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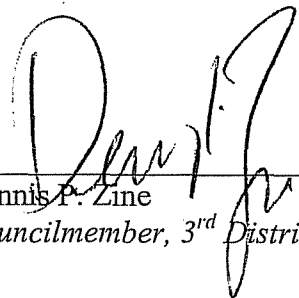
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The City of Los Angeles provides a variety of translation services to assist in public outreach and information dissemination. By providing both translated written material and also real-time interpreter services, the City reaches out to all its residents regardless of their ability to speak English. For example, the office of the City Clerk provides live Spanish-language interpreters at all City Council meetings. This service is also available at all other City meetings and in nearly every language, provided that advance notice is given to the Clerk's office. Additionally, public safety services utilize telephone language lines in the event that callers to 911, the Los Angeles Police Department, and the Los Angeles Fire Department can communicate quickly and effectively in their first language.

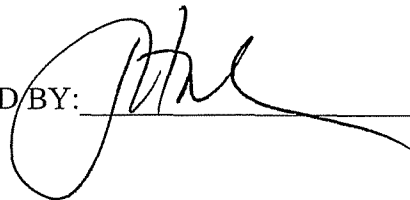
In order to improve service delivery and streamline costs, the City should examine whether these translation and interpretation services may be consolidated. Rather than continue to have a mix of City employees and outside contractors providing services separately to different departments, it may be beneficial to bundle these services.

I THEREFORE MOVE that the Chief Legislative Analyst, with the cooperation of the City Clerk, the Information Technology Agency, and any other relevant City departments, report to the City Council with an analysis of current translation and interpretation services, the costs of those services, and recommendations to reduce those costs by consolidating services while maintaining or improving overall service quality.

PRESENTED BY:


Dennis P. Zine
Councilmember, 3rd District

SECONDED BY:



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