

CITY OF LONG BEACH

R-11

DEPARTMENT OF DEVELOPMENT SERVICES

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

August 12, 2014

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. (Citywide)

DISCUSSION

On August 13, 2013, the City Council voted to approve and adopt a comprehensive Language Access Policy (LAP), Resolution No. RES-13-0071. On April 15, 2014, the City Council received and filed a status update on the implementation of the LAP (Exhibit A). The City Council's motion included a request for staff to identify important documents for translation, such as complaint forms and applications, and report on the viability of Spanish, Khmer, and Tagalog voicemail compliance.

To date, a number of initiatives have occurred to further the implementation of the LAP. The City currently spends the following on implementing LAP:

Automated Voicemail Compliance	\$ 3,791
Election Material in Multiple Languages	21,342
Important Documents Translation into LAP Languages	14,106
Interpretation at Public Meetings and Hearings	17,625
Staff Bilingual Skill Pay	864,864
	<u>\$921,728</u>

The City Council directed staff to explore specific opportunities to translate documents proactively. Staff contacted the Language Access Coalition and Centro CHA to request specific input on translation of City documents (Exhibit B). Subsequently, staff met with the Language Access Coalition and Centro CHA on June 13, June 26, and July 21, 2014, to prioritize important document translation. For translation of materials, the LAP states, "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."

As a result of these three meetings, staff researched and calculated documents distributed to the public by all City departments. Currently, there are 662 documents citywide that

include public information, forms, public citations, notices, program applications, etc. (Exhibit C). Because of the significant amount of information that is currently in circulation, staff suggests that the translation of documents be a phased process. Phase one should begin with translation of the most requested documents from each City department. The estimated translation cost is \$30,270. The Language Access Coalition requested that if City documents are currently available in Spanish and Khmer, they would also like to have those documents translated into Tagalog. To translate the 71 identified documents across all departments that meet this request, the cost is an additional \$7,455.

Staff also researched the viability of installing LAP compliant messages on automated voicemail telephone service lines. Presently, there are 91 central telephone numbers established by City departments to handle calls from the public for information and services. The estimated cost for a professional translator to translate and record the current messages in all LAP languages is \$197,350.

Staff researched options for providing translations on the City's website. There are two options available. The first option is to use professional translators to translate approximately 1,500 pages of current website content into the LAP languages at an estimated cost of \$112,500. As the web content changes daily, there would also be an ongoing cost to keep the translated content current. The second option is to utilize Google Translate at a significantly lower cost. Staff estimates it would cost about \$5,000 for web programming services to incorporate Google Translate into the website design. However, it should be noted that Google Translate has been found to contain some translation inaccuracies. If this option is selected, it is recommended that the City include disclaimers on the website releasing the City of liability for inaccurately translated material.

The Department of Health and Human Services conducted a six-month Language Line Pilot Program. The Department documented the utilization of Language Line for limited English speaking persons in LAP languages. The Department utilized Language Line three times for Spanish speaking residents that needed assistance when no Spanish-speaking employee was available. There were no requests for Khmer or Tagalog because, at the time of service, there were adequate Khmer and Tagalog speaking employees to assist in translation.

This matter was reviewed by Deputy City Attorney Richard Anthony on July 16, 2014, and by Budget Management Officer Victoria Bell on July 24, 2014.

TIMING CONSIDERATIONS

City Council action on this matter is not time critical.

FISCAL IMPACT

The estimated cost of the City Council requested updates ranges from \$240,075 to \$347,575. This cost has not been budgeted for FY 14. The FY 15 Proposed Budget includes a \$150,000 allocation of one-time funds from Oil Revenues towards partial implementation of the LAP. If approved, the \$150,000 would partially offset the following costs that would need to be appropriated in the General Fund (GP) across impacted departments:

HONORABLE MAYOR AND CITY COUNCIL

August 12, 2014

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Important Documents Translation into LAP Languages	\$ 30,270	\$ 30,270
Document Translation into Tagalog	7,455	7,455
Automated Voicemail Compliance	197,350	197,350
Website Content Translation: Professional	112,500	0
Website Content Translation: Google Translate	0	5,000
Alternative Totals:	<u>\$347,575</u>	<u>\$240,075</u>

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,


AMY J. BODEK, AICP
DIRECTOR OF DEVELOPMENT SERVICES

AJB:AR:tc

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Attachments: Exhibit A – 4.15.14 LAP Update to City Council
Exhibit B – Language Access Coalition and Centro CHA Recommendations
Exhibit C – City of Long Beach Public Documents

APPROVED:


PATRICK H. WEST
CITY MANAGER

**CITY OF LONG BEACH****R-16**

DEPARTMENT OF DEVELOPMENT SERVICES

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

April 15, 2014

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

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

DISCUSSION

On August 13, 2013, City Council voted to approve and adopt a comprehensive Language Access Policy (LAP), Resolution No. RES-13-0071, as amended to include the following:

- [1] Inclusion of the Tagalog language.
- [2] Launch of a Language Line Pilot Program in a City department at the City Manager's discretion and with recommendations to fund the Pilot Program in the upcoming Fiscal Year 14 Budget.
- [3] Creation of a reporting or accountability plan that provides for: oversight by the City Council; and quarterly or bi-annual compliance reports at a public hearing concerning plan compliance activities, the results of the Language Line Pilot Program and the translation of vital documents.
- [4] City Manager to review and report on the adopted policy in a "to-from-for memo" with options on how to: [a] improve translation training; [b] address the concerns related to child interpreters; and [c] implement best practices on setting bilingual hiring goals in the future.

To date, a number of initiatives have occurred to further the implementation of the LAP. The City Council received a memorandum of these efforts dated November 21, 2013 (Exhibit A). Since that time, there has been additional progress on these efforts.

At the direction of the City Council, the LAP has been updated to include the Tagalog language (Exhibit B). Staff has also developed a Language Line Pilot Program in the Department of Health and Human Services. The Pilot Program will last six months, and staff will document the utilization of Language Line for limited English Speaking persons, whose primary language is Spanish, Khmer, or Tagalog. In addition, Language Line utilization rates will be tracked and costs calculated to determine the beneficial interest in

implementing this service to other departments. Bilingual staff will be utilized when available; otherwise Language Line will be used to ensure appropriate translation of services.

Staff is working with the Department of Human Resources to compile a report on the current level of bilingual staffing, recruitment efforts for bilingual staffing, and translation training for existing staff acting as interpreters or translators.

Staff is also in the process of issuing a purchase order for a vendor to provide written translation in Spanish, Khmer, and Tagalog. Once the vendor is selected, City Departments will be able to use its services.

For public meetings and hearings, the City Council and Charter Commissions are in the process of including English, Spanish, Khmer, and Tagalog notices on minutes and agendas regarding the availability of oral interpretation and written translation in compliance with the LAP (Exhibit C).

The following departments have a recorded telephonic message in English and Spanish: Development Services, Health and Human Services, Fire, and Police. Pending available funding in Fiscal Year 15, all departments would comply with recorded telephonic messages in English, Spanish, Khmer and Tagalog.

The Language Access Policy is posted on the City's website. All other best efforts are being considered as part of the budget process for FY 15.

This matter was reviewed by Deputy City Attorney Rich Anthony on March 27, 2014 and by Budget Management Officer Victoria Bell on March 31, 2014.

TIMING CONSIDERATIONS

City Council action to receive and file this report on April 15, 2014 in accordance with the City Council's request for bi-annual reports on the LAP.

FISCAL IMPACT

The status update does not have a fiscal impact. However, continued implementation of the LAP will require additional General Fund resources that are currently unbudgeted and unfunded. If fully implemented, the LAP will result in an estimated additional cost of \$453,567 to the General Fund, most of which will recur annually, across all departments.

SUGGESTED ACTION:

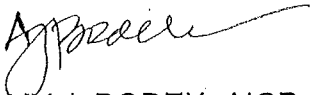
Approve recommendation.

HONORABLE MAYOR AND CITY COUNCIL

April 15, 2014

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Respectfully submitted,



AMY J. BODEK, AICP
DIRECTOR OF DEVELOPMENT SERVICES

AJB:AR:tc
P:\ExOfc\CC\2014\4.15.14 LAP Status Update v6.doc

Attachments: Exhibit A – November 21, 2013 Language Access Policy memorandum
Exhibit B – Revised (as adopted) Language Access Policy
Exhibit C - Language Access Policy Update for City Council and Charter Commissions

APPROVED:



PATRICK H. WEST
CITY MANAGER



Date: November 21, 2013
To: Patrick H. West, City Manager
From: Amy J. Bodek, Director of Development Services
For: Honorable Mayor and Members of the City Council
Subject: Language Access Policy Update

On August 13, 2013, City Council voted to approve and adopt a comprehensive Language Access Policy (Policy), Resolution No. RES-13-0071, as amended to include the following:

[1] Inclusion of Tagalog language access services as a part of the core Language Access Policy.

[2] Launch of a Language Line Pilot Program in a City department at the City Manager's discretion and with recommendations to fund the Pilot Program in the upcoming FY 14 Budget.

[3] Creation of a reporting or accountability plan that provides for: [a] oversight by the City Council; and [b] quarterly or bi-annual compliance reports at a public hearing concerning plan compliance activities, the results of the Language Line Pilot Program and the translation of vital documents.

[4] City Manager to review and report on the adopted policy in a "to-from-for memo" with options on how to: [a] improve translation training; [b] address the concerns related to child interpreters; and [c] implement best practices on setting bilingual hiring goals in the future.

Please consider this memo a status update on each of the above components:

[1] The Language Access Policy has been updated to include Tagalog language access services and is on file with the City Clerk as an attachment to the adopted Resolution. The Policy was also reviewed by the City Attorney to ensure compliance with citywide standards. See the attachment for the updated Policy.

[2] Staff is developing a Language Line Pilot Program for the Department of Health and Human Services. The Pilot Program would last six months. Staff would document the number of limited English Speaking persons that call and walk into the Department of Health and Human Services for services (or are encountered in the field), Language Line utilization rates, languages spoken, and cost. Bilingual staff would be utilized when available; otherwise

Language Line would be used to ensure appropriate translation of services. The estimated cost of the Pilot will vary depending upon the rate of Language Line utilization.

[3] [a] Staff will prepare a Bi-annual Report to the City Council on the Language Access Policy.

[3] [b] The report will include updates in the following categories:

- Bilingual Staffing
- Translation Training
- Translation of Materials
- Public Meetings and Hearings
- Recorded Telephonic Messages
- Staff Recruitment
- Best Efforts
- Language Line Pilot Program

[4] [a] Development Services will develop a plan to improve translation training and will report out its progress as part of the Bi-annual Report.

[4] [b] There is currently no law that prohibits the use of children as interpreters. The City shall strive to provide translation services in lieu of utilizing child interpreters especially in cases when discussions and information are beyond children's comprehension, inappropriate, or unseemly to children. The Language Access Policy will help make use of children as interpreters a very infrequent occurrence, as all departments will have access to staff who can translate into Spanish, Khmer, and Tagalog. In the Police and Fire Departments, who often come into contact with children, those Departments already have access to Language Line, which can be used as an alternative to using children as translators. Except where deemed time sensitive or necessary, or at the request of the individual, Departments will strive not to utilize children as translators and instead use the elements of the Language Access Policy.

[4] [c] Development Services will work with Human Resources and Civil Service, and the hiring departments in determining best practices in the recruitment of bilingual personnel while ensuring that all aspects of the recruitment process comply with equal opportunity legislation. This shall be achieved by ensuring that job announcements are up-to-date and consistent with the bilingual requirements of the job and by assisting with selective certification recruitments when required. Human Resources will also assist departments in determining recruitment strategies to reach and encourage applicants from the widest pool of applicants possible (e.g., use of various media, community groups, organizations, and trade journals), and by evaluating the effectiveness of outreach efforts.

Honorable Mayor and Members of the City Council
November 21, 2013
Page 3 of 3

The next steps toward implementing the Policy require hiring or assigning current staff members to implement the Policy. The staffing model adopted in the Policy calls for the hiring of 1.5 FTEs in FY14; however, the adopted FY14 budget did not include these positions, so staff will determine appropriate staffing levels and fiscal implications within existing resources and funds currently dedicated to providing language services.

For further information, please contact Amy J. Bodek, Director of Development at ext. 8-6428.

AJB:AR:TC
P:\ExOfc\TFF\2013\11.15.13 Language Access Policy v10.doc

Attachment

cc: Suzanne Frick, Assistant City Manager
Reginald Harrison, Deputy City Manager
Tom Modica, Deputy City Manager
Kelly Colopy, Director of Health & Human Services
Debbie Mills, Director of Human Resources
Angela Reynolds, Deputy Director of Development

City of Long Beach Language Access Policy
(\$453,567)

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) "City" shall mean the City of Long Beach.
- (b) "Department" shall mean any City department as the City Manager may designate.
- (c) "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.
- (d) "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
- (e) "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
- (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) "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. **(\$55,000)**
- (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. **(\$90,984)**
 - (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. **(\$8,851)**

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

Public Meetings and Hearings (\$109,125)

- (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 (\$79,607)

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 (\$110,000)

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

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 of Long Beach Language Access Policy
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 - (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. **(\$8,851)**

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

Public Meetings and Hearings (\$109,125)

- (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 (\$79,607)

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 (\$110,000)

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

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.)**



Date: November 22, 2013
To: Distribution
From: Patrick H. West, City Manager
Subject: **Language Access Policy Update for City Council and Charter Commissions**

On August 13, 2013, City Council voted to approve and adopt a comprehensive Language Access Policy (Policy), Resolution No. RES-13-0071. As a result, there are new requirements for City Council and Charter Commission meetings, agendas and minutes.

Charter Commissions include: the Citizen Police Complaint Commission, the Civil Service Commission, the Board of Harbor Commissioners, the Parks and Recreation Commission, the Planning Commission, and the Board of Water Commissioners.

In relevant part, the Policy provides that:

- (a) Charter Commissions and Departments shall not be required to translate meeting notices, agendas, or minutes. On City Council and Charter 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 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 Charter Commission meetings extra speaking time shall be given when translation is needed.

In compliance with the Policy, City Council agendas will include statements 1 and 2 as shown below in English, Spanish, Khmer, and Tagalog. City Council minutes will include statement 2 in English, Spanish, Khmer, and Tagalog:

1. If oral language interpretation for non-English speaking persons is desired or if a special accommodation is desired pursuant to the Americans with Disabilities Act, please make your request by phone to the City Clerk Department at (562) 570-6101, by 12 noon Monday, the day prior to the Council meeting. (See Attachment 1.)
2. If written language translation of the City Council agenda and minutes for non-English speaking persons is desired, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the City Council meeting. (See Attachment 2.)

Distribution
November 22, 2013
Page 2 of 2

Consistent with the Policy, each department director should update their Charter Commission agenda templates to include statements 3 and 4 as shown below in English, Spanish, Khmer, and Tagalog. Charter Commission minutes templates should include statement 4 in English, Spanish, Khmer, and Tagalog:

3. If oral language interpretation for non-English speaking persons is desired or if a special accommodation is desired pursuant to the Americans with Disabilities Act, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the Charter Commission meeting. (See Attachment 3.)
4. If written language translation of the Commission agenda and minutes for non-English speaking persons is desired, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the Commission meeting. (See Attachment 4.)

For Charter Commissions using the Legistar System, please work with the City Clerk Department to have the accommodation statements included in their agendas and minutes. All other Charter Commissions should incorporate, as their standard agenda format, the statements shown in the attached.

When the City Clerk Department receives a request for meeting interpretation or translation of meetings and agendas, they will secure an interpreter and/or have the meeting agenda and minutes translated. The staff member assigned to that respective commission will be notified, and a charge point will be requested for the services rendered.

Please update all agendas and minutes by December 2, 2013. For further information, contact Amy J. Bodek, Director of Development Services, at 562.570.6428.

PW:AJB:AR:tc
P:\ExOfc\CM\2013\11.22.13 Charter Commission Staff Regarding Language Access Policy v14.doc
Attachments

Distribution:

Larry Herrera, City Clerk
Anitra Dempsey, Executive Director, Citizen Police Complaint Commission
Mario Beas, Director of Civil Service, Civil Service Commission
Al Moro, Acting Executive Director of Port of Long Beach, Harbor Commission
George Chapjian, Director of Parks, Recreation and Marine, Parks and Recreation Commission
Amy J. Bodek, Director of Development Services, Planning Commission
Kevin L. Wattier, General Manager of Water Department, Water Commission

cc: Suzanne R. Frick, Assistant City Manager
Reginald Harrison, Deputy City Manager
Tom Modica, Deputy City Manager
Debbie Mills, Director of Human Resources

Language Access Statements for City Council and Commission Meetings

Attachment 1

City Council Agendas

If oral language interpretation for non-English speaking persons is desired or if a special accommodation is desired pursuant to the Americans with Disabilities Act, please make your request by phone to the City Clerk Department at (562) 570-6101, by 12 noon Monday, the day prior to the Council meeting.

Kung ang pasalitang pagsasalin-wika ng adyenda at mga katitikan ng Konseho ng Lunsod ay hinahangad o ang isang natatanging kaluwagan ay hinahangad alinsunod sa Batas sa mga Amerikanong May Kapansanan, mangyaring gawin ang iyong kahilingan sa pamamagitan ng telepono sa Kagawaran ng Klerk ng Lunsod sa (562) 570-6101, bago lumampas ang ika-12 ng tanghali sa Lunes, ang araw bago ang pulong ng Konseho ng Lunsod.

Si se desea interpretación verbal en otro idioma para personas que no hablan inglés o se necesita una adaptación especial en conformidad con la Ley de Estadounidenses con Discapacidades, haga su pedido por teléfono al Departamento del Secretario Municipal al (562) 570-6101, antes del lunes al mediodía, el día previo a la reunión del Concejo.

បើលោកអ្នកមិនចេះនិយាយភាសាអង់គ្លេស ហើយត្រូវការអ្នកបកប្រែផ្ទាល់មាត់ ឬបើលោកអ្នកត្រូវការនូវការជួយសម្រួលពិសេសណាមួយ ទៅតាមច្បាប់ស្តីពីជនជាតិអាមេរិកាំងមានពិការភាព (Americans with Disabilities Act) នោះសូមស្នើសុំមកនាយកដ្ឋានសៀនសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបានទាន់ម៉ោង 12 ថ្ងៃត្រង់នៅថ្ងៃច័ន្ទ មុនកិច្ចប្រជុំក្រុមប្រឹក្សាត្រូវប្រារព្ធធ្វើឡើង។

Language Access Statements for City Council and Commission Meetings

Attachment 2

City Council Agendas and Minutes

If written language translation of the City Council agenda and minutes for non-English speaking persons is desired, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the City Council meeting.

Kung ang nakasulat na pagsasalín-wika ng adyenda at mga katitikan ng Konseho ng Lunsod ay hinahangad para sa mga taong hindi nagsasalita ng Ingles, mangyaring gawin ang iyong kahilingan sa pamamagitan ng telepono sa Kagawaran ng Klerk ng Lunsod sa (562) 570-6101, 72 oras bago ang pulong ng Konseho ng Lunsod.

Si desea obtener la traducción lingüística escrita de la agenda y las actas del Concejo Municipal para las personas que no hablan inglés, realice su pedido por teléfono al Departamento de la Secretaría Municipal al (562) 570-6101, 72 horas antes de la reunión del Concejo Municipal.

បើលោកអ្នកមិនចេះនិយាយភាសាអង់គ្លេស ហើយត្រូវការរបៀបវារៈកិច្ចប្រជុំនៃក្រុមប្រឹក្សាសាលាក្រុង និងរបាយការណ៍កិច្ចប្រជុំនៃក្រុមប្រឹក្សាសាលាក្រុង ជាសំណៅប្រែសម្រួលសាយលក្ខណ៍អក្សរទៅជាភាសារបស់លោកអ្នក នោះសូមស្នើសុំមកនាយកដ្ឋានសៀវភៅសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបាន 72 ម៉ោងមុនកិច្ចប្រជុំក្រុមប្រឹក្សាសាលាក្រុងត្រូវបានធ្វើឡើង។

Language Access Statements for City Council and Commission Meetings

Attachment 3

Charter Commission Agendas

If oral language interpretation for non-English speaking persons is desired or if a special accommodation is desired pursuant to the Americans with Disabilities Act, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the Charter Commission meeting.

Kung ang pasalitang pagsasalin-wika para sa mga taong hindi nagsasalita ng Ingles ay hinahangad o kung ang isang natatanging kaluwagan ay hinahangad alinsunod sa Batas sa mga Amerikanong May Kapansanan, mangyaring gawin ang iyong kahilingan sa pamamagitan ng telepono sa Kagawaran ng Klerk ng Lunsod sa (562) 570-6101, 72 oras bago ang pulong ng Komisyon sa Karta.

Si desea una interpretación verbal en otro idioma para las personas que no hablan inglés o si se desea una adaptación especial de acuerdo con la Ley de Estadounidenses con Discapacidad, realice su pedido por teléfono al Departamento de la Secretaría Municipal al (562) 570-6101, 72 horas antes de la reunión de la Comisión de Estatutos.

បើលោកអ្នកមិនចេះនិយាយភាសាអង់គ្លេស ហើយត្រូវការអ្នកបកប្រែផ្ទាល់មាត់ ឬបើលោកអ្នកត្រូវការនូវការជួយសម្រួលពិសេសណាមួយ ទៅតាមច្បាប់ស្តីពីជនជាតិអាមេរិកាំងមានពិការភាព (Americans with Disabilities Act) នោះសូមស្នើសុំមកនាយកដ្ឋានស្មៀនសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបាន 72 ម៉ោងមុនកិច្ចប្រជុំគណៈកម្មាធិការធម្មនុញ្ញក្រុងត្រូវប្រារព្ធធ្វើឡើង។

Language Access Statements for City Council and Commission Meetings

Attachment 4

Charter Commission Agendas and Minutes

If written language translation of the Commission agenda and minutes for non-English speaking persons is desired, please make your request by phone to the City Clerk Department at (562) 570-6101, 72 hours prior to the Commission meeting.

Kung ang nakasulat na pagsasalin-wika ng adyenda at mga katitikan ng Komisyon ay hinahangad para sa mga taong hindi nagsasalita ng Ingles mangyaring gawin ang iyong kahilingan sa pamamagitan ng telepono sa Kagawaran ng Klerk ng Lunsod sa (562) 570-6101, 72 pitong oras bago ang pulong ng Komisyon.

Si desea obtener la traducción lingüística escrita de la agenda y las actas de la Comisión para las personas que no hablan inglés, realice su pedido por teléfono al Departamento de la Secretaría Municipal al (562) 570-6101, 72 horas antes de la reunión de la Comisión.

បើលោកអ្នកមិនចេះនិយាយភាសាអង់គ្លេស ហើយត្រូវការរបៀបវារៈនៃកិច្ចប្រជុំគណៈកម្មាធិការ និងរបាយការណ៍នៃកិច្ចប្រជុំគណៈកម្មាធិការ ជាសំណើប្រែសម្រួលលាយលក្ខណ៍អក្សរទៅជាភាសារបស់លោកអ្នក នោះសូមស្នើសុំមកនាយកដ្ឋានសៀវភៅសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបាន 72 ម៉ោងមុនកិច្ចប្រជុំគណៈកម្មាធិការត្រូវប្រារព្ធធ្វើឡើង។

Language Access Coalition of Long Beach



May 28, 2014

Angela Reynolds
Margaret Madden
333. W. Ocean Blvd.
Long Beach, CA 90802

SENT VIA EMAIL AND U.S. MAIL

RE: Translation of Vital Documents

Ms. Reynolds and Ms. Madden,

The Long Beach Language Access Coalition would like to thank the City for the opportunity to help identify vital documents for translation into Spanish, Khmer and Tagalog pursuant to the City's Language Access Policy. Our Coalition has discussed this matter with our organizational partners and community residents and we would like to offer the following initial recommendations. Please note, we would like to meet with you in person to discuss these recommendations. Identification of vital documents is a critical issue for the City and its residents and we think it would be beneficial to meet in person to discuss this matter further.

Our recommendations are as follows:

"Vital documents" should be defined by the City to include the following:

- a. Written materials disseminated to the public, such as **brochures, outreach materials and resource guides;**
- b. **Applications or forms to participate** in a Department's program or activity or to receive its benefits or services; consent forms;
- c. **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; notices of disciplinary action; grievance policies; documents pertaining to statutes of limitations or deadlines for actions; documents that create or define legally enforceable rights or responsibilities;
- d. **Written tests that do not assess English language competency,** but test competency for a particular license or skill for which knowledge of written English is not required;
- e. **Notices advising limited English proficient persons of free language assistance;**
- f. **Materials explaining a Department's services or programs;**
- g. **Complaint forms;**

- h. **Gas and water bills;** and
- i. 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, including notices of community meetings and public hearings.

We recommend that the City prioritize translation of “vital documents” for the following City Departments and services. Some of the City Departments and services listed below may overlap, as the organization of the City has changed in recent years.

- a. Neighborhood Services
- b. Code Enforcement
- c. Housing Authority
- d. Housing Services Bureau
- e. City Attorney, claims division
- f. City Clerk
- g. City Council Reception Desk
- h. Building Permit Processing
- i. Parking Citations
- j. Business Licenses
- k. Police
- l. Fire
- m. Multi-Service Center
- n. Health Department
- o. Parks and Recreation Department
- p. Library Services
- q. Abandoned Car Removal
- r. Animal Control
- s. Public Works
- t. Water Department
- u. Gas Department
- v. Utility payment in City Hall
- w. Street Lighting Repair
- x. Street Sweeping
- y. Development Services
- z. Other City Departments that furnish information or provide services to the public

Please note, this is not a complete list, but a list of City Departments and services that have been identified as priorities by our community partners and residents. We would welcome the opportunity to meet with you to refine this list. It would be particularly useful to know what documents are most frequently requested by Long Beach residents in general, irrespective of language. This information would provide additional insight into what should be considered a vital document. The City is in the best position to know what

documents are requested most frequently and we would appreciate having this information to assist with our recommendations. Please let us know if you can make this information available to us.

Thank you for your consideration of our recommendations. We look forward to working with the City on the implementation of the Language Access Policy. You can reach the Coalition by contacting Laura Merryfield at (562) 912-7366 or via email at laura@bhclongbeach.org

Thank you,
The Long Beach Language Access Coalition

Aikona
Building Healthy Communities: Long Beach
Californians for Justice
East Yard Communities for Environmental Justice
Educated Men With Meaningful Messages
Filipino Migrants Center
Housing Long Beach
Legal Aid Foundation of Los Angeles
Long Beach Immigrant Rights Coalition
Khmer Girls in Action
United Cambodian Community

Tracy Colunga

From: Jessica Quintana <jessica@centrocha.org>
Sent: Wednesday, May 07, 2014 7:07 PM
To: Margaret Madden
Cc: Tracy Colunga
Subject: RE: Language Access Policy -- Vital Documents

Hello Margaret and Tracy,

On behalf of Centro CHA we applaud your leadership and effort to address this very important issue in our city and to improve the quality of life for mono-lingual residents through a language access policy initiative.

Here is our recommendation for vital documents to be translated into Spanish for language access.

City Facilities, City Hall and City Council

- Council and Port meetings should be translated
- Persons using translation services would be allotted additional time (**from 3min to 6minutes**) to address council to compensate for the time necessary for translation
- Gas Bills
- City Information Website
- City Strategic Plan
- Develop Information Hot Line for all Languages
- Senior Center Information and services
- Parks and Recreation Services Information and services

Emergency response, notices, alerts, translator, and translated materials for:

- Police
- Fire
- Paramedics
- Health Department
- Diverse Business Owners/Leaders

Official city signage, services and access to translators

- Evacuation routes,
- City resource signs (hospitals, police, fire department)
- Small Business Development Center

Citizens Complaint Commission: *This department is of particular concern, as mono-lingual and low-literacy citizens would need to have confidence that their complaints regarding public service-persons are being heeded in a fair and attentive manner. This is the avenue that citizens would need to use to ensure the fair application of the language ordinance, and report non-compliance.*

- All materials available through this commission must be available in languages and literacy levels that reflect the changing demographics (particularly with regards to crime) in Long Beach.

~~~~~  
Thank you,  
Jessica Quintana,

## **Exhibit C**

This exhibit is a compilation of all of the documents that the City produces by Department. This is a working list and may not be comprehensive. There are 662 documents on the list to date.

X indicates that the document is currently translated and represents the language that it is translated in. The areas that are shaded represent the documents that were requested by the Language Access Coalition for translation in phase one.

| City Department                            |                                                                                                                                                  |         |       |         |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------|---------|
| Bureau                                     | Language Access Policy                                                                                                                           | Spanish | Khmer | Tagalog |
| <b>City Attorney</b>                       |                                                                                                                                                  |         |       |         |
|                                            | Nuisance Abatement Notices                                                                                                                       | x       | x     |         |
| <b>City Auditor</b>                        |                                                                                                                                                  |         |       |         |
| <b>City Clerk</b>                          |                                                                                                                                                  |         |       |         |
|                                            | Checklist of Polling Place Materials                                                                                                             | x       | x     | x       |
|                                            | Official Voting Ballot                                                                                                                           | x       | x     | x       |
|                                            | Precinct Materials                                                                                                                               | x       | x     | x       |
|                                            | Sample Ballot Booklet                                                                                                                            | x       | x     | x       |
|                                            | Voting Instructions                                                                                                                              | x       | x     | x       |
| <b>City Council and Mayor's Office</b>     |                                                                                                                                                  |         |       |         |
| <b>City Manager</b>                        |                                                                                                                                                  |         |       |         |
|                                            | Anti-Fireworks Materials                                                                                                                         | x       | x     |         |
|                                            | Citizen Police Complaint Commission Brochure                                                                                                     | x       | x     |         |
| <b>Citizen Police Complaint Commission</b> | Complaint Forms                                                                                                                                  | x       | x     |         |
|                                            | Facts At A Glance Brochure                                                                                                                       | x       | x     |         |
|                                            | "What To Do When Stopped By The Police" – Pedestrian Stops                                                                                       | x       |       |         |
|                                            | "What To Do When Stopped By The Police" – Traffic Stops                                                                                          | x       |       |         |
| <b>City Prosecutor</b>                     |                                                                                                                                                  |         |       |         |
|                                            | Domestic Violence Materials                                                                                                                      | x       |       |         |
|                                            | Truancy Letter                                                                                                                                   | x       | x     |         |
| <b>Civil Service</b>                       |                                                                                                                                                  |         |       |         |
|                                            | Business Card with Cvl Svc Dept Recruitment Info                                                                                                 |         |       |         |
|                                            | Educational Equivalency Information                                                                                                              |         |       |         |
|                                            | "Join Our Team" info sheet on NeoGov & E-Notify                                                                                                  |         |       |         |
|                                            | LB Cvl Svc Dept Employment Process Brochure                                                                                                      |         |       |         |
|                                            | Non-Career Opportunity Contact Information                                                                                                       |         |       |         |
|                                            | Online Application Information Sheet                                                                                                             |         |       |         |
|                                            | Recruitments - information may change weekly                                                                                                     |         |       |         |
|                                            | Job Bulletins & Application Packets                                                                                                              |         |       |         |
|                                            | Recruitment materials for specific jobs that may include custom brochures, orientation session information, typing certificate instructions, etc |         |       |         |
|                                            | Weekly Update of Current & Upcoming Job Opportunities                                                                                            |         |       |         |
| <b>Development Services</b>                |                                                                                                                                                  |         |       |         |
|                                            | LBDS Quarterly Newsletter (1Q14)                                                                                                                 |         |       |         |
| <b>Building Bureau</b>                     | Building Permit                                                                                                                                  |         |       |         |
|                                            | Bulletins for Building                                                                                                                           |         |       |         |
|                                            | Deputy Inspector Application                                                                                                                     |         |       |         |
|                                            | Electrical Permit                                                                                                                                |         |       |         |
|                                            | Energy Efficiency Rebate v1.2                                                                                                                    |         |       |         |
|                                            | Information Bulletins Index                                                                                                                      |         |       |         |
|                                            | Low Impact Development                                                                                                                           |         |       |         |
|                                            | Mechanical Permit                                                                                                                                |         |       |         |
|                                            | Planning Application                                                                                                                             |         |       |         |
|                                            | Plumbing Permit                                                                                                                                  |         |       |         |
|                                            | Ready to Issue Sheet                                                                                                                             |         |       |         |
|                                            | Temporary Certificate of Occupancy                                                                                                               |         |       |         |

City of Long Beach  
Public Documents

| City Department                                   |                                                                                    |         |       |         |
|---------------------------------------------------|------------------------------------------------------------------------------------|---------|-------|---------|
| Bureau                                            | Language Access Policy                                                             | Spanish | Khmer | Tagalog |
|                                                   | Unreasonable Hardship Determination                                                |         |       |         |
| <b>Housing &amp; Community Improvement Bureau</b> | CalHome Homeowner Rehabilitation Loan Program Information                          | x       |       |         |
|                                                   | Atlantic Ave. Improvement Project                                                  |         |       |         |
|                                                   | Business and Financial Assistance Programs                                         |         |       |         |
|                                                   | Pine Ave. Improvement Project                                                      |         |       |         |
| <b>Neighborhood Services Bureau</b>               |                                                                                    |         |       |         |
|                                                   |                                                                                    |         |       |         |
| <i>Code Enforcement</i>                           | ADMINISTRATIVE CITATION                                                            |         |       |         |
|                                                   | Canopies                                                                           |         |       |         |
|                                                   | Code Enforcement Inspection Areas                                                  |         |       |         |
|                                                   | Common Code Violations (commercial)                                                |         |       |         |
|                                                   | Common Code Violations (residential)                                               | x       |       |         |
|                                                   | Does Your Residential Property Have Any of These Common Code Violations Flyer      |         |       |         |
|                                                   | Have a Code Enforcement Referral? (postcard)                                       | x       | x     |         |
|                                                   | Housing Inspection Program Brochure                                                |         |       |         |
|                                                   | NOTICE IMMEDIATELY VACATE THE PREMISES                                             |         |       |         |
|                                                   | NOTICE OF LONG BEACH MUNICIPAL CODE VIOLATION                                      |         |       |         |
|                                                   | NOTICE OF SUBSTANDARD BUILDING                                                     |         |       |         |
|                                                   | Notice to Clean Premises                                                           |         |       |         |
|                                                   | Order to Vacate                                                                    |         |       |         |
|                                                   | WARNING (unpermitted signs)                                                        | x       | x     |         |
| <i>Neighborhood Improvement Division</i>          | Center For Civic Mediation: Mediate Don't Litigate Brochure                        | x       | x     |         |
|                                                   | Commercial Improvement Rebate Program Flyer                                        | x       | x     | x       |
|                                                   | Commercial Improvement Rebate Program: Business Owner Application                  | x       | x     |         |
|                                                   | Commercial Improvement Rebate Program: Property Owner Application                  | x       | x     |         |
|                                                   | Façade Improvement Program Description                                             | x       | x     |         |
|                                                   | Fair Housing Foundation: What Is Fair Housing Brochure                             | x       | x     |         |
|                                                   | Graffiti Removal Program Application                                               | x       |       |         |
|                                                   | Graffiti Removal Program Description                                               | x       | x     |         |
|                                                   | Guidelines For Tree Planting Projects                                              | x       | x     |         |
|                                                   | Home Improvement Rebate Program                                                    | x       | x     | x       |
|                                                   | Home Single Family Program Flyer                                                   | x       |       |         |
|                                                   | Maintaining Your Business Exterior: Information For Business Owners Booklet        | x       | x     |         |
|                                                   | Maintaining Your Industrial Business: Information For Business and Property Owners | x       |       |         |
|                                                   | Neighborhood Clean-Up Assistance Program Application                               | x       | x     |         |
|                                                   | Neighborhood Clean-Up Assistance Program: Your Guide To Organizing A Clean-Up      | x       | x     |         |
|                                                   | Neighborhood Leadership Program Booklet                                            | x       | x     |         |
|                                                   | Neighborhood Leadership Program Interest Card                                      | x       | x     |         |
|                                                   | Neighborhood Problem Solving Flyer                                                 | x       |       |         |

City of Long Beach  
Public Documents

| City Department                                           |                                                               |         |       |         |
|-----------------------------------------------------------|---------------------------------------------------------------|---------|-------|---------|
| Bureau                                                    | Language Access Policy                                        | Spanish | Khmer | Tagalog |
|                                                           | Neighborhood Resource Center Information Flyer                | x       | x     |         |
|                                                           | Notice For Abandoned Shopping Carts Flyer                     | x       | x     |         |
|                                                           | Protect Your Family From Lead In Your Home Booklet            | x       | x     |         |
|                                                           | Rehabilitation Housing Loans Program Brochure                 | x       | x     |         |
|                                                           | Request for Proposals: Neighborhood Partners Program Flyer    | x       |       |         |
|                                                           | Request for Proposals: Neighborhood Partners Program Packet   | x       | x     |         |
|                                                           | "Spruce Up Your Home" Flyer                                   | x       | x     |         |
|                                                           | Whose Job Is It Flyer                                         | x       | x     |         |
|                                                           | Your Guide To Have Clean And Safe Neighborhoods In Long Beach | x       |       |         |
| <b>Planning Bureau</b>                                    | Appeal Application Nov 2011                                   |         |       |         |
|                                                           | Case Contact Log Blank                                        |         |       |         |
|                                                           | Certificate of Compliance Filing Requirements                 |         |       |         |
|                                                           | City of Long Beach Sign Guide (sign ordinance)                |         |       |         |
|                                                           | Commercial Districts                                          |         |       |         |
|                                                           | Complaint Control Record                                      |         |       |         |
|                                                           | Condo Conv Exclusion Requirements                             |         |       |         |
|                                                           | Fences and Garden Walls                                       |         |       |         |
|                                                           | Industrial Districts                                          |         |       |         |
|                                                           | Landscaping Standards                                         |         |       |         |
|                                                           | Legalization Procedures for Illegal Dwelling Units            |         |       |         |
|                                                           | Lot Merger Filing Requirements                                |         |       |         |
|                                                           | Lot-Line Adjustment Filing Requirements                       |         |       |         |
|                                                           | Materials Board Submission Requirements                       |         |       |         |
|                                                           | Nonconformities                                               |         |       |         |
|                                                           | Notice of Final Action                                        |         |       |         |
|                                                           | Notice Posting Letter                                         |         |       |         |
|                                                           | Notice to Community Group Letter                              |         |       |         |
|                                                           | Off-Street Parking and Loading Requirements                   |         |       |         |
|                                                           | On-Premises Signs                                             |         |       |         |
|                                                           | Plan Application Checklist                                    |         |       |         |
|                                                           | Planning Permit App FY14 Dec 2013                             |         |       |         |
|                                                           | Political Signs Application                                   |         |       |         |
|                                                           | Promotional Activity Signs                                    |         |       |         |
|                                                           | Promotional Sign (banner) Application                         |         |       |         |
|                                                           | Reasonable Accommodation Request Form (long)                  |         |       |         |
|                                                           | Reasonable Accommodation Request Form (short)                 |         |       |         |
|                                                           | Residential Development Standards                             |         |       |         |
|                                                           | Residential Districts                                         |         |       |         |
|                                                           | Site Plan Example for Special Events                          | x       |       |         |
|                                                           | Your Guide Through the Permitting Process (office)            |         |       |         |
|                                                           | Your Guide Through the Permitting Process (retail)            |         |       |         |
| <b>Disaster Preparedness and Emergency Communications</b> |                                                               |         |       |         |
| <b>Financial Management Department</b>                    |                                                               |         |       |         |
| <b>Business Services Bureau</b>                           | Business License Application                                  |         |       |         |
|                                                           | Alarm Permit Application                                      |         |       |         |
|                                                           | Exemption Application                                         |         |       |         |
|                                                           | Garage Sale Application                                       |         |       |         |
|                                                           | No Business License Letter                                    |         |       |         |

**City of Long Beach  
Public Documents**

| City Department |                                                                  |         |       |         |
|-----------------|------------------------------------------------------------------|---------|-------|---------|
| Bureau          | Language Access Policy                                           | Spanish | Khmer | Tagalog |
|                 | Out of Business Notification Form                                |         |       |         |
|                 | Returned Application Form                                        |         |       |         |
|                 | Returned Check Form                                              |         |       |         |
|                 | Special Event Application                                        |         |       |         |
|                 | Temporary/Seasonal Sales Application                             |         |       |         |
|                 | Utility                                                          |         |       |         |
| Fire Department |                                                                  |         |       |         |
|                 | 9-1-1 System Information                                         | x       | x     |         |
|                 | Abandonment of Buildings                                         |         |       |         |
|                 | Airports, Heliports and Helistops                                |         |       |         |
|                 | Architectural Plan Submittal Criteria                            |         |       |         |
|                 | Building Evacuation Signage                                      |         |       |         |
|                 | Buildings Under Construction                                     |         |       |         |
|                 | Business License Inspection Guidelines                           |         |       |         |
|                 | Christmas Tree Sales Lots                                        |         |       |         |
|                 | Common Hazard Referral Form                                      |         |       |         |
|                 | Condemned Building Key Request Form                              |         |       |         |
|                 | Construction Adjacent to Oil Wells                               |         |       |         |
|                 | Cooking Booth Requirements                                       |         |       |         |
|                 | Display of Helicopters in Assembly Occupancies                   |         |       |         |
|                 | Display of Vehicles in Public Assembly Occupancies               |         |       |         |
|                 | Emergency Helicopter Landing Facility                            |         |       |         |
|                 | Exit Signage (New Construction)                                  |         |       |         |
|                 | Field Flame Retardancy Certification Form                        |         |       |         |
|                 | File Search Procedures Letter                                    |         |       |         |
|                 | File Search Request Form                                         |         |       |         |
|                 | Fire Department Connections                                      |         |       |         |
|                 | Fire Department High-Rise Telephone System                       |         |       |         |
|                 | Fire Department Standard for Live/Work Placard                   |         |       |         |
|                 | Fire Departments Access Roads & Fire Hydrants                    |         |       |         |
|                 | Fire Prevention Officer Services (Standby Fire Safety Officer)   |         |       |         |
|                 | Fire Prevention Officer Services Agreement                       |         |       |         |
|                 | Fire Prevention Requirements / System Certifications             |         |       |         |
|                 | Fire Protection for Buildings Under Construction                 |         |       |         |
|                 | Fire Protection Systems - Striping Detail for Port of Long Beach |         |       |         |
|                 | Fire Regulations for the Long Beach Convention Center            |         |       |         |
|                 | Fire Safety Requirements - Dead Ship at Pier                     |         |       |         |
|                 | Fire Watch                                                       |         |       |         |
|                 | Fire Watch (Buildings Under Construction)                        |         |       |         |
|                 | Fuel Truck Permit (Film Location)                                |         |       |         |
|                 | General Use Permit                                               |         |       |         |
|                 | Halloween Requirements                                           |         |       |         |
|                 | Hazardous Chemicals                                              |         |       |         |
|                 | High Rise Buildings, Letter Explaining Fees                      |         |       |         |
|                 | Holiday Decorations                                              |         |       |         |
|                 | Hydrant Requirements - Both Sides of a Street (Special Events)   |         |       |         |
|                 | Hydrants Requirements – Both Sides of a Street                   |         |       |         |
|                 | Incident Report Procedures Letter                                |         |       |         |
|                 | Incident Report Request Form                                     |         |       |         |



City of Long Beach  
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| City Department |                                                                                              |         |       |         |
|-----------------|----------------------------------------------------------------------------------------------|---------|-------|---------|
| Bureau          | Language Access Policy                                                                       | Spanish | Khmer | Tagalog |
|                 | Information On Smoke And Carbon Monoxide Alarms                                              | x       | x     |         |
|                 | L.P. Gas Truck and Dispensing Devices, Port of Long Beach                                    |         |       |         |
|                 | LBFD Trade Show Application                                                                  |         |       |         |
|                 | Long Beach Convention Center – Plan Requirements                                             |         |       |         |
|                 | Long Beach Fire Department - Approved Hazardous Storage Building                             |         |       |         |
|                 | Long Beach Fire Department Requirements for Public Fireworks Display Permit                  |         |       |         |
|                 | Long Beach Fire Prevention Requirement for Carnivals                                         |         |       |         |
|                 | Marine Fuel Transfer Requirements                                                            |         |       |         |
|                 | Marine Petroleum Terminals Tank Vessels and Tank Barges                                      |         |       |         |
|                 | Markings for Fire Department Access to Buildings and Fire Protection Appliances              |         |       |         |
|                 | Monitoring Regulations Hazardous, Flammable & Combustible Chemicals & Liquids                |         |       |         |
|                 | Motion Picture and Television Filming                                                        |         |       |         |
|                 | Motion Picture Filming in the Dome                                                           |         |       |         |
|                 | New Construction – Plan Request Form                                                         |         |       |         |
|                 | Occupant Load Certificate                                                                    |         |       |         |
|                 | Open Flame Device Requirements                                                               |         |       |         |
|                 | Parade Floats                                                                                |         |       |         |
|                 | Photovoltaic Systems                                                                         |         |       |         |
|                 | Pre-Inspection Form                                                                          |         |       |         |
|                 | Premises Identification at Airport                                                           |         |       |         |
|                 | Preparation of Flaming Foods & Beverages                                                     |         |       |         |
|                 | Procedure for Scheduling Field Reinspection                                                  |         |       |         |
|                 | Procedures for School Fire Drills                                                            |         |       |         |
|                 | Production Facilities Permit                                                                 |         |       |         |
|                 | Public Fireworks Displays On Barges                                                          |         |       |         |
|                 | Public Safety Key Box System                                                                 |         |       |         |
|                 | Reinspection Fee for Failing to Comply with Written Notice                                   |         |       |         |
|                 | Related to Wood Working Plants and Lumber Yards                                              |         |       |         |
|                 | Related to a Laser Light Show                                                                |         |       |         |
|                 | Related to Aviation Facilities                                                               |         |       |         |
|                 | Related to Carnivals                                                                         |         |       |         |
|                 | Related to Cellulose Nitrate Film                                                            |         |       |         |
|                 | Related to Ceremonial Fire                                                                   |         |       |         |
|                 | Related to Combustible Dust-Producing Operations                                             |         |       |         |
|                 | Related to Conduct an In-Ground Barbeque Pit                                                 |         |       |         |
|                 | Related to Conduct or Maintain Waste Material Handling Plant, Junkyard or Auto Wrecking Yard |         |       |         |
|                 | Related to Cutting and Welding                                                               |         |       |         |
|                 | Related to Decorations                                                                       |         |       |         |
|                 | Related to Dry Cleaning Plants                                                               |         |       |         |
|                 | Related to Fire Hydrant and Valve Application                                                |         |       |         |
|                 | Related to Floor Finishing                                                                   |         |       |         |
|                 | Related to Fruit and Crop Ripening                                                           |         |       |         |

City of Long Beach  
Public Documents

| City Department |                                                                                       |         |       |         |
|-----------------|---------------------------------------------------------------------------------------|---------|-------|---------|
| Bureau          | Language Access Policy                                                                | Spanish | Khmer | Tagalog |
|                 | Related to Fumigation and Thermal Insecticidal Fogging                                |         |       |         |
|                 | Related to Helicopter Landing Site-Ground Level                                       |         |       |         |
|                 | Related to High Piled Combustible Stock                                               |         |       |         |
|                 | Related to Hot Work                                                                   |         |       |         |
|                 | Related to HPM Facilities                                                             |         |       |         |
|                 | Related to Install or Maintain Liquidefied Petroleum Gas                              |         |       |         |
|                 | Related to Install or Operate a Refrigeration Unit or System                          |         |       |         |
|                 | Related to Interior Lining Installation – Underground Tank(s)                         |         |       |         |
|                 | Related to Liquid or Gas Fueled Vehicles or Equipment in Assembly Buildings           |         |       |         |
|                 | Related to Maintain and Operate a Covered Mall                                        |         |       |         |
|                 | Related to Maintaining and Operating Dust Producing Equipment                         |         |       |         |
|                 | Related to Manufacture Flammable and Combustible Organic Coatings Permit              |         |       |         |
|                 | Related to Manufacture, Store or Handle Level 2 or Level 3 Aerosol Products           |         |       |         |
|                 | Related to Marine Vessel Hot-Work                                                     |         |       |         |
|                 | Related to Melt, Cast, Heat Treat or Grind Magnesium                                  |         |       |         |
|                 | Related to Miscellaneous Combustible Storage                                          |         |       |         |
|                 | Related to Open Burning                                                               |         |       |         |
|                 | Related to Open Flames and Torches                                                    |         |       |         |
|                 | Related to Operate a Repair Garage and Motor Fuel Dispensing Facility                 |         |       |         |
|                 | Related to Operate Aircraft Refueler Truck                                            |         |       |         |
|                 | Related to Operate and Maintain a Board and Care                                      |         |       |         |
|                 | Related to Operate and Maintain a Nursery or Preschool                                |         |       |         |
|                 | Related to Operate and Maintain a Place of Assembly                                   |         |       |         |
|                 | Related to Operate and Maintain a School K-12 Grade                                   |         |       |         |
|                 | Related to Operate Industrial and Drying Ovens                                        |         |       |         |
|                 | Related to Operate or Maintain an Automobile Tire Rebuilding Plant                    |         |       |         |
|                 | Related to Operating an Amusement Building                                            |         |       |         |
|                 | Related to Owning or Operating a High Rise Building                                   |         |       |         |
|                 | Related To Place Tanks "Temporarily Out of Service" (C.F.C. Chapter 34)               |         |       |         |
|                 | Related to Private Fire Hydrant                                                       |         |       |         |
|                 | Related to Produce, Store, Transfer On-Site, Use, Handle or Dispense Cryogenic Fluids |         |       |         |
|                 | Related to Public Fireworks Display                                                   |         |       |         |
|                 | Related to Pyrotechnic Special Effects Material                                       |         |       |         |
|                 | Related to Pyroxylin Plastics                                                         |         |       |         |
|                 | Related to Receiving, Storing and Selling Explosives                                  |         |       |         |

**City of Long Beach  
Public Documents**

| <b>City Department</b>                        |                                                                                                                                         |                |              |                |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------|----------------|
| <b>Bureau</b>                                 | <b>Language Access Policy</b>                                                                                                           | <b>Spanish</b> | <b>Khmer</b> | <b>Tagalog</b> |
|                                               | Related to Special Events and Filming / PREVIOUSLY: Temporary Public Assembly Permit                                                    |                |              |                |
|                                               | Related to Spraying or Dipping Operations Utilizing Flammable Liquids                                                                   |                |              |                |
|                                               | Related to Storage of Scrap Tires and Tire Byproducts                                                                                   |                |              |                |
|                                               | Related to Storage, Handling and Processing Combustible Fibers                                                                          |                |              |                |
|                                               | Related to Storage, Handling, Use or Sale of Flammable, Combustible & Hazardous Liquids in Commercial and Industrial Occupancies Permit |                |              |                |
|                                               | Related to Store Chips, Hogged Material, Lumber or Plywood                                                                              |                |              |                |
|                                               | Related to Store or Handle Hazardous Materials                                                                                          |                |              |                |
|                                               | Related to Store, Handle, or Use Compressed Gases                                                                                       |                |              |                |
|                                               | Related to Temporary Helicopter Landing Site                                                                                            |                |              |                |
|                                               | Related to Temporary Membrane Structures, Tents, and Canopies                                                                           |                |              |                |
|                                               | Related to the Manufacturing, Processing, Storing, and Selling of Cellulose Nitrate Plastics (Pyroxylin)                                |                |              |                |
|                                               | Related to Transporting, Storing and Using Explosives                                                                                   |                |              |                |
|                                               | Related to Use Open Flames and Candles in Assembly Dining Areas of Restaurants or Drinking Establishments                               |                |              |                |
|                                               | Requirement for Decorative Materials                                                                                                    |                |              |                |
|                                               | Requirement Guidelines for Stairway Numbering                                                                                           |                |              |                |
|                                               | Requirements for High-Rise Fire Control Room                                                                                            |                |              |                |
|                                               | Requirements for Laser Light Shows                                                                                                      |                |              |                |
|                                               | Rooftop Heliport                                                                                                                        |                |              |                |
|                                               | Special Events at Park Department Facilities - Fire Safety Regulations                                                                  |                |              |                |
|                                               | Storage Height Restrictions                                                                                                             |                |              |                |
|                                               | Tankship Cargo Lightering and Transfer to Other Vessel Operations In Long Beach City Limits                                             |                |              |                |
|                                               | Temporary Certificate of Occupancy                                                                                                      |                |              |                |
|                                               | Temporary Occupant Load Increase Approval Application                                                                                   |                |              |                |
|                                               | Tent Requirements                                                                                                                       |                |              |                |
|                                               | Underground Storage of Hazardous, Flammable or Combustible Liquids                                                                      |                |              |                |
|                                               | Underground Storage Tanks Monitoring Requirements: General Information                                                                  |                |              |                |
|                                               | Underground Tank Installation                                                                                                           |                |              |                |
|                                               | Use of Explosives in the Harbor                                                                                                         |                |              |                |
|                                               | Use of Tank Trucks on Piers, Wharves, or Docks in the Long Beach Harbor                                                                 |                |              |                |
|                                               | Welding and Cutting Waterfront Facilities and Vessels                                                                                   |                |              |                |
| <b>Harbor Department (Port of Long Beach)</b> |                                                                                                                                         |                |              |                |
|                                               | All Capital Improvement Projects (Factsheet)                                                                                            | x              |              |                |
|                                               | "Pulse Of The Port"                                                                                                                     | x              |              |                |

City of Long Beach  
Public Documents

| City Department             |                                                                                        |         |          |         |
|-----------------------------|----------------------------------------------------------------------------------------|---------|----------|---------|
| Bureau                      | Language Access Policy                                                                 | Spanish | Khmer    | Tagalog |
|                             | Special Event Flyers                                                                   | x       |          |         |
|                             | The Clean Trucks Program (Factsheet)                                                   | x       |          |         |
| Health and Human Services   |                                                                                        |         |          |         |
| <b>Administration</b>       | Health Department Services Brochure                                                    |         |          |         |
| <b>Community Health</b>     | City Brochures, (i.e. HOME Program, Mental Health)                                     |         |          |         |
|                             | Client Grievance                                                                       |         |          |         |
|                             | Community Wish List                                                                    |         |          |         |
|                             | Diabetes Prevention & Management Program Flyer                                         | x       | x        |         |
|                             | HMIS/Agency Consents                                                                   |         |          |         |
|                             | HOME Application                                                                       |         |          |         |
|                             | MSC Fact Sheet                                                                         |         |          |         |
|                             | Multi-Service Center Facts                                                             | x       |          |         |
|                             | Multi-Service Center Intake Documents                                                  |         |          |         |
|                             | Pocket Guide Resource Directory                                                        | x       |          |         |
|                             | Tenant Rights Flyer                                                                    |         |          |         |
| <b>Environmental Health</b> | 2014 Schedule for Routine Inspection of Mobile Food Trucks                             | x       |          |         |
|                             | ALSAA Consent Form                                                                     | x       | x        |         |
|                             | ALSAA Workshop Power Points (4)                                                        |         | x        |         |
|                             | Bus Pass Flyer                                                                         |         | x        |         |
|                             | Bus Pass Survey (on-line)                                                              |         | x        |         |
|                             | Bus Pass Survey Monkey Tool                                                            |         | x        |         |
|                             | CAARE Consent Form                                                                     | x       | x        |         |
|                             | CAARE Health Education Binder                                                          |         | x        |         |
|                             | CAARE Recruitment Flyer                                                                |         | x        |         |
|                             | CAARE Workshop Power Points (4)                                                        |         | x        |         |
|                             | CAARE/ALSAA                                                                            | x       | x (some) |         |
|                             | Certified Food Handlers School Listing                                                 | x       | x        |         |
|                             | Community Event Organizer Permit Application                                           | x       | x        |         |
|                             | Environmental Health Programs And Services Brochure                                    | x       |          |         |
|                             | Farmers Market Permit Application                                                      | x       | x        |         |
|                             | Food Handler Guide                                                                     | x       |          |         |
|                             | How to File a Noise Complaint Form in the City of Long Beach                           | x       | x        |         |
|                             | How to Identify an Unlicensed Food Vendor                                              | x       |          |         |
|                             | How to Start a Restaurant or Food Facility in Long Beach                               | x       |          |         |
|                             | Mobile Food Facility Plan Check Guide                                                  | x       | x        |         |
|                             | Mobile Food Facility Written Operational Procedures                                    | x       | x        |         |
|                             | Mobile Food Licensing Requirement Summary (for Enclosed Occupied Mobile Food Facility) | x       |          |         |
|                             | Mobile Food Licensing Requirement Summary (for Ice-Cream and Produce Trucks)           | x       |          |         |
|                             | Noise Complaint Form and Petition                                                      | x       | x        |         |
|                             | Noise Variance Application                                                             | x       | x        |         |
|                             | Numerous Healthy Homes, CAARE, and ALSAA documents                                     | x       |          |         |
|                             | Photo Release                                                                          |         | x        |         |
|                             | Physician Services - Clinical Forms                                                    |         |          |         |
|                             | Plan Construction Guide For Food Facilities in Long Beach                              | x       | x        |         |
|                             | Quick Guide to Obtaining a Health Permit for Outdoor Barbecue                          | x       | x        |         |
|                             | Temporary Food Facility Permit Application                                             | x       | x        |         |

**City of Long Beach  
Public Documents**

| <b>City Department</b>   |                                                              |                |              |                |
|--------------------------|--------------------------------------------------------------|----------------|--------------|----------------|
| <b>Bureau</b>            | <b>Language Access Policy</b>                                | <b>Spanish</b> | <b>Khmer</b> | <b>Tagalog</b> |
|                          | Vector Control Brochure                                      | x              |              |                |
|                          | Water Quality Program: Recreational Water Safety Brochure    | x              |              |                |
| <b>Housing Authority</b> | 60-day Notice To Vacate                                      | x              |              |                |
|                          | Acknowledgement Of Familiarity                               | x              |              |                |
|                          | Affidavit Of Support                                         | x              |              |                |
|                          | Annual Certification Package - Missing Items                 | x              |              |                |
|                          | Annual Recertification Appointment                           | x              |              |                |
|                          | Appointment Notice                                           | x              |              |                |
|                          | Attendant Certification                                      | x              |              |                |
|                          | Authorization to Release Tenant Information                  | x              |              |                |
|                          | Before an Ownership Change Can Be Done                       | x              |              |                |
|                          | Briefing Packet - Establishing Rents                         | x              |              |                |
|                          | Briefing Packet - HVC Program For Tenants                    | x              |              |                |
|                          | Briefing Packet - Income and Deductions                      | x              |              |                |
|                          | Briefing Packet - Initial Disclosure Form                    | x              |              |                |
|                          | Briefing Packet - Local Policy Master Form                   | x              |              |                |
|                          | Briefing Packet - Owner And Tenant Acknowledgement           | x              |              |                |
|                          | Briefing Packet - Owner Packet                               | x              |              |                |
|                          | Briefing Packet - Owner Payment Assignment                   | x              |              |                |
|                          | Briefing Packet - Participant's Right To An Informal Hearing | x              |              |                |
|                          | Briefing Packet - Pre-Inspection Checklist                   | x              |              |                |
|                          | Briefing Packet - Searching For A Rental Unit                | x              |              |                |
|                          | Briefing Packet - Subject Property Profile                   | x              |              |                |
|                          | Briefing Packet - Subsidy/Occupancy Standards                | x              |              |                |
|                          | Briefing Packet - Time To Move In                            | x              |              |                |
|                          | Briefing Packet Checklist                                    | x              |              |                |
|                          | Cancellation Of Move                                         | x              |              |                |
|                          | Certification - No Social Security Number                    | x              |              |                |
|                          | Change of Unit Size                                          | x              |              |                |
|                          | Child Care Declaration                                       | x              |              |                |
|                          | Child Care Release and Information Sheet                     | x              |              |                |
|                          | Child Support Information And Release                        | x              |              |                |
|                          | Closing Of Housing Authority Waiting List                    | x              |              |                |
|                          | Criminal History Report                                      | x              |              |                |
|                          | Denial/Termination For Criminal History Report               | x              |              |                |
|                          | Eligibility Immigrant Verification Consent                   | x              |              |                |
|                          | Eligibility Interview                                        | x              |              |                |
|                          | Final Notice of Action                                       | x              |              |                |
|                          | Foster Care Information And Release                          | x              |              |                |
|                          | Group Annual Recertification Appt Notice                     | x              |              |                |
|                          | HAP Check News                                               |                |              |                |
|                          | HOPWA Waiting List                                           | x              |              |                |
|                          | Intake - Annual Certification Cover Sheet                    | x              |              |                |
|                          | Intake - Authorization For Release of Information            | x              |              |                |
|                          | Intake - Authorization To Obtain A Credit History Report     | x              |              |                |
|                          | Intake - Declaration Of Section 214 Status                   | x              |              |                |
|                          | Intake - Family Declaration                                  | x              |              |                |
|                          | Intake - Family Obligations                                  | x              |              |                |
|                          | Intake - Information Required                                | x              |              |                |
|                          | Intake - Language Preference for Briefing                    | x              |              |                |
|                          | Intake - Watch Out For Lead-Based Paint Poisoning            | x              |              |                |
|                          | Ineligible For The Program                                   | x              |              |                |

City of Long Beach  
Public Documents

| City Department |                                                                  |         |       |         |
|-----------------|------------------------------------------------------------------|---------|-------|---------|
| Bureau          | Language Access Policy                                           | Spanish | Khmer | Tagalog |
|                 | Information Required                                             | x       |       |         |
|                 | Information Required - Final Notice                              | x       |       |         |
|                 | Instruction Sheet                                                | x       |       |         |
|                 | Instructions                                                     | x       |       |         |
|                 | Intake Family Declaration                                        | x       |       |         |
|                 | Lease/Contract Termination                                       | x       |       |         |
|                 | Mandatory Home Visit                                             | x       |       |         |
|                 | Mandatory Office Appointment                                     | x       |       |         |
|                 | Move Information                                                 | x       |       |         |
|                 | Move Instructions                                                | x       |       |         |
|                 | Mutual Agreement To Terminate/Extend LC                          | x       |       |         |
|                 | Name Removed From HOPWA Waiting List                             | x       |       |         |
|                 | Name Removed From Waiting List                                   | x       |       |         |
|                 | Notice of Eligible Applicant - HCV Briefing                      | x       |       |         |
|                 | Notice Of Intended Action                                        | x       |       |         |
|                 | Notice of Intent to Vacate (after the 1st yr)                    | x       |       |         |
|                 | Notice to Tenant of Unit Approval                                | x       |       |         |
|                 | Overpayment Letter                                               | x       |       |         |
|                 | Overpayment Of Your Utility Reimbursement                        | x       |       |         |
|                 | Owner Payment Assignment                                         | x       |       |         |
|                 | Ownership Packet - Authorization to Release Tenant Information   | x       |       |         |
|                 | Ownership Packet - Contact Letter                                | x       |       |         |
|                 | Ownership Packet - Direct Deposit Authorization                  | x       |       |         |
|                 | Ownership Packet - HOPWA Landlord Conversion                     | x       |       |         |
|                 | Ownership Packet - Important Information to New Owners           | x       |       |         |
|                 | Ownership Packet - Instructions                                  | x       |       |         |
|                 | Ownership Packet - Mandatory Office Appointment                  | x       |       |         |
|                 | Ownership Packet - New Owner Information                         | x       |       |         |
|                 | Ownership Packet - Notice Of Appointment                         | x       |       |         |
|                 | Ownership Packet - Request for Portability - Tenant Instructions | x       |       |         |
|                 | Ownership Packet - RFTA To Participant                           | x       |       |         |
|                 | Ownership Packet - RFTA To Prospective Owner                     | x       |       |         |
|                 | Payment Agreement                                                | x       |       |         |
|                 | Payment Status                                                   | x       |       |         |
|                 | Portability Packet Receipt Notification                          | x       |       |         |
|                 | Reasonable Accommodation Packet for S8                           | x       |       |         |
|                 | Receipt Of Documentation                                         | x       |       |         |
|                 | Rent Reasonableness Worksheet                                    | x       |       |         |
|                 | Repayment Agreement                                              | x       |       |         |
|                 | Request For Approval OF Rent Increase                            | x       |       |         |
|                 | Request For Certification Update                                 | x       |       |         |
|                 | Request For Lease Papers                                         | x       |       |         |
|                 | Request for Portability - Tenant Instructions                    | x       |       |         |
|                 | Request To Add A New HH Member - Approval                        | x       |       |         |
|                 | Request To Add A New HH Member - Denial                          | x       |       |         |
|                 | Request to Add New Member                                        | x       |       |         |
|                 | Rescheduled Eligibility Interview                                | x       |       |         |
|                 | Rescheduled Eligibility Interview - Third & Final                | x       |       |         |
|                 | Return of Portability Paperwork                                  | x       |       |         |
|                 | Return to The Waiting List (Disabled Veteran Selection)          | x       |       |         |

**City of Long Beach  
Public Documents**

| <b>City Department</b>    |                                                                               |                |              |                |
|---------------------------|-------------------------------------------------------------------------------|----------------|--------------|----------------|
| <b>Bureau</b>             | <b>Language Access Policy</b>                                                 | <b>Spanish</b> | <b>Khmer</b> | <b>Tagalog</b> |
|                           | Return To Waiting List (Not Qualified For Elderly, Disabled or Family Status) | x              |              |                |
|                           | Return To Waiting List (Unable To Establish Resident Priority)                | x              |              |                |
|                           | Return To Waiting List (Unable To Establish Veteran Priority)                 | x              |              |                |
|                           | Return to WL (Above 30% Of Median Income)                                     | x              |              |                |
|                           | Rules Affecting Line - In Aides                                               | x              |              |                |
|                           | Section 8 Existing Housing Programs                                           | x              |              |                |
|                           | Section 8 Waiting List Update Form                                            | x              |              |                |
|                           | Selection Notice                                                              | x              |              |                |
|                           | Selection Notice - HOPWA                                                      | x              |              |                |
|                           | Small Area Fair Market Rents (FMR)                                            | x              |              |                |
|                           | Special Inspection Request                                                    | x              |              |                |
|                           | SSPI Annual Certification Package                                             | x              |              |                |
|                           | Statement Of Fact                                                             | x              |              |                |
|                           | Statement Of Ineligible Family Members                                        | x              |              |                |
|                           | Student Status Release of Information Sheet                                   | x              |              |                |
|                           | Subsidy/Occupancy Standards                                                   | x              |              |                |
|                           | Tenant Newsletter                                                             |                |              |                |
|                           | This Could Be Yours...                                                        | x              |              |                |
|                           | Trifold Housing Authority Information Brochure                                |                |              |                |
|                           | Utility Change Requires A New Lease/Contract                                  | x              |              |                |
|                           | Verification Of Out Of Pocket Medical Expenses                                | x              |              |                |
|                           | Waiting List Change of Address, Income                                        | x              |              |                |
|                           | Waiting List Selection Instruction Sheet                                      | x              |              |                |
|                           | Waiting List Update Form                                                      | x              |              |                |
|                           | Warning Notice - Inappropriate Behavior                                       | x              |              |                |
|                           | Zero Hap Assistance                                                           | x              |              |                |
| <b>Physician Services</b> | Aries Client Share/Non Share Consent Form                                     | x              |              |                |
|                           | Benefits Specialty Services                                                   | x              |              |                |
|                           | Birth Certificate Application Form                                            | x              |              |                |
|                           | Casewatch Consent to Share/Non Share Consent Form                             | x              |              |                |
|                           | Death Certificate Application Form                                            | x              |              |                |
|                           | Family Pact Eligibility Certification                                         | x              |              |                |
|                           | Financial Screening- All other clinics                                        | x              |              |                |
|                           | HCC Insurance Form                                                            | x              |              |                |
|                           | HCC Consent to Participate in Grievance Procedure                             | x              |              |                |
|                           | HCC Consent to Release Information                                            | x              |              |                |
|                           | HCC Coordination of HIV Medical Services Informed Consent                     | x              |              |                |
|                           | HCC Financial Screening and Co-payment Form                                   | x              |              |                |
|                           | HCC Financial Screening and Co-payment Part 2                                 | x              |              |                |
|                           | HCC Medical History Form                                                      | x              |              |                |
|                           | HCC Registration Form                                                         | x              |              |                |
|                           | HIPAA Notice of Privacy Practices                                             | x              |              |                |
|                           | HIV Client Assessment Form                                                    | x              |              |                |
|                           | HIV Facts Brochure                                                            | x              |              |                |
|                           | IMZ Screening and Consent From Adults & Children                              | x              |              |                |
|                           | Male/Female Medical History Form                                              | x              |              |                |
|                           | Notice of Privacy Practices                                                   | x              |              |                |
|                           | Patient Acknowledgement Form                                                  | x              |              |                |
|                           | Patient Financial Responsibility                                              | x              |              |                |
|                           | Physician Services- Clinical Forms                                            |                |              |                |

City of Long Beach  
Public Documents

| City Department                     |                                                                                   |         |       |         |
|-------------------------------------|-----------------------------------------------------------------------------------|---------|-------|---------|
| Bureau                              | Language Access Policy                                                            | Spanish | Khmer | Tagalog |
|                                     | Sworn Statement                                                                   | x       |       |         |
|                                     | TB Screening History Form                                                         | x       |       |         |
|                                     | Travel Clinic Patient Registration Form                                           | x       |       |         |
| <b>Preventative Health</b>          | Infant Feeding During Emergencies Brochure                                        | x       | x     |         |
|                                     | Maternal and Child Health Access And Education Program Brochure                   | x       |       |         |
|                                     | Medi-Cal Outreach Program Flyer                                                   | x       |       |         |
|                                     | Public Health Nurse Resource Guide                                                | x       |       |         |
|                                     | Public Health Nursing Services Flyer                                              | x       |       |         |
|                                     | The Navigator: A Community Transportation Guide                                   | x       | x     |         |
|                                     | <b>Human Resources</b>                                                            |         |       |         |
|                                     | ADA Act                                                                           |         |       |         |
|                                     | Citizens Advisory Commission on Disabilities                                      |         |       |         |
|                                     | Disability Etiquette                                                              |         |       |         |
|                                     | Employment Services Brochures                                                     | x       |       |         |
|                                     | Equal Employment Opportunity Plan (96 pages outdated)                             |         |       |         |
|                                     | Harassment Free Workplace                                                         |         |       |         |
| <b>Library Services</b>             |                                                                                   |         |       |         |
|                                     | Annual Summer Reading Programs                                                    | x       |       |         |
|                                     | Basic Program Flyers                                                              |         |       |         |
|                                     | Fines and Fees                                                                    | x       |       |         |
|                                     | General Information Brochures                                                     | x       | x     |         |
|                                     | Library Card Applications                                                         | x       | x     |         |
|                                     | Preschool Library Cards                                                           | x       | x     |         |
|                                     | Reading Lists                                                                     | x       | x     |         |
| <b>Long Beach Airport</b>           |                                                                                   |         |       |         |
|                                     |                                                                                   |         |       |         |
| <b>Long Beach Gas and Oil</b>       |                                                                                   |         |       |         |
| <b>Business Operations</b>          | Annual Gas Safety Calendar                                                        | x       | x     |         |
|                                     | Customer Account Information Letters                                              |         |       |         |
|                                     | Customer Bill                                                                     |         |       |         |
| <b>Gas Services Bureau</b>          | 13 Forms (Essential Notices as Required by State Law)                             | x       | x     |         |
|                                     | Annual Gas Safety Calendar                                                        | x       | x     |         |
|                                     | Failure to Provide Access                                                         | x       |       |         |
|                                     | Gas Service May Be Off (for meter exchange)                                       |         |       |         |
|                                     | Meter Off for Fumigation                                                          | x       |       |         |
|                                     | Notice of Hazardous Condition                                                     |         |       |         |
|                                     | Notice Of Intent To Replace Gas Facilities                                        | x       |       |         |
|                                     | Post Property (English, Spanish, Korean, Chinese, Vietnamese, Tagalog, and Khmer) | x       | x     | x       |
|                                     | Service Termination                                                               |         |       |         |
|                                     | Sorry We Missed You                                                               |         |       |         |
|                                     | Unauthorized User                                                                 |         |       |         |
| <b>Inspection</b>                   | Construction of Gas Meter Enclosure                                               |         |       |         |
|                                     | Notice of CIP Work (G61A) Form                                                    | x       |       |         |
|                                     | Notice of Intent to Replace Gas Facilities                                        | x       |       |         |
|                                     | Notice of Intent to Replace Gas Riser                                             | x       |       |         |
|                                     | Notice of Violation (G291) Form                                                   |         |       |         |
|                                     | Release for Temporary Build Over                                                  |         |       |         |
| <b>Parks, Recreation and Marine</b> |                                                                                   |         |       |         |
|                                     | Quarterly Recreation Connection (contract class guide)                            |         |       |         |
|                                     | Summer Family Entertainment Brochure                                              |         |       |         |



City of Long Beach  
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| City Department         |                                                                                 |         |       |         |
|-------------------------|---------------------------------------------------------------------------------|---------|-------|---------|
| Bureau                  | Language Access Policy                                                          | Spanish | Khmer | Tagalog |
|                         | Summer Food Program Flyers                                                      |         |       |         |
|                         | Summer Fun Days/Day Camp Flyers                                                 |         |       |         |
| Police Department       |                                                                                 |         |       |         |
|                         | Application for Rummage Sale Permit                                             |         |       |         |
|                         | Back to School Safety Tips                                                      |         |       |         |
|                         | Bicycle Information                                                             |         |       |         |
|                         | Booking Fee form                                                                |         |       |         |
|                         | Charitable Solicitation Permit Application                                      |         |       |         |
|                         | Citizen Complaint form                                                          |         |       |         |
|                         | Community Watch Packet                                                          |         |       |         |
|                         | Community Watch Program Booklet                                                 | x       | x     |         |
|                         | Contract Tow Driver Permit Application                                          |         |       |         |
|                         | Crime Lab Victim Information Guide – Property Crimes                            |         |       |         |
|                         | Death Investigations: Resource Guide (Draft)                                    |         |       |         |
|                         | Distracted Driving Awareness                                                    |         |       |         |
|                         | Domestic Violence Advocate Release form                                         |         |       |         |
|                         | Domestic Violence Resource forms                                                |         |       |         |
|                         | DUI Awareness                                                                   |         |       |         |
|                         | Explorer Program Pamphlet (Draft)                                               |         |       |         |
|                         | Human Trafficking Pamphlet (Draft)                                              |         |       |         |
|                         | LBPD Custody / Visitation Court Order Violation Report form                     |         |       |         |
|                         | LBPD Loss Report                                                                |         |       |         |
|                         | LBPD Mobile App Flyer                                                           |         |       |         |
|                         | LBPD Who to Call List                                                           |         |       |         |
|                         | List of Agencies to handle mechanical violations/fix it tickets (CHP/LASD, etc) |         |       |         |
|                         | Marsy's Law Card                                                                |         |       |         |
|                         | Massage Technician Permit Application                                           |         |       |         |
|                         | Medical Record Release form                                                     |         |       |         |
|                         | North Division Crime Prevention Form Letter                                     |         |       |         |
|                         | Officer Involved Shooting / In-Custody Death: Resource Guide (Draft)            |         |       |         |
|                         | Pedicab Driver Permit Application                                               |         |       |         |
|                         | Procedures for Criminal History Requests – Federal Agencies                     |         |       |         |
|                         | Recommended Camera System Specifications                                        |         |       |         |
|                         | Release Information                                                             |         |       |         |
|                         | Release of Seized Assets form                                                   |         |       |         |
|                         | Report Receipt                                                                  |         |       |         |
|                         | Ride-a-Long Request form                                                        |         |       |         |
|                         | Self Protection Memo                                                            |         |       |         |
|                         | Self Protection Memo form (from Accident Investigations / CID)                  |         |       |         |
|                         | Social Media Flyer                                                              |         |       |         |
|                         | Taxi Driver Permit Application                                                  |         |       |         |
|                         | Taxi Owner Permit Application                                                   |         |       |         |
|                         | Temporary Restraining Order Information                                         |         |       |         |
|                         | Video Camera Registration form                                                  |         |       |         |
|                         | Waiver of Prosecution                                                           |         |       |         |
|                         | West Division Excessive Calls for Service Form Letter                           |         |       |         |
|                         | Youth Leadership Academy Pamphlet                                               |         |       |         |
| <b>Crime Prevention</b> | Auto Burglary Advisory                                                          |         |       |         |
|                         | Gun Safety Brochure                                                             |         |       |         |

City of Long Beach  
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| City Department              |                                                                                |         |       |                    |
|------------------------------|--------------------------------------------------------------------------------|---------|-------|--------------------|
| Bureau                       | Language Access Policy                                                         | Spanish | Khmer | Tagalog            |
|                              | Halloween Safety Tips                                                          |         |       |                    |
|                              | Holiday Safety Tips                                                            |         |       |                    |
|                              | Home Inventory form                                                            |         |       |                    |
|                              | Home Security - the facts about burglary                                       |         |       |                    |
|                              | Home Security Hardware                                                         |         |       |                    |
|                              | ID Theft Fraudulent Transaction - Account information                          |         |       |                    |
|                              | Identity Theft Brochure                                                        |         |       |                    |
|                              | July 4th Information                                                           |         |       |                    |
|                              | Lighting Tips                                                                  |         |       |                    |
|                              | Pawn Information                                                               | x       | x     |                    |
|                              | Protecting Yourself Online                                                     |         |       |                    |
|                              | Residential Burglary Prevention                                                |         |       |                    |
|                              | Robbery Prevention                                                             |         |       |                    |
|                              | Shoplifting & Internal Theft Prevention                                        |         |       |                    |
|                              | Street Robbery Awareness                                                       |         |       |                    |
|                              | Summer Safety Tips                                                             |         |       |                    |
|                              | Utility Worker Scam                                                            |         |       |                    |
| <b>Front Desk Staff</b>      | Multiple Resources                                                             | x       | x     | Multiple Languages |
| <b>Internal Affairs</b>      | Citizen Complaint Procedures form                                              | x       | x     |                    |
|                              | Citizen Complaint Form                                                         | x       |       |                    |
| <b>Investigations Bureau</b> | Compensation For Victims Of Violent Crimes                                     | x       | x     |                    |
|                              | Juvenile Resource Guide                                                        | x       | x     |                    |
|                              | Los Angeles County Hotline For Victims Of Domestic Violence And Sexual Assault | x       | x     |                    |
| <b>Jail Division</b>         | Complaint Forms                                                                | x       |       |                    |
| <b>Patrol Bureau</b>         | Complaint Forms                                                                | x       | x     |                    |
|                              | Crime Prevention                                                               | x       | x     |                    |
|                              | DUI Pamphlets                                                                  | x       | x     |                    |
|                              | Fourth Of July Flyers                                                          | x       | x     |                    |
|                              | Handwritten Parking Ticket Form                                                |         |       |                    |
|                              | Public Safety Flyers                                                           | x       | x     |                    |
|                              | Report Forms                                                                   | x       | x     |                    |
|                              | Vehicle Impound Forms                                                          | x       | x     |                    |
|                              | Victim Resource Guides                                                         | x       | x     |                    |
| <b>Personnel</b>             | Background Waiver                                                              |         |       |                    |
|                              | Election to Receive / Not Receive Public Records                               |         |       |                    |
|                              | Live Scan form                                                                 |         |       |                    |
|                              | No Feedback Waiver                                                             |         |       |                    |
|                              | Personal History Statement Packet                                              |         |       |                    |
|                              | Required Appointment Instructions                                              |         |       |                    |
|                              | Required Documents List                                                        |         |       |                    |
|                              | Use of Criminal Justice Information form                                       |         |       |                    |
| <b>Public Works</b>          |                                                                                |         |       |                    |
| <b>Engineering Bureau</b>    | 12 Tips for a Safe Trip                                                        |         |       |                    |
|                              | Best Management Practices                                                      |         |       |                    |
|                              | Blue Zone Application                                                          |         |       |                    |
|                              | Blueprint for a Clean Ocean-Handbook                                           |         |       |                    |
|                              | Constituent Request for Service                                                |         |       |                    |
|                              | Construction Notices                                                           | x       |       |                    |
|                              | Door hanger – Imminent Sidewalk/Street Work                                    |         |       |                    |
|                              | Driveway Approach Construction Approval Request                                |         |       |                    |

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| City Department                      |                                                                                |         |       |         |
|--------------------------------------|--------------------------------------------------------------------------------|---------|-------|---------|
| Bureau                               | Language Access Policy                                                         | Spanish | Khmer | Tagalog |
|                                      | Permit – Providing Insurance Instructions – Helicopter Lift                    |         |       |         |
|                                      | Permit - Standard Conditions                                                   |         |       |         |
|                                      | Permit Application – Sewer                                                     |         |       |         |
|                                      | Permit Application – Street                                                    |         |       |         |
|                                      | Permit –Providing Insurance Instructions – Crane                               |         |       |         |
|                                      | Red Tip Application                                                            |         |       |         |
|                                      | Sidewalk Overhead Protection Instructions                                      |         |       |         |
|                                      | Sidewalk Repair Rebate Form                                                    |         |       |         |
|                                      | Standard Response to Curb/Sidewalk/Standing Water Complaints                   |         |       |         |
|                                      | Standard Traffic Control Requirements                                          |         |       |         |
|                                      | Street Improvement and Temp Street Occupancy Permit Instructions               |         |       |         |
|                                      | Traveling Around Roundabouts                                                   |         |       |         |
|                                      | Where to Recycle Used Oil                                                      | x       |       |         |
| <b>Environmental Services Bureau</b> | Bag Ban Flyers                                                                 | x       |       |         |
|                                      | Bag Ban Letters To Store Owners                                                | x       |       |         |
|                                      | Bag Ban Utility Billing Mailer                                                 | x       |       |         |
|                                      | Community Clean-Up Flyer                                                       | x       |       |         |
|                                      | E-waste/Tire Event Flyer                                                       | x       |       |         |
|                                      | Handheld Parking Ticket Forms (Street Sweeping & Parking Enforcement)          |         |       |         |
|                                      | Household Hazardous Waste Event Flyer                                          | x       |       |         |
|                                      | Household Hazardous Waste Gaffey Street Flyer                                  | x       |       |         |
|                                      | Learn to Compost                                                               |         |       |         |
|                                      | Litter Free Street Banners                                                     | x       | x     |         |
|                                      | Magnet with PW phone numbers                                                   | x       |       |         |
|                                      | Marketing Materials                                                            | x       |       |         |
|                                      | "No Litter Zone" Packet                                                        | x       | x     |         |
|                                      | Special Collection for Residents                                               | x       |       |         |
|                                      | "Stop Advertisements" Door and Fence Hanger                                    | x       |       |         |
|                                      | Three Reasons to Recycle                                                       | x       |       |         |
|                                      | Tree-Cycling Flyer                                                             | x       | x     |         |
|                                      | Used Motor Oil Recycling Information                                           | x       | x     |         |
| <b>Fleet Services Bureau</b>         | Auction Information Flyer                                                      | x       |       |         |
|                                      | Confiscation Of Vehicles For Driving Without A Valid Driver's License Brochure | x       |       |         |
|                                      | Example Letter of Authorization                                                | x       |       |         |
|                                      | Impounded Vehicle Debt Collections Notice                                      | x       |       |         |
|                                      | Notification Of Debt Collection For Vehicle Towed                              | x       |       |         |
|                                      | Notification Required To Release Vehicle Towed                                 | x       |       |         |
|                                      | Title Transfer Program Flyer                                                   | x       |       |         |
| <b>Public Service Bureau</b>         | Approved Tree List                                                             |         |       |         |
|                                      | Arborist Inspection Request to Remove Street Tree                              |         |       |         |
|                                      | Fireworks Official Notice Flyer                                                | x       | x     |         |
|                                      | Graffiti Abatement Program Flyer                                               | x       |       |         |
|                                      | Permit to Plant Street Tree                                                    |         |       |         |
|                                      | Permit to Trim Street Tree                                                     |         |       |         |
|                                      | Tree Maintenance Policy                                                        |         |       |         |

**City of Long Beach  
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| <b>City Department</b>     |                                                                |                |              |                |
|----------------------------|----------------------------------------------------------------|----------------|--------------|----------------|
| <b>Bureau</b>              | <b>Language Access Policy</b>                                  | <b>Spanish</b> | <b>Khmer</b> | <b>Tagalog</b> |
| <b>Traffic Operations</b>  | Traffic signal maintenance records - (English)                 |                |              |                |
|                            | Sign Maintenance Records - (English)                           |                |              |                |
| <b>Technology Services</b> |                                                                |                |              |                |
| <b>Water Department</b>    |                                                                |                |              |                |
|                            | Annual Water Report                                            | x              | x            |                |
|                            | Bimonthly Citywide Newsletter (sent with utility bill)         |                |              |                |
|                            | Citywide Direct Mailer in tri-fold format (color front & back) | x              | x            |                |
|                            | Conservation Materials                                         |                |              |                |