



Date: September 2, 2014
To: Patrick H. West, City Manager
From: Amy J. Bodek, Director of Development Services
For: Members of the Budget Oversight Committee
Subject: Language Access Policy (LAP) Funding

Background

On August 12, 2014, Department of Development Services staff provided a status update to the City Council on implementation of the Language Access Policy (LAP) adopted by the City Council on August 13, 2013. As reported at that time, the following efforts have occurred to further the implementation of the LAP:

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

Staff also identified additional costs to further implement the LAP:

	<u>Professional Translation</u>	<u>Google Translate</u>
Important Document Translation into LAP Languages	\$30,270	\$30,270
Document Translation into Tagalog	7,455	7,455
Website Content	112,500	5,000
Automated Voicemail Compliance	197,350	197,350
	<u>\$347,475</u>	<u>\$240,075</u>

The proposed FY 15 Budget includes \$150,000 in one-time revenues to fund additional costs associated with implementing LAP. As can be seen by the list above, the identified costs exceed the proposed funding by approximately \$190,000 to \$90,000 depending on how the City's web pages are translated. Given this gap, the City Council requested staff to provide recommendations to the Budget Oversight Committee for funding the LAP within a range of \$150,000 to \$250,000, and in such a manner that each individual Policy receives partial funding. In addition, the City Council requested that staff look at two activities that had been identified as Best Efforts.

The following goes through each Policy of the LAP, identifying accomplishments and funds spent to date and proposing activities for FY 15 and their costs for City Council consideration. The costs and recommendations are summarized on Exhibit A.

LAP Policies

Bilingual Staffing. Across all of its departments, the City has approximately 540 employees who receive skill pay because of their bilingual abilities, including languages not covered under LAP. Exhibit B identifies the number of bilingual staff by department speaking a LAP language (Spanish, Khmer and Tagalog). This number does not include employees such as managers, who are ineligible for skill pay but do use their bilingual abilities on the job. The City is currently spending approximately \$785,000 on bilingual skill pay annually to communicate with citizens in the LAP languages.

For times when bilingual staff is not available within a department, Language Line services could be utilized. Language Line provides translation via a conference call with City staff, the customer, and the translator. During a six-month pilot program, the Department of Health and Human Services utilized language line services three times when Spanish-speaking staff was unavailable. The average call length was ten minutes. Because each department has differing demands for bilingual services and differing levels of bilingual staffing, staff recommends a second phase of the pilot program. Public Works has been chosen to undertake the second phase of the pilot program because only 2 percent of its staff receives bilingual skill pay for a LAP language. Given the expected increased demand, \$16,500 has been budgeted for this effort. Language Line will be used when bilingual staff is not available.

Translation of Materials. This policy includes both hard copy documents and web pages on the City's website.

Prior to implementation of the LAP, the City already had 71 important hard copy documents translated into both Spanish and Khmer. The Language Access Coalition has requested that these documents be translated into Tagalog. The estimated cost to do so is \$7,455. Staff, in consultation with the Language Access Coalition, has identified another 104 important documents for translation. Of these documents, 54 have already been translated into Spanish. The estimated cost to translate the remaining 50 documents into Spanish and 104 documents into Khmer and Tagalog is \$30,270. Staff has added the Language Access Policy (LAP) to the list of important documents to be translated. The cost to translate the LAP into three languages is \$990. The documents recommended for translation by the Language Access Coalition are shaded in Exhibit C. Staff supports the Coalition's request.

The City's web pages proposed for translation include the home page for each department, including Harbor and Water, each City Council District, the Mayor, and the top ten most visited pages (Top Ten) throughout the year (See Exhibit D). In order to estimate the cost to have a professional translate these web pages, staff viewed each home page and the Top Ten pages to estimate how the content of each web page equated to hard copy pages. (Professional translation rates are based on the number of 8.5 x 11 hard copies translated.) Based on this review, the cost to translate departmental and legislative home pages is estimated to be \$7,260. Translating the Top Ten is estimated to cost \$4,620. For web pages not translated professionally, the City will contract with Google Translate. The cost, including programming of the City's website, is \$5,000. The total cost for translating the City's web pages with this approach is \$16,880. If additional content is translated, each page would cost an additional \$165 to translate. Exhibit A includes \$23,100 to translate additional City web pages, which equates to 140 hard copy pages. These funds would be used to translate the next tier of most visited web pages.

During the elections, the City Clerk provided election materials in multiple languages at a cost of nearly \$22,000. This cost was a one-time FY 14 cost but will recur every election cycle.

Public Meetings and Hearings. The City Council and Charter Commissions are in the process of including English, Spanish, Khmer and Tagalog notices on their minutes and agendas regarding the availability of oral interpretation and written translation regarding matters being considered by the City Council and Charter Commissions. Staff does not propose further spending on this item during FY 15. To date, nearly \$18,000 has been incurred, mostly for oral interpretation at meetings.

Recorded Telephone Message. Staff is recommending that the City's phone lines with an automated attendant (i.e., the most called lines) have messages recorded in English and the LAP languages. Exhibit E presents a list of these phone numbers. When one of these lines is called, the caller will be given the option of listening to the greeting/outgoing message in one of the four languages. The caller will be able to leave a message.

The cost to program and record these messages is \$52,331. This does not include the staff time necessary to listen and respond to the voice mails. A separate cost for this has not been calculated given the number of bilingual staff available throughout the City.

There are 36 additional main numbers in the City (Exhibit E). These numbers do not have auto attendants at this time and some departments may prefer to have a person answer the phone instead of an auto attendant. Staff recommends reviewing the main lines with departments to see if providing outgoing messages in the LAP languages would be appropriate. Final cost

estimates have not been developed because of the uncertainty. As a result staff has allocated approximately \$60,000 to this effort.

Recruitment. Human Resources and Civil Service are working to determine the best practices in recruiting and selectively certifying bilingual staff while ensuring all aspects of the recruitment process comply with equal opportunity legislation. These efforts are currently being balanced with other workload priorities. Staff does not propose additional funding at this time.

Monitoring and Structure. The Department of Development Services FY 15 proposed budget includes a new Special Projects Officer and an Administrative Analyst I to implement the LAP and Violence Prevention and Human Dignity programs. This funding is separate from the \$150,000 proposed for one-time funding in FY 15.

Best Efforts

The following activities were not identified as policies in the LAP but as "Best Efforts." The City Council specifically asked for costs associated with these Best Efforts: staff training and noticing the public of the policy.

Training for Bilingual Staff. To ensure City staff is providing the best level of translation services, staff will be trained as to the appropriate techniques and ethics in providing those services. Bilingual staff will also be trained on the LAP and the services the City is providing pursuant to the LAP. Currently, the City has approximately 600 bilingual staff persons receiving bilingual skill pay. Training sessions would include a maximum of 50 people, requiring 12 sessions, and would last three to four hours. The cost of each session is estimated at \$1,000 per session, including trainer preparation, presentation and materials. The total cost for training is estimated at \$12,000.

Notice of Policy. To notify City residents of the LAP, a flyer could be sent to the 165,000 households that are served by the City's utilities. The flyer would be the front and back of one page. The cost to translate one-quarter page into each LAP language is approximately \$77.50. Copying costs would be \$.08 per double-sided document. To notice the policy in this manner would total approximately \$13,278.

Conclusion

Exhibit A presents the costs discussed above in two columns. The first column identifies activities for each Policy that could be done within the proposed one-time budget of \$150,000. The second column provides staff suggestions how an additional \$100,000 in funds could be devoted to providing additional services within certain Policies, provided additional funding is identified. Exhibit F provides the details for calculating the cost of implementation activities under each Policy and Best Effort.

The \$150,000 that is within the proposed FY 15 budget will provide sufficient funds to provide for a more extensive language line pilot, for the translation of 176 key documents and key webpages, for the reprogramming of 34 frequently used phone lines, for providing staff training, and for the mailing of the policy to 165,000 households. The \$150,000 will be budgeted centrally in the Development Services Department in the General Fund. Throughout FY 15, the use of the LAP (downloading of documents, use of the phone lines, hits to the translated web pages, etc.) will be evaluated in order to determine the appropriate allocations of costs to other departments and funds (including Enterprise Funds) in the future. During the FY 16 budget process, the costs will be budgeted in the appropriate departments and funds using the existing budgeting methodologies (i.e. indirect cost plan, commercial services billing MOUs, technology services MOUs, etc.).

AJB:LAF

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Attachments: Exhibit A – Range of Language Access Policy Implementation Costs
Exhibit B – Bilingual Skill Pay
Exhibit C – City of Long Beach Public Documents
Exhibit D – Most Popular Web Pages
Exhibit E – Frequently Called Numbers
Exhibit F – Language Access Policy Implementation Cost Detail

cc: Mayor and Members of the City Council
Jyl Marden, Interim Assistant City Manager
Reginald I. Harrison, Deputy City Manager
Tom Modica, Deputy City Manager
John Gross, Director of Financial Management

Exhibit A
RANGE OF LANGUAGE ACCESS POLICY IMPLEMENTATION COSTS

Policy Implementation	Component Costs	\$150,000 Budget	Additional \$100,000
Bilingual Staffing		\$ 16,500	\$ 16,500
Language Line Phase 2 Pilot	\$ 16,500		
Translation of Materials			
Hard Copy Documents		38,715	
Translate 71 documents into Tagalog	7,455		
Translate 104 documents into LAP languages			
50 documents into Spanish (54 already translated)	3,750		
104 documents into Khmer and Tagalog	26,520		
Translate LAP	990		
Web Pages		16,880	
Department and legislative home pages (Professional)	7,260		
Top Ten web pages (Professional)	4,620		
Remaining web pages (Google Translate)	5,000		
Each additional web page (equivalent to one 8.5x11 page) costs \$165 for an additional 140 pages.			23,100
Recorded Telephone Messages		52,331	
Programming 34 Lines	18,331		
Voice Over Talent for 34 Lines	34,000		
Expansion of Automated Attendant			60,400
Public Meetings and Hearings^a	0	0	
Recruitment^b	0	0	
Monitoring and Structure^c	0	0	
Best Effort Implementation			
Staff Training	12,000	12,000	
Twelve 3-4 hour sessions with 50 staff attending each session			
Notice of Policy			
Mailed notice to 165,000 households (2 pages w/ 4 languages)	13,278	13,278	
TOTAL	\$ 149,704	\$ 149,704	\$ 100,000

^aGiven existing progress on this policy, staff is recommending resources be allocated to other policies.

^bThis item is still under development utilizing existing staff time.

^cThe proposed FY 15 budget includes a separate enhancement for an officer and an analyst.

Exhibit B
Language Access Employees Receiving Bilingual Skill Pay

Bilingual Skill Pay Employees by Department (Cost)						
Department	Number of Bilingual Skill Pay Employees				Annual Bilingual Pay	Total Spent
	Languages			Total		
	Spanish	Khmer	Tagalog			
Airport	1			1	\$ 1,456.00	\$ 1,456.00
City Clerk	4			4	\$ 1,456.00	\$ 5,824.00
City Prosecutor	6			6	\$ 1,456.00	\$ 8,736.00
Civil Service	3			3	\$ 1,456.00	\$ 4,368.00
Development Services	24	2	3	29	\$ 1,456.00	\$ 42,224.00
Financial Management	15	1		16	\$ 1,456.00	\$ 23,296.00
Fire	63	1		64	\$ 1,456.00	\$ 93,184.00
Harbor	N/A	N/A	N/A	N/A	\$ 1,456.00	\$ -
Health and Human Services	40	15	4	59	\$ 1,456.00	\$ 85,904.00
Human Resources	4			4	\$ 1,456.00	\$ 5,824.00
Library Services	13			13	\$ 1,456.00	\$ 18,928.00
Long Beach Gas & Oil	20	1	1	22	\$ 1,456.00	\$ 32,032.00
Parks, Recreation, & Marine	16	1		17	\$ 1,456.00	\$ 24,752.00
Police	227	21	6	254	\$ 1,456.00	\$ 369,824.00
Public Works	9			9	\$ 1,456.00	\$ 13,104.00
Water	35	3	1	39	\$ 1,456.00	\$ 56,784.00
Total	480	45	15	540	\$ 1,456.00	\$ 786,240.00

Bilingual Skill Pay Employees By Department (Percentage)						
Department	Number of Bilingual Skill Pay Employees				Total Number of Employees	Percentage of Bilingual Skill Pay Employees
	Languages			Total		
	Spanish	Khmer	Tagalog			
Airport	1			1	109	1%
City Clerk	4			4	17	24%
City Prosecutor	6			6	38	16%
Civil Service	3			3	14	21%
Development Services	24	2	3	29	191	13%
Financial Management	15	1		16	174	9%
Fire	63	1		64	517	12%
Harbor	N/A	N/A	N/A	N/A	N/A	0%
Health and Human Services	40	15	4	59	357	11%
Human Resources	4			4	108	4%
Library Services	13			13	119	11%
Long Beach Gas & Oil	20	1	1	22	220	9%
Parks, Recreation, & Marine	16	1		17	449	4%
Police	227	21	6	254	1,195	19%
Public Works	9			9	419	2%
Water	35	3	1	39	224	16%
All Departments	480	45	15	540	4,151	12%

Note: A majority of Bilingual Skill Pay Employees are Point of Contact Positions
Note: N/A= not available at this time.

City of Long Beach
Public Documents

Exhibit C

City Department				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog
City Attorney				
	Nuisance Abatement Notices	X	X	
City Auditor				
City Clerk				
	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
City Council and Mayor's Office				
City Manager				
	Anti-Fireworks Materials	X	X	
	Citizen Police Complaint Commission Brochure	X	X	
Citizen Police Complaint Commission	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		
City Prosecutor				
	Domestic Violence Materials	X		
	Truancy Letter	X	X	
Civil Service				
	Business Card with Civ Svc Dept Recruitment Info			
	Educational Equivalency Information			
	"Join Our Team" info sheet on NeoGov & E-Notify			
	LB Civ 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			
Development Services				
	LBDS Quarterly Newsletter (1Q14)			
Building Bureau	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			
Housing & Community Improvement Bureau	CalHome Homeowner Rehabilitation Loan Program Information	x		
	Atlantic Ave. Improvement Project			
	Business and Financial Assistance Programs			
	Pine Ave. Improvement Project			
Neighborhood Services Bureau				
Code Enforcement	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	
Neighborhood Improvement Division	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	
	Facade 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		
Planning Bureau	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)			
	Disaster Preparedness and Emergency Communications			
	Financial Management Department			
Business Services Bureau	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
Public Documents**

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 Liquified 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**

City Department				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog
	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			
Harbor Department (Port of Long Beach)				
	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				
Administration	Local Department Services			
Community Health	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			
	MSO Fact Sheet			
	Multi-Service Center Facts	x		
	Multi-Service Center Intake Documents			
	Pocket Guide Resource Directory	x		
	Tenant Rights Flyer			
Environmental Health	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**

City Department				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog
	Vector Control Brochure	x		
	Water Quality Program: Recreational Water Safety Brochure	x		
Housing Authority	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**

City Department				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog
	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		
Physician Services	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		
Preventative Health	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	
	Human Resources			
	ADA Act			
	Citizens Advisory Commission on Disabilities			
	Disability Etiquette			
	Employment Services Brochures	x		
	Equal Employment Opportunity Plan (98 pages outdated)			
	Harassment Free Workplace			
	Library Services			
	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	
	Long Beach Airport			
	Long Beach Gas and Oil			
Business Operations	Annual Gas Safety Calendar	x	x	
	Customer Account Information Letters			
	Customer Bill			
Gas Services Bureau	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			
Inspection	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			
	Parks, Recreation and Marine			
	Quarterly Recreation Connection (contract class guide)			
	Summer Family Entertainment Brochure			

**City of Long Beach
Public Documents**

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)			
	LBPB Custody / Visitation Court Order Violation Report form			
	LBPB Loss Report			
	LBPB Mobile App Flyer			
	LBPB 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			
Crime Prevention	Auto Burglary Advisory			
	Gun Safety Brochure			

**City of Long Beach
Public Documents**

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			
	Identify 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			
Front Desk Staff	Multiple Resources	x	x	Multiple Languages
Internal Affairs	Citizen Complaint Procedures form	x	x	
	Citizen Complaint Form	x		
Investigations Bureau	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	
Jail Division	Complaint Forms	x		
Patrol Bureau	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	
Personnel	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			
Public Works				
Engineering Bureau	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			

**City of Long Beach
Public Documents**

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		
Environmental Services Bureau	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	
Fleet Services Bureau	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		
Public Service Bureau	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
Public Documents**

City Department				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog
Traffic Operations	Traffic signal maintenance records - (English)			
	Sign Maintenance Records - (English)			
Technology Services				
Water Department				
	Annual Water Report	x	x	
	Bi-monthly Citywide Newsletter (sent with utility bill)			
	Citywide Direct Mailer in tri-fold format (color front & back)	x	x	
	Conservation Materials			

**Exhibit D
Most Popular Web Pages**

January 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Civil Service	http://www.longbeach.gov/civilservice/
4	Parks, Recreation and Marine	http://www.longbeach.gov/park/
5	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
6	Police	http://www.longbeach.gov/police/
7	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
8	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
9	Employment	http://www.longbeach.gov/hr/employment/
10	Office of Animal Care Services	http://www.longbeach.gov/acs/
11	Utility Services	http://www.longbeach.gov/commercial/utility/
12	Departments	http://www.longbeach.gov/depts/
13	Online Bill Payment	http://www.longbeach.gov/commercial/content/bill_payment.asp
14	Departments Listing	http://www.longbeach.gov/depts/shadow.asp
15	City Services	http://www.longbeach.gov/services/

February 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
4	Parks, Recreation and Marine	http://www.longbeach.gov/park/
5	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
6	Utility Services	http://www.longbeach.gov/commercial/utility/
7	Police	http://www.longbeach.gov/police/
8	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
9	Online Bill Payment	http://www.longbeach.gov/commercial/content/bill_payment.asp
10	Office of Animal Care Services	http://www.longbeach.gov/acs/
11	Employment	http://www.longbeach.gov/hr/employment/
12	Departments	http://www.longbeach.gov/depts/
13	Civil Service	http://www.longbeach.gov/civilservice/
14	Departments Listing	http://www.longbeach.gov/depts/shadow.asp
15	City Services	http://www.longbeach.gov/services/

March 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Parks, Recreation and Marine	http://www.longbeach.gov/park/
4	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
5	Police	http://www.longbeach.gov/police/
6	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
7	Utility Services	http://www.longbeach.gov/commercial/utility/
8	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
9	Office of Animal Care Services	http://www.longbeach.gov/acs/
10	Employment	http://www.longbeach.gov/hr/employment/
11	Civil Service	http://www.longbeach.gov/civilservice/
12	Online Bill Payment	http://www.longbeach.gov/commercial/content/bill_payment.asp
13	Departments	http://www.longbeach.gov/depts/
14	Departments Listing	http://www.longbeach.gov/depts/shadow.asp
15	El Dorado Regional Park	http://www.longbeach.gov/park/parks_and_open_spaces/parks/el_dorado_regional_park.asp

April 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Parks, Recreation and Marine	http://www.longbeach.gov/park/
4	Election Home Page	http://www.longbeach.gov/cityclerk/elections/
5	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
6	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
7	Police	http://www.longbeach.gov/police/
8	Utility Services	http://www.longbeach.gov/commercial/utility/
9	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
10	El Dorado Regional Park	http://www.longbeach.gov/park/parks_and_open_spaces/parks/el_dorado_regional_park.asp
11	Employment	http://www.longbeach.gov/hr/employment/
12	Online Bill Payment	http://www.longbeach.gov/commercial/content/bill_payment.asp
13	Office of Animal Care Services	http://www.longbeach.gov/acs/
14	Departments	http://www.longbeach.gov/depts/
15	Departments Listing	http://www.longbeach.gov/depts/shadow.asp

May 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Parks, Recreation and Marine	http://www.longbeach.gov/park/
4	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
5	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
6	Police	http://www.longbeach.gov/police/
7	El Dorado Regional Park	http://www.longbeach.gov/park/parks_and_open_spaces/parks/el_dorado_regional_park.asp
8	Utility Services	http://www.longbeach.gov/commercial/utility/
9	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
10	Employment	http://www.longbeach.gov/hr/employment/
11	Office of Animal Care Services	http://www.longbeach.gov/acs/
12	Online Bill Payment	http://www.longbeach.gov/commercial/content/bill_payment.asp
13	Departments	http://www.longbeach.gov/depts/
14	Belmont Plaza Pool	http://www.longbeach.gov/park/recreation/aquatics/pools/belmont_plaza_pool.asp
15	City Services	http://www.longbeach.gov/services/

June 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Parks, Recreation and Marine	http://www.longbeach.gov/park/
4	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
5	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
6	Police	http://www.longbeach.gov/police/
7	El Dorado Regional Park	http://www.longbeach.gov/park/parks_and_open_spaces/parks/el_dorado_regional_park.asp
8	Election Home Page	http://www.longbeach.gov/cityclerk/elections/
9	Civil Service	http://www.longbeach.gov/civilservice/
10	Employment	http://www.longbeach.gov/hr/employment/
11	Police Recruitment	http://www.longbeach.gov/police/ion/full_time/
12	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
13	Utility Services	http://www.longbeach.gov/commercial/utility/
14	Office of Animal Care Services	http://www.longbeach.gov/acs/
15	Movies in the Park	http://www.longbeach.gov/park/movies_in_the_park.asp

July 2014

Rank	Page	URL
1	Home Page	http://www.longbeach.gov/
2	Jobs	http://www.longbeach.gov/jobs/
3	Parking Citations	http://www.longbeach.gov/commercial/parking_citations.asp
4	Parks, Recreation and Marine	http://www.longbeach.gov/park/
5	Auctions	http://www.longbeach.gov/pw/towing/auction.asp
6	Police	http://www.longbeach.gov/police/
7	El Dorado Regional Park	http://www.longbeach.gov/park/parks_and_open_spaces/parks/el_dorado_regional_park.asp
8	Movies in the Park	http://www.longbeach.gov/park/movies_in_the_park.asp
9	Employment	http://www.longbeach.gov/hr/employment/
10	Upcoming Job Information	http://www.longbeach.gov/civilservice/job_opps/popular_jobs.asp
11	Office of Animal Care Services	http://www.longbeach.gov/acs/
12	Utility Services	http://www.longbeach.gov/commercial/utility/
13	LB Municipal Band	http://www.longbeach.gov/park/recreation/lb_municipal_band.asp
14	Departments	http://www.longbeach.gov/depts/
15	Belmont Plaza Pool	http://www.longbeach.gov/park/recreation/aquatics/pools/belmont_plaza_pool.asp

**Exhibit E
Frequently Called Numbers**

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

Exhibit E
Frequently Called Numbers

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

Exhibit F Language Access Policy Implementation Cost Detail

BILINGUAL STAFFING

Pilot					
	Average Number of Minutes to Assist Each Caller	Cost per Minute	Number of Calls per Year	Calculation	Total
Language Line	10	\$ 1.25	1,320	10 x \$1.25 x 1,320	\$ 16,500.00
				Total	\$ 16,500.00

Notes:
 Calculation for number of calls per year includes 5 calls per month for a yearly total of an estimated 60 calls per City Department.
 Number of Departments used to calculate citywide cost. Usage among departments may vary.
 Number of Departments include: 21 departments and the Mayor and City Council as one department.

TRANSLATION OF MATERIALS

Important Documents Translation into LAP Languages					
Language	Number of Documents To Translate	Cost Per Document	Calculation	Total	
Spanish	50	\$ 75.00	50 x \$ 75.00	\$	3,750.00
Khmer	104	\$ 150.00	104 x \$150.00	\$	15,600.00
Tagalog	104	\$ 105.00	104 x \$ 105.00	\$	10,920.00
Additional Tagalog Docs	71	\$ 105.00	71 x \$105.00	\$	7,455.00
			Total	\$	37,725.00

Notes:
 Documents include the prioritized 104 documents (from all departments) requested by advocates. Cost per document is calculated for an average of two pages per document.
 Additional Tagalog Documents include those already translated into Spanish and Khmer.
 See Exhibit C for detailed list of documents.

Translating Language Access Policy (LAP)					
Language	Number of Pages To Translate	Cost Per Page	Calculation	Total	
Spanish	6	\$ 37.50	6 x \$ 37.50	\$	225.00
Khmer	6	\$ 75.00	6 x \$75.00	\$	450.00
Tagalog	6	\$ 52.50	6 x \$ 52.50	\$	315.00
			Total	\$	990.00

Notes:
 Document includes resolution (2 pages) and policy (4 pages).

Exhibit F
Language Access Policy Implementation Cost Detail

Website Translation					
Language	Number of Pages to Translate (Including: Home pages for Depts, City Council, & Mayor; and Top 10 Visited Pages)	Cost Per Page	Calculation	Total	
Spanish	72	\$ 37.50	72 x \$37.50	\$	2,700.00
Khmer	72	\$ 75.00	72 x \$75.00	\$	5,400.00
Tagalog	72	\$ 52.50	72 x \$52.50	\$	3,780.00
Google Translate Fee				\$	5,000.00
			Total	\$	16,880.00

Notes:

Web page may include more than one 8 1/2 x 11 page. Number in parenthesis is estimated number of 8 1/2 x 11 pages per webpage.

Pages Include: Mayor (1), City Council (9), Airport (1), City Attorney (2), City Auditor (1), City Manager (1), City Prosecutor (1), City Clerk (1), Civil Service (1), Development Services (3), Disaster Preparedness and Emergency Communications (2), Financial Management (1), Fire (2), Gas & Oil (2), Harbor (2), Health and Human Services (5), Human Resources (1), Library (1), Parks and Recreation (1), Police Department (2), Public Works (1), Technology Services (2), Water (1), and top 10 most visited webpages (Exhibit D): Animal Care (1), Auctions (1), City Home Page (1), Department Listing (2), Employment (1), Jobs (1), Online Payments (10), Parking Citations (4), Upcoming Job Information (1), and Utility Services (6).

RECORDED TELEPHONE MESSAGES

Phone Trees in LAP Languages					
Department	Programming	Voice Over Talent	Calculation	Total	
Auto Attended Lines	\$ 18,331.00	\$ 34,000.00	\$18,331 + \$34,000	\$	52,331.00
			Total	\$	52,331.00

Notes:

See Exhibit E for the 34 lines included in the calculations.

Voice Over Talent cost is \$1,000 per line at: \$250 for English, \$250 for Spanish, \$250 for Khmer, and \$250 for Tagalog.

BEST EFFORT IMPLEMENTATION

Training for Bilingual Staff					
Annual Training Session	Cost per Training Session	Number of Sessions	Calculation	Total	
	\$ 1,000.00	12	\$1,000 x 12	\$	12,000.00
			Total	\$	12,000.00

Notes:

From Policy: "Staff acting as interpreters or translators shall be trained regarding appropriate techniques and ethics with respect to interpretation and translation."

Each training session is for 50 people. Approximately 600 City employees receive bilingual skill pay and need training, at least 12 sessions will be required for annual training.

**Exhibit F
Language Access Policy Implementation Cost Detail**

Notice of Policy (To be Included in Utility Bill)					
Language	Number of Households Receiving Utility Bills	Printing Cost (\$0.04/side)	Translation Cost for Half Page	Calculation	Total
English	165,000	0.02	N/A	165,000 x 0.02	\$ 3,300.00
Spanish	165,000	0.02	\$ 18.75	(165,000 x 0.02) + \$ 18.75	\$ 3,318.75
Khmer	165,000	0.02	\$ 32.50	(165,000 x 0.02) + \$ 32.50	\$ 3,332.50
Tagalog	165,000	0.02	\$ 26.25	(165,000 x 0.02) + \$26.25	\$ 3,326.25
				Total	\$ 13,277.50

Notes:
 Notice will be a document describing policy in four languages and will be mailed to all households receiving utility bills.
 Notice will be a double-sided document (one side in English and Spanish, the other side in Khmer and Tagalog).

TOTAL COST \$ 149,703.50