



**CITY OF ASTORIA**  
Founded 1811 • Incorporated 1856

## **LANGUAGE ACCESS PLAN**

The City recognizes the value of participation and access to decision-making from all citizens. Ensuring that citizens of Limited English Proficiency (LEP) have equitable access to City resources and services is an important part of this goal.

As a City we will:

- Pursue integrative language assistance technologies to enhance public meetings
- Explore opportunities to leverage and train trusted community-based resources to enhance our Language Access capabilities
- Annually assess the availability of resources, including technological advances and outside funding to develop a more robust Language Access program.
- Complete an LEP Planning process by December 2028

### **LANGUAGE ACCESS POLICY**

This policy seeks to establish guidelines and best practices for providing language accessible services to individuals that are Limited English Proficient and/or Deaf or Hard of Hearing in accordance with Title VI of the Civil Rights act of 1965 and the Americans with Disabilities Act.

The City will make every reasonable effort to accommodate language translation and assistance requests within the resources available to the City. Local resources vary, depending on the language or type of assistance needed, and in some cases may not be available immediately or in the requested format.

The City provides at no cost as resources allow, auxiliary aids and services including qualified interpreters to LEP persons, to persons who are deaf or hard of hearing, and other individuals as necessary to ensure effective communication and an equal opportunity to access services and to participate fully in the decision-making process.

Astoria City Hall is accessible and meets ADA requirements. The City uses language line at service counters to allow for translation into multiple languages without advance notice.

Individuals requiring an interpreter or other accommodation for a public meeting are asked to notify the City Manager's Office at (503) 325-5824 at least 96 hours in advance of the meeting.

The City's website, [www.astoria.gov](http://www.astoria.gov) is available in multiple languages via an integrated digital translation system powered by Google.

Written materials will be translated upon request and as resources allow. Complete translation of all plans and materials is not possible due to cost restrictions and the limitation of current resources.

## COMPLAINT PROCESS

Any person who believes that they were denied Language Access services may file a written complaint to the City through its online Complaint Form at [www.astoria.gov](http://www.astoria.gov) or directed to the attention of the City Manager's Office, at 1095 Duane Street, Astoria, OR 97103.

Complaints should set forth as complete as possible, the circumstances and facts surrounding the claimed discrimination, and include the following information:

- Name, Address, and Telephone Number of the complainant
- The circumstances, individuals involved, and the nature of the client (i.e. the interpreter was summarizing, or an LEP individual or Deaf individual was denied services because they did not bring their own interpreter) and any witnesses.
- If applicable, the name(s) of the alleged discriminating official(s)
- Other agencies where the complaint is also being filed.
- Signature and Date

Upon receiving the complaint, the City Manager or designee may contact the complainant to seek informal resolution. If the matter cannot be resolved informally, the City Manager or designee will investigate the complaint. Additional information may be requested from the complainant. If additional information is requested and not received, the case may be closed. The case may also be closed if the complainant no longer wishes to pursue their case.

It is the intent of the City to investigate complaints promptly and efficiently. Although it is hoped that an investigation can be completed within 60 days, some investigations may require more time. In such cases, the City Manager or designee will keep the complainant advised of the status of the investigation at least every 30 days.

The complainant will be notified in writing of the results of the investigation and what actions will be or have been taken in response.

For questions, please contact:

The Assistant to the City Manager  
City of Astoria  
1095 Duane Street, Astoria, OR 97103  
[requestforservice-cm@astoria.gov](mailto:requestforservice-cm@astoria.gov)  
503-325-5824