



**CITY OF SAN ANTONIO  
OFFICE OF THE CITY COUNCIL  
COUNCIL CONSIDERATION REQUEST**

TO: Mayor and City Council  
FROM: Councilwoman Shirley Gonzales, District 5  
COPIES TO: Erik Walsh, City Manager; Leticia Vacek, City Clerk; Andy Segovia, City Attorney; John Peterek, Assistant to the City Manager; Christopher Callanen, Assistant to City Council  
SUBJECT: Sensory Disability Access  
DATE: Tuesday, June 25, 2019

2019 JUN 25 PM 3:03

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Issue Proposed for Consideration

I ask for your support for the inclusion of the following item on the agenda of the earliest available meeting of the Governance Committee:

A language access plan and process (LAPP) in addition to a community input component to help ensure that the City of San Antonio provides high quality and appropriate language services for those with sensory disabilities.

Brief Background

Individuals with a hearing disability, and/or a limited English proficiency, often find it difficult to navigate and access all of the services and resources offered by the City. The total population with a disability in San Antonio numbers at 207,109 – or 14.3% of the City's total population (ACS 2017). Of that population, there are 55,657 individuals with a hearing disability alone. Individuals who are born deaf – or who lose their ability to hear at an early age – are often unable to read, write, or speak English properly, thus limiting the effectiveness of interacting with City employees by relying on writing alone. The implementation of a language access plan and process (LAPP) would ensure that individuals with limited English proficiency, including the deaf and hard of hearing population, have a proper and guaranteed access to all essential services offered by the City of San Antonio.

LAPP would place a critical prioritization on essential services for the deaf and heard of hearing population. Critical prioritization entails the provision of language services, such as a readily available in-person interpreter and/or remote interpretation services accessible through an on-site kiosk, for all city departments that are deemed essential and a high priority. Essential services and departments that constitute a high priority include emergency services, SAPD, COSA clerks, city council meetings, and community town halls. A language access plan and process (LAPP) would equalize access to all City services and resources for those with sensory disabilities by removing basic language barriers that currently inhibit access.

Submitted for Council consideration by:



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Supporting Councilmembers' Signatures (4 only)

District

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