

# Memorandum



CITY OF DALLAS

DATE April 9, 2024

Honorable Members of the Public Safety Committee  
TO Cara Mendelsohn (Chair), Kathy Stewart (Vice Chair), Tennell Atkins, Jesse Moreno  
Gay Donnell Willis

SUBJECT **April 10, 2024, City Council DRAFT Agenda Item 24-1190 Agreement for Over-the-Phone Language Interpretation Services for the Police Department**

The following agenda item is scheduled to go before the City Council on April 24, 2024.

## **DRAFT AGENDA ITEM 24-1190**

Authorize a three-year cooperative purchasing agreement for over-the-phone language interpretation services for the Police Department with Language Line Services, Inc. through the Department of Information Services cooperative agreement - Estimated amount of \$463,918.56 - Financing: General Fund (subject to annual appropriations)

## **BACKGROUND**

This action does not encumber funds; the purpose of a cooperative purchasing agreement is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis according to annual budgetary appropriations. The estimated amount is intended as guidance rather than a cap on spending under the agreement, so that actual need combined with the amount budgeted will determine the amount spent under this agreement.

This cooperative purchasing agreement will provide for over-the-phone language interpretation services for the Police Department. The Police Department and 311 utilize these language interpretations services when answering phone calls and will provide interpreter services for more than 240 languages.

As a diverse City, the call centers receive calls that require immediate and accurate translation service. The call centers process an average of 5,000 emergency calls for service per day. The City uses staff to translate as often as possible, but at times call volume necessitates the need for an outside vendor to assist in translating calls.

Communication barriers pose a difficult challenge to any government agency. This service price agreement also provides video remote interpreting for the limited English speaking, deaf, and hard of hearing community that face a unique communication barrier that impedes their ability to effectively communicate. This agreement provides access to video interpreters to see firsthand the critical nonverbal gestures, body language or facial expressions during the encounter, which improves understanding and clarity of communication.

The agreement will also provide the City with a central phone number for remote capabilities which is routed to a live phone bank. Once the language need is identified, an interpreter is connected to both parties; the interpreter stays connected as long as necessary to complete the service request. Currently, 876 Texas agencies utilize Language Line Services, Inc. through the Department of Information Resources.

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The Department of Information Services cooperative agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

Should you have any questions or concerns please contact me at (214) 670- 5299.



Jon Fortune  
Deputy City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors