




# DEPARTMENT NOTICE

19-247  
12/27/19

## MOBILE APPLICATION: LanguageLine, On-Demand Interpreting

The San Francisco Police Department is proud to announce the implementation of a new app from *LanguageLine, Insight*. This app will facilitate interpretation utilizing the Department-issued mobile phones.

Some of the features of the LanguageLine app include but are not limited to:

<ul style="list-style-type: none"> <li>Faster connectivity (one time device activation)</li> </ul>	<ul style="list-style-type: none"> <li>Audio and Video interpreters (approx. 240 languages - </li> </ul>
<ul style="list-style-type: none"> <li>Digital language identification card (search by language or country)</li> </ul>	<ul style="list-style-type: none"> <li>Sign language interpreters (ASL / BSL)</li> </ul>
<ul style="list-style-type: none"> <li>Note Pad feature to visually verify verbal information via short text block (ie: address, phone # &amp; intersections)</li> </ul>	<ul style="list-style-type: none"> <li>Hands-free access</li> </ul>

Currently the following stations have been utilizing the LanguageLine on-demand interpreting app:

- Central Station
- Mission Station
- Ingleside Station
- Taraval Station

Better communication using on-demand interpreting is already helping members:

- Build trust in the diverse communities they serve
- Increase ability for the public to report crimes and get the assistance
- Maintain compliance with laws and regulations


This mobile application will be expanded at District Stations citywide as well as specialized units in the next couple of months with training to follow. While the application is being implemented, Language Line 1 (800) 523-1786 (Client ID# 501644) phone number will remain accessible.

For further inquiries, please contact SFPD Language Access Liaison Officer Paramjit Kaur at 415-558-5487 or [SFPDLEP@SFGOV.ORG](mailto:SFPDLEP@SFGOV.ORG).

Reference:

[DGO 5.20 "Language Access Services for Limited English Proficient Persons"](#)

18-185 [Providing Language Access Services for Limited English Proficient \(LEP\) Individuals](#)

  
WILLIAM SCOTT  
Chief of Police

*Any questions or clarification regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional guidance about the directive.*