

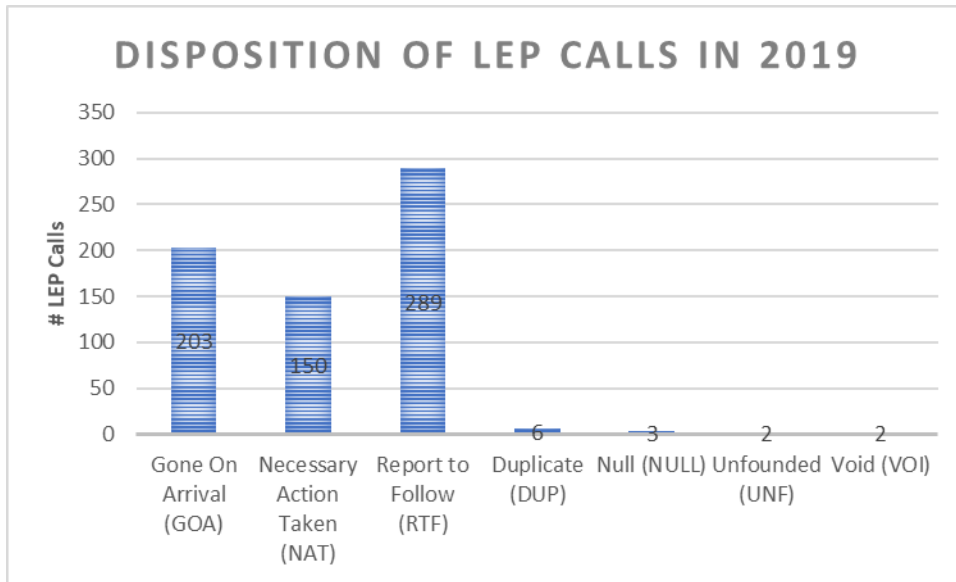
## 2019 Limited English Proficiency Services Report

NOPD agrees to effectively communicate with and provide timely and meaningful access to police services to all members of the community, regardless of their national origin or limited ability to speak, read, write, or understand English. To achieve this outcome, NOPD shall:

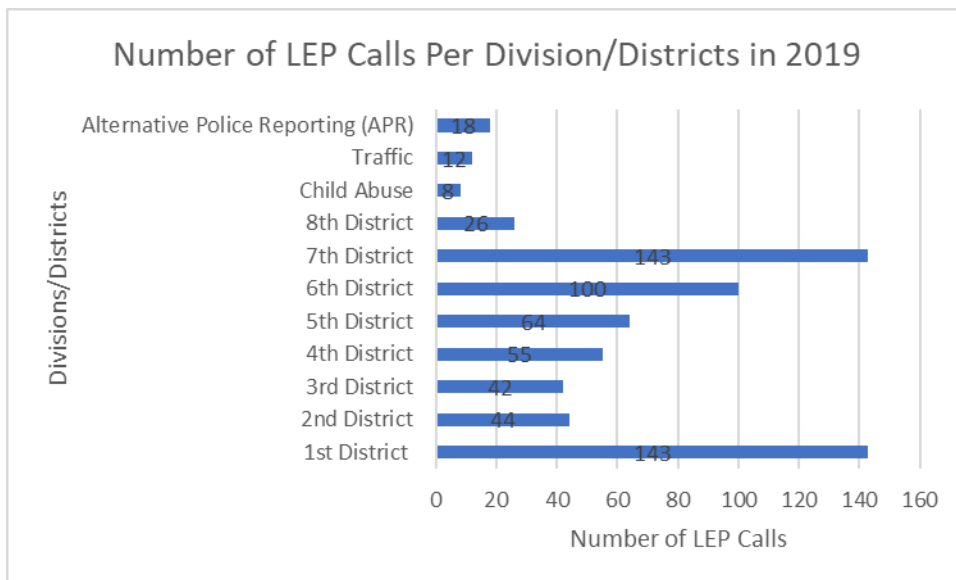
- a) develop and implement a language assistance plan and policy that complies, at a minimum, with Title VI of the Civil Rights Act of 1964, as amended, (42 U.S.C. § 2000d et seq.) and other applicable law, and that comports with best practices and current professional standards;
- b) ensure that all NOPD personnel take reasonable steps to provide timely, meaningful language assistance services to LEP individuals they encounter and whenever an LEP individual requests language assistance services;
- c) identify and assess demographic data, specifically the number of LEP individuals within its jurisdiction and the number of LEP victims and witnesses who seek NOPD services;
- d) use collected demographic and service data to identify and meet hiring needs for bilingual staff;
- e) regularly assess the proficiency and qualifications of bilingual staff to become an NOPD Authorized Interpreter;
- f) create and maintain an NOPDAI List and provide that list to the Orleans Parish Communications District 911 Communications Center;
- g) ensure that Orleans Parish Communications District 911 call takers are trained to recognize the need for a NOPDAI to respond to an incident involving an LEP individual and dispatch a NOPDAI as appropriate. If no NOPDAI is available, the personnel shall contact a telephonic interpretation service provider. The call taker shall note in information to the radio dispatch that the 911 caller is an LEP individual and indicate the language;
- h) develop protocols for interpretation for interrogations and interviews of LEP individuals to ensure a qualified interpreter is used for the taking of any formal statement from a suspect or witness in order to protect their legal rights;
- i) develop and implement a process for taking, responding to, and tracking citizen complaints and resolutions of complaints filed by LEP individuals;
- j) identify official and vital documents that are subject to public dissemination, and require translation of such documents into Spanish and Vietnamese, at a minimum. Such vital documents include consent to search forms; witness and victim statement forms; citation forms; victim rights notification forms; citizen complaint forms; and notices advising LEP persons of free language assistance in connection with NOPD activities;
- k) implement a process for recruiting qualified bilingual personnel to meet demonstrated service needs. As part of this process, NOPD agrees to establish meaningful relationships with local and state-wide institutions and community organizations that can serve as the source of qualified bilingual applicants and facilitate outreach to such advocates; and l) implement incentives for bilingual employees to become NOPDAIs, such as pay differentials, consideration in performance evaluations, or assignments. . . [Consent Decree ¶189]

## FINDINGS

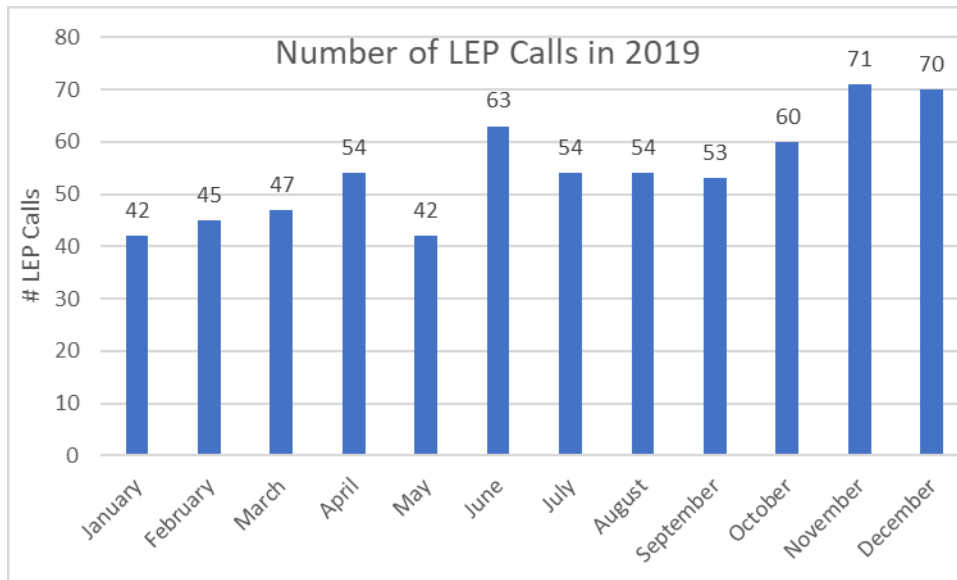
NOPD responded to 655 calls for service; of which, Limited English Proficiency (LEP) individuals requested a Spanish/Vietnamese speaking officer in 2019.<sup>i</sup>



The disposition for the LEP calls for service provided to LEP individuals in 2019.



NOPD assessed the number of LEP calls per District and Division.



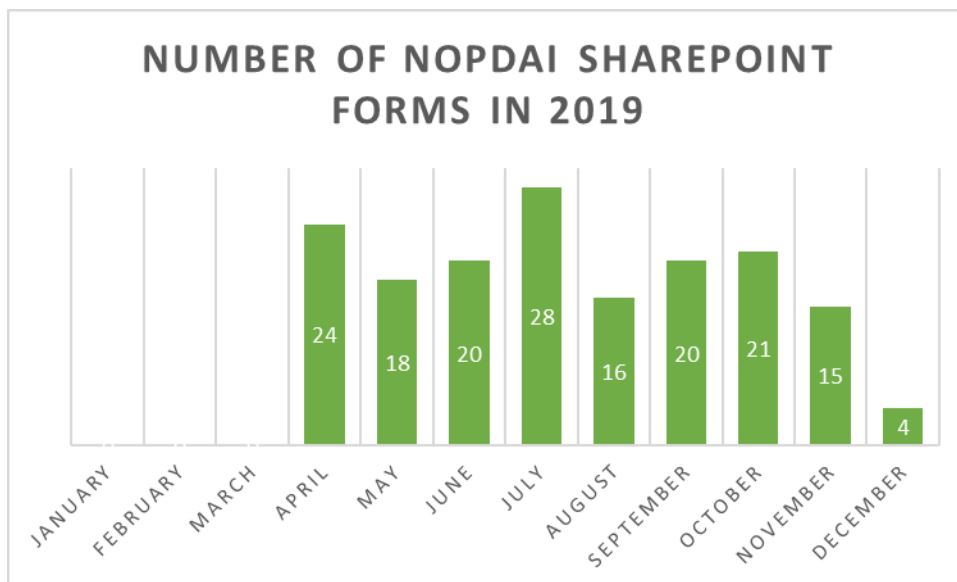
NOPD also assessed the volume of calls per month in the year of 2019; which determined that the busiest months of the year were November and December.

**NOPDAI LIST**

1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District/DIU evening	Spanish	Commissioned
2nd District/DIU	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District/DIU evening	Spanish	Commissioned
5th District	Spanish	Commissioned
5th District	Spanish	Commissioned
6th District	Spanish	Commissioned
6th District/A Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned
7th District	Spanish	Commissioned
7th District	Spanish	Commissioned
7th District/B Platoon	Vietnamese	Commissioned
8th District	Spanish	Commissioned
8th District/A Platoon	Spanish	Commissioned
8th District/DIU evening	Spanish	Commissioned
Academy	Spanish	Commissioned

ISB/Auto Theft	Spanish	Commissioned
ISB/Child Abuse	Spanish	Commissioned
ISB/HIDTA	Spanish	Commissioned
PIB	Spanish	Commissioned
PIB	Spanish	Civilian
PSAB	Spanish	Commissioned
PSAB	Spanish	Commissioned
Recruitment	Spanish	Civilian
SID/Intelligence	Vietnamese	Commissioned

The New Orleans Police Department has created and maintained an NOPDAI List of thirty-one (31) authorized interpreters; two (2) whose second/primary language is Vietnamese and twenty-nine (29) being Spanish. The list of authorized interpreter members includes two civilian employees. The rest of the members are commissioned police officers.



NOPDAIs began to utilize SharePoint forms in the year of 2019. The database system was not available until April of 2019; therefore, the beginning of the year months was not tracked/documented.

Please note, the number of NODPAI SharePoint forms does not determine that most of the LEP calls for service did not have an NOPDAI present or available to provide language access services.

<sup>i</sup> LANGUAGE ACCESS DATA KEEPING CHALLENGES

On December 13, 2019, the City of New Orleans encountered a Cyber-Attack incident; which impeded immediate access to emails, networks, and all databases. The NOPD did not have access to shared databases until June of 2020. The impact of the Cyber-Attack is still an obstacle to our data work today since relevant data from 2019 and 2020 is still being entered into these systems. While most access has been restored, it should be noted that the data included in this report may be revised as additional access to information is restored. As a result, the NOPD's Language Access Unit accessed what data was available to include in this report, but will note that our ability to provide the full data analysis, LEP calls for service data tracking, NOPDAI Forms, is more limited that it will be in 2021.