



Date: June 1, 2015
To: Patrick H. West, City Manager *T.M.B.*
From: Amy J. Bodek, Director of Development Services *AJB*
For: Honorable Mayor and Members of the City Council
Subject: Language Access Policy Update

On August 13, 2013, the City Council voted to approve and adopt a comprehensive Language Access Policy (LAP). Staff provided regular updates to City Council on November 21, 2013; April 15, 2014; August 12, 2014; September 2, 2014; and March 3, 2015. In addition, on September 2, 2014, as part of the budget adoption, City Council allocated \$250,000 toward implementation of the LAP, with \$152,000 itemized for phone line translation, and the remainder going to the Language Line Phase 2 Pilot Program, translation of materials, webpage translation, staff training, and public notice of the LAP.

On March 3, 2015, City Council requested a memorandum by June 1, 2015, on the implementation of the key elements of LAP, which include: [1] analytics on Language Line; [2] Google translation on the City website; [3] recorded telephonic messages; and [4] public notices. The City Council also directed staff to return to City Council within six months with an amendment to the Language Access Policy related to the use of minors as interpreters.

The progress memo is as follows:

[1] The Language Line analytics include the amount of times Language Line translation services have been utilized. Since the inception of the Language Line Pilot Program with Public Works, which began in January 2015, there have been a total of three phone calls utilizing Language Line, one in Spanish, one in Khmer, and one in Tagalog.

[2] The Technology and Innovation Department is completing phase one of the City's new website update, which will include the Google translate feature on each webpage. All translated documents that have been received will be uploaded onto the respective department web pages during phase two of the website update.

[3] The Technology and Innovation Department has updated frequently used telephone lines to include LAP languages in the outgoing messages in the Development Services Department. The other most frequently called telephone lines in the remaining departments will be updated in the coming months.

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[4] Development Services is working with the Water Department to have the LAP notification inserted in the June Newsletter, which is included in utility billing. This insert will notify residents of the LAP policy and will be provided in LAP languages. It is anticipated that 165,000 households in Long Beach will receive the notification.

[5] Other Additional Progress: A vendor has been selected to provide a training for staff receiving bilingual skill pay. The training will include appropriate techniques and ethics with respect to interpretation and translation. Development Services staff has requested 177 documents from City Departments to comply with document translation as part of the LAP. The Language Access Coalition and Centro CHA identified these documents as priority documents to translate. At this time, 135 documents have been received from City Departments and translated into the LAP Languages. Staff will continue to translate the remaining documents.

For further information, please contact me at ext. 8-6428.

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cc: Charles Parkin, City Attorney
Douglas Haubert, City Prosecutor
Laura Doud, City Auditor
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