Mayor's Office	570-6801
26	Parks Recreation & Marine - Marine - Alamos Bay	570-3215
27	Parks Recreation & Marine - Marine - Downtown	570-4950
28	Police - Gang Hotline (Outdated Number)	570-7127
29	Public Works	570-6383
30	Public Works - Construction Management	570-6537
31	Public Works - Engineering	570-6383
32	Public Works - Environmental Services	570-2850
33	Public Works - Flood Zone	570-6784
34	Public Works - Inspections	570-5160
35	Public Works - Street Sweeping	570-2890
36	Public Works - Traffic & Transportation	570-6331