

PUBLIC SAFETY COMMITTEE REPORT relative to resources are needed to effectively outreach to non English-speaking communities.

Recommendation for Council action pursuant to Motion (Rodriguez – Lee):

INSTRUCT the Los Angeles Police Department, with the assistance of the Personnel Department, to report 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 ten languages spoken in the City of Los Angeles.

Fiscal Impact Statement: Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted

Summary:

On January 23, 2024, your Committee considered a Motion (Rodriguez – Lee) relative to resources are needed to effectively outreach to non English-speaking communities. According to the 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 Cyacom International for an emergency call or Homeland Language Services for non-emergency interpretation. The California Governor's Office of Emergency Services (CALOES) has contracted Cyacom 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 Cyacom International and 249 calls to Homeland Language Services. Furthermore, 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 Cyacom International and 260 calls to Homeland Language Services from January 2023 through September 2023. After consideration and having provided an opportunity for public comment, the Committee moved to approve the Motion. This matter is now submitted to Council for its consideration.

Respectfully Submitted,
Public Safety Committee

COUNCILMEMBER	VOTE
RODRIGUEZ:	YES
LEE:	YES
McOSKER:	YES
PARK:	YES
SOTO-MARTINEZ:	YES

ARL
1/23/24

-NOT OFFICIAL UNTIL COUNCIL ACTS-