



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

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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.)**

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- (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) នោះសូមស្នើសុំមកនាយកដ្ឋានសៀវភៅសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបានទាន់ម៉ោង 12 ថ្ងៃត្រង់នៅថ្ងៃច័ន្ទ មុនកិច្ចប្រជុំក្រុមប្រឹក្សាត្រូវបានធ្វើឡើង។

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 pagsasalin-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 ជាសំណៅប្រែសម្រួលលាយលក្ខណ៍អក្សរទៅជាភាសារបស់លោកអ្នក 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) នោះសូមស្នើសុំមកនាយកដ្ឋានសៀនសាលាក្រុង 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 ជាសំណៅប្រែសម្រួលលាយលក្ខណ៍អក្សរទៅជា ភាសារបស់លោកអ្នក នោះសូមស្នើសុំមកនាយកដ្ឋានសៀវភៅសាលាក្រុង តាមទូរស័ព្ទលេខ (562) 570-6101 អោយបាន 72 ម៉ោងមុនកិច្ចប្រជុំគណៈកម្មាធិការត្រូវបានធ្វើឡើង។