

# UNITE HERE! LOCAL 11

525 East 7<sup>th</sup> Street, Long Beach, CA 90813

April 15, 2014

Long Beach City Council  
Honorable Mayor and Council Members  
Civic Center Plaza  
333 West Ocean Blvd., 14<sup>th</sup> floor  
Long Beach, CA 90802

Dear Mayor Foster and Members of the City Council:

I'm writing on behalf of **UNITE HERE Local 11** which represents more than 20,000 workers employed in hotels, restaurants, airports, sports arenas and convention centers throughout Southern California. UNITE HERE boasts a diverse membership, comprising workers from many immigrant communities as well as high percentages of African-American, Latino, and Asian-American workers. We support the recommendations put out by the Long Beach Language Access Coalition regarding language access for all city residents. Language Access is a vital piece to resident engagement, safety, and integration in our community.

To this point, we support the following recommendations:

1. **Implement** and fund the Policy, as directed by the Council last August
2. **Include** Spanish, Khmer and Tagalog on voicemail messages
3. **Train staff** on how to speak to LEP residents and how to work with interpreters
4. **Translate vital documents** into Spanish, Khmer and Tagalog
5. Create a **plan for bi-lingual hiring goals**, especially for Khmer and Tagalog
6. Use the **Language Line Pilot Program** for all languages, not just Spanish, Khmer and Tagalog
7. **Limit the use of children** as interpreters to emergency situations
8. **Direct staff** to allocate necessary funds for ongoing implementation of the Policy
9. **Set a clear timeline** for quarterly or bi-annual compliance hearings. The next compliance hearing should be in July 2014 to ensure that the Policy is implemented and funded in next year's budget.

Thank you for your time and consideration,

*Derek Smith*

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*Political Director*

*UNITE HERE Local 11*