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## **PRESS RELEASE**

### **City Launches New On-Demand Interpreting Services**

**Downey, CA, June 26, 2019:**

The City of Downey is pleased to announce its launch of Language Line Insight. Language Line Insight furthers the City's goal of eliminating language and accessibility barriers by linking limited English proficiency populations, and patrons with hearing and speech disabilities to certified foreign language and sign-language interpreters in real time through a tablet-based video feed when communicating with City staff. Language Line Insight is a free service to patrons and is available at City facilities and with safety personnel in the field.

"The City of Downey continues to be proactive in implementing new ADA and Language Access programs to better serve our residents," said Mayor Rick Rodriguez. "This video remote interpreting technology is a valuable tool that will allow staff to converse with all members of the public and increase public engagement."

Mayor Pro Tem Blanca Pacheco added, "This is an entirely new and effective way for our staff to communicate with residents. It is especially important during emergency situations where writing on paper or trying to locate an interpreter can take time away from serving the public's needs."

For questions regarding Downey's new interpreting services, please contact the City's ADA Coordinator at 562-299-6619 or by email at [ADAcordinator@downeyca.org](mailto:ADAcordinator@downeyca.org).

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