



CITY OF SAN ANTONIO
DEVELOPMENT SERVICES DEPARTMENT
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CITY OF SAN ANTONIO
OFFICE OF HISTORIC PRESERVATION

TO: Development Services and Office of Historic Preservation
Customers and Staff

SUBJECT: **INFORMATION BULLETIN # 560**
Spanish Translation Services for Boards and Commissions

DATE: March 18, 2016

CREATED BY: Policy Administration Section, Land Development Division

Purpose:

As a customer service initiative, the Departments created this Information Bulletin (IB) to inform our customers of the availability of translation services, free of charge, for Spanish-speaking customers who have business before the Boards and Commissions managed by our Departments.

This IB was developed in response to the Council Consideration Request submitted by Councilman Treviño on February 3, 2016.

Scope:

The Development Services Department and the Office of Historic Preservation contract with a certified third party translator to provide independent, third-party Spanish translations at Board and Commission meetings. The translations are provided at the request of the applicant or citizens, and are paid for by the Development Services Department or the Office of Historic Preservation. Spanish translation services are available to all Boards and Commissions, including the Historic and Design Review Commission, Building-Related and Fire Codes Appeals and Advisory Board, Building Standards Board, Planning Commission, Board of Adjustment, and Zoning Commission.

Requestors must make the request at least 48 hours prior to the meeting date in order to allow for scheduling of the independent, third party translator. To request translation services, the requestor should provide the following information:

- Name
- Board or Commission Name
- Date of Hearing
- Case Number or Address of Property (if available)

Board Liaison Contacts

Board	Liaison Contact	Telephone Number
Planning Commission	Management Analyst	210-207-6044
Zoning Commission	Principal Planner	210-207-5876
Board of Adjustment	Principal Planner	210-207-5876
Building Standards Board	Senior Administrative Assistant	210-207-5422
Building-Related and Fire Codes Appeals and Advisory Board	Senior Administrative Assistant	210-207-5459
Historic and Design Review Commission	Senior Planner	210-207-7902

The board liaison will notify the case manager and translator of the request for translation services and will maintain a log of all translation services requested.

Summary:

The Development Services Department and the Office of Historic Preservation will provide Spanish language translations services through an independent third party at no charge to applicants with business before the various Boards and Commissions which are managed by Development Services staff. Requests for translation services must be made at least 48 hours prior to the hearing time.

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