



**EMERGENCY COMMUNICATIONS
COMMISSION**

Policy 17-12

June 8, 2017

LANGUAGE INTERPRETER SERVICE

I. Purpose

This document sets forth the policies for the use of the Language Interpreter service for Public Safety Answering Points (PSAP) within St. Louis County for emergency and 911 calls as provided by the St Louis County Emergency Communications Commission (ECC).

II. General

The ECC, through a State of Missouri cooperative contract, has acquired the services of CTS Language Link to provide telephone interpreter services in conjunction with the operation of the countywide 911 system. While this service is ancillary to the countywide 911 system, the continued support of this service will be reviewed on a yearly basis.

CTS Language Link will provide telephone interpreter service to St. Louis County PSAPs. CTS Language Link provides access to more than 240 languages and dialects, and maintains a 24 hour communications center staffed with specially trained interpreters in medical and court specific terminology, and is familiar with police and 911 protocols.

III. Definitions

Call Taker: A PSAP employee who receives emergency and non-emergency telephone calls for a variety of services and obtains information needed to determine an appropriate course of action.

Dispatch Related Call: A 911/emergency call received in a PSAP and handled by a PSAP call taker to obtain information for dispatching public safety services.

Emergency Communications Network (ECN): St. Louis County staff employees of the ECC.

Investigative Use: An inquiry in an attempt to learn the facts of an incident or an offense beyond the initial information needed to dispatch a call for public safety services.

Limited English Proficiency: A person who is not fluent in the English language.

PSAP: Public Safety Answering Point.

IV. Policy

The ECC will provide a Language Interpreter service to PSAPs for the sole use and purpose of enhancing and expediting 911 and emergency calls with limited English proficiency Limited English Proficiency (LEP) callers. The service is not intended for use in an investigative capacity outside of the initial 911/emergency call received by the PSAP.

Law enforcement agencies; whether in control of their own PSAP, contracting communication services with another PSAP or agency, or part of a cooperative communications center, are not covered under this service for investigative and non-911/emergency related calls.

CTS Language Link billing data will be reviewed to assure compliance with ECC policy. Any charges associated with a PSAP or law enforcement agencies, which are not compliant with ECC policy will be responsibility of that PSAP or law enforcement agency. It is the responsibility of agencies to obtain a Language Interpreter service for their investigative and general LEP operational needs.

V. Procedure

- A. Each PSAP will receive a toll-free telephone number and specific PSAP identification number for CTS Language Link to the ECC provided service.
 1. The toll-free telephone and PSAP identification numbers is not to be distributed, released, shared, or utilized by anyone not employed within the PSAP.
 2. The service is only to be used to facilitate 911 and emergency calls with LEP clients to dispatch a call for public safety services.
- B. Once connected the CTS Language Link a customer service representative will inquire from the Call Taker what language they need and connect the Call Taker to a qualified interpreter. In the event the Call Taker does not know the language needed, the Call Taker should attempt to inquire from the caller/client what country they are from to relay the country of origin to the CTS Language Link customer service representative.
- C. The CTS Language Link interpreter functions as a communications link between the 911 caller with LEP and the Call Taker. The interpreter will rely on the Call Taker to direct the questions on the call from the 911 caller. The Call Taker shall avoid slang, jargon, acronyms or technical terms that may not interpret well into another language or culture.
- D. Interpreters will identify themselves by a first name and ID number provided by CTS Language Link for documentation on the call.

- E. As the historical data shows the length of a LEP call range is from 2 to 19 minutes, calls exceeding 19 minutes will be audited by ECN staff to determine the nature of the call. If a call is discovered to be a non-911 or dispatch communications related call, or the call was for investigative use, the PSAP agency or police department associated with the call will be held financially responsible. The ECC will submit an invoice to the Agency department head for reimbursement; the invoice will include all charges related to the call and any related chargeable cost incurred by CTS Language Link to conduct the audit.

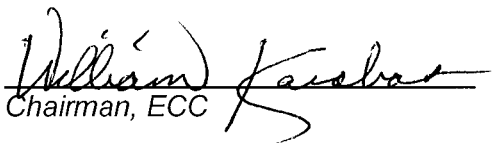
VI. Memorandum of Understanding

This policy is covered under the MOU signed by PSAP user on the NG911 system.

Approved by the Emergency Communications Commission on JUNE 8, 2017.



Director, ECC



Chairman, ECC