

RESOLUTION NO. 24713

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF  
PALM SPRINGS, CALIFORNIA, ADOPTING A LANGUAGE  
ACCESS POLICY.

WHEREAS, the City Council finds that the City of Palm Springs provides an array of services that can be made accessible to persons who are not proficient in the English language. The City of Palm Springs is committed to improving accessibility of these services and providing equal access to them; and

WHEREAS, the City Council finds that gaps in language access can seriously affect Palm Springs' ability to serve all of its residents. The United State Census Bureau's 2014-2018 American Community Survey reveals that 21.2% of Palm Springs residents are foreign-born; 29.6% over the age of five speak a language other than English at home; and 11.2% of the City population self-identify as limited-English speakers.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF PALM SPRINGS, CALIFORNIA, DOES RESOLVE, DECLARE, DETERMINE AND ORDER AS FOLLOWS:

SECTION 1. The City Council of the City of Palm Springs hereby adopts the Language Access Policy, as set forth in Exhibit A, attached hereto and made a part hereof by this reference as if fully set forth.

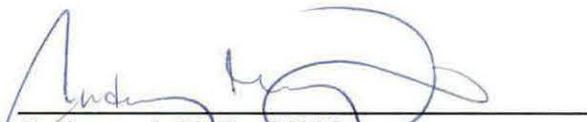
SECTION 2. The City Clerk of the City of Palm Springs shall certify to the passage and adoption of this resolution and its approval by the City Council and shall cause the same to be listed in the records of the City.

ADOPTED THIS 30<sup>TH</sup> DAY OF JANUARY, 2020.



David H. Ready, City Manager

ATTEST:

  
Anthony J. Mejia, MMC  
City Clerk

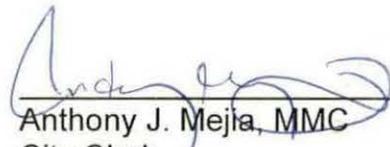
CERTIFICATION

STATE OF CALIFORNIA )  
COUNTY OF RIVERSIDE ) ss.  
CITY OF PALM SPRINGS )

I, ANTHONY J. MEJIA, City Clerk of the City of Palm Springs, hereby certify that Resolution No. 24713 is a full, true and correct copy, and was duly adopted at a regular meeting of the City Council of the City of Palm Springs on the 30<sup>th</sup> day of January, 2020, by the following vote:

AYES: Councilmembers Garner, Middleton, Woods, Mayor Pro Tem Holstege, and Mayor Kors  
NOES: None  
ABSENT: None  
ABSTAIN: None

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the City of Palm Springs, California, this 19<sup>th</sup> day of February, 2020.

  
\_\_\_\_\_  
Anthony J. Mejia, MMC  
City Clerk

## **City of Palm Springs Language Access Policy**

### **Finding and Purpose**

The City Council of the City of Palm Springs hereby finds and declares that there are people who reside in the City of Palm Springs, who are unable to communicate effectively in English because their primary language is not English. It is of importance that residents, regardless of their proficiency in English, have access to City programs and services. This Policy establishes standards and procedures for providing equal access to City services and programs to all residents, including those with limited proficiency in English.

### **Definitions**

As used in this Policy, the following terms shall have the following meanings:

- a) "Limited English Speaking Person" shall mean an individual who does not speak English well or is otherwise unable to communicate effectively in English because English is not the individual's primary language.
- b) "Substantial Number of Limited English Speaking Persons" shall mean five percent (5%) or more of Limited English Speaking Persons residing in the City who speak a shared language other than English.

### **Translation of Materials**

- a) The City Manager shall establish or procure translation services for the purpose of translating written materials for City departments and providing interpretation services for public meetings and hearings, as needed.
- b) Upon determination by the City Manager and to the extent funding is available, Departments will translate the following written materials that provide vital information to the public about the Department's services or programs:
  1. Written materials disseminated to the public including, but not limited to, brochures, applications, forms, public notices, and outreach materials;
  2. Construction or similar notices distributed by the City and/or its contractors;
  3. Notices advising limited English-proficient persons of free language assistance; and
  4. Public service announcements, press releases, community alerts and educational material, when practical.

### **Public Meetings and Hearings**

- a) As a pilot program, City Council meeting agendas and minutes will be translated and posted on the City's website in the language(s) designated in this policy. Failure to post or translation errors shall not invalidate any action taken by the City Council.
- b) Boards and Commissions shall not be required to translate meeting agendas or minutes. On Board and Commission meeting agendas and minutes, a statement shall be included that the document will be translated upon request in the language(s) designated in this policy and at no charge.

- c) Oral interpretation, including American Sign Language, of any public meeting or hearing held by the City Council or any Board or Commission shall be provided if requested at least forty-eight (48) hours in advance of the meeting or hearing in question. At City Council, Board, or Commission meetings extra speaking time shall be given when translation is needed.

### **Recorded Telephonic Messages**

All Departments shall maintain recorded telephonic messages in the languages designated in this policy. The message shall contain basic information about the Department's operations including, at minimum, business hours, location, services offered, and the means of accessing such services, and the availability of language assistance.

### **Internal Program Review and Communication**

The City Manager will meet with all Department Directors on a regular basis to discuss priorities, resources, and technological innovations related to this Policy.

### **Complaint Procedures**

- a) Departments shall allow persons to make complaints alleging violation of this Policy to the Department in each of the languages designated in this policy. The complaints may be made by telephone or by completing a complaint form.
- b) Departments shall document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two (2) years. A copy of each complaint shall be forwarded to the City Manager within thirty (30) days of its receipt.