

STATE OF CALIFORNIA

MEMO



**To :** ADMINISTRATION COMMITTEE  
RAHIM HASSANALLY, CHAIR  
RYAN BROOKS, MEMBER

**Date:** December 22, 2015

**From :** WILLIAM G. BRENNAN  
DAWN K. KINDEL

**Subject:** DISCUSSION REGARDING TRANSLATING THE CONSUMER MEDIATION SERVICES PORTION OF THE WEBSITE INTO ADDITIONAL LANGUAGES

At the November 12, 2015, meeting of the Board, the members asked for information regarding what would be required in order to translate the mediation portion of the Board's website into additional languages.

According to the Department of Motor Vehicles (Department) Language Services Policy, the Department is fully committed to providing equal access to departmental programs and services to all persons, including those who are Limited English Proficient (LEP) or non-English-speaking.

This policy, which is driven by the Dymally-Alatorre Bilingual Services Act of 1973 (the Act), mandates that each state department directly involved in providing public service, eliminate language barriers to ensure all Californians equal access to public services. The policy states in part, that if a substantial number (defined as 5% or greater) of customers are LEP or non-English-speaking, then translation of materials is mandated. In order to determine the percentage of customers who are LEP or non-English-speaking, the Department conducts a survey every even-numbered year.

The most recent survey was conducted in 2014. During the two-week survey period mandated by the Act, all calls received are identified by language spoken and tallied. The survey results showed that 0% of the Board's contacts were LEP. A survey conducted in 2004 showed 5.74% of the Board's public contacts were Spanish speaking which is why the Spanish translation of the site was implemented. By comparison, the Board's website shows over 1,500 hits annually to the Spanish Mediation Overview section. To ensure that all Californians have access to the Board's services, staff has begun a year-long survey of all calls received at the Board's offices. Staff will monitor this survey and report back to the Board if a significant number of other languages are requested.

It is important to note that the Department provides verbal interpreter services in 31 languages. If a consumer contacts the Board's staff and is in need of an interpreter, staff can conference the appropriate translator into the call in order to fully assist the consumer. The Department will also translate any written documents that the Board receives. Board staff members make every effort to insure that all Californians have access to Board services.

This matter is for information only. If you have any comments or questions, please contact me at (916) 324-6197 or Dawn at (916) 323-7201.

cc: Glenn Stevens, President