



POLICY

No.

DEPARTMENT OF LICENSES AND INSPECTIONS

SUBJECT: Language Access

DATE ISSUED: 09/11/08

ISSUED BY: Fran Burns, Commissioner Signature: _____

The Department of Licenses and Inspections (L & I) is committed to providing quality, efficient, and effective services for all customers. In accordance with Title VI of the Civil Rights Act of 1964 and the Mayor's Executive Order of September 29, 2001, the Department will fulfill its goal of quality service to all customers by ensuring meaningful access to services for individuals with limited English proficiency (LEP).

Licenses and Inspections will strive to mainstream universal language access into the infrastructure so that language access needs are routinely considered as part of the normal course of conducting business affairs. To accomplish this goal, Licenses and Inspections will employ a range of resources, including telephonic translation, translated documents and forms via the internet and hard copies at our locations, and when possible utilize the language capabilities of bi-lingual staff.

The Department bears responsibility to notify Limited English Proficiency customers of resources and to provide resources free of charge. Licenses and Inspections will also cooperate with Global Philadelphia of the Managing Director's Office on city-wide language access objectives.

All measures herein are designed to ensure that all Limited English Proficiency customers who initiate business with a Licenses and Inspections office will be provided services despite of language barriers that may initially exist. In addition to upholding the principles of fairness and equality, the Department's language access services are expected to promote code compliance, economic development, and the mutual benefit of easier, more accurate, and more efficient transactions.

