

The 8-12-14 staff report analyzes the costs of just a few parts of the Policy (translating some vital documents, translating the entire website and translating voicemails) and says this would cost \$347,575.00. However, **this amount does not include some key parts of the Policy and it includes some unnecessary costs. The Policy could be funded at a sufficient level (incomplete, but a good start) in FY 15 if the City Council dedicates an additional \$209,700.00 to the Language Access budget.**

Here are the calculations:

- a. Some vital documents translated into 3 languages: **\$30,270.00** (cost from 8-12-14 Staff Report)
- b. Document translation into Tagalog, for documents that already exist in Spanish and Khmer: **\$7,455.00** (cost from 8-12-14 Staff Report)
- c. Automated Voicemails in 3 languages: **\$197,350.00** (cost from 8-12-14 Staff Report)
- d. Translation of the 25 most commonly used webpages into 3 languages: **\$5,625.00** (cost estimate based on 8-12-14 Staff Report, which indicates \$75.00 cost per web page)
- e. Training for staff acting as interpreters: **\$56K** (cost from Policy)
- f. Notice of the Policy shall be circulated in Spanish Khmer and Tagalog so that community members are aware of the Policy and can utilize its benefits **\$13K** (cost from Policy)
- g. Utilize Language Line City-wide for all languages when a bilingual employee is not available (**approx. \$50K**) (cost estimate based on the Health Dept.'s pilot program where Language Line was only utilized 3 times in a 4 month period.)
- h. Children shall not be used as interpreters absent an emergency situation (**no cost**)
- i. Create a plan for bilingual hiring goals for future hires (**no cost**)

***Total cost of these items = \$359,700.00**

***Minus \$150K already included in budget for interpretation and translation**

*** Difference = \$209,700.00 in additional dollars needed for language access**

***The vast majority of these costs are one time start-up costs.**

We respectfully request the Council to:

1. Add \$209,700.00 in additional dollars to the Language Access budget from the one-time oil revenues.
2. No cost items: (a) Amend the Policy to say that children shall not be used as interpreters absent an emergency situation; (b) request that the City Manager report back in 60 days with a plan for bilingual hiring goals for future hires; and (c) set the next Language Access Compliance hearing for February 2015.