



CITY OF SAN ANTONIO

**DEVELOPMENT SERVICES DEPARTMENT &
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 / Updated April 14, 2016 / Updated May 5, 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 either provided automatically or at the request of the applicant or citizens depending on the particular Board or Commission, 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.

HISTORIC AND DESIGN REVIEW 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
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. Cases requiring translation services will be moved to the front of the agenda.

DEVELOPMENT SERVICES DEPARTMENT BOARDS AND COMMISSIONS

Spanish language translations will be available at all Development Services Department board and commission hearing dates, and there is no need to request services for these meetings ahead of time. At the beginning of the meeting, an announcement will be made for any citizen or applicant needing translation services to raise their hands. Those cases with citizens or applicants requesting translation services will be moved to the front of the agenda.

For more information relating to translation services, contact the board liaison.

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	Sr. Administrative Assistant	210-207-5422
Building-Related and Fire Codes Appeals and Advisory Board	Senior Administrative Assistant	210-207-5459

* If a Planning Commission or Zoning Commission applicant requests translation services for a case which also requires a City Council hearing, the Board Liaison will automatically request translation services for the scheduled City Council hearing date.

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 or Office of Historic Preservation staff. Requests for translation services must be made at least 48 hours prior to the hearing time for the Historic and Design Review Commission. All Development Services Department Boards and Commissions, including Zoning Commission, Planning Commission, Building-Related and Fire Codes Appeals and Advisory Board, Board of Adjustment and Building Standards Board will automatically be provide translation services for applicants and citizens.

Prepared by: Tony Felts, AICP, Senior Planner

Reviewed by: Melissa Ramirez, Interim Assistant Director, DSD
Michael Shannon, Assistant Director, DSD
Kathy Rodriguez, Deputy Historic Preservation Officer, OHP

Authorized by: Roderick Sanchez, CBO, AICP, Director, DSD
Shanon Shea Miller, AICP, Director, OHP