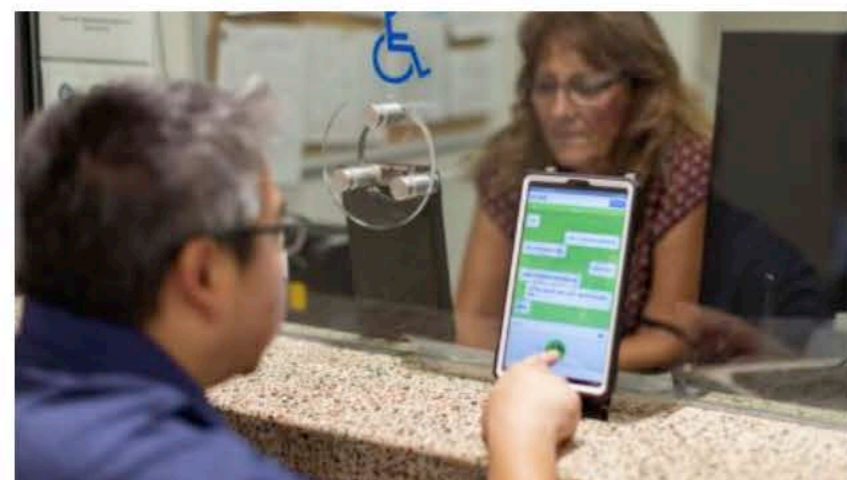


Chandler launches six-month language assistance technology assessment at select city facilities

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CHANDLER, Ariz. – The City of Chandler is currently assessing a language translation device to help its residents and customers communicate with city staff in their native language. The device provides instant translation of 120 languages and dialects, including American Sign Language (ASL) and is compatible with a Braille keyboard providing users the ability to instantly have a real-time conversation with city staff. The intent of the device is to provide an additional communication tool, and in no way is being used to eliminate resident interaction with bilingual city staff.

The device will rotate among high-traffic areas within the city through February 2024. Those city facilities include Chandler Center for the Arts; Chandler Community Center; Chandler Museum; Chandler Municipal Court; Chandler Public Library (all branches); Chandler Police Department - Main Station Records Center; City Hall Reception; Neighborhood Services: Housing Office; Passport Office; Prosecutor's Office; Tumbleweed Recreation Center; and the Utility Services Counter. To

view the dates when the devices will be available at each location, visit [Chandler Language Assistance](#).

During this assessment, the city also will be utilizing "broadcast mode" technology at select city community events, including the upcoming **Chandler Contigo kickoff**. This "broadcast mode" service allows a single-speaker presentation to be translated into any language on any attendee's smartphone. A list of events will be available at [Chandler Language Assistance](#) and will be updated as additional events are added by city departments.

Users of the technology will be prompted to take a brief four-question survey after their visit. This feedback will help Chandler's Information Technology Department and Diversity, Equity & Inclusion Division assess the effectiveness of the assessment and select a viable path forward to continue using this type of technology.

For more information about this assessment, residents may contact Chandler's Diversity, Equity & Inclusion Officer **Niki Tapia** at 480-782-2214.

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