

City	Clarksville (132,929)	Collierville (45,550)	Columbia (34,681)	Cookeville (31,154)	Crossville (11,022)	Dyersburg (17,145)	East Ridge (20,979)	Gallatin (34,473)	Hendersonville (51,372)	Johnson City (63,152)	Oak Ridge (29,330)	Springfield (16,440)	Tullahoma (18,655)
Contact	Will Wyatt	Jay Jeffries	Connie Etzkin	Gail Fowler	Leah Crockett	Sue Teague	Trish Perry	JammiAnn Hannah	Peter Voss	Steve Willis	Cindi G. Gordon	Lisa Crockett	Casta C. Brice
Position	HR Director	HR Director	Personnel Director	HR Director	HR Manager	HR Director	HR Director	ADA Coordinator	HR Manager	HR Director	Personnel and Risk Manager	City Recorder	HR Director
Phone Number	(931) 645-7451	(901) 457-2292	(931) 560-1570	(931) 520-5256	(931) 456-5681	(731) 288-7607	(423) 867-7711	(615) 451-5890	(615) 264-5314	(423) 434-6016	(865) 425-3564	(615) 382-2200	(931) 455-2648
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1) Does your city provide translation services for citizens?	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	See Last Column	Yes	Yes
2) In what areas of your city government are translating services made available? (i.e. Police Department, etc...)	All city departments	All departments	Police, Fire, City Court	Police and EOC	Anywhere needed	Police Department, City Hall, and Fire Department		Any Department	Police Department, Courts, HR, and other departments as needed	Police, Fire, Water Billing, Police Records		Customer Service - for Utilities setup, payment, etc. Police Department - For court proceedings	Translation services are made available in each department through a telephonic interpreter. We use Linguistic services. We have a bi-lingual employee at city hall and emergency personnel use phone translation apps in the field.
3) Does your city provide a translator for court proceedings?	No	Yes	Yes	Yes	Yes	No		No	Yes	Yes		Yes	No
a) If yes, is there a charge for this service?		No	No	No	No				Yes	No		No	
4) If you have a Police Officer who can translate, do you use them as your court translator?		Yes	No	No	No				Yes	Yes		No	

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Do you allow the defendant to provide their own translator?		No	No	No	Yes				Yes	Yes		Yes	
If your city does not provide a translator, what is the procedure for obtaining a translator?	If someone requests a translator, the city would arrange to have one available					Contract through a company that will provide translation services.		As required by our translator services, we need as much time as possible - preferably a 48 hour notice for a translator.					The individual would need to notify the employee providing services and they would contact the Human Resources Director / Title VI Coordinator.
5) Does your city have a Police Officer who is capable of translating Spanish at a conversational level?	Yes	Yes	Yes	Yes	Yes	Yes		No	Yes	Yes		Yes	Yes
6) Does your city have an officer who is fluent in Spanish?	Yes	Yes	Yes	Yes	Yes	No		No	Yes	Yes		Yes	No
7) Are these officers paid any additional money for these services?	No	No	No	No	No				No	No		No	No
8) Does your city have any other employees who are capable of providing translating services?	Yes, others speak Spanish	Yes	Fire	Yes	Yes				Not to my knowledge	We utilize the state contract through AVAZA		No	Yes, we have a bilingual employee at city hall
9) Are these employees paid any more money for these services?	No	No	No	No	No				No	No		No	No

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10) Does your city maintain a list of community volunteers who can provide translation services?	No	No	No	No	Yes				No	No		No	No
a) If so, who is this list made available to?					City Staff								
11) Does your city provide Spanish language classes for employees?	No	No	No	No	No				Yes	No		No	No
a) Which employees are eligible for these classes?									Police				
b) How do you provide these classes?									In-person				
12) Does your city use a third-party translation service?	Yes	Yes	Yes	Yes	Yes				Yes	Yes		Yes	Yes
a) If so, what are their hourly rates?	Not hourly, charges \$0.55 a minute for phone translation services			N/A	Varies				Depends on amount of time and how many translators are needed. \$3.50 per minute			Avaza - per minute rate - .55 cents per minute Independent Contractor - \$50 per session (typically 1 1/2 hours)	For telephonic: \$0.55 per minute, \$0.74-\$1.08 for complex, uncommon languages For documents: \$0.11/ per word for general typical languages

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b) Would you share the name and contact information of the service that you use?	Avaza Language Services		I have just added a few new people to our team of interpreters, two certified Spanish, an Arabic, a Korean, two Chinese, a Vietnamese, a Hindi, and one sign language interpreters. Please let me know when you need an interpreter. We are also registered with AOC Anthony Alexander 615 522 9895. DAVID TRINKLE, he is a Tennessee State Certified Judiciary Interpreter and Translator	Administrative Office of the Court; Language Line; Avaza	Interpreting Associates. While you will see that they are based out of Chattanooga, they have nationally certified interpreters all over the state of TN and provide competitive rates. Please call the owner. Her name is Dani T'Wanda. She can be reached at 423-710-3041. As far as training--Disability Rights TN. Their website is http://www.disabilityrightstn.org/ You can also call them at 1-8003421660				Language Line Solutions 800.752.6096			Avaza Language Services Corp-1400 Donelson Pile, Ste B11 Nashville, TN 37217	Linguistica International through Knowledge Services: Yasanta Wells, State of TN Program Manager 615-253-4834
Additional Information											In the event of a language barrier, we would certainly locate and provide translation services.		