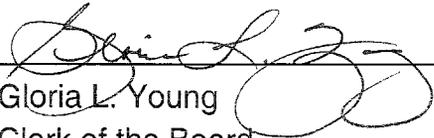


**ERRATA**

- 1 To correct title, line 3, by changing "89" and "89.3" to read: "91" and "91.3";
- 2 To correct Page 1, line 25, by changing "89.3" to read: "91.3";
- 3 To correct Page 2, line 1, by changing "89.3" to read: "91.3".

4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

  
Gloria L. Young  
Clerk of the Board  
May 1, 2002

**[Equal Access to City Services For Limited English Speakers]**

**Ordinance Amending The San Francisco Administrative Code By Adding Chapter 91.3 ~~89~~, Sections ~~89.3~~, To Require City Departments To Offer Bilingual Services If A Substantial Or Concentrated Portion Of The Public Utilizing Their Services Does Not Speak English Effectively Because It Is Not Their Primary Language.**

Be it ordained by the People of the City and County of San Francisco:

Section 1. Findings and Purpose. The Board of Supervisors hereby finds and declares that substantial numbers of persons who live, work, and pay taxes in San Francisco are unable to communicate effectively with city departments because their primary language is not English. The Board further finds and declares that city employees are frequently unable to communicate with persons requiring their services because of this language barrier. Consequently, substantial numbers of San Franciscans may be denied rights, benefits, and services to which they are entitled. This Ordinance makes it the policy of the City and County of San Francisco to provide equal access to city services to all San Franciscans, including those with limited proficiency in English. This Ordinance also implements and supplements California's Dymally-Alatorre Bilingual Services Act, Government Code §7290 et seq., which requires state and local public agencies serving a substantial number of limited English-speaking people to provide services and materials in the language(s) spoken by those persons. It is the policy of the City and County of San Francisco to support English proficiency even as the Board of Supervisors supports equal access to services for limited English speaking persons.

Section 2. The San Francisco Administrative Code is hereby amended by adding Section ~~89.3~~, to read as follows:

crata  
/1/02  
W

rrata  
/1/025  
W

**SEC. 89.3. Equal Access to Services.** (a) Utilizing sufficient Bilingual

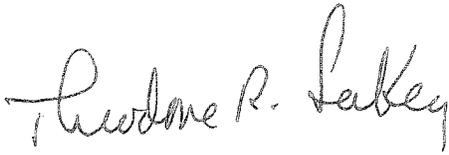
Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by a Substantial Number of Limited English Speaking Persons or to the public served by a Covered Department Facility in each language spoken by a Concentrated Number of Limited English Speaking Persons. Departments comply with their obligations under this Section if they provide the same level of service to Limited English Speaking Persons as they provide English speakers.

(b) Departments need only implement the hiring requirements in this ordinance by filling public contact positions made vacant by retirement or normal attrition. Nothing herein shall be construed to authorize the dismissal of any City employee in order to carry out this ordinance.

(c) This Article shall be interpreted and applied so as to be consistent with Title VII of the Civil Rights Act of 1964, California's Fair Employment and Housing Act, and Article X of the San Francisco Charter and so as not to impede or impair the City's obligations to comply with any court order or consent decree.

APPROVED AS TO FORM:

LOUISE H. RENNE, City Attorney

By:   
Deputy City Attorney

errata  
5/1/02  
LW

2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25



# City and County of San Francisco

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

## Tails Ordinance

---

**File Number:** 011051

**Date Passed:**

Ordinance amending San Francisco Administrative Code by adding Chapter 89, Section 89.3 to require City departments to offer bilingual services if a substantial or concentrated portion of the public utilizing their services does not speak English effectively because it is not their primary language.

---

May 29, 2001 Board of Supervisors — PASSED ON FIRST READING AS DIVIDED

Ayes: 9 - Ammiano, Daly, Gonzalez, Leno, Maxwell, Newsom, Peskin, Sandoval,  
Yee  
Noes: 1 - Hall  
Absent: 1 - McGoldrick

June 4, 2001 Board of Supervisors — FINALLY PASSED

Ayes: 9 - Ammiano, Daly, Gonzalez, Leno, Maxwell, Newsom, Peskin, Sandoval,  
Yee  
Noes: 1 - Hall  
Absent: 1 - McGoldrick

File No. 011051

I hereby certify that the foregoing Ordinance was **FINALLY PASSED** on June 4, 2001 by the Board of Supervisors of the City and County of San Francisco.



---

Gloria L. Young  
Clerk of the Board

JUN 15 2001

---

Date Approved



Mayor Willie L. Brown Jr.