

CITY OF ALHAMBRA ADMINISTRATIVE POLICY

NUMBER

III – A – 5

DATE

October 28, 2019

SUBJECT:

LANGUAGE ACCESS SERVICES POLICY

AUTHORITY

CITY MANAGER 

PURPOSE:

The City serves a significant population of limited English-proficient (LEP) residents, businesses, visitors, and their families. This policy provides guidelines for City Employees that interact with the public on behalf of the City to ensure equal access to City services, information, and programs regardless of their English proficiency.

POLICY:

- A. The City shall make reasonable efforts to notify the public about its limited-English proficiency policy or department programs and services, and how to access language assistance services through the City's website, translated documents, and community focused outreach.

PROCEDURE:

B. RECOGNIZED LANGUAGES

Spanish, Mandarin, Cantonese, Korean, Tagalog, Vietnamese

C. SCHEDULED TRANSLATION OF CITY COUNCIL OR PLANNING COMMISSION MEETINGS UPON REQUEST BY THE PUBLIC BY 4 P.M. THE THURSDAY BEFORE A MEETING.

The City shall provide standard information about the availability of language translation/interpretation services on all meeting notices and/or agendas where it is believed such services will benefit participants of the meeting. The City shall take reasonable steps to provide translation services at meetings where it is requested that participants will require such services.

D. IN PERSON

The Human Resources Department shall maintain a current list of staff who have been certified fluent (oral and/or written proficiency) in languages other than English. A list of multilingual staff shall be made available to City employees to identify staff members who are available to assist on an as-needed/on-call basis.

E. TELEPHONIC TRANSLATION

The City Manager's Office shall contract for Telephonic Translation Services on an on-call, as-needed basis to be utilized by City departments when on-site translation is unavailable. Departments that have public counters or provide telephonic services to the public are required to ensure that department policies incorporate these services and ensure that staff has proper training on the use of these services.

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F. WEBSITE

The City shall ensure that the City’s website (www.cityofalhambra.org) has a translate feature available to ensure that the web content can be translated, at a minimum, to the recognized languages identified previously in this policy.

As is standard, the feature will only translate webpages and web content, and would not translate documents linked to the webpage. City departments shall take reasonable steps to translate priority documents that contain vital information about their programs and services. Further, a separate section on both the City Council and Planning commission meeting pages on the City’s website will feature this policy and how to access translation services.

G. WRITTEN AND PRINT COMMUNICATIONS

The City will prioritize which written communications should be translated. Priority depends upon the importance of the program, information, or service involved as determined by Department Heads or their designee. As a general practice, the City will provide standardized language to important City Documents informing the reader on how to access translation services on their own. The City’s written communications that may be translated include, but are not limited to:

- Public outreach or educational materials
- Notices related to health and safety concerns
- Notices of community meetings and other significant community outreach
- Notices regarding the availability of language assistance services
- Other forms, applications, letters, and written materials deemed a priority by Department heads or their designee

Further, this policy is not intended to supersede or alter other rules and legal standards to translation obligations

H. LANGUAGE ACCESS CONSIDERATIONS FOR VENDORS HIRED BY THE CITY

Vendors providing services to the public may be required to comply with the City’s Language Access Policy, where appropriate. At a minimum, the vendor must be able to provide translation services for the recognized languages identified previously in this policy.

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I. PERIODIC REVIEW

City departments should periodically review; reassess, and update their procedures to ensure they are in compliance with this policy. They should ensure the scope and nature of language assistance services reflect updated information on relevant populations with limited English-proficiency; City or department language assistance needs; changes in technology and resources; and City or department experience in providing services that meet the needs of customers.

Further, the City and every department should take reasonable efforts to ensure inhouse, contract, volunteer language services, translated documents, and web-based services are current and meet current language needs as they may change over time.