



LODI CITY COUNCIL

Carnegie Forum
305 West Pine Street, Lodi

"SHIRTSLEEVE" SESSION

Date: October 8, 2019

Time: 7:00 a.m.

*and via conference call:

1311 Midvale Road
Lodi, CA 95240
&
437 E. Elm Street
Lodi, CA 95240

For information regarding this Agenda please contact:

Jennifer M. Ferraiolo
City Clerk
Telephone: (209) 333-6702

Informal Informational Meeting

A. Roll Call by City Clerk

B. Topic(s)

B-1 Receive Information Regarding Language Line Solutions Translation Services (PW)

C. Comments by Public on Non-Agenda Items

D. Adjournment

Pursuant to Section 54954.2(a) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day.

Jennifer M. Ferraiolo
City Clerk

All staff reports or other written documentation relating to each item of business referred to on the agenda are on file in the Office of the City Clerk, located at 221 W. Pine Street, Lodi, and are available for public inspection. If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation contact the City Clerk's Office as soon as possible and at least 72 hours prior to the meeting date. Language interpreter requests must be received at least 72 hours in advance of the meeting to help ensure availability. Contact Jennifer M. Ferraiolo at (209) 333-6702. Solicitudes de interpretación de idiomas deben ser recibidas por lo menos con 72 horas de anticipación a la reunión para ayudar a asegurar la disponibilidad. Llame a Jennifer M. Ferraiolo (209) 333-6702.



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CITY OF LODI COUNCIL COMMUNICATION

AGENDA TITLE: Receive Information Regarding Language Line Solutions Translation Services

MEETING DATE: October 8, 2019 (Shirtsleeve Session)

PREPARED BY: Public Works Director

RECOMMENDED ACTION: Receive information regarding Language Line Solutions translation services.

BACKGROUND INFORMATION: As a condition of receiving Federal financial assistance from the U.S. Department of Transportation (DOT), local agencies, like the City of Lodi, must ensure their programs, policies, and activities comply with DOT's Title VI regulations and related statutes.

The City of Lodi, under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person in the City of Lodi shall, on the grounds of race, color, national origin, sex, disability, religion, sexual orientation, or age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

To satisfy the Title VI requirement, the City of Lodi has established a Limited English Proficiency (LEP) Plan to provide meaningful access to LEP persons. As part of this Plan, the City of Lodi has entered into a Professional Services Agreement with Language Line Solutions to provide interpretation services Citywide.

Council will receive a presentation from Staff including information regarding Title VI regulations and a demonstration showing how Language Line Solutions translation services is utilized by the City.

FISCAL IMPACT: Not applicable.

FUNDING AVAILABLE: Not applicable.

Charles E. Swimley, Jr.
Public Works Director

CES/TDB/tdb

APPROVED: _____
Stephen Schwabauer, City Manager


The City of Lodi
Public Works



Language Line Solutions Translation
Services Demonstration

Shirtsleeve Meeting
October 8, 2019

Overview

- 
- What is Title VI?
 - City of Lodi Title VI Policy
 - Limited English Proficiency Plan
 - Language Line Solutions
 - Call Demonstration
 - Questions???

What is Title VI?

As a condition of receiving Federal financial assistance from the U.S. Department of Transportation, local agencies, like City of Lodi, must ensure that their programs, policies, and activities comply with DOT's Title VI regulations and related statutes.



What is Title VI?

Part of the 1964 Civil Rights Act that ensures no person shall, on the grounds of:

- Race
- Color
- National Origin
- Sexual Orientation
- Age

be discriminated against.



Limited English Proficiency Plan



To satisfy the Title VI requirement, the City of Lodi has established a Limited English Proficiency Plan to provide meaningful access to LEP persons. As part of this Plan, the City of Lodi has entered into a Professional Services Agreement with Language Line Solutions to provide interpretation services Citywide.

Language Line Solutions



Language Line Solutions has been enabling communications and empowering relationships by providing language access programs to help organizations serve their LEP communities for more than 36 years.

Language Line provides access to professional linguists in more than 240 languages, 24 hours a day, 7 days a week.

Language Line Solutions

Training

- June 2017
- Over 80 employees trained
- Small groups/individual training – based on need

Language Line Solutions



City of Lodi Usage by Language:

Spanish	89.33%
Mandarin	3.33%
Urdu	2.00%
Punjabi	1.33%
Tagalog	0.67%
Polish	0.67%
Hmong	0.67%
Greek	0.67%
French	0.67%
Farsi	0.67%

Language Line Solutions



City of Lodi Usage by Department:

Public Works	48.00%
Police Department	16.67%
Finance	16.67%
Fire	6.00%
Library	3.33%
Community Development	3.33%
Electric Utility	2.00%
PRCS	1.33%
Admin	1.33%
Unknown	1.33%

Language Line Solutions



City of Lodi Call Statistics:

Total Number of Calls:	150
Longest Call (Minutes):	47
Total Minutes:	992
Average Call Length (Minutes):	6.6133
Cost per Minute:	\$0.97

Language Line Solutions



Professional Services Agreement

Term – Three years, two optional one-year extensions

- July 1, 2016 – June 30, 2019
- Extensions could extend through June 30, 2021

Agreement Amount - Not to Exceed \$10,000

- Over the entire term of the agreement – including any extensions

Funds spent to date - \$952.41

- No fees other than usage

Call Demonstration



LanguageLine
Solutions®

Quick Reference Guide

City of Lodi

To Access an Interpreter:

1. DIAL: **1-866-874-3972**
2. PROVIDE: **Client ID 598949**
3. INDICATE: **Language**
4. PROVIDE: **Department Code**

Document the name and ID# of the interpreter for reference. Brief the interpreter and give any special instructions.



Questions???