



# City Manager's Office

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## MEMORANDUM

**DATE:** April 17, 2024

**TO:** Mayor and City Council

**THROUGH:** Doug Thornley, City Manager

**FROM:** Noemi Gomez Martinez, Community Relationships Manager

**SUBJECT:** Language Access Plan Updates

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This memo is intended to provide an update on the progress and timeline framework of the Language Access Plan, guided by Assembly Bill 266.

The City of Reno has made significant investments in language access services and public accessibility. This includes bilingual communication efforts, bi/multilingual staff support, contracts for translations, interpretation, and American Sign Language (ASL) services, and integrated technology that offers a person with a speech impairment more access.

The future Language Access Plan (LAP) will support equitable access to government services, programs, and information for individuals with limited English proficiency (LEP). In addition, it will highlight existing language access services, identify language gaps, and propose recommendations to expand language services.

Council briefings will provide an overview of this plan in April 2024 and the following opportunities are how the community at-large can engage in the process.

**Language Access Survey:** Brief survey has been developed to gather insight into the language needs and what members of the public find important for the plan to include. The survey will be available in English, Spanish, Tagalog, and Mandarin.

**Public Community Meetings:** Members of the public can attend any of the following meetings to learn about the Language Access Plan. The meetings are scheduled as follows:

- Ward 4 Neighborhood Advisory Board on April 18<sup>th</sup>
- Reno Access Advisory Committee on April 23<sup>rd</sup>
- Reno Human Rights Commission on April 25<sup>th</sup>
- Ward 3 Neighborhood Advisory Board on May 7<sup>th</sup>
- Ward 1 Neighborhood Advisory Board on May 13<sup>th</sup>
- Ward 5 Neighborhood Advisory Board on May 14<sup>th</sup>

- Ward 2 Neighborhood Advisory Board on May 21<sup>st</sup>

**Listening Session:** Joint community meeting with Washoe County will take place on Wednesday, May 22nd at the Sierra View Library inside Reno Town Mall from 5:30pm – 7:00pm. Community members will have the opportunity to view the City of Reno draft plans and share any questions, comments, feedback, and further recommendations before the plan is finalized.

**Designated Website Page:** All information related to language access plan, language services, meeting dates, community engagement opportunities, and resources can be found on [Reno.Gov/Community/Language-Access](https://reno.gov/community/language-access).

The final plan will be presented to Council for adoption in June 2024.