

Equity and Human Relations Advisory Committee
Listen & Learn Ad Hoc Subcommittee
Report
February 22, 2022

Ad hoc Subcommittee members: Carlos Valverde, Samia Bano

The Committee recently received the results of the Spanish survey that was distributed to the community at Fiesta La Ballona in October 2021. The Committee has not had the opportunity to review these results. However, a preliminary review of ten total surveys collected finds:

7/10 respondents prefer City communications in English

5/10 respondents would be interested in taking a tour, in Spanish, of the City and learn more about City Services. 5/10 would not like a Spanish tour.

5/10 respondents receive emails from the City; 5/10 are not signed up to receive emails from the City.

5/10 indicated they would like to receive more information about jobs and recreational services within the city.

In the open comments, we received suggestions on how the City of Culver City can improve its services and offer better access to:

“Bus services.”

“More presence from the Latino community.”

“There is a Teen Center but it is not free. Teens need a free place where they can get together after school.”

“Being more in contact with the community and finding out their needs.”

“I respectfully suggest that people who work for the City of Culver City receive training regarding assisting the public with "human quality", being more respectful, educated, cordial, without caring if they speak English, Spanish or any other language; the public must be treated with dignity, without rushing, with honesty, give information and explain things in a clear and complete manner, without being angry, so in this way they demonstrate professionalism. I have seen City employees take advantage of their government position when they discriminate, mistreat, ignore, offend, insult, abuse and make fun of citizens that do not dominate the English language. All this must end. We need to change our perspective and start helping one another, so this time we can be heard. Thank you.”

The Listen & Learn ad hoc subcommittee would like to add an additional EHRAC member and continue to discuss these results to formulate a plan.