City of Long Beach
Memorandum
Working Together to Serve

Date: September 1, 2016

To: Patrick H. West, City Manager

From: John Gross, Director of Financial Management

For: Members of the Budget Oversight Committee

Subject: **Responses to Questions from the August 23, 2016 Budget Oversight Committee Meeting**

This memo provides responses to the questions raised by members of the Budget Oversight Committee (BOC) that were not answered on the floor during the August 23, 2016 BOC meeting.

1. **Regarding Language Access Plan (LAP), what is the status and what percent of calls in the City use what language?**

   In FY 16, the City implemented the second year of the Language Access Plan (LAP), making progress in several individual components. LAP focuses on providing communications in English, Spanish, Khmer and Tagalog. The following summarizes the accomplishments for FY 16 to date.

   Recorded Telephone Messages and Bilingual Staff/Language Line

   In FY 16, the Technology and Innovation Department (TID), using the services of a specialized consultant, programmed outgoing messages in the four LAP languages for 11 frequently used phone lines within City departments, bringing the total to 81. The City does not collect data on the languages requested for these phone lines. However, data is available with regard to the use of Language Line, a vendor that provides on-demand interpretation when City employees receive phone calls in a language other than English. Originally a pilot program in FY 15, Language Line was made available to all City departments in FY 16. So far in this fiscal year, Language Line assisted with a total of 210 calls in eight languages, per the table on the next page.

Language	Number of Calls	Total Minutes
Spanish	152	1,535
Khmer	47	507
Tagalog	5	13
Korean	2	27
Russian	1	26
Vietnamese	1	10
French	1	8
Mandarin	1	45
TOTAL	**210**	**2,171**

Staff Training

In addition to Language Line, the City's bilingual staff provides interpretation services. Approximately 560 employees have been trained by video. The training covers appropriate techniques and ethics related to interpretation and translation. In September, TID anticipates release of a LAP Kit to staff who work with the public. The kit will identify the available LAP services and how to access them.

Translation of Hard Copy Documents

The Development Services Department worked with an outside vendor to provide court-certified translation of 203 documents into the LAP languages.

Oral Interpretation at Public Meetings

Working with outside vendors, the Development Services Department has provided oral interpretation in the LAP languages at 48 public meetings.

Translation of Web Pages

In FY 15, TID integrated the Google translate feature on each web page. In FY 16, the 25 most visited web pages were updated to provide a link to a PDF version of the page in Spanish, Khmer, and Tagalog.

2. What is the status of crimereports.com?

Based on the Police Department's assessment of the crimereports.com data processing methods, it was determined that the geo-mapping utilized by the vendor differs from that of the Police Department. As an example, these differences materialize in incorrect placement of crimes when a location address lacks a directional prefix indicator such as "N" or "E" to indicate north and east, respectively. The Police Department is currently working with the vendor to perform a "re-integration" assessment that will attempt to correct these deficiencies. In the long-term, the Police Department is working with the Technology and Innovation Department to implement a publicly accessible website that will provide requested data, which includes a crime mapping feature. It is anticipated that this project will go live in 2017.

3. What happens after the Bloomberg grant expires?

The Bloomberg Philanthropies Innovation Team Grant (grant) is a three-year, $3 million grant for the period of January 1, 2015 to December 31, 2017. Grant funding for the i-team expires December 31, 2017. Prior to the end of the second year of the grant, the City is required to develop and execute a strategy to secure public funding to sustain the i-team beyond the grant term. The third year of funding is contingent on the City acquiring public funding for a portion of the i-team personnel services expenses by the conclusion of the second year. Specifically, the grantee must minimally secure funding for the director's salary and benefits (or the most senior grant-funded position, if not the director), by the conclusion of the second year (December 31, 2016). Currently, staff is conducting a nationwide review of city innovation teams to provide a recommended structure and sustainable funding plan to continue i-team activities as part of the FY 18 Proposed Budget.

If you have any questions, please contact Assistant Finance Director Lea Eriksen at (562) 570-6533.

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