"Whatever is worth doing at all is worth doing well."

> ~Philip Dormer Stanhope, 4th Earl of Chesterfield, March 10, 1746



OUTREACH

Languages in MarVista

A Need for Translations?

Kathryn Wheeler, Outreach Committee Chair

February 11, 2020

MVCC Role: Outreach

- Closest form of government to the people.*
- Advocate for Mar Vista on important issues (e.g., development, homelessness, emergency preparedness).*
- Established in 2002 to ensure City remains responsive to the different needs and lifestyles of Mar Vista*
- Only ADA-compliant venues
- Accommodate stakeholders who *need* translation services for languages commonly spoken within its boundaries.**

*<u>https://empowerla.org/councils/</u> **<u>https://empowerla.org/americans-with-disabilities-act-ada/</u>

GENERAL ROLES AND RESPONSIBILITIES

OUTREACH

TY OF LOS ANGELES DEPARTMENT OF

W.EMPOWERLA.COM

TY OF LOS ANGELES DEPARTMENT OF NEIGHBORHOOD EMPO

Every Board Member should help in some way with outreaching to stakeholders.





https://www.arletanc.org/wp-content/uploads/2013/09/Roles-and-Responsibilities-of-NC-Board-Members.pdf

Print vs. Email/Social Media

Newsletter reaches > 97+%

+ placed at library, recreation center, businesses, and other locations

Email/Social Media reaches < 5%

Spanish uses ~30% more words

By the phenomenon of language information density, translation causes either an expansion or contraction in length.

The 8-page newsletter would become a 12-page newsletter, raising the printing costs by ~30%.

<u>http://content.time.com/time/health/article/0,8599,2091477,00.html</u> <u>https://www.transfluent.com/en/2015/07/why-spanish-uses-more-words-than-english-an-analysis-of-expansion-and-contraction/</u>

PAPER HAS A FINITE SPACE

EXAMPLE OF SPACE ALLOTTED FOR TEXT

Finite Space (e.g., newsletter, flyer)

PAPER HAS A FINITE SPACE

EXAMPLE OF SPACE ALLOTTED FOR TEXT

TRANSLATED INTO SPANISH

Happy New Year to all! As we ring in the new year, I'd like to invite all stakeholders to become involved with the Mar Vista Community Council. The council has several committees that deal with issues such as planning and land use, homelessness, emergency preparation, and much more. Whatever your interests, there's a place for you. Best of all, meetings are free and open to the public; all stakeholders are welcome and encouraged to participate. So, in the new year, resolve to make your community a better place. Feel free to reach out to me or to any board member for more information.

English (above) Spanish Translation (below)

¡Feliz Año Nuevo para todos! Al comenzar el nuevo año, me gustaría invitar a todos los interesados a participar en el Consejo Comunitario de Mar Vista. El consejo tiene varios comités que se ocupan de cuestiones como la planificación y el uso del suelo, la falta de vivienda, la preparación para emergencias y mucho más. Sean cuales sean sus intereses, hay un lugar para usted. Lo mejor de todo es que las reuniones son gratuitas y abiertas al público; Todos los interesados son bienvenidos y animados a participar. Entonces, en el nuevo año, decida hacer de su comunidad un lugar mejor. No dude en comunicarse conmigo o con cualquier miembro de la junta para obtener más información.

Happy New Year to all! As we ring in the new year, I'd like to invite all stakeholders to become involved with the Mar Vista Community Council. The council has several committees that deal with issues such as planning and land use, homelessness, emergency preparation, and much more. Whatever your interests, there's a place for you. Best of all, meetings are free and open to the public; all stakeholders are welcome and encouraged to participate. So, in the new year, resolve to make your community a better place. Feel free to reach out to me or to any board member for more information.

English (above) fits Spanish Translation (below) does not fit

¡Feliz Año Nuevo para todos! Al comenzar el nuevo año, me gustaría invitar a todos los interesados a participar en el Consejo Comunitario de Mar Vista. El consejo tiene varios comités que se ocupan de cuestiones como la planificación y el uso del suelo, la falta de vivienda, la preparación para emergencias y mucho más. Sean cuales sean sus intereses, hay un lugar para usted. Lo mejor de todo es que las reuniones son gratuitas y abiertas al público; Todos los interesados son bienvenidos y animados a participar. Entonces, en el nuevo año, decida hacer de su comunidad un lugar mejor. No **dude en comunicarse conmigo o con**

cualquier miembro de la junta para obtener más información.

Translation Troubles in Printing

Newsletter Cost

-English Version-

- Printed 8-page of 25k
- Distributed 25k •
 - Total \$ 5,998 \$6,555

-Spanish Version-

- Translation \$0 (have volunteers)
- Graphic Designer **\$**? (volunteers?) *
- Printed **12-page** of 25k *
- Distributed 25k *
 - Total \$ 7,108 \$ 7,833 + \$?

Proposal Te: Mar Vista Community Council Do Box 66371 Te: Los Angeles, CA 90066 Tast Harding Tast Attn: Kathryn This is our proposal to provide the following, subject to the specifications listed below. Pro- Project: MAR VISTA COMMUNITY NEWS - NEWSLETTER / 8 PAGE SELF MAILER Final Size: 8.5 X 11 Paper: COATED / 70# AVALON DULL BOOK - ELEMENTAL CHORINE FREE/FSC CERTIFIED COATED / 100# AVALON DULL BOOK - ELEMENTAL CHORINE FREE/FSC CERTIFIED COATED / 70# AVALON DULL BOOK - ELEMENTAL CHORINE FREE/FSC CERTIFIED COATED / 100# AVALON DULL BOOK - ELEMENTAL CHORINE FREE/FSC CERTIFIED Prosense Init's is position proof Quartifier TRIM, FOLD, SADDLE STITCH 11" SIDE, CARTON CONVENIENT Art: File Fumilshed Proofs: If is position proof Quartifier B PAGE SELF 25,000 26,000 Proofs: If is position proof Signal 0.0 33572.00 Mar Vista Neighborhood Signal 0.0 34106.00 Signal 0.0 5/23/19 Court Prov PO: Box 6511 Evency of ALTERATIONS ARE ADDITIONAL / SALES TAX NOT INCLUDED Distributor Will PICK UP FROM MGC Signal 0.0 5/23/19 Mar Vista N						
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Dates: May 24 and 25, 2019

Wasteful for Double Printing

Use Targeted Printing & Distribution

Supply translation only to those who need it.

How to determine need?

Linguistic Isolation vs. Ethnicity

Linguistic Isolation creates translation need
Ethnicity does not inherently create need

How do we reach them?

By distributing MarVista.org newsletters to all of MarVista.

MarVista.org / f 🕤 🖻 @MarVistaCC

- The World Wide Web is a universal language
- Everyone in the world understands what
 <u>MarVista.org</u> means and knows how to reach it.

Languages Used On the Internet



Technology Fact Sheet

United States[™] Census Bureau

- Los Angeles County (2018)
 - > 90% own computer
 - ✤ >82% have internet

All devices capable of translation tools.



- US population
 - 96% own a cell phone
 - 81% are smartphones
- Demographics
 - ✤ Urban: 97% | 83%
 - ✤ Hispanic: 96% | 79%
 - ✤ Black: 98% | 80%
 - ✤ White: 96% | 82%

https://www.census.gov/quickfacts/fact/table/losangelescountycalifornia,CA/PST045218

https://www.pewresearch.org/internet/fact-sheet/mobile/

Non-English speakers know something English speakers don't

Technology lets you read any language in your native tongue

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	Q All	▶ Videos	🖺 Books	🗉 News	🖾 Images	: More	Settings	Tools
	About 2	2,600,000,000	results (0.58	seconds)				

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Open in Google Translate		Feedback

Digital Publication with Translation Tools

Web Content Accessibility 2.0

- Most popular standards for web accessibility.
- Includes several criteria pertaining to language and multilingualism.
 - Every page (as well as different passages and phrases) can be "programmatically determined" by software.
 - Users must have a way to identify potentially unfamiliar words, such as idiom, jargon, and abbreviations.
 - Any text that is more complex than a secondary education level comes with supplementary content that people at this reading level can understand, such as a simpler text summary with illustrations.
 - When a word's pronunciation is ambiguous in context (such as the present and past tenses of the verb *read*), the website explicitly identifies the word's correct pronunciation.

https://www.boia.org/blog/why-language-is-important-for-web-accessibility

https://www.marvista.org/accessibility.php

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Mar Vista Community Council | Accessibility

DIN US

Accessibility

Mar Vista Community Council is dedicated to enhancing accessibility, diversity and inclusion. We believe all of our guests should be able to easily shop online, use our smartphone apps, and access all of our other web sites and digital offerings.

We continue to improve accessibility to our online services and strive to create an accessible and barrier-free environment.

marvista.org and Mobile App Accessibility

We make every effort necessary to meet online usability and design requirements recommended by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines 2.0, as well is requirements under the Twenty-First Century Communication, and Video Accessibility Act of 2010.

We use design standards that help customers identify, interpret, understand and interact with information presented on our web sites and mobile apos.

Software Recommendations and Settings

We follow W3C's globally recognized standards to provide content that is compatible with computer-based assistive technologies and browsers. We recommend using the most current versions of (or the version released just prior to) the manufacturer's assistive technology applications, along with a current version of the browsers listed below. We also recommend trying different types of browsers with assistive technology applications to determine which combination works best for you.

Additionally, we support screen magnification technologies and accessibility features "like zoom, color and other image controls that major browsers provide.

We don't provide assistive technology applications or browsers. Please visit the individual manufacturer's site for information about how to obtain them. You may also have access to assistance from local and state agencies or non-profit groups in your area.

Contact Us with Your Accessibility Feedback

If you would like to give us feedback about accessibility at Mar Vista Community Council, please contact us through here.



AY IBER SDAY

GHBORHOOD COUNCIL CALENDA



AREA BOUNDARIES AND MAP

TALK TO US

Let us know about issues in our community





Register your cell phone number, Voice over IP ph number, and e-mail address with the Alert LA Coi Emergency Mass Notification System.

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MarVista.org conforms to Web Content Accessibility 2.0

Translation ability is built into the code of the MVCC website.

Every word coded as "text" can be translated.

Even words within images can be translated.

https://www.marvista.org/accessibility.php

Auto-install

When anyone visits MarVista.org using a device configured for a language other than English, MarVista.org will automatically provide a prompt asking if they want a translation.



Mar Vista Community Council



EEKLY ROUND

ps://www.marvista.org/index.php

Safe Sidewalks LA, City Planning, Legislative Report and more! Event Date 02/10/20

- Don't miss this edition of the Weekly Roundup. It is full of information to share with your family, friends, and neighbors! Click here to read it.
- Subscribe to have it delivered directly into your inbox.
- We're also asking Mar Vista Stakeholders to help us create an inventory of the blocks that do not have sidewalks. Please, submit your request here.
- Thank you for your help! We couldn't do it without you. Don't forget to share this information!

Read More »

Wednesday - get your speed bump and meet your local police officers!

Event Date 01/28/20

Speed bumps applications arrive Wednesday. Also, the day to have Coffee with a Cop! Meet the new Senior Lead Officer, download an interactive resource guide, and much more in this issue of the Weekly Roundup!

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AREA BOUNDARIES AND MAP

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Mar Vista Community Council × +





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¡Aceras seguras en LA, planificación de la ciudad, informe legislativo y más! Fecha del evento 10/02/20 No te pierdas esta edición del Resumen semanal. ¡Está lleno de información para compartir con su familia, amigos y vecinos! Haga clic aquí para leerlo. Suscríbase para recibirlo directamente en su bandeja de entrada. También estamos pidiendo a las partes interesadas de Mar Vista que nos ayuden a crear un inventario de los bloques que no tienen aceras. Por favor, envíe su solicitud aquí. ¡Gracias por tu ayuda! No podríamos hacerlo sin ti. ¡No vides compartir esta información

Mar Vista Community Council



Safe Sidewalks LA, City Planning, Legislative Report and more! Event Date 02/10/20

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- Functions on all devices, * operating systems, and web browsers.

Multiple Languages

- Supports more than 100 languages
- 37 languages via photo
- 32 languages via voice in 'conversation mode', and 27 via live video imagery in 'augmented reality mode.'
- Covers 99% of Internet Users.



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https://www.theverge.com/2015/7/29/9061135/google-translate-update-new-languages-word-lens

https://venturebeat.com/2016/02/17/google-translate-now-supports-103-languages-covering-99-of-internet-users/



What if no devices?



Mar Vista Library to the Rescue



General Computer Access

Public computers and internet access are available to customers in good standing. To use a computer or access Wi-Fi, customers need a library card and PIN. If you do not have a PIN or have forgotten it, you can request a PIN online or by calling a LA County Library. Customers who are ineligible for a library card can request a card for computer use only. Computer time is limited to 2 hours per day. Printing is free up to the first 10 pages (per day); each additional page is 15¢. Computers are unavailable 15 minutes before the library closes.

Computers are assigned on a first-available basis. Where reservations are available, a computer reservation can be made once per day by calling a LA County Library location or on the library computer during your session. Reservations cannot be made through our website. Reservations can be made for the same day or up to 3 days in advance. Reservations are automatically cancelled if you are more than ten minutes late logging on. For more information, please review our <u>Acceptable Use Policy</u> for Public Access Computers.

REQUEST A PIN

Reserve a Computer

- No need for a library card, they have cards for computer use only
- Free Public Wi-fi
- Wireless & Mobile Printing
- "English Conversation Class" Mondays from 1:30 - 3:30pm



For LA County Library's complete computer use policy, please see:

ACCEPTABLE USE POLICY FOR PUBLIC ACCESS COMPUTERS (PDF)

ACCEPTABLE USE POLICY FOR WI-FI (PDF)

INTERNET ACCESS PERMISSION FOR CHILDREN (PDF)

UIDELINES FOR CHILD SAFETY ON THE INTERNET

NORMATIVA DE USO ACEPTABLE (PDF)

NORMATIVA DE USO ACEPTABLE PARA WI-FI (PDF)

LOS PRIVILEGIOS DE ACCESO DE INTERNET PARA SU HIJO (PDF)

IORMAS DE SEGURIDAD INFANTIL EN INTERNET (PDF)

https://lacountylibrary.org/library-computer-policy/

How many stakeholders?

What are the numbers?

Mar Vista ACS Demographic 2019

- Population: 51,338 (down from 2016 of 53,346)
 - Food Stamps: 707 (<1.4%)
 Los Angeles: 9.8%*

Below Poverty Level: 2,320 (4.5%) *Los Angeles* ~16% **

- Speak English Only: 29,584
- Speak English AND another language: 16,739
- Linguistic isolation (i.e., have difficulty with English): 3,540 (6.89%)

https://drive.google.com/drive/folders/1uupIXEGEC8UlFOCQiyIPH9q7JmETn_Cx

*https://statisticalatlas.com/state/California/Food-Stamps

- **https://www.scpr.org/news/2016/09/15/64657/census-los-angeles-still-has-more-people-in-povert/
- Defines Linguistic Isolation: <u>https://www.census.gov/hhes/socdemo/language/data/census/li-final.pdf</u>

Palms - MarVista - Del Rey 2017

- Population: 115,321 Sample size: 51,090
- Linguistic isolation (i.e., have difficulty with English)* is 6.74%
 - Spanish: 2.93%
 - ✤ Asian: 2.61%
 - Other Indo-European: 0.98%
 - ✤ Other: 0.22%

<u>https://planning.lacity.org/odocument/24f2d6dc-9d00-4ae4-8bca-955fcc86d7bf/2017_demo_profile_palms.pdf</u> *<u>https://www.census.gov/hhes/socdemo/language/data/census/li-final.pdf</u>

Linguistic Isolation depends

- On the ability of all adults in a household to speak English
- All adults speak another language and none speaks English 'very well.'
- Adult is defined as age 14 or older.

United States® Census 2020

Households would still be counted in linguistic isolation even if a member **under the age of 14 may speak English "very well**".

https://www.census.gov/hhes/socdemo/language/data/census/li-final.pdf

Recap & Solution

- Printing and distributing newsletters is the best way to reach the most stakeholders
- MarVista.org is understood in every language (domain names are universal)
- MarVista.org uses Web Content Accessibility 2.0 that translates every page into over 100 languages
- Spanish translation services needed by < 3% of Mar Vista stakeholders. No location available. The 97% should not be denied.
- Newsletters left at every doorstep, in the library, local businesses, etc. providing more than 100% saturation.
- MarVista.org should be on all material and should continue to be prominent on newsletters

