

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 5, 2023

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 in the course of 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 2022			
Language	Minutes	Calls	Cost
Albanian	572	26	\$ 858
Arabic	293	23	\$ 438
Bengali	14	1	\$ 21
Burmese	42	4	\$ 63
Cantonese	106	5	\$ 159
Farsi	89	5	\$ 149
French	24	3	\$ 36
Fulani	9	1	\$ 14
Greek	16	2	\$ 24
Haitian Creole	166	1	\$ 249
Hindu	55	8	\$ 83
Hungarian	8	1	\$ 12
IGBO	27	1	\$ 41
Japanese	1,041	79	\$ 1,553
Korean	431	35	\$ 662
Mandarin	719	53	\$ 1,079
Nepali	28	1	\$ 42
Polish	12	2	\$ 18
Portuguese	113	4	\$ 170
Romanian	160	14	\$ 240
Russian	631	36	\$ 947
Spanish	2,976	234	\$ 4,040
Tagalog	2	1	\$ 3
Tamil	3	1	\$ 5
Telugu	77	5	\$ 116
Ukrainian	162	8	\$ 243
Urdo	4	1	\$ 6
Uzbek	41	2	\$ 62
Vietnamese	251	14	\$ 377
Wolof	8	1	\$ 12
Subtotal	8,080	572	\$ 11,716
Startup	-	-	\$ 250
Other Charges	-	-	\$ 499
Total	8,080	572	\$ 12,465