

## LANGUAGE ACCESS & INTERPRETATION

City Manager's Office, Office of Communications

### Inclusiveness, Community Engagement and Governmental Processes Committee

May 5, 2021

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1

## AGENDA & GOALS

- Review community's language preference
- Review of best practices from other communities
- Review of what we're currently doing: administrative policy, department activities
- Review and rank top 5 categories for staff to explore benefits, challenges and cost for implementation to expanding access



2

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2

## CROSS-CUTTING THREAD: EQUITY

"Riverside is supportive of the City's racial, ethnic, religious, sexual orientation, identity, geographic, and other attributes of diversity and is committed to advancing the fairness of treatment, recognition of rights, and **equitable distribution of services** to **ensure every member of the community has equal access to share** in the benefits of community progress."

[2025 Strategic Plan](#)

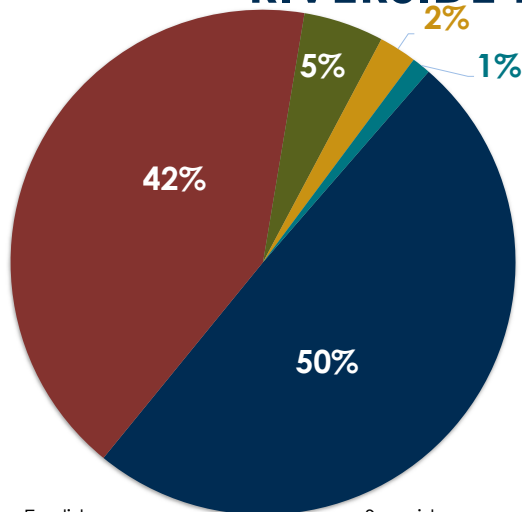


3

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3

## RIVERSIDE LANGUAGES



### Languages Spoken at Home

- 16% or ~54K of Riverside's population **speaks English less than "very well"**
- 13% or ~44K of Riverside's population speaks **only Spanish**

(July 1, 2019 U.S. Census Bureau's American Community Survey)



■ English ■ Spanish  
■ Asian & Pacific Island Dialects ■ Indo-European Dialects  
■ Other

4

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4

## BEST PRACTICES FROM OTHER CITIES

### Anaheim, CA

- Language identification cards displayed at public counters

### San Antonio, TX

- Employ “Spanish Language Liaison” as Spanish-speaking coordinator of public relations

### Long Beach, CA

- Established threshold to apply translation at 4% or more of population



5

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5

## ADMIN POLICY – TRANSLATION GUIDELINES

### **Current Policy Addresses:**

1. What To Translate
2. Who Will Translate
3. Style of Translation
4. Tips
5. Resources in Hive

### **Updates to Policy:**

1. Evolve to establish Language Access and Translation Policy
2. Refine list of materials
3. Add glossary of terms
4. Internal education for staff



6

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6



7

## EXPLORING FUTURE LANGUAGE ACCESS OPTIONS

RANK	CATEGORY (See Report for Detailed Descriptions)
	Internal Translation vs. External Translation
	Volunteer Interpretation Program
	Citywide Telephonic Interpretation Services
	Establish Thresholds for Additional Language Use
	Survey: Further Breakdown for Census Data, Expand Beyond Language
	Establish Annual Language Access Compliance Review
	Provide Interpretation Services for In-Person Events



8

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8

## EXPLORING FUTURE LANGUAGE ACCESS OPTIONS

RANK	CATEGORY (See Report for Detailed Descriptions)
	Public Meetings: Audio Translation of Video Feed
	Public Meetings: Translation of Meeting Materials (Agenda, Minutes)
	Public Meetings: Translation of In-person, Phone-In Public Comments
	Public Meetings: Translation of Supporting Documents
	Public Meetings: Allow for Additional Time for Translated Comments
	Expanded Translation of Public Facing Materials
	Any items committee members would like to add to the list.



9

9

## RECOMMENDATIONS

That the Inclusiveness, Community Engagement, & Governmental Processes Committee review the options for expanding Language Access and collectively rank top 5 priorities so that staff can research costs and implications.



10

10