

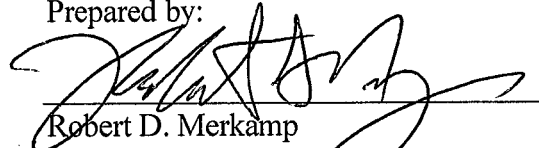
Discussion Item #5 Translation Services

BACKGROUND AND PURPOSE

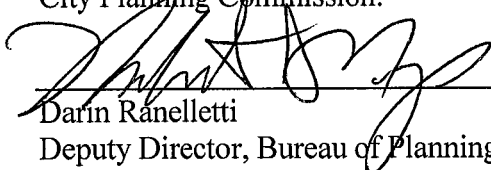
A request was received from Commissioner Myres to discuss the provision of translation services at Planning Commission meetings. The City's Equal Access office (a branch of Human Resources) currently offers translation assistance for non-English speakers. This service is provided to all city departments on an as needed basis. ASL interpretation is also provided by the ADA office in Public Works. Both these offices have provided assistance to the Planning Commission in the past and they generally request a minimum of three business days (and preferably two weeks) in advance of the hearing to ensure we will have adequate equipment and/or translators. This is also what is stated on our agendas. There are no fees for use of these services.

The current procedure involves Planning Staff making a request of the Equal Access staff for support when we're alerted to translation needs by the community. Staff strives to be proactive in assisting with translation when it's known their might be a need. For instance during the Lake Merritt Station Area Plan staff realized that the plan area encompassed Chinatown and would need regular translation services for a portion of the population. However, for general development permits it's often more difficult to ascertain who will be interested in a project and who will attend the hearings. Therefore, we need the community to alert us when their will be a population needing translation.

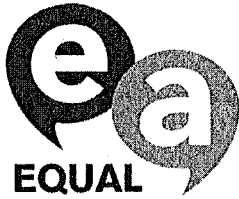
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Approved for forwarding to the
City Planning Commission:


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Attachment: FAQ from Equal Access



**EQUAL
ACCESS**

CITY OF OAKLAND

Equal Access to City Services

FAQs

The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324) was passed in 2001 for the purpose of providing equal access to City services to all Oakland residents, including those with limited proficiency in English.

Check out Administrative Instruction # 145 to see how it may apply to your work. It impacts ALL city programs that provide service to the public.

Based on US Census data, Spanish and Chinese are our target languages.

Human Resources Management (HRM)

Equal Access Program

**150 Frank H. Ogawa
Plaza, 2nd Floor,
Oakland, CA 94612
Tel: 510-238-3112
equalaccess@oaklandnet.com**

Q: My client speaks Vietnamese, I need someone to help me relate a message, who can I call to get the help I need?

A: Over-the-phone interpretation service is available to all city departments in conducting city business. Simply call 1-800-830-7186 to access this 24/7 language line. Contact your personnel coordinator or the Equal Access Program for access code.

Q: I am hosting an open house event and would like to have a flyer translated into Spanish and Chinese. How should I handle this?

A: Simply email your flyer in its original source file (ex. Word) to <ssanmiguel@oaklandnet.com> and specify the languages you need. Please do not send PDF file. Average production time is two weeks.

Q: I don't have a budget for translation. How can I get my flyer translated?

A: Translation & interpretation services generally are covered by our program budget, unless you have a big project or unique request that our office cannot accommodate. If this happens, we will let you know.

Q: A Mandarin-speaking client has scheduled a time to see me next week for counseling. Can I get an interpreter from your office?

A: Yes, city departments may request an interpreter for face-to-face interpretation. Email <ssanmiguel@oaklandnet.com> one week in advance.

Sample email:

Date: 10/24/2014
Time: 10a.m. to 12noon
Location: 150 FOP, 4th Floor, Rm #2
Language: Mandarin
Contact: Joe Smith (HSD)
Cell Phone: 510-555-7890
Topic: Life Skill Counseling

You may also request interpretation equipment for your group event.



Q: Do I contact your office to take the bilingual skill test?

A: Consult with your supervisor or your department personnel coordinator before completing the Bilingual Pay Request Form. The form is available on the City's intranet page under HRM/Forms. Check out Administrative Instruction #558 for more information on Bilingual Pay.