

MEMORANDUM



TO: ERICK W. ZINSER
DIRECTOR OF PUBLIC SAFETY / CHIEF OF POLICE

FROM: PAT CAUCHI, PUBLIC SAFETY BUDGET ANALYST

SUBJECT: LANGUAGE LINE INTERPRETATION SERVICES

DATE: JANUARY 9, 2025

Since August 2008, the Novi Police Department has been a subscriber to the fee-based Language Line Interpretation service. This service is a phone-based product that can connect users to over 170 possible language interpreters. The service has been a tremendous help to the Department in meeting our needs for language interpretation services while carrying out our services to the public. This service can also be used by any city department to effectively serve and meet the needs of our diverse community. Employees can utilize this service whether speaking to a community member in person or on the telephone. Listed below is a summary of the interpretation services since becoming a subscriber:

Novi Police Department Language Line Usage August 2008 - December 2024			
Language	Minutes	Calls	Cost
Albanian	670	31	\$ 1,005
Arabic	381	31	\$ 570
Bengali	14	1	\$ 21
Bulgarian	3	1	\$ 5
Burmese	143	8	\$ 215
Cantonese	106	5	\$ 159
Farsi	91	6	\$ 152
French	147	5	\$ 221
Fulani	9	1	\$ 14
Georgian	157	2	\$ 236
Greek	16	2	\$ 24
Haitian Creole	166	1	\$ 249
Hindu	58	9	\$ 87
Hungarian	8	1	\$ 12
IGBO	27	1	\$ 41
Italian	3	1	\$ 5
Japanese	1,445	108	\$ 2,162
Korean	564	45	\$ 861
Mandarin	953	72	\$ 1,430
Nepali	28	1	\$ 42
Polish	12	2	\$ 18
Portuguese	169	8	\$ 258
Romanian	221	19	\$ 332
Russian	713	44	\$ 1,070
Spanish	4,883	391	\$ 6,906
Tagalog	2	1	\$ 3
Tamil	3	1	\$ 5
Telugu	77	5	\$ 116
Ukrainian	181	11	\$ 272
Urdo	4	1	\$ 6
Uzbek	134	4	\$ 201
Vietnamese	251	14	\$ 377
Wolof	8	1	\$ 12
Subtotal	11,647	834	\$ 17,079
Startup	-	-	\$ 250
Other Charges	-	-	\$ 520
Total	11,647	834	\$ 17,849