

CIRCULAR



Topic
Foreign Language Translation Services

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DISTRICT OF COLUMBIA

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I. BACKGROUND

To further enhance community relations and safety concerns for citizens visiting or living in the District of Columbia, the DC Government has contracted a foreign language translation service provided by Language Line Services. This service is currently being utilized by the Metropolitan Police Department's (MPD) emergency (911) and non-emergency (311) telephone numbers. Further, this service is available to all members of the department to provide assistance in foreign language translations.

II. REGULATIONS

1. Members shall only utilize the foreign language translation service for work related incidents. Under no circumstances shall the service be utilized for personal use.
2. Members shall not disseminate the 6-digit client identification number or access code to any non-MPD member or over a non-secure radio transmission.

III. PROCEDURAL GUIDLINES

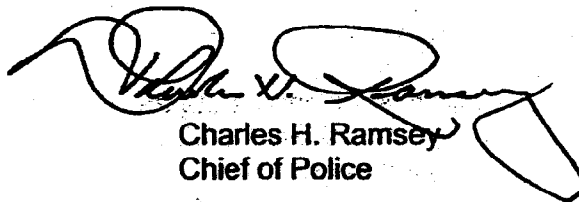
1. When a member of MPD comes in contact with a non-English speaking person, he/she may utilize the language line by:

Dialing 1-800-367-9559 and follow the prompts.

- b. Provide the 6-digit client identification number: 911020;
- c. Organization name: MPD;
- d. Access code: 601001; and

- e. Brief the interpreter, by summarizing what you wish to accomplish, that is, what information or instructions do you wish to communicate to the non-English speaking person.
2. When a member receives a call from a non-English speaking person he/she may utilize the language line by using conference call. To use conference call, members shall:
 - a. Press the conference (Conf) button, on any MPD phone, which directs you to another line;
 - b. Use the other line and follow the same steps in III, 1, a-e;
 - c. Once steps III, a-e are completed, press the conference button again to connect all parties to the same line.
 3. When a member places a call to a non-English speaker, he/she may utilize the language line by following the same steps in III, 1, a-e, then place the interpreter on Conference call and place the call to the non-English speaker. Once connected press the conference button again to connect all parties to the same line.

Note: At any time, members may press "0" or stay on the line for live assistance.



Charles H. Ramsey
Chief of Police

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