



Date: November 14, 2018

To: Patrick H. West, City Manager *T.M.*

From: Craig A. Beck, Director of Public Works *CB*
Kelly Colopy, Director of Health and Human Services *CC*

For: Mayor and Members of the City Council

Subject: UPDATE: New Civic Center Language Access Program

The new Civic Center project is in the final stages of construction. Most exterior work is complete, and construction crews are concentrating on the interior space and surrounding site work. Progress is on schedule and occupancy is anticipated for June 2019.

The City Council requested information about language access and how the new buildings will support non-English speaking members of our community. Staff has been working to update policies and ensure new systems are put in place to provide a better experience for those seeking service. In addition to language access, staff has also updated policies related to servicing those experiencing hearing loss.

Hearing (Induction) Loops

Administrative Regulation AR7-2 was adopted to update policies related to installation of hearing (induction) loops in the City's public assembly rooms (Attachment A). A hearing loop, also known as an induction loop or T-loop, is an assistive listening system that provides a magnetic signal to the telecoil (T-coil) located in most modern hearing assistive devices. The T-coil receives the sound signal directly from the source, resulting in a clear audio signal with optimal clarity without the background noise that is common with other types of hearing assistive devices. Loop technology uses a universal standard system, all T-coils work with all loop systems.

The policy provides for the installation of permanent hearing loops in public meeting rooms that are over 500 square feet with amplified sound. This includes 15 different rooms in the new Civic Center project:

- Council Chambers
- City Hall - Media Room
- City Hall - Large Conference Rooms (Levels 2, 3 and 10)
- Library - Large Community Rooms (three rooms)
- Port – Multipurpose Room (Level 1)
- Port – Training Centers (Level 2)
- Port – Technology Education Center (Level 9)
- Port – Trade Reception Room (Level 11)

Portable assistive listening devices will also be available for use in rooms that are smaller than 500 sq. ft.

Language Access

On August 13, 2013, the City adopted a Language Access Policy (LAP) to ensure non-English speaking community members could effectively receive services and engage in the public discourse. Since adoption, several elements of the policy have implemented, including installation of LAP Cards (Attachment B) at public counters, translation services at public meetings, translation of written materials disseminated to the public, translation of recorded telephonic messages, and hiring bilingual staff to provide translation for individuals seeking assistance over the phone.

New technology is being purchased to improve translation services in the new Civic Center. The equipment will include four-channel output, so multiple languages can be accommodated on the same assisted listening device (Attachment C). For example, community members speaking Spanish or Khmer will be provided the same assisted listening device. It can simply be switched from one channel to the next to hear the translation. The device also supports both hearing aids or headphones. This allows for people to use the City-supplied headphones. It also supports people with hearing loss needing translation services. The signal transmission in the Council Chamber is also being enhanced so users can sit anywhere in the room. Another feature allows for translators to sit in another room and not sit adjacent to anyone wearing the device. Going forward, Public Works will look for opportunities to incorporate these language access technology tools in new City facilities.

Visitors to the new City Hall will quickly see signage in four languages directing them to the Council Chambers or the reception counter. LAP Cards will also be placed at community transaction counters to aid anyone needing translation services. Attached is a presentation that provides a visual overview of the lobby area, identifying the general location of signage (Attachment D).

If you have any questions about the Language Access Program, please contact Kelly Colopy, Director of Health and Human Services, at (562) 570-4016, or if you have questions about functionality within the new Civic Center, please contact Craig Beck, Director of Public Works, at (562) 570-6771.

ATTACHMENTS: A – HEARING LOOP ADMINISTRATIVE REGULATIONS (AR7-2)
B – LANGUAGE ACCESS POLICY
C – ASSISTED LISTENING DEVICE
D – LONG BEACH CITY HALL LANGUAGE ACCESS PRESENTATION

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
KEVIN JACKSON, DEPUTY CITY MANAGER
REBECCA GARNER, ASSISTANT TO THE CITY MANAGER
MONIQUE DE LA GARZA, CITY CLERK (REF. FILE #17-1037)



Administrative Regulations

Number AR7-2
Issue 1

Subject: Hearing (Induction) Loops in the City's Public Assembly Rooms

I. Purpose

The purpose of this regulation is to establish a uniform policy specific to the installation of permanent hearing (induction) loops in public assembly rooms in both newly constructed capital projects and existing City facilities, thereby exceeding requirements found in the Americans with Disabilities Act (ADA) and California Building Codes (CBC) standards.

A hearing loop, also known as an induction loop or T-loop, is an assistive listening system that provides a magnetic signal to the telecoil (T-coil) located in most modern hearing assistive devices. The telecoil receives the sound signal directly from the source, resulting in a clear audio signal with optimal clarity without the background noise that is common with other types of hearing assistance devices. Loop technology uses a universal standard system, all T-coils work with all loop systems. The cost to install a hearing loop is reasonable, and minimal maintenance is required.

Hearing loss is a major public health issue that is the third most common physical condition after arthritis and heart disease. About 20 percent (48 million) of Americans report some degree of hearing loss. Hearing loops provide the ability for hearing-impaired residents to fully participate in public meetings and forums. Furthermore, the system can be used anonymously, without drawing attention to users.

II. Scope

This policy is applicable to all newly constructed capital projects that include public assembly rooms that (1) are a minimum of 500 square feet, and (2) audible communications are integral to a use of the space. The scope also includes public assembly rooms in current City facilities, with an existing amplified-audio system, that are at minimum 500 square feet in size.

Public assembly rooms can also be defined as community rooms, public meeting rooms, and conference rooms. These rooms are typically found in the City's civic center, and the various facilities of the Fire, Police, Library Services Health and Human Services, Parks, Recreation and Marine, and Long Beach Gas and Oil Departments.

This regulation shall be applicable to all City departments and offices directly responsible to the City Manager. However, in the interest of uniformity, effectiveness and completeness, it is requested that elective offices and other independent offices and departments also comply with this procedure.

III. **Amendment**

The City Manager may amend the procedures and content set forth in this regulation as required.

IV. **Policy**

- A. The Hearing (Induction) Loop Policy provides specific criteria that will automatically trigger the installation of permanent induction loops in newly constructed capital projects that include public assembly rooms. This *trigger* will be defined as rooms that are at minimum 500 square feet in size and intended for public use, fixed seating or not.
- B. This policy works under the assumption that amplified-audio will be installed in these rooms.
- C. Additionally, as resources are identified, the City will work to install permanent induction loops in all existing public assembly rooms that are at minimum 500 square feet in size. Rooms that have existing amplified-audio systems will take priority.
- D. An exemption is possible if it is determined that meeting this policy is not feasible, conflicts with other lawful requirements, conflicts with other project requirements, and/or the costs outweigh the benefits. In the event of an exemption, the project plans must provide a comparable alternative assistive listening system. An exemption is also possible if there is a proven need in a public assembly room smaller than 500 square feet on a case-by-case basis. Exemptions may be granted on a case-by-case basis by the Citywide ADA Coordinator.

For more information regarding this regulation, please contact the Citywide ADA/Title VI Coordinator for the City of Long Beach:

Direct Line: (562) 570-6257

TTY: (562) 570-2779

Fax: (562) 570-6012

APPROVED:



CITY MANAGER

11-10-17

DATE

Spanish	
Señale su idioma. Se llamará a un intérprete. El intérprete prestará sus servicios sin costo para usted.	
Tagalog	
Piliin ang iyong wika. Tatawagan ang isang tagapagsalin. Bibigyan ka ng tagapagsalin nang walang bayad.	
Khmer	
ចង្អុលភាសារបស់អ្នក។ អ្នកបកប្រែផ្ទាល់មាត់នឹងត្រូវបានហៅទៅកាន់។ អ្នកបកប្រែផ្ទាល់មាត់ ត្រូវបានផ្តល់ជូនសម្រាប់អ្នកដោយមិនគិតថ្លៃ។	
Mandarin	
指向您的语言，将调用一位翻译师。 该翻译师免费提供给您。	
Cantonese	
請指明你所需的語言，我們會導向一位翻譯師並免費為你提供傳譯服務。	
Korean	
귀하의 사용 언어를 손으로 가리키시면 통역사를 호출합니다. 통역사는 무료로 제공됩니다.	
Armenian	
Մասնագույց արեք Ձեր լեզվին: Մենք բանավոր թարգմանիչ կկանչենք: Բանավոր թարգմանիչ ծառայություններն անվճար են:	
Vietnamese	
Hãy chọn ngôn ngữ của quý vị. Chúng tôi sẽ gọi điện cho thông dịch viên. Thông dịch viên được cung cấp miễn phí cho quý vị.	
Japanese	
希望言語をお知らせください。通訳者を手配いたします。 通訳料金は無料です。	
Russian	
Выберите свой язык. Вам будет предоставлен переводчик. Услуги переводчика предоставляются бесплатно.	
Arabic	
فيما يخص لغتك، سيتم الاتصال بمترجم فوري. وسيتم توفير المترجم الفوري لك مجاناً.	

English Translation:

Point to your language.
An interpreter will be called.
The interpreter is provided at
no cost to you.

FOR MORE INFORMATION 

Contact (562) 570-7177 or
languageaccess@longbeach.gov.



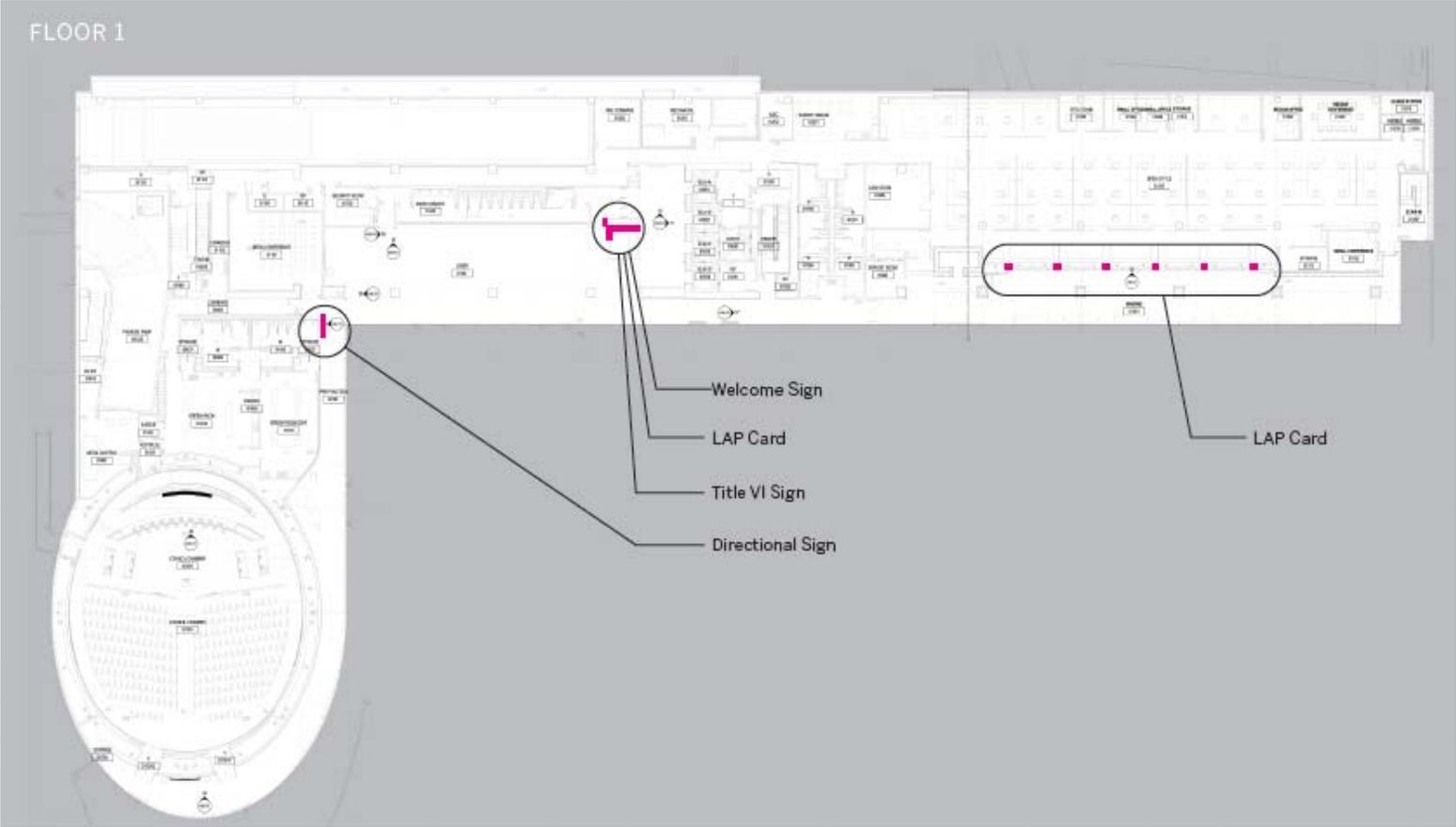
Assisted Listening Device



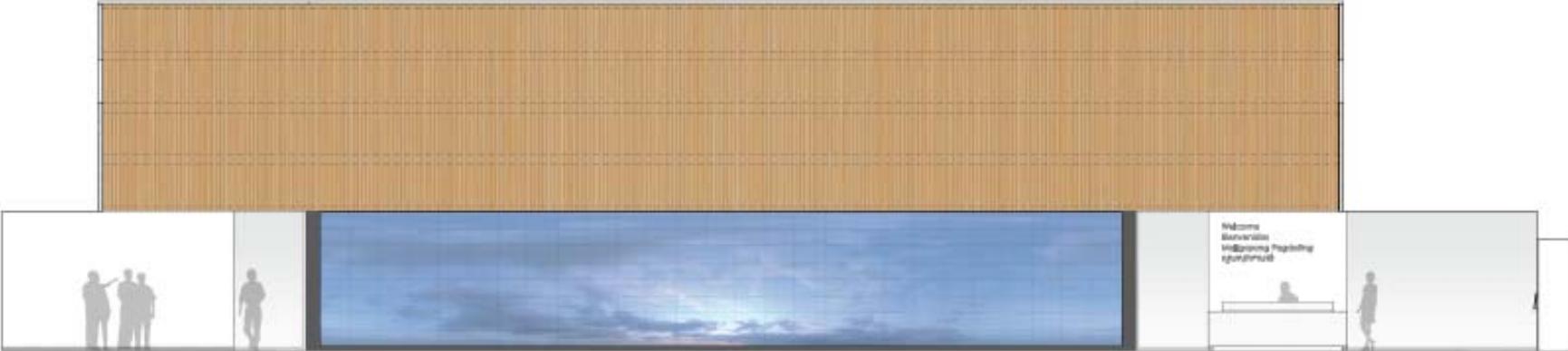


Long Beach City Hall Language Access

City Hall Overall – Floor 1



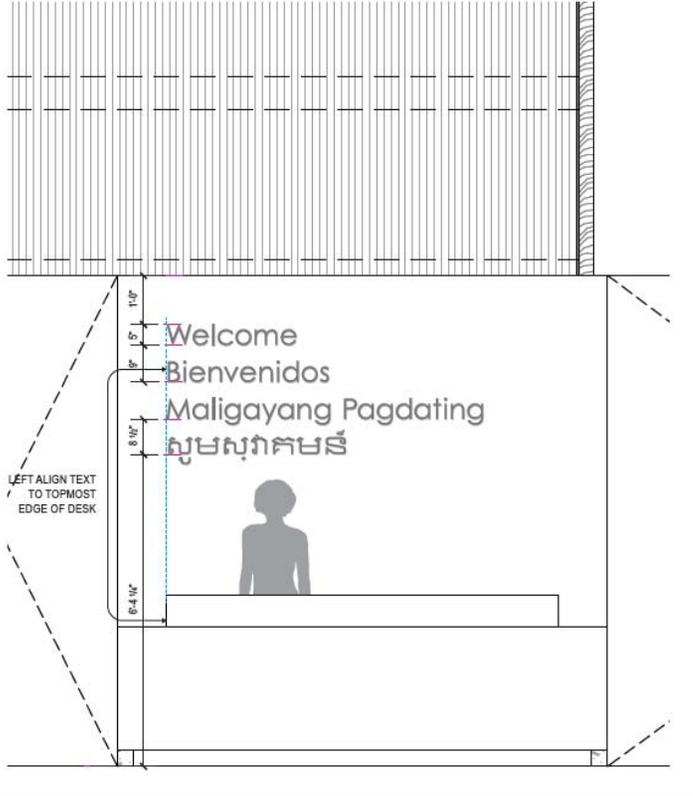
City Hall Welcome Sign



City Hall Welcome Sign

Welcome
Bienvenidos
Maligayang Pagdating
ស្វាគមន៍

L01-C-A07.04



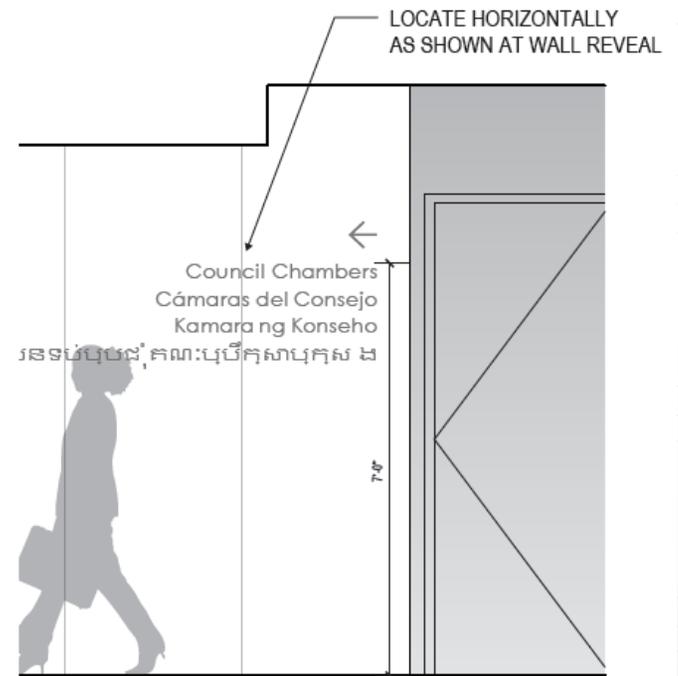
City Hall Directional Sign



Council Chambers
Cámaras del Consejo
Kamara ng Konseho

បន្ទប់បុប្ផ, គណៈបុរីកុសាបុកុស ង

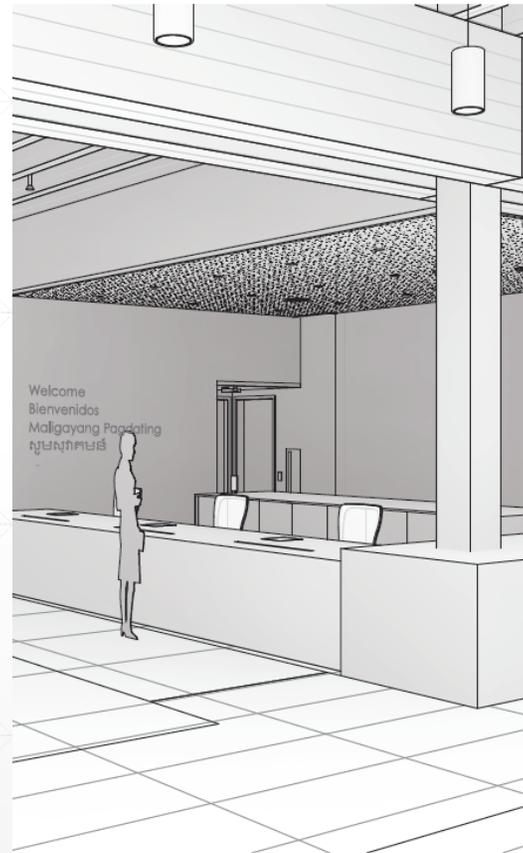
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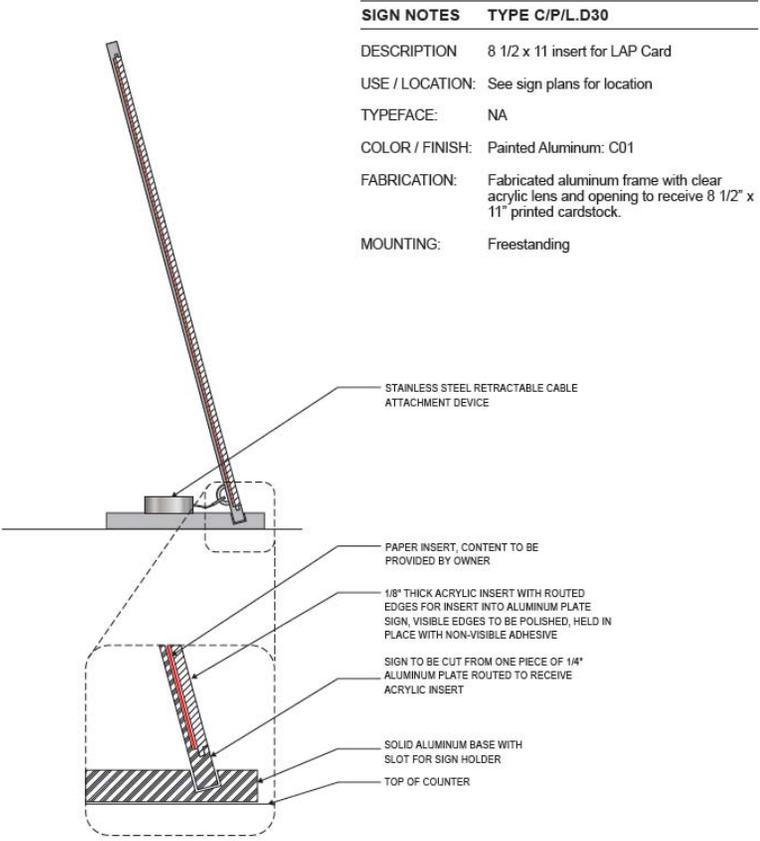
Library Level 1 Circulation Desk

Welcome
Bienvenidos
Maligayang Pagdating
សួមសុភាគមន៍

L01-C-A07.04

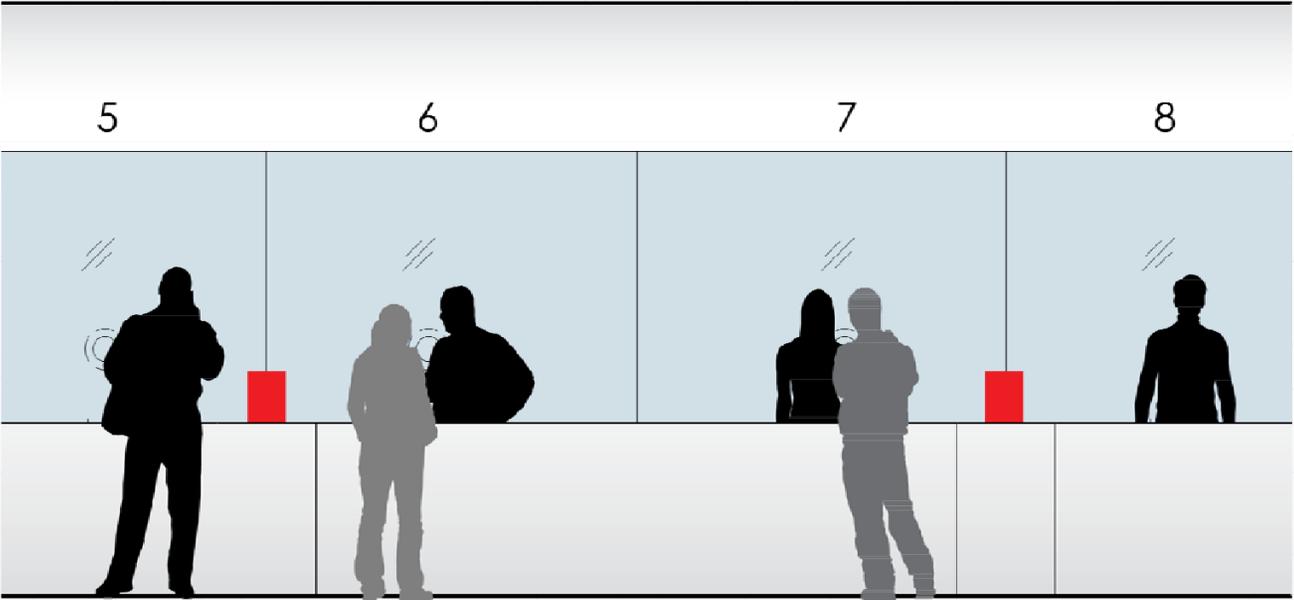
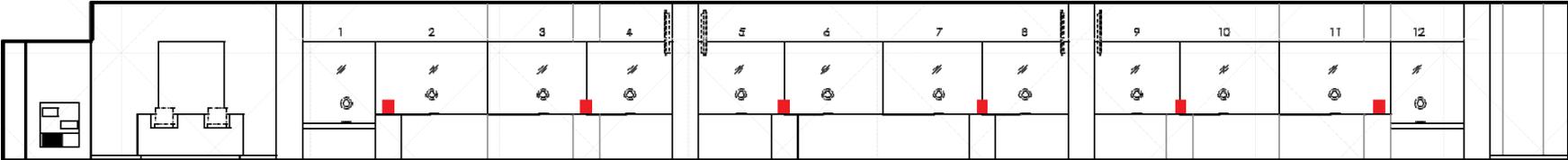


City Hall Language Access



SIGN NOTES	TYPE C/P/L.D30
DESCRIPTION	8 1/2 x 11 insert for LAP Card
USE / LOCATION:	See sign plans for location
TYPEFACE:	NA
COLOR / FINISH:	Painted Aluminum: C01
FABRICATION:	Fabricated aluminum frame with clear acrylic lens and opening to receive 8 1/2" x 11" printed cardstock.
MOUNTING:	Freestanding

LAP Location Overview



Questions?