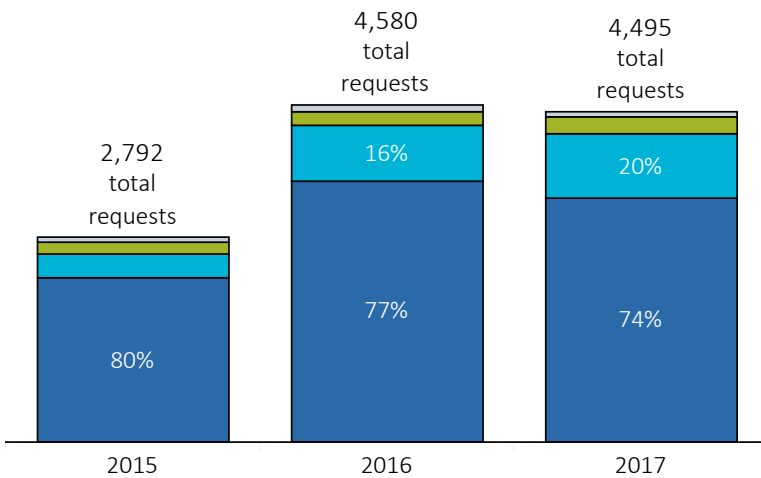


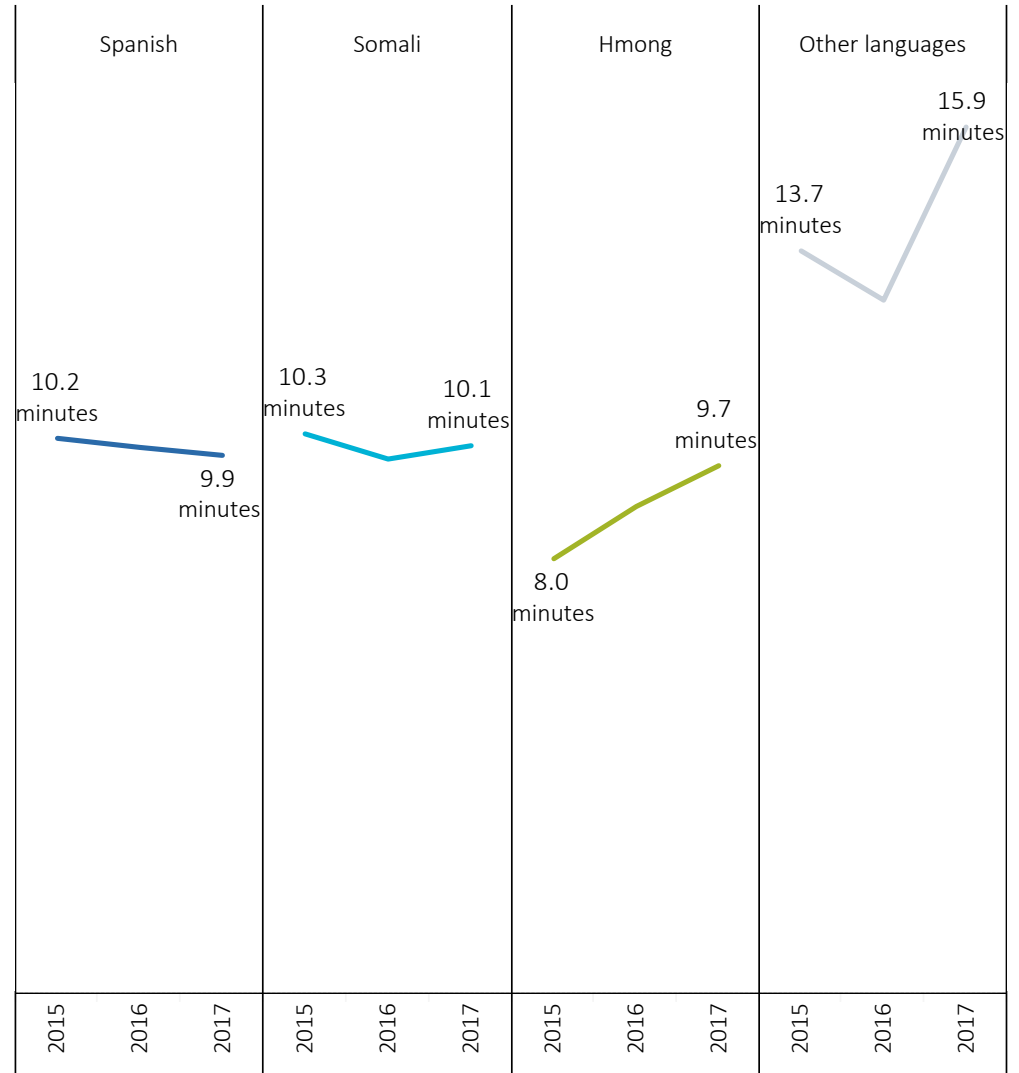
- **Would it be cheaper and more effective to offer direct translation in-house for major languages (Spanish, Somali, Hmong)?**
 - The City contracts with Certified Languages International, Inc. (CLI) for 311 translation services. 311 has a dedicated Spanish line (612-673-2700), Somali line (612-673-3500), and Hmong line (612-673-2800) for language assistance. Customers can also call 311 directly, where the 311 call agent will conference CLI into the call for translation.
 - While the number of requests for translation services has increased from 2015-2017, non-English-speaking callers make up a very small portion of the 300,000 calls received each year. The City spent \$40K per year for 311 translation services each of the past two years.
 - More than 95% of non-English requests are for Spanish, Somali, and Hmong translation. About 75% are for Spanish. 311 has done outreach on La Raza radio, which could be driving the high proportion of Spanish language calls.
 - The primary driver of cost is the time it takes to complete a call. The typical call length is 8-10 minutes for Spanish, Somali, and Hmong languages, and 13-15 minutes for other languages. Based on 311 experience, non-English-speaking callers are on the phone at least twice as long as English speakers.
 - Using the interpreter adds time to calls because everything has to be said twice, once in English and once in the non-English language. Also, depending on the phone number called, the interpreter may need to be conferenced in, which also adds time. Calls for non-English speakers take twice as long as calls for English speakers.
 - If in-house translation isn't cheaper or more effective, then we need to address the tradeoffs of using a translation service (like the longer amount of time spent on the phone).
- **Do we need to wait to offer direct translation in-house until we can do QA on those calls?**
 - A major perceived barrier to direct translation (rather than through an interpreter) is that it's harder to verify the information being given.
 - However, 311's current ability to do any QA on any calls, including English and interpreted calls, is limited at this time.

2018 311 deep dive: Translation services

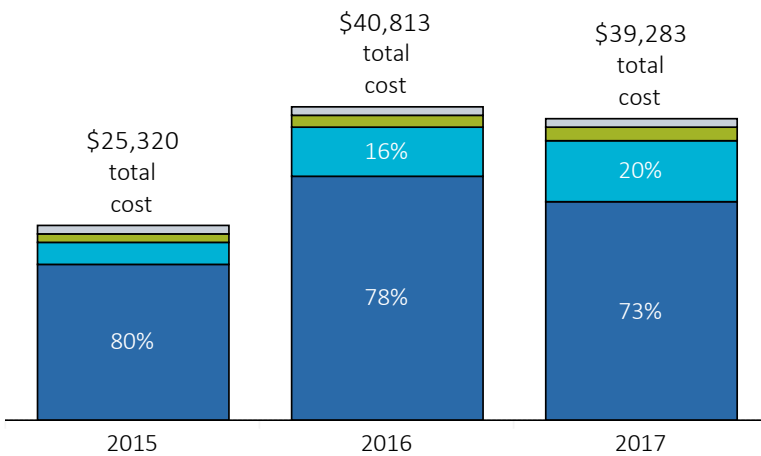
Number of call translation requests (2015-2017)



Typical translation time in minutes (2015-2017)



Cost of translation services (2015-2017)



■ Spanish
 ■ Somali
 ■ Hmong
 ■ Other languages