



Legislation Text

File #: 0563-2023, **Version:** 1

The 311 Customer Service Center contracted with LanguageLine Services Inc. on March 2, 2022 to provide on demand over the phone interpretation services for residents in more than 240 languages.

This ordinance is needed to modify PO318464 by extending the contract with LanguageLine Services Inc. through March 1, 2024. This modification is needed due to the adoption of a new system that slowed processing in the initial transition period and delays in hiring for open Customer Service Representative 1 positions. There is no change to the scope of services and the original terms and conditions remain in effect.

Fiscal Impact: No additional funding is required to modify contract.

Emergency Justification: an emergency exists in the usual daily operation of the Department of Neighborhoods in that it is immediately necessary to authorize the Director of the Department of Neighborhoods to modify PO318464 with LanguageLine Services Inc. in order to ensure language access services remain available for individuals who contact the 311 Customer Service Center.

To authorize the Director of the Department of Neighborhoods to modify, by extending, an existing contract with LanguageLine Services Inc. through March 1, 2024; and to declare an emergency.

WHEREAS, it is necessary to modify, by extending, contract PO318464 with LanguageLine Services Inc. through March 1, 2024 in order to ensure language access services remain available for individuals who contact the 311 Customer Service Center; there is no change to the scope of services and the original terms and conditions remain in effect; and

WHEREAS, The Mayor and City Council are committed to ensuring the residents of Columbus can successfully contact 311 in the language they are most comfortable speaking; and

WHEREAS, an emergency exists in the usual daily operation of the Department of Neighborhoods in that it is immediately necessary to authorize the Director of the Department of Neighborhoods to modify PO318464 with LanguageLine Services Inc. in order to ensure language access services remain available for individuals who contact the 311 Customer Service Center; **NOW, THEREFORE**,

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1. That the Director of the Department of Neighborhoods be, and hereby is, authorized to modify, by extending contract PO318464 with LanguageLine Services Inc. to March 1, 2024, in order to ensure language access services remain available for individuals who contact the 311 Customer Service Center. There is no change to the scope of services and the original terms and conditions remain in effect.

SECTION 2. That for the reasons stated in the preamble hereto, which is hereby made a part hereof, this ordinance is hereby declared to be an emergency measure and shall take effect and be in force from and after its passage and approval by the Mayor, or ten days after passage if the Mayor neither approves nor vetoes the same.