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MAYOR

JENNY CRAIN-BRADY
VICE-MAYOR

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CITY MANAGER
DIRECTOR OF PUBLIC SAFETY



Crossroads of Flagler County

COMMISSIONERS:

DAISY M. HENRY

ELBERT TUCKER

JOHN ROGERS

August 13, 2012

The City of Bunnell accommodates hearing disabled and Limited English Proficient (LEP)/Limited English Speaking (LES) citizens with the following services:

1. The **Florida Relay Service** is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through the Florida Relay Service, Bunnell citizens who use specialized telephone equipment can communicate with City of Bunnell staff who uses standard telephone equipment. To call Florida Relay, dial **7-1-1**, or use the appropriate toll free numbers; 1-800-955-8771 (TTY), 1-800-955-8770 (Voice), 1-800-955-1339 (ASCII), 1-877-955-8260 (VCO-Direct), 1-877-955-5334 (STS) or 1-877-955-8773 (Spanish). You may hear some beeps other sounds after dialing the number, but remain patient, stay on the line and eventually a relay operator will pick up. Tell the relay service operator the City department phone number and staff person you are trying to contact, they will connect to that department/person and will remain on the line to “relay” the conversation between you & staff.
2. **Language Line** is another company we have partnered with to assist LES citizens. Language Line provides both electronic document translation and voice interpretation services.
 - a. If you receive any printed matter from the City of Bunnell that you can't read simply let staff know and we'll get the document translated into any language you need.
 - b. LEP citizens can also now converse with staff (whether calling or visiting in person) using Language Line interpreters via conference call.
 - i. When visiting in person, identify yourself as LES and/or what language you are most proficient in and staff will initiate a call to **Language Line** to get the appropriate interpreter on the line. At that point, the staff person will either setup a conference call using another phone instrument or hand the phone back and forth during the conversation with the interpreter.
 - ii. When calling the City of Bunnell, dial the city number as you normally would, identify yourself as LES and what language you speak proficiently. The City Staff member will put you on hold and contact the appropriate Language Line interpreter then conference you in with the interpreter.

There are no citizen costs associated with using these services.

The City of Bunnell is an Equal Opportunity Service Provider.

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