


April 30, 2025

**To:** Mayor and Members of City Council

**From:** Sheryl M. M. Long, City Manager  202500918

**Subject:** **Emergency Ordinance – Emergency Communications Center (ECC): Moral Obligation Payment to Voiance Language Services, LLC**

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Attached is an Emergency Ordinance captioned:

**AUTHORIZING** the payment of \$13,298.48 from Emergency Communications Center General Fund non-personnel operating budget account no. 050x103x0000x7289 as a moral obligation to Voiance Language Services, LLC (Cyracom International Inc.) for outstanding charges related to over-the-phone interpretation services.

This Emergency Ordinance authorizes the payment of \$13,298.48 from Emergency Communications Center General Fund non-personnel operating budget account no. 050x103x0000x7289 as a moral obligation to Voiance Language Services, LLC (Cyracom International Inc.) for outstanding charges related to over-the-phone interpretation services.

The Emergency Communications Center received over-the-phone interpretation services from Voiance Language Services, LLC (Cyracom International Inc.) (“Voiance”) from October 1, 2024, to March 31, 2025. The interpretation services provided to the ECC for the period of October 1, 2024, to March 31, 2025, exceeded the certification limit for these services by \$13,298.48, but the ECC required the services to maintain public safety.

Sufficient resources are available in Emergency Communications Center General Fund non-personnel operating budget account no. 050x103x0000x7289 to pay for the additional services provided by Voiance.

The reason for the emergency is the immediate need to pay Voiance Language Services, LLC (Cyracom International Inc.) for the outstanding charges for the interpretation services rendered.

The Administration recommends passage of this Emergency Ordinance.

**cc:** Andrew Dudas, Budget Director  
Steve Webb, Finance Director

Attachment