



DEPARTMENTAL LANGUAGE ACCESS PLAN
June 30, 2025

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SECTION 1: OVERVIEW & CONTEXT

According to the 2020 U.S. Census Bureau, nearly 55 percent of Los Angeles County residents speak a language other than English at home. To provide residents with a quality customer experience at Public Works (PW), our Departmental Language Access Plan (DLAP) ensures individuals with limited English proficiency receive language assistance via translation and interpretation to access our services.

The DLAP aligns with the County's and PW's strategic plans to foster vibrant and resilient communities by valuing inclusivity and equal opportunity. The DLAP aims to foster an environment where all can enjoy Los Angeles County programs and services by improving service delivery and educating employees to effectively communicate and interact with speakers of Languages Other Than English (LOTE).

A. Language Access Mission Statement

We focus on the voices of the public we serve to provide access to programs, services, and resources to build public trust and uplift all communities. We value inclusivity and foster a culture of acceptance, free from judgment, discrimination, and bias.

PW recognizes the importance of providing meaningful language access as a critical function to effectively communicate available resources, programs, and opportunities to support our diverse communities. PW is committed to ensure meaningful language access to build trust and uplift its community members, including non-English speakers to uphold its core values of safety, cultural awareness, human health, transparency, inclusivity, and innovation.

B. Language Access Liaison/Department Contact

The Americans with Disabilities Act/Title VI Civil Rights office of Workforce Support Division (WSD) serves as the departmental liaison to develop, implement, and monitor the DLAP, including overseeing language access services.

Contact Person: Claudia Perez
(626) 458-7901
cperez@pw.lacounty.gov
TitleVI@dpw.lacounty.gov
Helpline: (626) 979-5333

SECTION 2: LANGUAGE ACCESS POLICY

A. Policy Statement

PW is committed to providing high-quality communication and applicable language services to LOTE communities. We provide free in-person and onsite interpretation language services and translation of material to all.

B. Policy Scope

The DLAP serves as the framework to ensure employees, contractors, customers, and the public are aware of PW's commitment to provide meaningful and equal access to information and services. We provide language assistance necessary for LOTE speakers to access our services in their preferred language.

To assist LOTE speakers, PW uses the following access services:

- In-house bilingual speakers
- Interpreting services via the telephone provided by LanguageLine Solutions
- Translation at community meetings in support of projects by third-party vendors
- In person and virtual interpretation and translation requests via registered third-party vendors

C. Priority Languages

PW uses Community Profiles that provide demographic information of Los Angeles County's unincorporated communities, 88 cities, and five Supervisorial Districts to understand the make-up of its communities, enhance outreach, and provide a basis for data-driven decision-making. PW understands the residents it serves, their age, household size, income, employment, disability population, etc.

At PW, the two primary languages community members request interpretation and/or translation are in Chinese and Spanish. These are the two threshold languages for which translation and interpretation services shall be made available. For Chinese, written translation shall be made available in traditional Chinese, and interpretation services shall be offered in Mandarin. Translations will be provided in traditional Chinese characters. Upon customer request, we will provide translated written information in simplified Chinese characters.

Our practice is to review community demographics to determine additional threshold languages to translate collateral material as needed in projects, mailers, and community engagement. If the data reports a minimum of 15 percent of a language other than English as the primary language in a community, that meets the criteria for a threshold language of the beneficiary population.

PW also provides meaningful access in other languages as requested to serve LOTE speaking community members. Staff shall assess and respond accordingly to individual community needs and requests.

SECTION 3: KEY TERMS & DEFINITIONS

Below are common vocabulary and terms referenced in the LAP.

1. **Bilingual Staff:** Employees who are proficient in English and at least one other language and can provide language assistance services in both languages.
2. **Certified Interpreter:** An individual who has been officially recognized as proficient in interpretation skills through a formal certification process.
3. **Demographic Analysis:** The process of examining population data to determine the languages spoken by the community served by an organization.
4. **Equal Opportunity:** Ensuring all individuals, regardless of language proficiency, have an equal opportunity to participate in programs and services.
5. **In-Person Interpretation:** Interpretation services provided face-to-face, where the interpreter is physically present.
6. **Interpretation:** The process of verbally translating spoken words from one language to another.
7. **Language Access:** Providing free language assistance to LOTE speakers in their preferred language, including through interpretation and translation services, to help enable reasonable access to and an opportunity to fully participate in the services, resources, and programs administered by the County.
8. **Language Access Complaint:** Common scenarios include but are not limited to the availability of language services not communicated to the public when language services were not provided when requested, and when the quality of language services did not meet the needs of the LOTE speaker.
9. **Language Access Plan (LAP):** A strategic plan outlining how an organization will ensure meaningful access to its services for individuals with limited English proficiency (LEP).
10. **Language Assistance Services:** Services provided to facilitate communication with LEP individuals, including interpretation and translation services.
11. **LanguageLine Solutions:** A third-party vendor providing over-the-phone interpretation services.
12. **Limited English Proficiency (LEP):** Refers to individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.

13. **Languages Other Than English (LOTE):** Languages spoken by individuals who do not primarily speak English.
14. **Language Service Provider (LSP):** A business that provides one or more language-related services, such as translation or interpretation.
15. **Notification of Available Assistance:** The process of informing LEP individuals about the availability of language assistance services.
16. **Over-the-Phone Interpretation (OPI):** Interpretation services provided via telephone, allowing LEP individuals to communicate with English speakers.
17. **Policy Scope:** A description of the individuals and entities to whom the policy applies, such as employees, contractors, and the public.
18. **Policy Statement:** An overarching declaration outlining an organization's commitment to providing language access services.
19. **Preferred Language:** The primary language in which an individual prefers to read, write, and speak.
20. **Priority Languages:** Specific languages identified as most commonly spoken by the service population and prioritized for language assistance services.
21. **Public Communication:** The exchange of information between an organization and the public, often involving language assistance to reach LEP individuals.
22. **Third-Party Vendors:** External companies contracted to provide specialized services, such as interpretation and translation.
23. **Threshold languages:** Languages identified as the prominent language per requests from service populations. The following languages are threshold languages for PW: Mandarin and Spanish.
24. **Translation:** The process of converting written text from one language to another.
25. **Vital documents:** Documents that affect enrollment, continued participation, or termination from a County program, benefit, or service.
26. **Virtual Interpretation:** Interpretation services provided through video conferencing or other online platforms.
27. **Workforce Support Division (WSD):** Division within PW responsible for overseeing Americans with Disabilities Act and Title VI Civil Rights Act compliance, including the LAP.

SECTION 4: PROCEDURES

PW employees are responsible for acquiring interpreter and translation services to ensure effective communication when providing service to customers. When bilingual staff are not available, PW utilizes contracted interpreters. PW contracts with vendors who provide in-person assistance, written interpretation for vital documents, and on-demand telephone interpretation.

PW will take all reasonable steps to ensure it provides interpretation and translation services at a level of fluency and comprehension appropriate for the purpose.

Outlined below is a description of the language assistance PW offers.

Points of Contact	Level of Language Assistance	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
In-person inquiry	<p>Certified Los Angeles County bilingual bonus personnel are available at public counters to assist LOTE persons.</p> <p>Third-party vendor, LanguageLine Solutions, is available to assist with interpreting by telephone.</p>	<p>PW ADA/Title VI office can provide by request a list of certified Los Angeles County bilingual bonus employees.</p> <p>LanguageLine Solutions operators are available to assist 24 hours a day, seven days a week.</p> <p>PW employees are available to assist customers with language access requests.</p>	<ol style="list-style-type: none">1. Identify the preferred language of the LOTE person.2. Assist customer or contact bilingual certified employee in preferred language if available OR Contact LanguageLine Solutions at 1-866-874-3942. For LanguageLine Solutions, provide PW Client ID, name, employee number, and preferred language.3. Provide customer service by interpreting over the telephone to the customer using a splitter corded handset.4. Complete

Points of Contact	Level of Language Assistance	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
			Language Access eTicket.
Initial inquiry (telephonic)	<p>Certified Los Angeles County bilingual bonus personnel are available to take telephonic inquiries to assist LOTE persons.</p> <p>PW, WSD, trained Call Center operators identify LOTE customers and use third-party vendor, LanguageLine Solutions, to assist with interpreting when taking telephonic inquiries from the public.</p>	<p>PW ADA/Title VI office can provide by request a list of certified bilingual employees.</p> <p>LanguageLine Solutions operators are available to assist 24 hours a day, seven days a week.</p> <p>PW employees are available to assist customers with language access requests.</p>	<ol style="list-style-type: none"> 1. Identify the preferred language of the LOTE person. 2. Assist customer or contact bilingual certified employee in preferred language OR Contact LanguageLine Solutions at 1-866-874-3942. For LanguageLine Solutions, provide PW Client ID, name, employee number, and preferred language; connect the caller to the division, communicate the purpose of the call, and the preferred language to assist the caller. If the employee receiving the call cannot assist the customer in their preferred language, the employee contacts LanguageLine Solutions to assist with interpretation. 3. Provide customer service by interpreting over

Points of Contact	Level of Language Assistance	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
			the telephone. 4. Complete Language Access eTicket.
Public/community meeting (onsite oral interpretation)	<p>Certified Los Angeles County bilingual bonus personnel are available to attend Public/Community meetings.</p> <p>Third-party vendors are available by securing in advance in person interpreting services.</p> <p>LanguageLine Solutions is available to provide onsite verbal interpreting to assist LOTE persons who do not request assistance in advance.</p>	<p>PW ADA/Title VI office can provide by request a list of certified bilingual employees who can assist with Public/Community meetings.</p> <p>LanguageLine Solutions operators are available to assist 24 hours a day, seven days a week.</p> <p>PW employees are available to assist customers with language access requests.</p>	<p>1. Identify the preferred languages of the LOTE persons who reside in the community where the event will take place. Use the Community Profiles link for assistance. (Criteria: If the data reports a minimum of 15 percent of a language other than English as the primary language in a community, translation and interpretation services are required.)</p> <p>2. Schedule a bilingual certified employee to attend the event OR submit a request via eFORM eight (8) business days from date of event to request interpreting service from a third-party vendor with advance notice.</p> <p>3. WSD – ADA/Title VI Civil Rights</p>

Points of Contact	Level of Language Assistance	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
			<p>office processes request and notifies division of third-party vendor to use for scheduled event.</p> <p>4. Complete the Language Access eTicket for any on demand language access assistance provided on day of event.</p>
Written Translation	<p>Certified Los Angeles County bilingual bonus personnel are available to translate vital documents.</p> <p>Third-party vendors are available to provide written translation of vital documents.</p>	<p>PW ADA/Title VI office can provide by request a list of certified bilingual employees who can assist with written translation of vital documents.</p> <p>PW uses the following third-party vendors to provide translation services as requested: Green Translations, LAZAR Translating and Interpreting, Global Interpreting Network, and CAL Interpreting & Translations, Inc.</p> <p>PW employees are available to assist customers with language access requests.</p>	<p>1. Identify the preferred languages of the LOTE persons who reside in the community where the event will take place. Use the Community Profiles link for assistance. (Criteria: If the data reports a minimum of 15 percent of a language other than English as the primary language in a community, translation and interpretation services are required.)</p> <p>2. Contact a bilingual certified employee for assistance OR submit a request via eFORM eight (8) business days from date of event</p>

Points of Contact	Level of Language Assistance	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
			<p>to request interpreting service from a third-party vendor with advance notice.</p> <p>3. WSD – ADA/Title VI Civil Rights office processes request and arranges third party vendor to provide written translation of vital documents and notifies division when complete.</p>

A. Identifying Preferred Languages

PW provides language access training and resources to staff to help them identify and assist LOTE customers.

Every two years, our public counter employees attend instructor-led training to understand our DLAP policies and procedures. The training teaches them how to effectively communicate and interact with LOTE speakers, offering real-time language assistance in their preferred language at no-cost.

Employees are trained to identify LOTE speaker's preferred language using identification cards, which allow the speakers to point to their preferred language. Additionally, PW employees who receive bilingual bonus are available to interpret and speak the identified primary language to serve our customers. If a bilingual employee is not available, we use on-call interpreters to provide language identification and interpretation in the preferred language.

To ensure the program's effectiveness, PW assesses public counters yearly for language assistance compliance and provides on-going guidance to our employees.

B. Vital Documents

PW recognizes the importance of providing meaningful language access to effectively communicate available resources, programs, and opportunities to support our diverse communities. To ensure equal opportunity of all individuals, PW translates collateral material and provides translation in languages as needed in projects, mailers, and community engagement.

PW takes reasonable steps to ensure programs, services, and activities are accessible to LOTE populations.

We publish information in other languages as needed or requested to aid the LOTE population with building permits, trash collection, street sweeping, emergency preparedness, Americans with Disabilities Act (ADA) requests for accommodation, tree trimming, water services, graffiti abatement, transit services, road maintenance projects, bike paths, and community safety improvements.

We provide literature in an alternate language in the following categories:

- Door hangers
- Forms (electronic/hard copy)
- Guidelines
- Brochures
- Notices
- Postcards
- Posters
- Project information flyers
- Project PowerPoints (for community meetings)
- Website information

We strive to translate documents into plain language, making them easy to understand by using short sentences, lists, headers, active voice, and avoiding jargon.

Section 5: Notification of Language Assistance

PW includes language access assistance statements in public meeting notices and flyers. Notices contain the project manager's contact information so constituents can get direct assistance with advertised projects.

Below are the language access statements used in material in English, Spanish and Chinese.

English

ADA and Title VI Accommodations: Individuals requiring reasonable accommodations, interpretation services, and materials in other languages or in an alternate format may

submit a request to Public Works free of charge at (626) XXX-XXXX at least seven (7) business days prior to the meeting. Hours of operation are Monday - Thursday from 7 a.m. - 5 p.m. Requests outside of the 7-day time frame will be accommodated to the extent feasible. Individuals with hearing or speech impairment may use California Relay Service 711.

Spanish

ADA (Ley de Estadounidenses con Discapacidades) y Adaptación del Título VI:

Individuos que requieran acomodaciones de acceso razonable, servicios de interprete y materiales en otros idiomas ó en modo alterno pueden entregar una petición a Obras Publicas sin costo alguno al (626) XXX-XXXX al menos 7 días antes de la junta. Las horas de servicio al cliente son de Lunes a Jueves de 7 a.m. – 5 p.m. Peticiones hechas fuera del periodo de tiempo de 7 dias seran atendidas en la medida posible. Individuos con discapacidades de oído ó habla pueden usar el California Relay Service 711.

Chinese

《美國殘障人士法案》（ADA）和《民權法案》第六章（Title VI）之便利安排：如需要合理便利安排、口譯服務及其他語言的材料或其他格式資料者，請至少在會前7個工作日向公共工程部提出免費服務申請，電話：(626)XXX-XXXX。工作時間：每週一至週四上午7時至下午5時。提前申請時間不足7日者，我們將盡可能為您安排便利服務。聽力或語言障礙者可使用加州中繼服務熱線 711。

We also provide a shortened description in English, Spanish, and Chinese as listed below.

English

For reasonable ADA and Title VI accommodations, interpreting services, and materials in other languages, please contact Public Works at (626) XXX-XXXX. This service is free.

Spanish

Para acomodaciones razonables de ADA (Ley de Estadounidenses con Discapacidades) y Adaptación del Título VI, servicios de interprete y materiales en otros idiomas, por favor contactarse con Obras Publicas a (626) XXX-XXXX. Este servicio es gratuito.

Chinese

如果您需要合理的便利安排、口譯服務和其他語言的材料，請聯繫公共工程部，電話 (626) XXX-XXXX。此服務為免費服務。

Section 6: Monitoring Language Assistance Effectiveness

A. Evaluation of Language Assistance

Currently, PW has certified bilingual employees proficient in Armenian, Cantonese, Korean, Mandarin, and Spanish. To assess their language skills and effectiveness within their assigned division/group, PW will conduct annual evaluations of bilingual bonus paid staff.

PW uses Community Profiles based on census data to ensure that services and project information and messaging are effectively reaching communities in their preferred languages. PW divisions review this data when requesting interpretation (verbal) and translation (written) services for community outreach events, meetings, and workshops.

Additionally, PW uses external interpretation and translation language service providers available through the Countywide Master Agreement. To measure their effectiveness, PW will survey divisions/groups on the quality and level of their service after it is rendered.

To ensure employees use technical terms correctly and in the appropriate context, PW will create a glossary of specific terms, descriptions, and their translations in the threshold languages, Spanish and Chinese, along with usage examples. The glossary will ensure consistent use of terms across the agency.

Beginning in November 2024, PW began collecting language access data and will report metrics annually. These metrics will include:

- Programs or services for which language services were requested, which languages were requested, and what services were provided
- Documents and communications translated into which languages
- Number of events PW provided interpretation
- Number of people served through language assistance
- Language access complaints submitted to PW and how they were resolved

To gather the required data, public-facing bilingual personnel will document each language service request provided in person or over the telephone on an eTicket form. The Language Access eTicket will record the customer's preferred language, type of assistance provided, and the type of municipal service requested. The form will track the number of customers PW assisted in their language of choice and will be included in the annual LAP reporting metrics. Reviewing this data will allow PW to enhance language assistance services and identify areas for improvement in the services we provide.

B. Complaint Process

PW will publish the language access complaint process on our Internet website and display printed notifications at public counters. The Office of Immigrant Affairs (OIA) of the Department of Consumer and Business Affairs has developed a Language Access Complaint Form to help department's effectively respond to and resolve complaints. The complaint form will also be available in Chinese and Spanish.

To access the form, click here: <https://forms.office.com/g/ezFaseJKgt>. For translation of the complaint form in your preferred language, please contact the ADA/Title VI office at TitleVI@dpw.lacounty.gov or at (626) 979-5333, Monday through Thursday, 7 a.m. to 5:30 p.m. The ADA/Title VI office personnel is responsible for overseeing language access complaints.

The following are the steps to address a language access complaint:

1. Receipt of a complaint.
 - The DLAP Complaint Form shall be provided in the complaining party's preferred language.
 - Complaints may be filed directly with PW or with the OIA.
2. Acknowledgement of a complaint
 - PW will notify OIA within five (5) business days by forwarding the full complaint.
 - PW shall acknowledge receipt of any language access complaint received directly or forwarded by OIA in writing to the complaining party within ten (10) business days.
3. Resolution of a complaint

PW has ninety (90) business days from receipt of a language access complaint or notice from OIA of a language access complaint to resolve the complaint and communicate the resolution to the complaining party.

Based on these complaints, PW will identify patterns and adjust our procedures to improve language access services, such as providing additional training or updating notifications.

Following is PW's language access complaint process statement:

Public Works is committed to providing linguistic and culturally appropriate services to all County residents. If a resident's linguistic needs are not being met, they can submit a Language Access Complaint using the County Language Access Complaint Form. Public Works will review the complaint and offer a resolution within ninety (90) business days of receiving the complaint per the Countywide Language Access Policy.

The U.S. Department of Transportation, through the Federal Highway Administration (FHWA), provides federal funding to PW. FHWA authorized Caltrans to enforce the Title VI Plan to ensure compliance with FHWA's Title VI requirements. The Title VI of the Civil Rights law prohibits discrimination under any program or activity sponsored or implemented by PW based on race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or any other category protected by State or Federal law. Therefore, we must provide meaningful access to LOTE customers.

The PW ADA/Title VI Civil Rights office resolves complaints within 90 business days. If the constituent is not satisfied with the outcome of a complaint, constituents can file a complaint directly with Caltrans at **Filing a Title VI Complaint | Caltrans** or PW can email the complaint directly to Caltrans. Caltrans will then forward the complaint to the appropriate agency, such as the Federal Transit Administration (FTA) or the Federal Aviation Administration (FAA), for investigation.

Section 7: Training

The PW ADA/Title VI office launched the “*DLAP: Overview for Providing Meaningful Language Access*” mandatory training available to all employees. The ADA/Title VI office will inform the workforce of any DLAP updates reflecting new procedures or protocols. Also, the DLAP will be available on the WSD webpage.

All employees will be enrolled in the DLAP training upon hire and every two years thereafter. Employees who provide direct service to the public, either in-person or over the telephone, will be notified to participate in the Language Access eTicket training upon hire.

DLAP training covers the following topics:

- Introduction to Language Access
- Assessing Language Needs
- Language Assistance Types
- Requesting Language Access Services
- Cultural Competency/Cultural Humility
- Providing Language Access Services
- Vital Documents
- Tracking Language Access Utilization (Language Access eTicket)
- Language Access Complaints

Additionally, PW will train staff who receive a bilingual bonus and serve as interpreters to deepen their understanding of diversity and diversity-related issues. The training will help staff gain critical thinking skills and learn to work more collaboratively, respectfully, and inclusively with diverse groups, increasing cultural competence and ensuring meaningful access to LOTE speakers.

Section 8: Community Outreach & Engagement

PW developed a Community Profile for each unincorporated community, city, and Supervisorial District and has realized several benefits. These include better communication with unincorporated communities, greater community accessibility, a focus on key drivers of community concerns, and a new focus on data-driven decision making to ensure equal access to County services for all members of the community.

PW may use Community Profiles to strengthen partnerships with community-based organizations to better reach and serve LEP populations by making them aware of our services. Through our community liaisons and project managers, we will actively promote language access services to these communities and seek feedback to ensure the translated materials are clear, accurate, and understandable to the community.

Our efforts align with the County's Anti-Racism, Diversity, and Inclusion (ARDI) initiative and PW's Equity initiatives to build a safer and more accessible way to reach and engage the community.

PW will share the DLAP on our website and provide it to the public upon request.

REFERENCE - FOR INTERNAL USE

Section 9: Demographic Analysis & Determination of Priority Languages

Los Angeles County has various diverse voices within its communities and PW understands it is critical to understand each community and its key concerns. With the inception of Community Profiles, PW staff are better prepared to listen to and meet the diverse needs of the public, such as spoken languages and other important demographic information.

PW used Geographic Information Systems tools to develop the Community Profiles website. PW reviewed data and various variables were identified, including language, transportation options, housing, age, crime, employment, and educational level. These variables were placed in a template that outputs an automated profile for a requested geographic area. Community Profiles are publicly accessible. The website address is: https://pw.lacounty.gov/go/community_profiles.

PW uses our internal Community Profile website to identify spoken languages in communities, helping us translate materials to effectively reach community members and bring relevant materials and ensure that representatives at meetings can speak with the community or request interpreters in the preferred languages. In addition, knowing a community's age population helps PW understand how various topic factors are perceived by different populations.

The Community Profiles website demographic data will continue to be enhanced to include important factors for PW to better serve Los Angeles County communities to feel understood, heard, and valued.

The Countywide Language Access Policy directs Los Angeles County departments, commissions, and offices to update and prioritize implementation of the DLAP to ensure every resident of the County has access to language services when interacting with the County to ensure equal opportunity in County services.

Section 10: Bilingual Staff Policy

PW does not actively recruit bilingual staff in identified priority languages. We do not fall under any regulatory or legal requirements that oblige us to hire bilingual staff to provide language assistance.

As needed, PW will request approval from the Department of Human Resources to post a specialized recruitment in a threshold language for a job classification that requires bilingual interpretation or translation if identified as an essential function of the job.

As part of our customer experience, PW will assess data obtained from the Language Access eTicket to identify business areas that will benefit by adding bilingual certified staff.

PW identified a total of 33 public facing counters throughout our various business operations. The ADA/Title VI office conducts yearly audit visits of these counters to ensure the required language assistance information is visibly posted and confirm staff are trained in how to assist LOTE customers and are aware of procedures for accessing language assistance resources.

The following is a list of our public counters:

Building and Safety Division

Central Office / Alhambra Headquarters
900 S. Fremont Ave. - 3rd Floor
Alhambra, CA 91803

Field Office- Antelope Valley
335A E. Avenue K-6
Lancaster, CA 93535

Field Office- East Los Angeles
4801 E. 3rd Street
Los Angeles, CA 90022

Field Office- Southwest
1320 W. Imperial Hwy.
Los Angeles CA 90044

Field Office- La Puente
16005 Central Ave.
La Puente, CA 91744

Field Office- Lomita/Lennox
24320 S. Narbonne Ave.
Lomita, CA 91706

Field Office- San Gabriel Valley
125 S. Baldwin Ave.
Arcadia, CA 91007

Field Office- Santa Clarita
23757 Valencia Blvd.
Valencia, CA 91335

Field Office- South Whittier
13523 Telegraph Road
Whittier, CA 90605

Field Office- Universal
100 Universal Plaza #5296 (Trailer)
Universal Studios, CA 91608

Design Division

Plan Room / Alhambra Headquarters
900 S. Fremont Ave., Basement
Alhambra CA 91803

Environmental Programs Division

Alhambra Headquarters / Annex Building
900 S. Fremont Ave., 3rd Floor
Alhambra, CA. 91803

Fiscal Division

Cashier/Bid Documents – Alhambra Headquarters
900 S. Fremont Ave., Mezzanine
Alhambra, CA. 91803

Stormwater Maintenance Division

Hansen Yard
10179 Glenoaks Blvd.
Sun Valley, CA. 91352

Imperial Yard
5525 E. Imperial Hwy.
South Gate, CA. 90280

Longden Yard
160 E. Longden Ave.
Irwindale, CA 91706

Human Resources Division

Payroll and Benefit Services / Alhambra Headquarters
900 S. Fremont Ave., Lobby
Alhambra, CA. 91803

Personnel Services / Alhambra Headquarters
900 S. Fremont Ave., Lobby
Alhambra, CA. 91803

Recruitment and Selection / Alhambra Headquarters
900 S. Fremont Ave., Lobby
Alhambra, CA. 91803

Land Development Division

Permit Office No. 1
14747 E. Ramona Blvd.
Baldwin Park, CA. 91706

Permit Office No. 2
23757 W. Valencia Blvd.
Valencia, CA. 91355

Permit Office No. 3
5530 W. 83rd St.
Los Angeles, CA. 90045

Permit Office No. 4
11282 S. Garfield Ave.
Downey, CA. 90242

Permit Office No. 5
38126 Sierra Hwy.
Palmdale, CA. 93550

Permit Office No. 6 / Alhambra Headquarters
900 S. Fremont Ave., 3rd Floor
Alhambra, CA. 91803

Sewer Maintenance Division

Engineering / Alhambra Building A9C
1000 S. Fremont Ave., 4th Floor
Alhambra, CA. 91803

Stormwater Engineering Division

Hydrologic Records / Alhambra Headquarters
900 S. Fremont Ave., 2nd Floor
Alhambra, CA. 91803

Survey/Mapping & Property Management

Survey Counter / Alhambra Headquarters
900 S. Fremont Ave., 4th Floor
Alhambra, CA. 91803

Flood Right of Way / Alhambra Headquarters
900 S. Fremont Ave., 10th Floor
Alhambra, CA. 91803

Waterworks

Cashiers Office / Alhambra Headquarters
900 S. Fremont Ave., Mezzanine
Alhambra, CA. 91803

North Maintenance Area (Billing)
260 East Avenue K-8
Lancaster, CA. 93535

South Maintenance Area (Billing)
23533 W. Civic Center Way
Malibu, CA. 90265

Workforce Support Division

Mail Center / Alhambra Headquarters
900 S. Fremont Ave., Courtyard
Alhambra, CA. 91803

Section 11: Vendors and Their Qualifications

PW's WSD collaborates with Language Service Providers (LSPs) that continuously recruit skilled linguists. Interpreters and translators hired by the LSPs are certified to meet federal and industry Interagency Language Roundtable standards. The LSPs qualifications are verified through background checks, employment history screening, a minimum of six years of experience, and training in interpreter code of conduct and ethics.

LSP interpreters and translators are professional, accredited linguists who are native speakers of the target language. Their services include translating written or electronic materials to and from English and native foreign languages.

Section 12: Monitoring and Updating DLAP

PW will update the DLAP every two years to ensure language access compliance and improve the processes and procedures used to deliver meaningful language access to the public and service recipients.

We will monitor DLAP implementation by:

- Identifying training needs
- Assessing training effectiveness
- Evaluating employee awareness of the LAP
- Assessing the effectiveness of interpretation and translation services
- Collecting data on the types of language services provided
- Updating the criteria and list of threshold languages
- Updating the list of vital documents

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