

## PUBLIC SAFETY

### MOTION

Public Safety is the number one role of any local government. Being able to quickly respond to emergency calls helps first responders save lives and solve incidents when a crime has taken place. The first point of contact anyone has in the City of Los Angeles is with a Police Service Representative (PSR) who answers their call at one of the City's two 9-1-1 call centers.

When a PSR receives a call from a non-English speaker they can call Cyracom International for an emergency call or Homeland Language Services for non-emergency interpretation. The California Governor's Office of Emergency Services (CALOES) has contracted Cyracom International for 9-1-1 Foreign Language Emergency Interpretation Services. In June 2022, the City of Los Angeles contracted Homeland Language Services for non-emergency interpretation services. Spanish speakers are transferred to an available bilingual PSR first.

In 2022, there were 2,856,879 calls made to 9-1-1 with an average of 7,828 calls made per day. Of those calls, LAPD made 6,038 calls to Cyracom International and 249 calls to Homeland Language Services. The top five spoken languages totaled 5,664 in the following languages:

- |                           |                        |
|---------------------------|------------------------|
| 1. Korean - 1,675 calls   | 4. Russian - 950 calls |
| 2. Other - 1,171 calls    | 5. Spanish - 428 calls |
| 3. Mandarin - 1,044 calls | 6. Farsi - 390 calls   |

In 2023, there were 2,261,434 calls made to 9-1-1 with an average of 7,862 calls made per day from January through September. LAPD made 5,670 calls to Cyracom International and 260 calls to Homeland Language Services from January 2023 through September 2023.

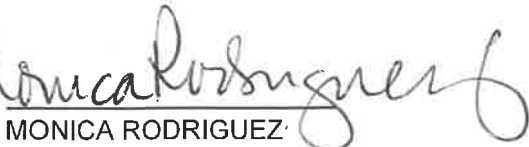
Cyracom International received 5,181 calls from LAPD from January 2023 through September 2023. The top 5 languages were the following:

- |                          |                         |
|--------------------------|-------------------------|
| 1. Korean - 1,352 calls  | 4. Mandarin - 777 calls |
| 2. Russian - 1,118 calls | 5. Spanish - 485 calls  |
| 3. Other - 1,056         | 6. Farsi - 393 calls    |

In order to maintain the trust of our vulnerable non-english speaking communities, it is imperative that they receive rapid responses when they have emergency needs. This will help ensure their trust in first responders and local government as a whole.

I THEREFORE MOVE that the Police Department, with the assistance of the Personnel Department, report to the Council on what resources are needed to effectively outreach to non-english speaking communities; and to recruit Police Service Representatives that speak more than one language with an emphasis on the top 10 languages spoken in Los Angeles.

PRESENTED BY:



MONICA RODRIGUEZ  
Councilwoman, 7<sup>th</sup> District

SECONDED BY:



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