



County of Alameda Language Access

Monday, June 15, 2026

County Administrator's Office

COUNTY OF ALAMEDA, CALIFORNIA



AGENDA

- Overview of Language Access Options
- Updated Agenda Language
- Performance & Usage Review
- SB 707: Language Interpretation and Translations Requirement
- Next Steps



LANGUAGE ACCESS OPTIONS





Alameda County Language Access Solutions



1 24/7, 365 Over-the-phone Language Interpretation

Employees have around-the-clock phone language interpretation access by calling (510) 529-2798. Please [click here](#) to request pin code access.



2 Bilingual County Employees

Alameda County has over 900 employees qualified to provide language interpretation.



3 Automated Translated Meeting Transcripts

To view an automated translated transcript, or listen to automated translated audio, of BOS and Committee meetings from English into multiple languages, please visit the [BOS Broadcast page](#) and select the agenda for the meeting you'd like and follow the instructions to select your preferred language.



4 Live interpretation of BOS and Committee Meetings

Request for live interpretation of BOS and committee meetings can be made by calling (510) 208-4949 or (510) 834-6754 (TDD) or by emailing CBS@acgov.org.



5 Self-Service Agenda Translation

[Click here](#) to download any Board of Supervisors' (BOS) agenda and upload to Google Translate for instant language translation.



6 Website Translation

Look for the Google Translate icon on County webpages to translate webpage content into your preferred language.

Website:

www.acgov.org/acspeaks



Afrikaans	Gaddang	Luxembourgeois	Samoan
Akan	Gaelic	Maay	Sango
Albanian	Garre	Macedonian	Serbian
Amharic	Georgian	Malagasy	Shanghainese
Arabic	German	Malay	Sichuan
Armenian	Greek	Malayalam	Sicilian
Ashante	Gujarati	Malinka	Sindhi
Assyrian	Haitian Creole	Maltese	Sinhalese
Azerbaijani	Hakka	Mam	
Azeri	Hakka - China	Mandarin	Slovak
Bajuni	Hassaniyya	Mandingo	Slovenian
Bambara	Hebrew	Mandinka	Somali
Basque	Hindi	Maninka	Soninke
Behdini	Hmong	Marshallese	Soprani
Belarussian	Hokkien	Mien	Sorani
Bengali	Hudanese	Mina	Spanish
Bosnian	Hungarian	Mirpuri	Sudanese
Bulgarian	Ibanag	Mixteco	Sudanese Arabic
Burmese	Ibo	Moldavian	Susu
Cantonese	Icelandic	Mongolian	Swahili
Catalan	Igbo	Montenegrin	Swedish
Chaldean	Ilocano	Moroccan-Arabic	Sylhetti
Chaochow	Indonesian	Navajo	Tagalog
Chavacano	Inuktitut	Neapolitan	Taiwanese
Cherokee	Italian	Nepali	Tajik
Chin	Jakartanese	Nigerian Pidgeon English	Tamil
Chuukese	Japanese	Norwegian	Telugu
Cree	Javanese	Nuer	Thai
Croatian	Kanjobal	Oromo	Tibetan
Czech	Karen	Pahari	Tigre

120 different languages available for interpretation services including American Sign Language



The County of Alameda complies with applicable State and Federal laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

العربية	Arabic
لە قەتەم ئەرەبىيەدە ئاسمى لى تامىغى ئاف، ئەرەبىيەدە ئادەتتە ئىككى ئادەم ئارىسىدا.	
Português brasileiro	Brazilian Portuguese
ATENÇÃO: Oferecemos serviços linguísticos gratuitos para quem fala português brasileiro.	
မြန်မာဘာသာ	Burmese
သတိပြုရန် - အကယု၍ မြန်မာစကား ချဟပါက ဘာသာစကားအကူ ညီအခွဲ စီစဉ်ဆောင်ရွက်ပေးပါမည့်။	
ខ្មែរ	Cambodian (Khmer)
ប្រយ័ត្ន៖ ប៊ីសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សំរាប់ជំនួយផ្នែក ភាសា ផ្គត់ផ្គង់លាភអ្នកនិយាយឥតគិតថ្លៃ។	
廣東話	Chinese (Cantonese)
注意：如果您講廣東話，您可以免費獲得語言援助服務。	
國語	Chinese (Mandarin)
注意：如果您講國語，您可以免費獲得語言援助服務。	
زبان	Dari
توجه: اگر شما به زبان دری صحبت می کنید، خدمات همکارى زبان بدون هزینه در دسترس شما است.	
فارسی	Farsi
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می باشد.	

Français	French
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	
Kreyòl Ayisyen	Haitian Creole
ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.	
עברית	Hebrew
שימו לב: אם הנכם דוברים הוינו שפה, שירותי סיוע שפתי זמינים בשבילכם בחינם.	
हदि	Hindi
ध्यान दें: यदि आप हदि बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध.	
日本語	Japanese
注意事項: 日本語をご希望の方は、言語支援サービス(無料)をご利用いただけます。	
한국어	Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.	
ພາສາລາວ	Laotian
ຂໍຮຽນບັນດາທ່ານເຊິນຊາບ: ຖ້າທ່ານກ່າວທ່ານເວົ້າ ພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ດ້ານພາສາພ້ອມມີໃຫ້ທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າ.	
Qyol	Mam
TQANEL: Qa nyoline tuj tz´ib´ anku alkye tyole, Ja'ku txi qmo´jin tuj teya tyol, nti´x te tu´n tchojen ti´j.	
Mienh	Mien
MBUOX DUQV HIUV OC: Beiv hnangv meih gorngv benx mienh waac, ninh mbuo liepc mbenc duqv maaiah tengx wangv-henh nzie faan benx mienh waac bun muangx oc.	
Монгол	Mongolian
АНХААРУУЛГА: Хэрэв та Монгол ярьдаг бол хэлний тусламжийн үйлчилгээг үнэ төлбөргүй авах боломжтой.	
नेपाली	Nepali
ध्यान दिनुहोस्:यदि तपाईं नेपाली बोलनुहुन्छ भने तपाईंको नम्रिता भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।	
ژبه	Pashto
پاملرنه: که تاسو په پښتو ژبه خبرې کوئ، د ژبي مرستې خدمتونه، وړپا، ستاسو لپاره شتون لري.	

Português	Portuguese
ATENÇÃO: Oferecemos serviços linguísticos gratuitos para quem fala português.	
ਪੰਜਾਬੀ	Punjabi
ਕਰਿਯਾ ਪਾਇਨ ਦਰਿ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤਾਮ੍ਹਾ ਵਰਿ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ।	
Română	Romanian
ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii gratuite de asistență lingvistică.	
Русский	Russian
ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги языковой поддержки.	
Srpsko-hrvatski	Serbo-Croatian
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.	
Español	Spanish
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.	
Tagalog	Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, may inilaang para sa iyong mga pantulong na serbisyo sa wika na walang bayad.	
தமிழ்	Tamil
கவனம்: நீங்கள் தமிழ் பேசினால், மொழி உதவிச் சேவைகளை உங்களுக்கு இலவசமாகக் கிடைக்கும்.	
ትግርኛ	Tigrigna
እስተውሱ: ትግርኛ ትላልቀ አገልግሎት ለእርዳታና ለቅረብ አገልግሎት ለገንዘብ ረደብ ይሰጣል።	
Українська	Ukrainian
УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.	
اردو	Urdu
متوجہ ہوں: اگر آپ اردو بولتے ہیں تو آپ کو لسانی معاونت کی خدمات مفت دستیاب ہیں۔	
Tiếng Việt	Vietnamese
CHÚ Ý: Nếu bạn nói tiếng Tiếng Việt, sẽ có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.	



UPDATED AGENDA LANGUAGE

REQUESTING INTERPRETER SERVICES



UPDATED AGENDA LANGUAGE: REQUESTING AN INTERPRETER

TRANSLATED IN 10 LANGUAGES

ENGLISH

“AUTOMATED TRANSLATED TRANSCRIPT: To view an automated translated transcript, or listen to an automated translated audio, of the meeting from English into multiple languages, please visit: <https://attend.wordly.ai/join/QQOK-2508> and select your preferred language from the drop-down menu. If you choose the audio option, you will need to provide your own headset.

INTERPRETATION SERVICES: If you require language interpretation services, please contact the Clerk of the Board 72 hours prior to the meeting start time at CBS@acgov.org or call (510) 208-4949.”

SPANISH

TRANSCRIPCIÓN TRADUCIDA AUTOMÁTICAMENTE: Para ver una transcripción o escuchar un audio de la reunión traducidos automáticamente del inglés a varios idiomas, visite: <https://attend.wordly.ai/join/QQOK-2508> y seleccione su idioma preferido en el menú desplegable. Si elige la opción de audio, deberá traer sus propios audífonos.

SERVICIOS DE INTERPRETACIÓN: Si necesita servicios de interpretación de idiomas, comuníquese con el secretario del consejo 72 horas antes de que inicie la reunión escribiendo a CBS@acgov.org o llamando al (510) 208-4949.

Languages: Arabic, Chinese, Farsi, Hindi, Khmer, Korean, Punjabi, Spanish, Tagalog, and Vietnamese.



ON DEMAND & SCHEDULED INTERPRETER SERVICES

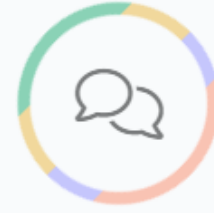
On-Demand Services



Telephone Interpreting



Video Interpreting



On-Demand Translation

Scheduled Services



Scheduled Call



On-Site Interpreting



Translation

PERFORMANCE & USAGE REVIEW

JUNE 2025 - MAY2026

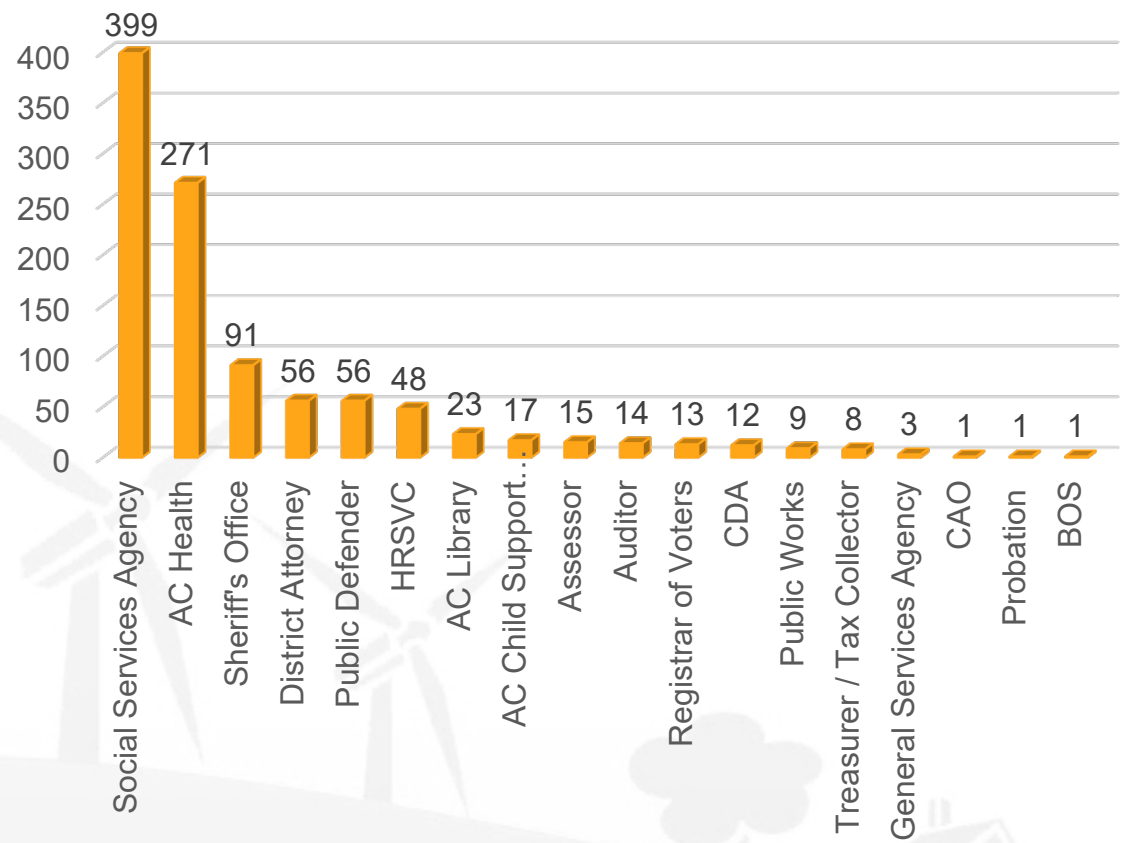


BILINGUAL DESIGNATED COUNTY EMPLOYEES BY DEPARTMENT

AS OF JUNE 2026

1038
Bilingual
Employees

23
Languages



TOP 10 LANGUAGES	# of Certified Employees
Spanish	646
Chinese (Cantonese)	99
Vietnamese	55
Tagalog (Philippines)	48
Chinese (Mandarin)	28
Farsi (Persian)	10
Hindi	7
Mien	6
Korean	6
Laotian	5

Note: Employees with bilingual designation receive additional compensation.

SOURCE: Alameda County Human Resources Department; June 2026.



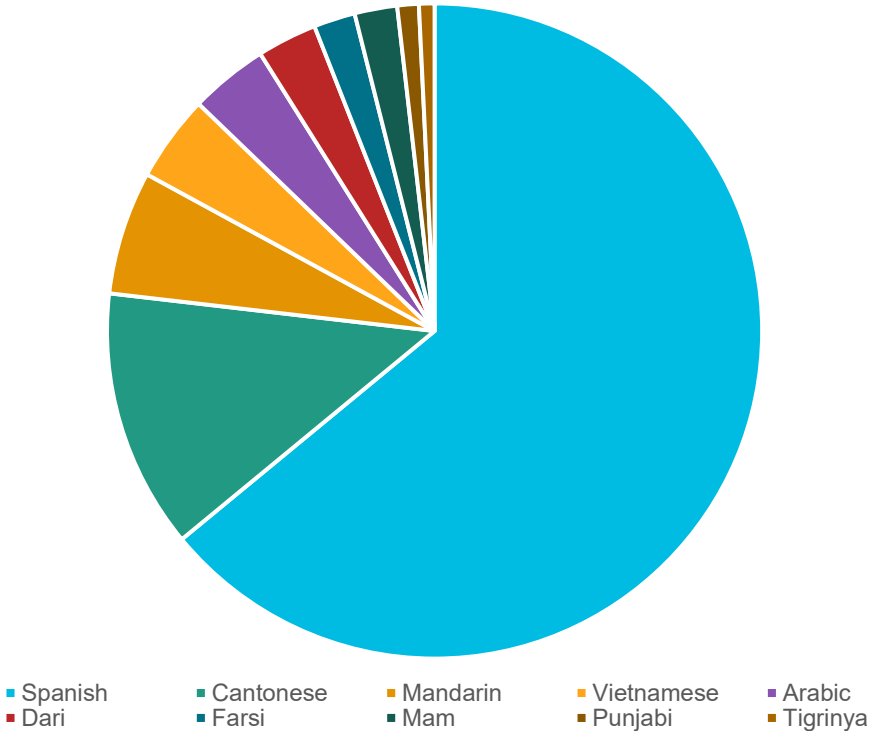
COUNTYWIDE UTILIZATION: TOP LANGUAGES

JUNE 2025 – MAY 2026

100+
LANGUAGES
UTILIZED

2,360,725
MINUTES
175,477
CALLS

TOP 10 LANGUAGES
JUNE 2025- MAY 2026



TOP 20	Language	Minutes	Number of Calls	Avg. Connect Time (s)
1	Spanish	1,391,692	107,389	10
2	Cantonese	278,391	20,268	10
3	Mandarin	132,570	9,645	10
4	Vietnamese	92,634	7,026	10
5	Arabic	84,152	5,700	10
6	Dari	64,203	4,219	18
7	Farsi	44,492	3,190	10
8	Mam	45,711	2,604	30
9	Punjabi	23,051	1,669	18
10	Tigrinya	16,631	1,048	16
11	Pashto	14,771	1,004	19
12	Korean	15,375	994	11
13	Tagalog	10,885	841	19
14	Hindi	11,802	816	17
15	Russian	11,405	811	11
16	Cambodian	4,084	765	14
17	Portuguese	11,011	710	18
18	Portuguese - brazilian	8,372	670	14
19	Khmer	10,770	532	13
20	Haitian creole	9,128	442	16

SOURCE: Globo Client portal: Alameda County data; June 1, 2025-May 31, 2026.



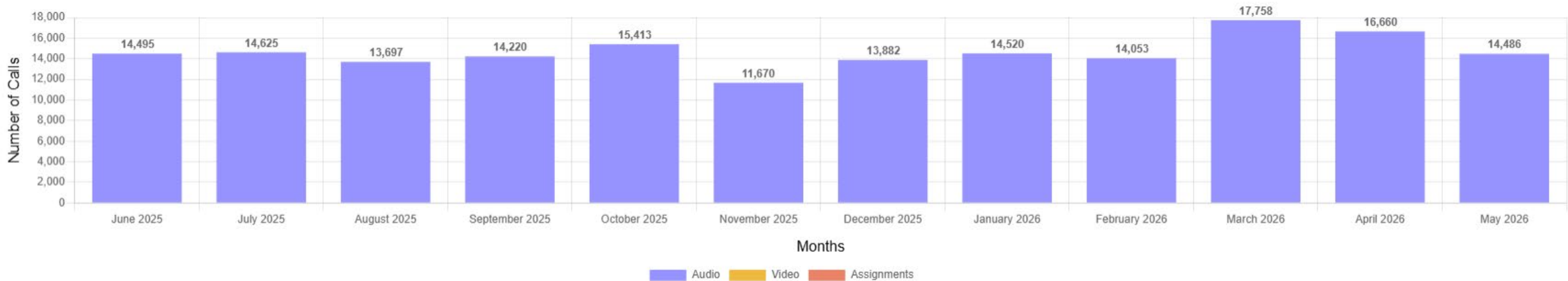
COUNTYWIDE YTD UTILIZATION: REVIEW BY MONTH

JUNE 2025 – MAY 2026

Average Connect Times



Number of Calls over Time



SOURCE: Globo Client portal: Alameda County data; June 1, 2025-May 31, 2026.



SB 707

LANGUAGE INTERPRETATION & TRANSLATION REQUIREMENTS



SB 707: LANGUAGE INTERPRETATION & TRANSLATION REQUIREMENTS

- Designate areas within the Board Chamber or other meeting room available for individuals providing or receiving interpretation services
- Support the use of personal devices such as phones or headsets
- Facilitate connections to outside interpretation services
- Interpretation must not interrupt the meeting, consistent with Government Code Section 54957.95.
- Activate any automatic captioning function included in the two-way audiovisual platform (e.g., Zoom, Teams) and post and provide a call-in option for that platform.



NEXT STEPS



NEXT STEPS

- Continue to utilize translation and interpretation services to support access to services
- Comply with SB 707 Language interpretation and translation requirements
- Create a Public Service Announcement on speaking at Board Meetings in multiple languages.
- Share meeting info across non-traditional news outlets.



