

City of Sarasota

Language Access Plan for Limited English Proficiency (LEP) Guidance

PLAN STATEMENT

Persons with limited English proficiency (LEP) are defined as persons who have limited ability to read, write, speak or understand English. Title VII of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, service, and activities by those who do not speak English proficiently. Federal programs often use the prevalence of persons in a community with LEP to identify the potential for barriers to programs, service, and activities due their inability to comprehend English.

Persons with LEP may encounter obstacles or access to programs, service, and activities provided by the City of Sarasota, by language and cultural barriers within their environment. To assist these individuals, it is important that a community recognizes their presence and the potential for discrimination, whether intentional or inadvertent, and establishes policies to eliminate barriers. Because of these factors, it is incumbent upon the City of Sarasota to determine the need for language assistance and comply with Title VI of the Civil Rights Act of 1964. Title VI is the federal law that protects individuals from discrimination based on race, color, or national origin in programs that receive federal financial assistance.

In certain situations, failure to ensure that persons who are LEP can effectively participate in, or benefit from federally assisted programs may violate Title VI's prohibition against national origin discrimination. The City of Sarasota has adopted this plan in accordance with federal guidelines to ensure meaningful access to its programs, and to make reasonable efforts to provide accommodations for persons with LEP by providing language assistance services.

DEMOGRAPHICS*

The demographics in the City of Sarasota are changing and the City is making modifications to provide programs to eligible persons regardless of the language spoken. The 2024 American Community Survey (ACS) data reports on limited english speaking households in report S1602. In the City of Sarasota, the 2024 ACS estimates that there are 25,751 households with 5,003 households that speak a language other than English, or about 19% of households. The Spanish-speaking population has the greatest number of persons with LEP in the City of Sarasota.

MEANINGFUL ACCESS

Meaningful access is free language assistance in accordance with federal guidelines. The City of Sarasota will periodically assess and update the following four-factor analysis to determine whether adequate language assistance is in place. Contacts requiring use of LEP program will be monitored and analyzed.

Four Factor Analysis to be Completed on a periodic basis:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City's programs, services or activities. Served and encountered means those persons who would be served or encountered by the recipient if the persons received adequate education and outreach, and the recipient provided sufficient language services.
2. The frequency with which the LEP persons come in contact with programs, services or activities. Information on use of language services can be tracked and analyzed based upon vendor services engaged and paid for by the City of Sarasota. Additional staff proficient in other languages provide support for LEP persons and this measure of assistance can also be tracked. City of Sarasota staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. If the client requests language assistance, staff will provide free qualified interpreters, including contract vendors and bilingual staff at important stages that require one-on-one contact, written translation and verbal interpretation services.

Interpreter services in language other than English, or sign interpreters for the hearing impaired will be provided by the City as soon as reasonably possible based upon the vendor's availability. Currently, all public notices of public hearings for federal programs include a line in Spanish requesting notice if a translator is required at the upcoming hearing.

Informal interpreters may include the family members, friends, legal guardians, etc., of the LEP client. Depending on the circumstances and the subject matter of the communication, City staff will determine whether it is appropriate to rely on informal interpreters. In many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations.

3. The City of Sarasota will periodically review, the nature and importance of the programs, services or activities provided by the City to the person's life, and if the information in question is provided accurately and in a timely manner. Whether a document or assistance is vital depends on the importance of the program, information, encounter, or service involve, and the consequence to the LEP person. Over time the City staff and departments must determine what documents are vital to the programs, services or activities that need to be translated.
4. The City will also periodically review the costs to the City of the LEP services for translating documents, providing translation services, and the labor time of the City staff that can provide LEP services to persons in need. The City will weigh the resources available, the costs to the recipient, and the cost of providing meaningful access versus the benefits of providing the service.

STAFF GUIDANCE FOR ASSISTANCE WITH LEP PERSON:

Attached is a list from the City of Sarasota staff conversant in various languages who are available to translate to clients and to translate documents. Please be cognizant of staff schedule and availability. Please contact the ADA Coordinator, Jake Brown, at 941-263-6299 or via email at adacoordinator@sarasotafl.gov for any employees with internal questions and to assist with any internal coordination of translation services with city staff.

Also, a language chart will be available for the LEP person to show which language they speak, if no English is spoken. This poster and signage will be available in customer service and public areas.

The City of Sarasota has considered and will continue to expand technological aids such as Internet-based translation services. Currently, the City's web-site offers translation in over 100 languages. One selects the language for a drop-down at the top right side of the web page.

The City of Sarasota currently has an agreement for services in place with **Language Line Services, Inc.** to translate by phone, in person and by video. They will additionally translated documents if needed with some lead time permitted.

The Language Line Services, Inc.: 800-523-1786
Website: <https://www.language-line.com>

City staff may call the 800 number and use the telephonic translation services. The City has an account code of **9020903068**. The Customer Service Representative will ask for your **client ID #, which is 903068**. You will next be asked for a "personal code" which will indicate your City department. The codes will be distributed to departments, if however, you are not able to use or locate your personal code, you may still receive services with the City's client ID.

PLAN DISTRIBUTION

The Language Access Plan will be:

- Distributed and explained to customer facing City Staff
- Distributed to City of Sarasota Department Heads and Executive Team
- Posted on the City's website www.sarasotafl.gov

*American Community Survey, 2024 for City of Sarasota

<https://data.census.gov/table/ACSST5Y2024.S1602?q=160XX00US1264175>

Worker	Language	Supervisory Organization
Alexya Bolanos	Spanish Verified	CAC - Operations (Lori Rivers)
Lucia Miranda	Spanish Verified	City Manager (CMO) (Karie Friling)
Genesisia Ruiz	Spanish Verified	Development Services (DS) (Lucia Miranda)
Jaasiel Torres	Spanish Verified	DS – Building / Inspections (Larry Murphy)
Mick Pierre	Hatian Creole Verified	DS – Code Compliance (Diane Kennedy)
Amanda Cisneros	Spanish Verified	DS – Operations / Compliance (Alison Christie)
Rosa Tolentino	Spanish Verified	DS- Vacation Rental Compliance (Hannah Chabica)
Xianli Johnson (On Leave)	Chinese Verified	FIN - Accounting (Richard Barcomb)
Sebastian Guerra	Spanish Verified	FIN - Payables (Lisa Shay)
Nannette Santiago	Spanish Verified	FIN - Treasury (John Broschart Jr)
Esperanza Lopez	Spanish Verified	Finance Administration (FIN) (Kelly Strickland)
John Powers	Spanish Verified	Human Resources (HR) (Dominique Anderson)
Aurelio Vazquez Jr	Spanish Verified	ITD - Applications Management (John Lee)
Juan Depazos	Spanish Verified	Parks and Recreation (PRD) (Jerry Fogle)
Enrique Cabezas Garcia	Spanish Verified	PLN - Parking Enforcement (Cheryl Woodard)
Erica Rodriguez	Spanish Verified	PLN - Parking Enforcement (Cheryl Woodard)
Prin Khempanya	Thai Verified	PRD – Administration (Judy Soenneker)
Lucy Spoon	Spanish Verified	PRD – Arlington Park Operations (Mark Underwood)
Juan Aricuco Moraut	Spanish Verified	PRD – Facility Maintenance (Brunie Neira)
Elizabeth Trejo	Spanish Verified	PRD - Landscape - Additional (John Kretzer (Inherited))
Manuel Moran La Placeliere	Spanish Verified	PRD - Landscape - Additional (John Kretzer (Inherited))
Pedro Pinon Castaneda	Spanish Verified	PRD - Landscape - Arborists (Frank Murray)

Rafael Gonzalez Leon	Spanish Verified	PRD - Landscape - Arborists (Frank Murray)
Fernando Dominguez	Spanish Verified	PRD - Landscape - Arborists (Frank Murray)
Jose Martinez	Spanish Verified	PRD - Landscape - Arborists (Frank Murray)
Anthony Oquendo-Gonzalez	Spanish Verified	PRD - Landscape - Downtown (Douglas Baldwin)
Benito Perez	Spanish Verified	PRD - Landscape - Downtown (Douglas Baldwin)
Jorge Vasquez	Spanish Verified	PRD - Landscape - South and East (Manuel Moran La Placeliere)
Alejandro Gonzalez (On Leave)	Spanish Verified	PRD - Landscape - South and East (Manuel Moran La Placeliere)
Kristine Ortega	Spanish Verified	PRD – Landscape Projects (John Kretzer)
Brunie Neira	Spanish Verified	PRD – Robert L Taylor (Arthur Larkins)
Roberto Velazquez	Spanish Verified	PRD- Reliability Maintenance (Matt Travis)
Peter Martinez	Spanish Verified	PRD- Reliability Maintenance (Matt Travis)
Wilfredo Ramos Jr	Spanish Verified	PRD- Reliability Maintenance (Matt Travis)
Richard Amador	Spanish Verified	PW - Commercial, Transfer, Parks (Myron Truss)
Roilan Vidal	Spanish Verified	PW - Fleet Services (Juan Velazquez)
Jese Vidal	Spanish Verified	PW - Fleet Services (Juan Velazquez)
Juan Velazquez	Spanish Verified	PW - Public Services (Todd Kucharski)
Felix Garcia Guzman	Spanish Verified	PW - Recycling and Yard Waste (Richie Cline Jr)
Eddy Quiala	Spanish Verified	PW - Residential and Bulk (Melvin Stokes)
Javier Torres	Spanish Verified	PW - Residential and Bulk (Melvin Stokes)
Jr Salcido Nunez	Spanish Verified	PW - Residential and Bulk (Melvin Stokes)
Randy Bautista	Spanish Verified	PW - ROW Maintenance (Willie Butler)
Miguel Laura	Spanish Verified	PW - Street Signs and Markings (Mark Bell)
Anthony Cardona Bautista	Spanish Verified	PW - Traffic Signals (Dj O'Brien)
Alvimarie Corales-Cuadrado	Spanish Verified	PW - Transportation / Capital (Sage Kamiya)
Woody Divers	French Verified	SPD - 1A Central (Derek Galbraith)

Geno Rodriguez	Spanish Verified	SPD - 1A North (Christopher Devaney)
Helios Blanco	Spanish Verified	SPD - 1A South (Robert Morrison)
Juan Vaquera Torres	Spanish Verified	SPD - 1B Central (Tyler Rossnagle)
Julia Beskin	Russian Verified	SPD - 1B North (Kenton Montegna)
Steven Fergus Jr	Spanish Verified	SPD - 1B South (Michael Gee)
Oscar Martinez II	Spanish Verified	SPD - 2A Central (Anthony Misiti)
Frank Gomez	Spanish Verified	SPD - 2A Central (Anthony Misiti)
Gerald Michel	Hatian Creole Verified	SPD - 2A North (Dustin Luciano)
Gerald Michel	Hatian Creole Verified	SPD - 2A North (Dustin Luciano)
Orlando Perez	Spanish Verified	SPD - 2B Central (Grant Hudgins)
Luis Colon Jr	Spanish Verified	SPD - 2B South (Jessica Sullivan)
James Andre	Hatian Creole Verified	SPD - Building Maintenance SPD (Aric Loveridge)
Santa Cruz	Spanish Verified	SPD - CID Assistant Commander (Jonathan Misiewicz)
Juan Blanco	Spanish Verified	SPD - CID I
Rey Grinon	Spanish Verified	SPD - CID I
Maria Llovio	Spanish Verified	SPD - II
Frank Castro Nazario	Spanish Verified	SPD - III
Luis Paris	Spanish Verified	SPD - Patrol Assistant Commander (Jamie Adams)
Maiah Taylor (On Leave)	Spanish Verified	SPD - Patrol Division (Robert Armstrong)
Enrique Nazario	Spanish Verified	SPD - Professional Standards Assistant Commander (Louis Buck)
Amanda Morales	Spanish Verified	SPD - Public Information Office (Genevieve Judge)
Maria Fernandez	Spanish Verified	SPD - Records (Harley Bishop)
Yomar Serrano Soto	Spanish Verified	SPD - Training (Dan Weinsberg)
Salomeh Adham	Farsi - Verified	SPD- Admin Support (Barbara Ross)
Sashine Douillon	Hatian Creole Verified	UTI – Capital Improvement Projects (Georges Nicolas)
Aymen Farhat	Arabic - Verified	UTI – Capital Improvement Projects (Georges Nicolas)

Emir Gackic	Bosnian - Verified	UTI – Capital Improvement Projects (Georges Nicolas)
Andres De Ramirez	Spanish Verified	UTI – Collection (Torrance Davis)
Maria Maldonado	Spanish Verified	UTI – Finance (Mark Nicholas)
Oscar Delgado	Spanish Verified	UTI – Finance (Mark Nicholas)
Jose Goitiz	Spanish Verified	UTI – Water Treatment Plant (Randy Shotto)
Leo Gonzalez	Spanish Verified	UTI – Water Treatment Plant (Randy Shotto)
Augusto Tavares	Portuguese Verified	UTI – Water Treatment Plant (Randy Shotto)
Ruben Diaz Gonzalez	Spanish Verified	UTI- Administrative (Cami Wyrick)
Carlos Castillo	Spanish Verified	UTI- Facilities (Bryan Gilmore)
Juan Corea	Spanish Verified	UTI- Night Crew Janitorial (Jacob Dellert)
Jorge Cabezas Diaz	Spanish Verified	UTIL – Maintenance (Carlos Castillo)
Edgardo Cebollero Badillo	Spanish Verified	UTIL – Maintenance (Carlos Castillo)
Moises Lorenzo	Spanish Verified	UTIL – Maintenance (Carlos Castillo)
Emanuel Mendez Nieves	Spanish Verified	Util- Wastewater (Robert Brown Rickenbacker)
Georges Nicolas	Hatian Creole Verified	Utilities (UTI) (Verne Hall)
Twosix Fiveonezerozero (On Leave)	Spanish Verified	Utilities (UTI) (Verne Hall)
Victoria Skeen	Spanish Verified	VW - Box Office (Isabella Padilla)
Jacqueline Camilli	Spanish Verified	VW - Finance (Mindy Piantanida)



Exhibit B: Language Line Services State of Florida Price Sheet

Client: **State of Florida**

Rates for 2025/2026

Telephonic Interpretation

Rates per Minute

Languages		Tier 1	Tier 2	
		Spanish	All Other Languages	
PEAK	5 a.m.–5 p.m., * Monday–Friday,	\$0.56	\$0.61	
NON-PEAK	5 p.m.–5 a.m., * Monday–Friday, weekends, and holidays†	\$0.56	\$0.61	

To access an interpreter by phone, you will call your designated toll free number and enter your six-digit client ID number and select the language required. You will be connected to your interpreter in under 20 seconds on average. You will have access to over 240 languages, on-demand, 24/7/365.

Translation & Localization Services

Standard Document Translation and Editing			
English to Language	Rate per Word	Language to English	Rate per Word
Akan	\$0.44	Akan	(*)
Akateko	(*)	Akateko	(*)
Albanian	\$0.25	Albanian	\$0.25
Amharic	\$0.17	Amharic	\$0.17
Arabic	\$0.13	Arabic	\$0.17
Armenian	\$0.29	Armenian	\$0.29
Assyrian	\$0.44	Assyrian	\$0.64
Bahasa	\$0.21	Bahasa	\$0.25
Behdini	\$0.51	Behdini	(*)
Bengali	\$0.17	Bengali	\$0.18
Bosnian	\$0.25	Bosnian	\$0.24

Bulgarian	\$0.25	Bulgarian	\$0.25
Burmese	\$0.27	Burmese	\$0.22
Cambodian (Khmer)	\$0.25	Cambodian (Khmer)	\$0.29
Chin	\$0.40	Chin	(*)
Chinese (Simplified)	\$0.10	Chinese (Simplified)	\$0.16
Chinese (Traditional)	\$0.10	Chinese (Traditional)	\$0.18
Chuukese	\$0.47	Chuukese	(*)
Croatian	\$0.25	Croatian	\$0.24
Czech	\$0.25	Czech	\$0.27
Dari	\$0.44	Dari	\$0.29
Dinka	\$0.42	Dinka	(*)
Dutch	\$0.29	Dutch	\$0.25
Farsi	\$0.17	Farsi	\$0.18
Finnish	\$0.42	Finnish	\$0.25
French	\$0.18	French	\$0.20
Fukienese	\$0.44	Fukienese	(*)
Fula	\$0.40	Fula	(*)
Fuzhou	\$0.45	Fuzhou	(*)
Georgian	\$0.25	Georgian	\$0.24
German	\$0.19	German	\$0.22
Greek	\$0.21	Greek	\$0.29
Gujarati	\$0.33	Gujarati	\$0.25
Haitian Creole	\$0.16	Haitian Creole	\$0.19
Hakka Chinese	\$0.36	Hakka Chinese	(*)
Hebrew	\$0.20	Hebrew	\$0.24
Hindi	\$0.16	Hindi	\$0.20
Hmong	\$0.34	Hmong	\$0.29
Hungarian	\$0.25	Hungarian	\$0.24
Igbo	\$0.44	Igbo	(*)
Ilocano	\$0.44	Ilocano	\$0.29
Indonesian	\$0.21	Indonesian	\$0.25
Italian	\$0.16	Italian	\$0.20
Japanese	\$0.22	Japanese	\$0.28
Jingpho	(*)	Jingpho	(*)
Kanjobal	\$0.65	Kanjobal	(*)
Karen	\$0.25	Karen	\$0.24
Karenni	\$0.33	Karenni	(*)
K'iche	\$0.45	K'iche	(*)
Kinyarwanda	\$0.44	Kinyarwanda	\$0.36
Korean	\$0.15	Korean	\$0.20
Krio	\$0.73	Krio	(*)

Kunama	\$0.45	Kunama	(*)
Kurdish	\$0.44	Kurdish	\$0.29
Laotian	\$0.17	Laotian	\$0.22
Latvian	\$0.29	Latvian	\$0.27
Lingala	\$0.44	Lingala	\$0.29
Lithuanian	\$0.35	Lithuanian	\$0.24
Malay	\$0.28	Malay	\$0.29
Malayalam	\$0.44	Malayalam	\$0.29
Mam	\$0.45	Mam	(*)
Marshallese	\$0.36	Marshallese	(*)
Mien	\$0.55	Mien	(*)
Mina	(*)	Mina	(*)
MIxteco	(*)	MIxteco	(*)
Mnong	(*)	Mnong	(*)
Mongolian	\$0.44	Mongolian	\$0.24
Moroccan Arabic	(*)	Moroccan Arabic	(*)
Neapolitan	(*)	Neapolitan	(*)
Nepali	\$0.18	Nepali	\$0.20
Nuer	\$0.44	Nuer	(*)
Oromo	\$0.44	Oromo	\$0.45
Pashto	\$0.44	Pashto	\$0.25
Pohnpeian	\$0.64	Pohnpeian	(*)
Polish	\$0.16	Polish	\$0.24
Portuguese	\$0.15	Portuguese	\$0.18
Portuguese Creole	\$0.42	Portuguese Creole	(*)
Punjabi	\$0.33	Punjabi	\$0.25
Rohingya	\$0.47	Rohingya	(*)
Romanian	\$0.24	Romanian	\$0.25
Rundi (Kirundi)	\$0.30	Rundi (Kirundi)	\$0.29
Russian	\$0.15	Russian	\$0.18
Sango	(*)	Sango	(*)
Serbian	\$0.25	Serbian	\$0.22
Sinhalese	\$0.44	Sinhalese	\$0.27
Slovak	\$0.25	Slovak	\$0.27
Somali	\$0.19	Somali	\$0.26
Sorani	\$0.44	Sorani	(*)
Spanish	\$0.11	Spanish	\$0.15
Sudanese Arabic	(*)	Sudanese Arabic	(*)
Swahili	\$0.21	Swahili	\$0.20
Swedish	\$0.42	Swedish	\$0.25
Tagalog	\$0.15	Tagalog	\$0.20

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Taiwanese	\$0.44	Taiwanese	(*)
Tamil	\$0.44	Tamil	\$0.29
Telugu	\$0.44	Telugu	\$0.27
Thai	\$0.28	Thai	\$0.25
Tigrinya	\$0.29	Tigrinya	\$0.29
Tongan	\$0.44	Tongan	(*)
Turkish	\$0.31	Turkish	\$0.25
Ukrainian	\$0.29	Ukrainian	\$0.24
Urdu	\$0.17	Urdu	\$0.26
Uzbek	\$0.44	Uzbek	\$0.36
Vietnamese	\$0.19	Vietnamese	\$0.22
Visayan (Cebuano)	\$0.33	Visayan (Cebuano)	\$0.33
Yiddish	\$0.29	Yiddish	\$0.29
Yoruba	\$0.44	Yoruba	\$0.25
Standard Document Proofreading			
English to Language	Rate per Hour	Language to English	Rate per Hour
Akan	\$130.00	Akan	(*)
Akateko	(*)	Akateko	(*)
Albanian	\$65.00	Albanian	\$65.00
Amharic	\$50.00	Amharic	\$50.00
Arabic	\$40.00	Arabic	\$40.00
Armenian	\$85.00	Armenian	\$90.00
Assyrian	\$130.00	Assyrian	\$130.00
Bahasa	\$60.00	Bahasa	\$75.00
Behdini	\$140.00	Behdini	(*)
Bengali	\$60.00	Bengali	\$50.00
Bosnian	\$70.00	Bosnian	\$70.00
Bulgarian	\$70.00	Bulgarian	\$70.00
Burmese	\$51.00	Burmese	\$50.00
Cambodian (Khmer)	\$85.00	Cambodian (Khmer)	\$75.00
Chin	\$84.00	Chin	\$84.00
Chinese (Simplified)	\$40.00	Chinese (Simplified)	\$50.00
Chinese (Traditional)	\$40.00	Chinese (Traditional)	\$50.00
Chuukese	\$110.00	Chuukese	(*)
Croatian	\$70.00	Croatian	\$65.00
Czech	\$75.00	Czech	\$75.00
Dari	\$130.00	Dari	\$130.00

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Dinka	\$160.00	Dinka	(*)
Dutch	\$85.00	Dutch	\$85.00
Farsi	\$50.00	Farsi	\$60.00
Finnish	\$90.00	Finnish	\$90.00
French	\$50.00	French	\$55.00
Fukienese	\$130.00	Fukienese	(*)
Fula	\$140.00	Fula	(*)
Fuzhou	\$140.00	Fuzhou	(*)
Georgian	\$65.00	Georgian	\$65.00
German	\$50.00	German	\$75.00
Greek	\$45.00	Greek	\$75.00
Gujarati	\$85.00	Gujarati	\$65.00
Haitian Creole	\$55.00	Haitian Creole	\$55.00
Hakka Chinese	\$110.00	Hakka Chinese	(*)
Hebrew	\$60.00	Hebrew	\$65.00
Hindi	\$60.00	Hindi	\$50.00
Hmong	\$80.00	Hmong	\$90.00
Hungarian	\$75.00	Hungarian	\$60.00
Igbo	\$130.00	Igbo	(*)
Ilocano	\$130.00	Ilocano	\$130.00
Indonesian	\$60.00	Indonesian	\$75.00
Italian	\$60.00	Italian	\$60.00
Japanese	\$55.00	Japanese	\$55.00
Jingpho	(*)	Jingpho	(*)
Kanjobal	\$275.00	Kanjobal	(*)
Karen	\$120.00	Karen	\$120.00
Karenni	\$185.00	Karenni	(*)
K'iche	\$140.00	K'iche	(*)
Kinyarwanda	\$130.00	Kinyarwanda	\$130.00
Korean	\$50.00	Korean	\$55.00
Krio	\$230.00	Krio	(*)
Kunama	\$185.00	Kunama	(*)
Kurdish	\$130.00	Kurdish	\$130.00
Laotian	\$45.00	Laotian	\$65.00
Latvian	\$75.00	Latvian	\$75.00
Lingala	\$125.00	Lingala	\$130.00
Lithuanian	\$75.00	Lithuanian	\$75.00
Malay	\$75.00	Malay	\$75.00
Malayalam	\$130.00	Malayalam	\$130.00
Mam	\$185.00	Mam	(*)
Marshallese	\$130.00	Marshallese	(*)

Mien	\$55.00	Mien	(*)
Mina	(*)	Mina	(*)
Mixteco	(*)	Mixteco	(*)
Mnong	(*)	Mnong	(*)
Mongolian	\$130.00	Mongolian	\$130.00
Moroccan Arabic	(*)	Moroccan Arabic	(*)
Neapolitan	(*)	Neapolitan	(*)
Nepali	\$50.00	Nepali	\$50.00
Nuer	\$130.00	Nuer	(*)
Oromo	\$130.00	Oromo	\$130.00
Pashto	\$130.00	Pashto	\$130.00
Pohnpeian	\$140.00	Pohnpeian	(*)
Polish	\$45.00	Polish	\$75.00
Portuguese	\$50.00	Portuguese	\$60.00
Portuguese Creole	\$185.00	Portuguese Creole	(*)
Punjabi	\$85.00	Punjabi	\$65.00
Rohingya	\$185.00	Rohingya	(*)
Romanian	\$55.00	Romanian	\$85.00
Rundi (Kirundi)	\$130.00	Rundi (Kirundi)	\$130.00
Russian	\$55.00	Russian	\$50.00
Sango	(*)	Sango	(*)
Serbian	\$70.00	Serbian	\$70.00
Sinhalese	\$130.00	Sinhalese	\$130.00
Slovak	\$85.00	Slovak	\$85.00
Somali	\$80.00	Somali	\$100.00
Sorani	\$130.00	Sorani	(*)
Spanish	\$40.00	Spanish	\$50.00
Sudanese Arabic	(*)	Sudanese Arabic	(*)
Swahili	\$80.00	Swahili	\$60.00
Swedish	\$90.00	Swedish	\$90.00
Tagalog	\$45.00	Tagalog	\$50.00
Taiwanese	\$130.00	Taiwanese	(*)
Tamil	\$130.00	Tamil	\$130.00
Telugu	\$130.00	Telugu	\$130.00
Thai	\$75.00	Thai	\$75.00
Tigrinya	\$85.00	Tigrinya	\$90.00
Tongan	\$130.00	Tongan	(*)
Turkish	\$65.00	Turkish	\$75.00
Ukrainian	\$75.00	Ukrainian	\$75.00
Urdu	\$45.00	Urdu	\$50.00
Uzbek	\$130.00	Uzbek	\$130.00

Vietnamese	\$53.00	Vietnamese	\$55.00
Visayan (Cebuano)	\$140.00	Visayan (Cebuano)	\$140.00
Yiddish	\$60.00	Yiddish	\$95.00
Yoruba	\$130.00	Yoruba	\$130.00
Standard Document Turnaround Time			
Number of words per document		Business Days	
<1,000 words		1-3 days	
1,001-2,500 words		4-6 days	
2,501- 7,500 words		6-8 days	
> 7,500 words		8 + days	
Expedited Document Turnaround Time			
Number of words per document	Business Days	Additional Rate	
<1,000 words	1-2 days	50% of project cost	
1,001-2,500 words	3-5 days	50% of project cost	
2,501- 7,500 words	4-6 days	50% of project cost	
> 7,500 words	6+ days	25% of project cost	
Minimum Rate for All Document Services			
Language		Rate per Work Order	
Spanish		\$50.00	
All Other Languages		\$75.00	
Ancillary Services			
Service		Rate per Hour	
File Preparation/Translation Memory Update		\$40.00	
Basic Layout/Formatting/PDF Creation		\$40.00	
Graphic Design Services		\$40.00	
Post Formatting Quality Assurance Review		\$30.00	
UI, HTML, XML Engineering		\$50.00	
In-Language Recordings		Customized Quote	
Transcription/Translation of Audio or Video Files		Customized Quote	
Project Management		10% of project cost (.5 hour minimum, \$35 per hour)	

To request a quote for document translation & localization projects, please send your source file (editable) to translation@llts.com and CC both jbove@languageline.com and jmatthews@languageline.com. Please include any information, such as language/s needed and when you need the project completed. You will receive a quote for the project which you will need to approve before we proceed.

Video Remote Interpretation

Video Interpretation			
Language	Rate per Minute		
Spanish	\$1.50		
All Other Languages	\$1.70		
American Sign Language	\$2.50		

To access a video remote interpreter, you will need to open the Language Line InSight app on your smartphone, tablet or PC/laptop and then select the language needed. You will then be connected with a video interpreter in under 30 seconds on average.