

POLICY TITLE EQUAL ACCESS TO SERVICES

POLICY STATEMENT:

The City Council wishes to establish a form of government that is truly inclusive of all its residents. It finds and determines that the public safety, health, convenience, comfort, property, and general welfare will be furthered by the provisions which establish guidelines for access to City programs and services by residents who are not fluent in English.

As of November 2002, the population needing such services is the Spanish-speaking population.

The City Council desires to utilize sufficient bilingual employees in public contact positions, and departments are requested to provide information and services to the public in each language spoken by the substantial number of limited English speaking persons group(s).

Departments are requested to hire a sufficient number of bilingual employees, whenever feasible.

The City Manager is requested to provide for translation services, for the purpose of translating written materials for City departments and providing translations for public meetings, as needed and as feasible.

The City Council desires to provide oral interpretation of any public meeting or hearing held by a City commission or department, and this service shall be provided if a request is made at least 5 days in advance of the meeting or hearing in question.

The City Council desires that all recorded telephonic messages from departments shall be in each language.

The City Council desires that, for every public contact position for which bilingual capacity is necessary, the job shall be advertised as a bilingual position for which bilingual conversational proficiency will be a job requirement.

AUTHORIZATION:

Motion – November 12, 2002

Revised by Resolution No. NS-30,168 on June 27, 2023