

## **2024 Limited English Proficiency Services Annual Report**

[Consent Decree ¶189]

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.

## Contents

KEY DEFINITIONS .....	3
2024 EXECUTIVE SUMMARY .....	3
Daily Training Bulletins (DTB) .....	4
NOPD Translated Forms.....	4
Community Engagement.....	6
FINDINGS – CAD vs VOIANCE .....	8
Computer Aided Dispatch (CAD) .....	8
Final Dispositions by OPCD .....	10
Gone on Arrival .....	11
VOIANCE .....	12
New Orleans Police Department Authorized Interpreter Program .....	15
NOPDAI LIST .....	15
NOPDAI Activity Form.....	16
Obstacles and Recommendations.....	18
Obstacles .....	18
Recommendations.....	18
Conclusion .....	19

## KEY DEFINITIONS

**Bilingual-** A demonstrated competence and ability to speak in English and a second language including all necessary vocabulary, terms, and phrases.

**Electronic Interpretation Device-** A hands-free, mobile interpretation device that provides 24-hour access to interpreters able to communicate in 180 different languages.

**Interpretation-** The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

**Language Assistance Plan-** Information about the language assistance services offered by NOPD to both the community and NOPD. Then plan sets forth: (1) an assessment of need for LEP services in New Orleans; (2) the NOPDA LEP services available and the roles of NOPD member in providing those services, and (3) NOPD's obligations to track and analyze data on the use of LEP services to ensure their adequacy. The plan is available in English, Spanish, and Vietnamese at <https://nola.gov/nopd/policies/>.

**Limited English Proficiency (LEP)-** Refers to a person who does not speak English as his/her primary language and has limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

**NOPD Authorized Interpreter (NOPDAI)-** A Bilingual NOPD employee who has been assessed, tested, and demonstrated their competency in English and a second language using the terminology, phrases, vocabulary, and phrases needed. Once an interpreter establishes competence and receives training on ethical and professional conduct as an interpreter, the officer will be certified and NOPD may authorize him/her to interpret for others in certain situations, such as interviews, interrogations, or talking and responding to citizen complaints.

**Translation-** The conversion of text from one language (source language) into an equivalent text in another language (target language) while retaining the same meaning.

## 2024 EXECUTIVE SUMMARY

### Electronic Interpretation Device

In 2024, the New Orleans Police Department expanded their distribution of the Electronic Interpretation Devices (smartphones), distributing ten (10) additional devices to NOPD Authorized Interpreters (NOPDAIs) who had not been previously assigned a departmental cellphone to better assist the community and NOPD personnel obtain timely access to Language Interpretation Services through VOIANCE. The Department also renewed the contractual agreement with VOIANCE for another year that will expire in May 2025.

The Language Access Coordinator (LAC) provided Limited English Proficiency Services Training to NOPD Recruit Classes 201, 202, 203, Lateral Class #2 and #3, Special Victim Division, and the Alternative Police Response Unit (APR) Police Intake Specialist Training. The training reiterated previous years' visual and hands-on training on Limited English Proficiency Services and Language Assistance incorporating a live scenario setting, that assists NOPD personnel experience with a live language line interpreter prior to interacting with Limited English Proficiency communities in the field via telephone and/or in-person when interpretation services are required. Additionally, the LAC provided training in the proper documentation of the use of the Electronic Interpretation Device (smartphone) on the NOPDAI Activity Form, Electronic Police Report (EPR) face sheet and narrative portion, and properly labeling of Body Worn Camera videos. The training also directs personnel to the use of the NOPD translated forms available in both Spanish and Vietnamese.

## Daily Training Bulletins (DTB)

The Department issued one (1) Daily Training Bulletin (DTB) specifically on the topic of Limited English Proficiency Services in September 2024, which included training material regarding interpretation services available, the proper measures during interactions of NOPD Personnel and the LEP Community, and referenced NOPD Policy Chapter 55.4: Limited English Proficiency Services.<sup>1</sup>

## NOPD Translated Forms

In 2024, NOPD assessed the number of department forms and policy chapters frequently utilized by its personnel and requested by LEP individuals. To continue to serve the LEP communities, five (5) additional NOPD documents and policy chapters were translated into Spanish and Vietnamese by the professional translation services provided via Cyramon International Inc. (VOIANCE). The Department now has a total of 51 translated forms and documents accessible by all NOPD personnel for public consumption. All the Department's translated chapter policies and forms are posted on the City of New Orleans website NOLA.GOV<sup>2</sup>.

The forms translated in 2024 include:

1. Updated PIB 230 Complaint Form
2. Chapter 41.36 Interacting with Homeless Persons
3. Chapter 42.2.10 Auto – Theft Investigations
4. Chapter 42.8.1 Eyewitness Identification Photographic Line-Ups
5. Domestic Violence “Help is Available” Brochure

Current NOPD Forms and Chapters include the following:

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<sup>1</sup> [NOPD/Policies/Chapter-55-4-Limited-English-Proficiency-Services-English-EFFECTIVE-8-15-21.pdf](#)

<sup>2</sup> <https://nola.gov/next/nopd/topics/policies/>

6. Form 007- Missing Person Affidavit
7. Form 026- Item Number Form
8. Form 046- Domestic Violence Patrol Report Checklist
9. Form 146- Consent of Search Form
10. Form 153- Miranda Rights Form
11. Form 208- Auto Theft Affidavit
12. Form 212- Missing Person Entry Form
13. Form 222- Theft -Burglary Affidavit
14. Form 230- PIB Initial Intake Form
15. Form 260- Driver Information Exchange Form
16. Form 277- Eyewitness Identification Form
17. Traffic Citation
18. 13.Notice to Adults Victims of Family Violence Form
19. NOPD C.I.T. Resource Sheet
20. Domestic Violence Resource Sheet
21. N.C.I.C. Information Bulletin on Amber Alert Form
22. Central Evidence and Property: Evidence Collection Instructions
23. Central Evidence and Property: Property Collection Instructions
24. DWI Arrestee's Rights Form
25. Standardized Field Sobriety Test (SFST) Form
26. Chapter 55.4 Limited English Proficiency Services
27. Language Assistance Plan
28. NOPD SVS Pamphlet
29. PIB Intro Complaint Letter
30. PIB Status Update Letter
31. PIB Community Awareness
32. NOPD Notice of Interpretation Services
33. Chapter 1.2.4 Search and Seizure
34. Chapter 1.3 Use of Force
35. Chapter 1.9.1 Miranda Rights
36. Chapter 41.13 Bias Free
37. Chapter 42.19 Child Abuse
38. Chapter 42.4 Domestic Violence
39. Chapter 42.4.1 Domestic Disturbance
40. Chapter 55.1 Victim and Witness Assistance
41. 2023 Recruitment Brochures
42. PIB Status Letter
43. PIB Initial Complainant Letter
44. FDI Disposition Letter
45. PIB NFIM Letter
46. Midnight Basketball Flyer

- 47. Ch. 1.2.4.3 – Vehicle Stops
- 48. Ch. 41.13.1 – Interaction with Lesbian, Gay, Bisexual, Transgender and Questioning Persons
- 49. Ch. 1.2.4.1 – Stops
- 50. Ch. 41.25 Crisis Intervention
- 51. Ch. 41.12 Field Interview Cards

## Community Engagement

The NOPD's Community Engagement Unit remained actively engaged and inclusive in the LEP Community's events. The below photographed events illustrate the LAC's, Senior Police Officer Guzman, participation in training provided to the community that was hosted by various organizations that facilitated information and resources to better prepare for natural disasters, Mental Health Awareness, Domestic Violence, and other issues they might face in their daily lives. The LAC also participated in the World Refugee Day Celebration hosted by the Mayor's Office of Human Rights and Equity Division. Members of the Familias Unidas en Accion Hispanic Organization had the opportunity to meet with Superintendent Anne E. Kirkpatrick to discuss the sustainment period of the Consent Decree and policies that affect the Hispanic Community.





The Mayor's Office of Human Rights & Equity  
Invites You to Join the City of New Orleans

**World Refugee Day Celebration**  
*New Home, New Beginning*

Come and Enjoy International Food & Entertainment  
and City & Community Tabling Resources!

June 20, 2024  
11:00 a.m. - 1:00 p.m.  
Gallier Hall  
545 St Charles St., New Orleans, LA



**Conversación Comunitaria y**  
**PREPARÁNDONOS EN TEMPORADA DE**  
**HURACANES**

**CÓMO INTERACTUAR CON LA POLICÍA**  
**EN ESTOS TIEMPOS DE DESASTRES**

22 de Agosto de 2024  
06:00 PM  
3401 Canal Street,  
New Orleans, LA 70119

Habrà Sorpresas!!!  
(504) 527-2590  
(504) 433-9764,  
(504) 527-2534

FAMILIAS UNIDAS EN ACCIÓN



# FINDINGS – CAD vs VOIANCE

## Computer Aided Dispatch (CAD)

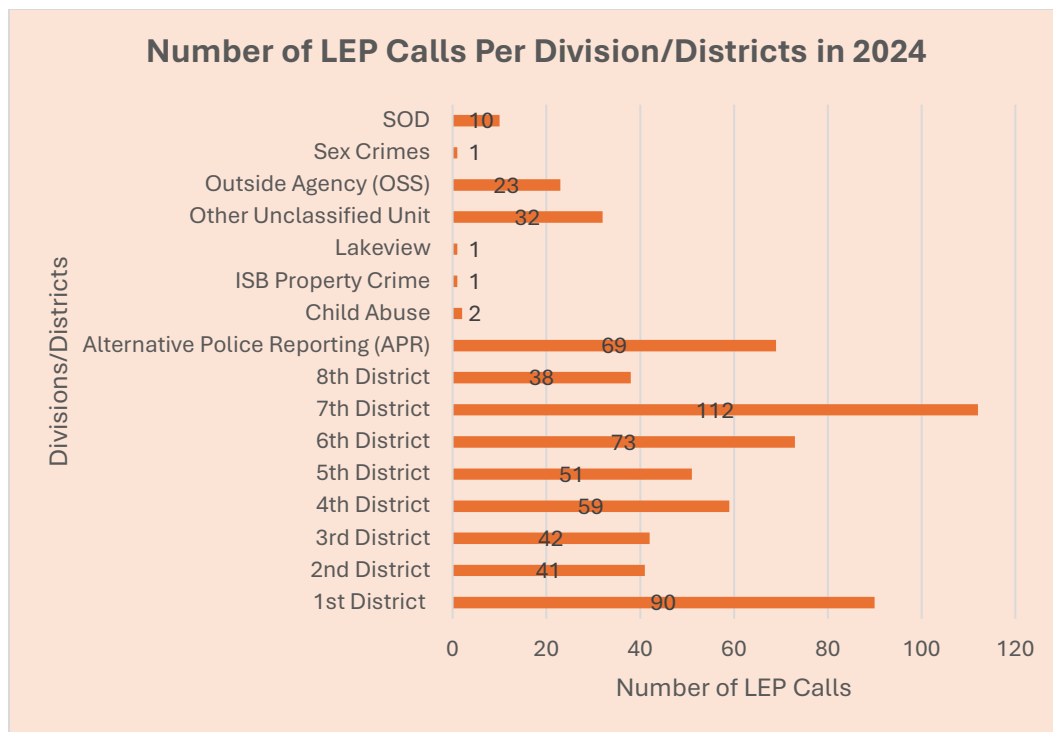
In 2024, NOPD received 645 Calls for Service (CFS) through Orleans Parish Communications District (OPCD) for which, Limited English Proficiency (LEP) individuals requested or required interpretation services from NOPD. NOPD received 111 less calls for service requesting interpretation services compared to the LEP calls for service received in 2023. The illustrations of the charts below solely demonstrate the data collected from the CAD through OPCD. These charts do not account for the data collected in combination with the VOIANCE usage, NOPDAI Activity Forms completed, or data from specialty divisions within the Department.

The graph below illustrates the 645 LEP calls NOPD received in 2024 by month. The assessment determined that the busiest months of the year were May, followed by April, July, and March, while December received the least number of calls requesting interpretation services.



NOPD assessed the number of LEP Calls for Service (CFS) per District, Division, in addition to unclassified units, and outside agencies. The 7<sup>th</sup> District, which is geographically the largest district in New Orleans, received the most calls where LEP individuals requested interpretation services, followed by the 1<sup>st</sup> District at 90 (CFS) and the 6<sup>th</sup> District at 73 (CFS) for the year of 2024, as shown in the chart below.





The chart below illustrates the various languages requested by LEP individuals who required interpretation services with Spanish being the most requested language in 2024.



As NOPD assessed the progress of the LEP services rendered, as well as the deficiencies and areas of improvement needed. NOPD collected data that showed the services rendered by using unauthorized interpretation methods. The chart below illustrates the number of unauthorized interpretations conducted by personnel and includes the languages requested.

<b>Language Served</b>	<b>Number of Unauthorized Interpretation</b>
Arabic	2
ASL	2
Chinese	0
French	0
Haitian Creole	0
Japanese	0
Mandarin	0
Polish	0
Portuguese	1
Russian	0
Spanish	46
Uzbek	0
Vietnamese	0

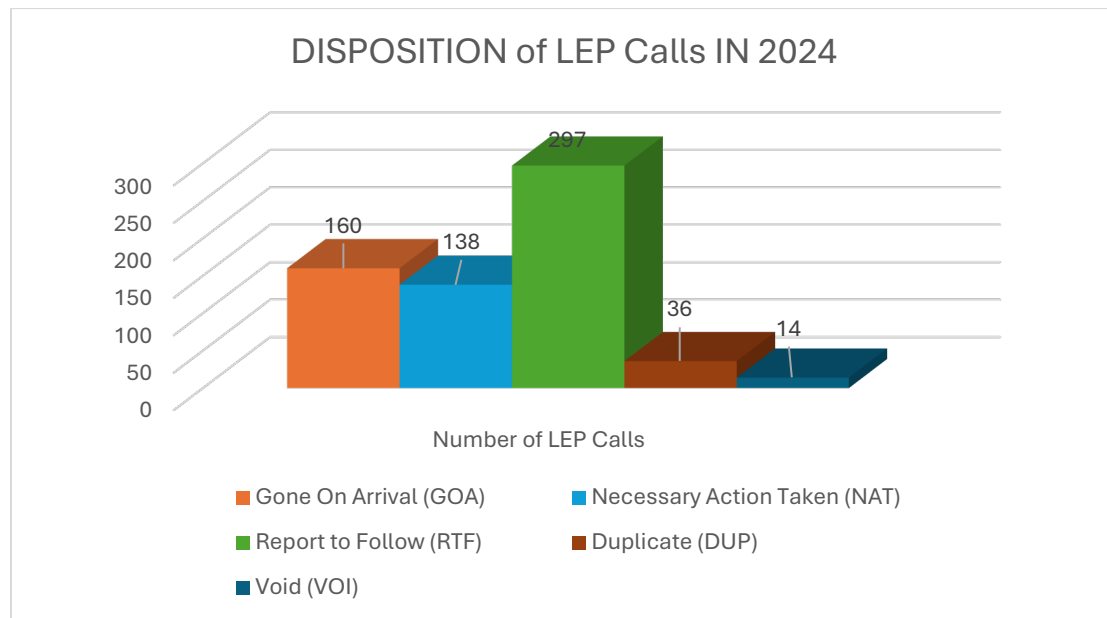
## Final Dispositions by OPCD

In 2024, of the 645 calls for service requesting LEP services, OPCD had a total of 160 calls that were marked GOA, 138 were marked NAT, 297 were marked RTF, 36 were Duplicates, and 14 were marked VOID by OPCD for a justified reason.

NOPD assessed the number of LEP Calls for Service (CFS) by language in 2024. The LEP callers requested the languages seen on the chart above and below (broken down by disposition) during their initial 911 call received at Orleans Parish Communications District (OPCD). Please note, many of these calls did not require interpretation services and/or were marked Gone on Arrival (GOA), because the LEP callers were already gone upon the officers' arrival at the location where the police were requested.

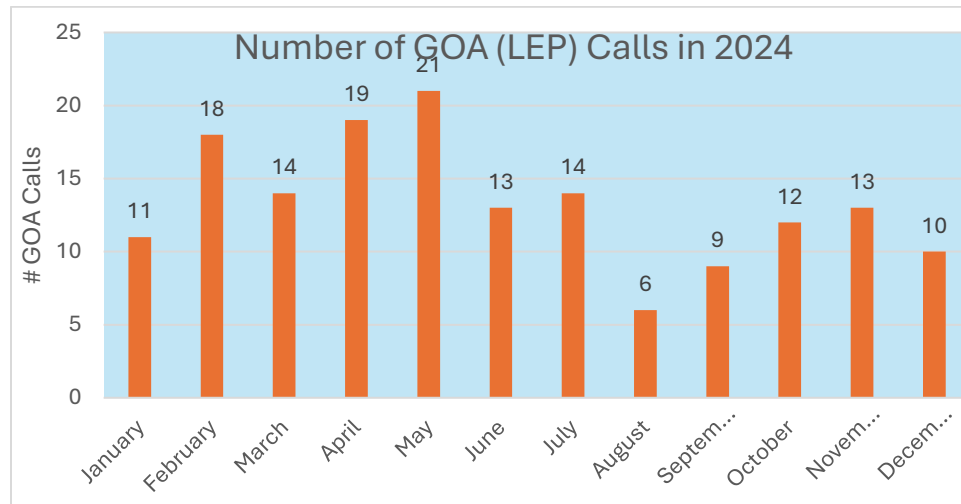
The Department received fourteen (14) American Sign Language (ASL) calls for service, three (3) of which were assisted via the Electronic Interpretation Device using Video Remote Interpretation (VRI) services. Of those fourteen calls, three (3) in which the caller was able to communicate verbally with the officer, two (2) where the caller was assisted by a bilingual friend who knew ASL, one (1) handled by outside agency, and five (5) that were marked Gone on Arrival (GOA) and/or Duplicate (DUP) by the OPCD, which means the call had been cancelled by the caller. Of the 645 calls received, 546 calls LEPs requested Spanish interpretation, 149 calls were marked GOA, DUP and/or VOID, 274 were marked RTF, and 123 were marked NAT. The 47 Unknown

languages noted were calls that did not specify the requested language (s) in the comment's section data reported from OPCD.



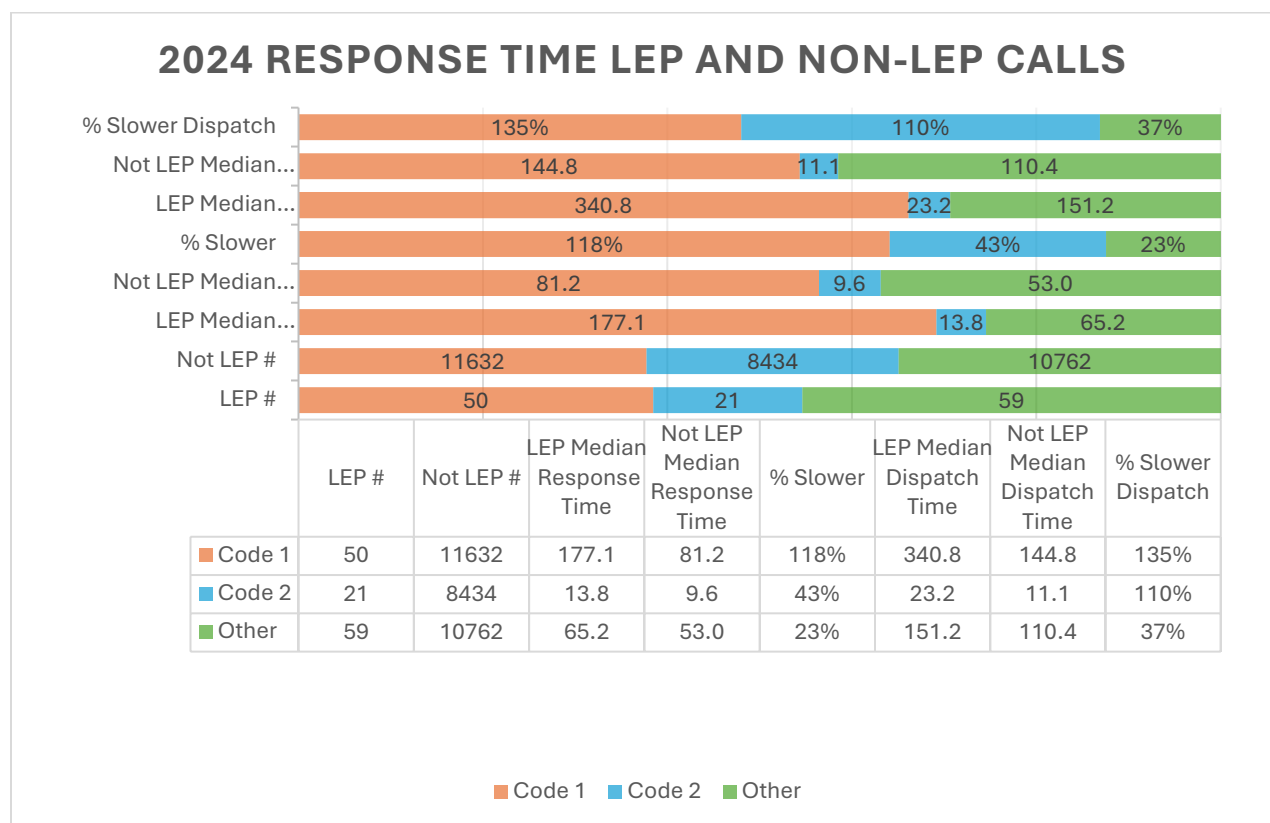
## Gone on Arrival

NOPD assessed the number of LEP calls in 2024 with the disposition of 160 Gone on Arrival (GOA) calls for service, dispatched per month. Gone on Arrival means the caller/complainant was not at the location where the police were requested upon the arrival of the responding officer(s). The assessment below illustrates the months in which received the most GOA dispositions for the year were May, followed by April, February, and March, while August contained the least GOA dispositions.



The NOPD assessed the percentage of response and dispatch time for both LEP and Non-LEP (Code 1 and Code 2) calls with the disposition of GOA for 2024. The comparison between the two by Code 1 and Code 2 GOA calls for service for 2024 and 2023 determined the slower response and dispatch time percentages were close in proximity. The Orleans Parish Communication District (OPCD) dispatches calls for service by priorities. Code 2 (emergency calls) are dispatched before any Code 1 (non-emergency calls). Once Code 2 Calls for Service have been handled by district personnel, Code 1s are then dispatched as officers become available.

Note, in 2024 the NOPD received 51,598 Code 1 non-LEP calls for service in comparison to 188 Code 1 LEP calls for service. The NOPD received 37,299 Code 2 non-LEP calls for service in comparison to 96 Code 2 LEP calls for service.

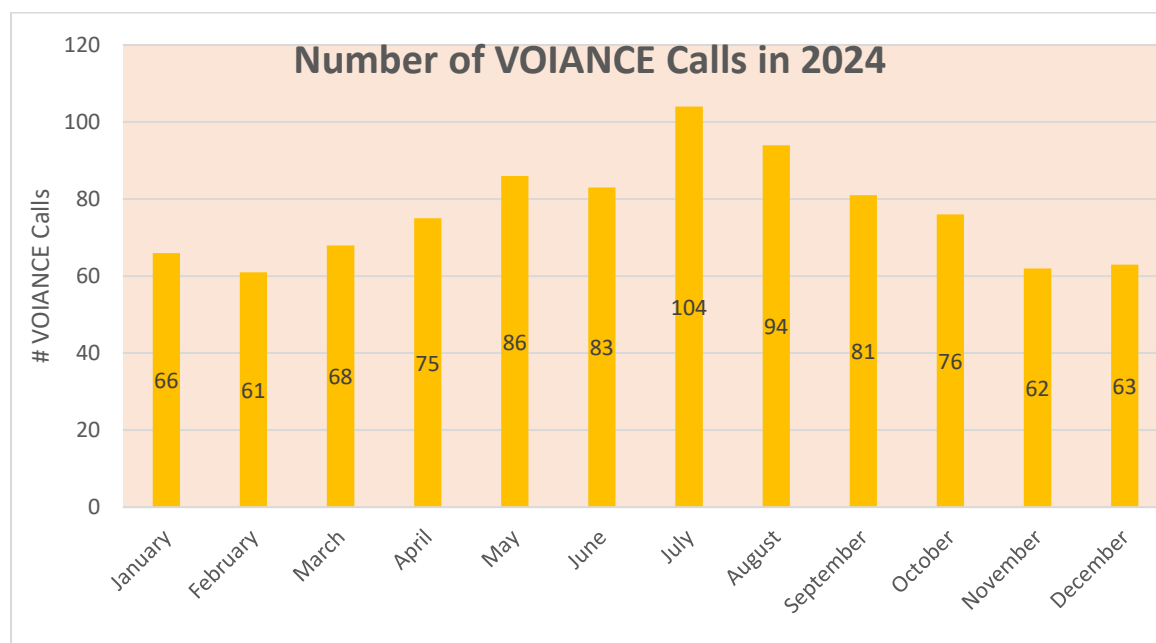


## VOIANCE

In 2024, NOPD personnel utilized Cyracom International Inc. (VOIANCE) 919 times to provide interpretation services for calls received via OPCD, follow-up investigations, and/or incidents in which no NOPDAIs were available to assist Limited English Proficiency (LEP) individuals who requested or required interpretation services from NOPD. The VOIANCE report indicates the incident date, time, number of minutes utilized, the language requested, including American Sign Language calls for service, the interpreter's ID numbers and the NOPD employee ID numbers.

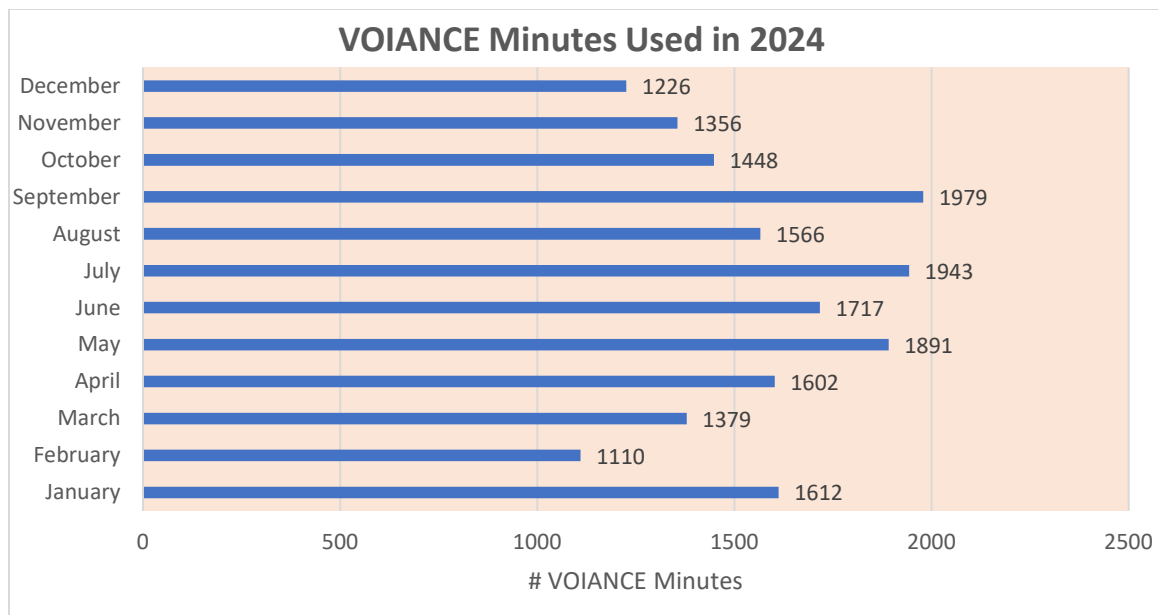
The illustrations of the following graphs solely demonstrate the data collected from the Cyracom International Inc. (VOIANCE) website's reports. These graphs do not account for the data collected in combination with the CAD data provided through the OPCD and NOPDAI Activity Forms completed.

The graph below illustrates the number of calls NOPD personnel made via VOIANCE in 2024 by month. The assessment determined that the busiest months of the year were July and August, followed by May, June and September, while February, November and December conducted the least number of calls providing interpretation services to LEP individuals. As more Electronic Interpretation Devices (smart phones) are distributed throughout the Department, the usage of VOIANCE increases.

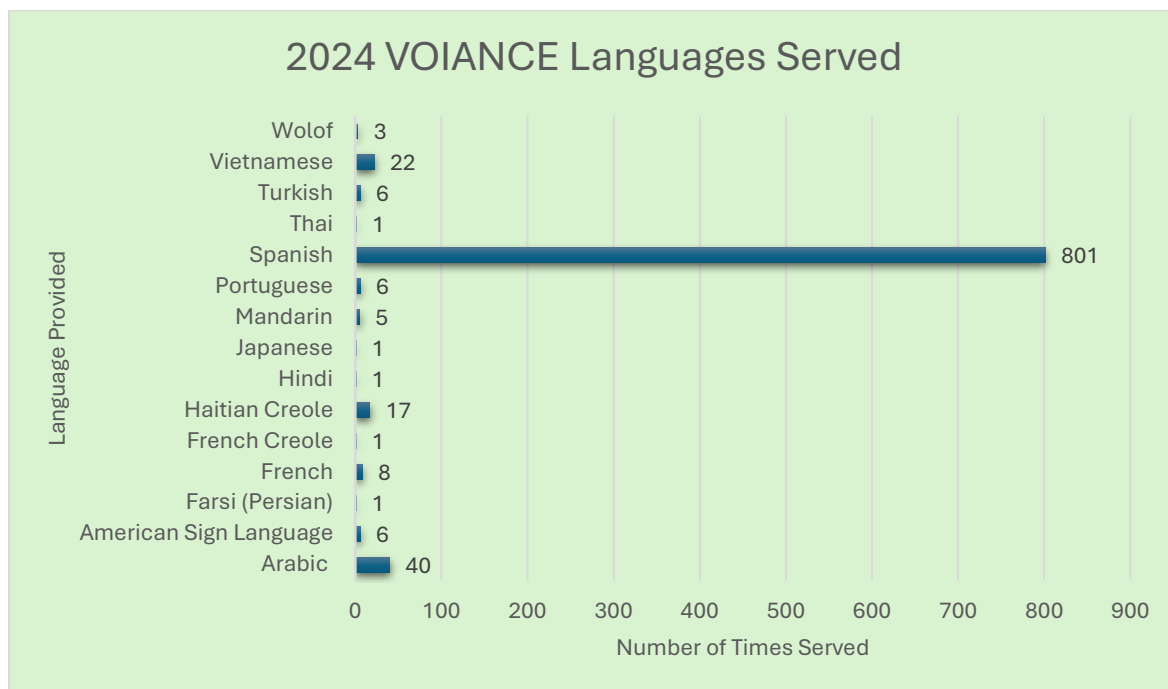


The graph below illustrates the number of minutes NOPD personnel utilized in 2024 through the VOIANCE services. NOPD assessed the VOIANCE reports to identify the number of minutes utilized to provide interpretation services and the reports demonstrated that 18,829 minutes were utilized. The call activity by the specific call information determined that July and September had the highest number of minutes utilized, followed by May, January and April, while February had the lowest number of minutes utilized.





The graph below illustrates the languages NOPD personnel requested via VOIANCE in 2024 to provide interpretation services to LEP individuals. The language requested the most via VOIANCE was Spanish at 801 calls. The Hispanic population in New Orleans is the largest population that NOPD personnel encounters via calls for service dispatched by OPCD in which interpretation services are requested. The second largest is the Vietnamese population, however, only 22 calls were serviced via VOIANCE, followed by 40 Arabic calls, and 17 Haitian Creole calls.



# New Orleans Police Department Authorized Interpreter Program

## NOPDAI LIST

The NOPD has created and maintained the New Orleans Police Department Authorized Interpreter (NOPDAI) List. As of 2024, this list was comprised of thirty-three (37) Authorized Interpreters; two (2) whose primary language is Vietnamese and thirty-one (35) whose primary language is Spanish. The list of authorized interpreter members includes four (6) civilian employees, while the remaining are commissioned officers. The NOPD utilized citizen demographics, the CAD data, and collaborated with other agencies to determine which languages the Department should prioritize in providing in-person interpreters. Each year the Department reassesses its data to determine if there is need for Authorized Interpreters in additional languages.

1st District/A Platoon	Spanish	Commissioned
1st District/C Platoon	Spanish	Commissioned
1st District/C Platoon	Spanish	Commissioned
1st District/DIU	Spanish	Commissioned
1st District/DIU	Spanish	Commissioned
2nd District/A Platoon	Spanish	Commissioned
3rd District/A Platoon	Spanish	Commissioned
3rd District/C Platoon	Spanish	Commissioned
3rd District/DIU	Spanish	Commissioned
4th District/C Platoon	Spanish	Commissioned
5th District/A Platoon	Spanish	Commissioned
5th District/DIU	Spanish	Commissioned
5th District/D Platoon	Spanish	Commissioned
6th District/DIU	Spanish	Commissioned
6th District/C Platoon	Spanish	Commissioned
6th District/C Platoon	Spanish	Commissioned
7th District/C Platoon	Vietnamese	Commissioned
7th District/C Platoon	Spanish	Commissioned
8th District/A Platoon	Spanish	Commissioned
Academy	Spanish	Commissioned
Alternative Police Resp.	Spanish	Civilian
COO/Community Eng.	Spanish	Commissioned
Criminal Records Room	Spanish	Civilian
ISB/Auto Theft	Spanish	Commissioned
ISB/Child Abuse	Spanish	Commissioned

ISB/Child Abuse	Spanish	Civilian
ISB/HIDTA	Spanish	Commissioned
ISB/HIDTA	Spanish	Commissioned
MSB/Fiscal	Vietnamese	Civilian
PIB	Spanish	Commissioned
PIB	Spanish	Commissioned
PIB	Spanish	Civilian
PSAB/ED&TRN	Spanish	Commissioned
Recruitment	Spanish	Civilian
SOD/K-9	Spanish	Commissioned
SOD/Tactical	Spanish	Commissioned
SOD/Traffic	Spanish	Commissioned

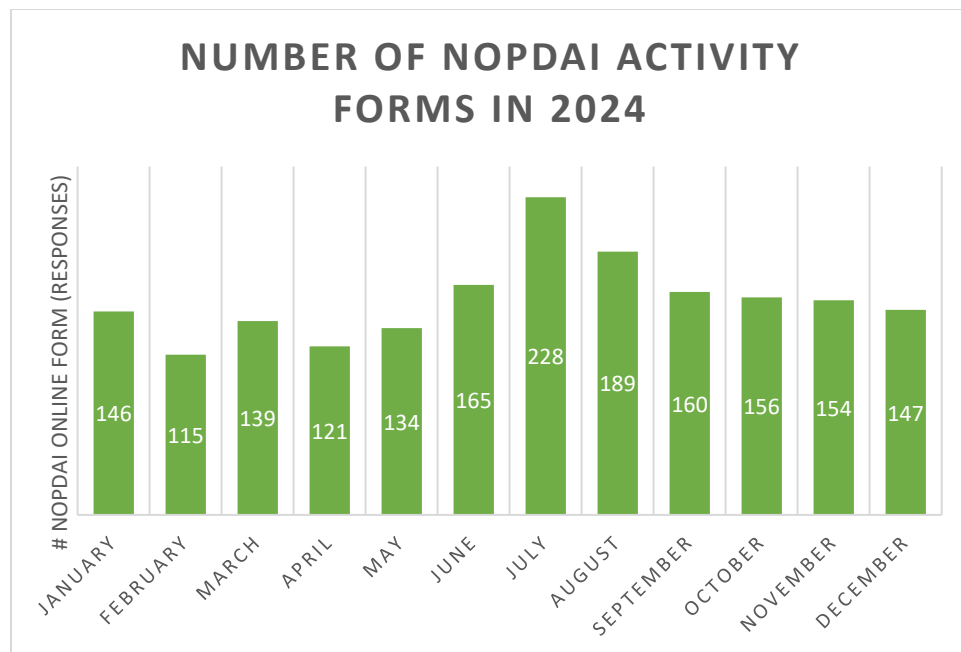
## NOPDAI Activity Form

The NOPD implemented the NOPDAI Activity Form database as a method to document each time language assistance services have been provided in any manner. The NOPDAI Activity Form is required to be completed whether the services were provided via NOPDAI in-person, NOPDAI via telephone call, document translation, and/or via the Electronic Interpretation Device (smartphone). In 2024, NOPD personnel completed a total of 1,854 NOPDAI Activity Forms based on the NOPDAI Activity Forms Dashboard (located in the Department's intranet site). The number of forms completed (1,854) and calls received (645) by OPCD differ due to the caller's ability to communicate with the officers in English in some calls for service and therefore there is no need for interpretation service requiring the officer/NOPD employee to complete an NOPDAI Activity Form. Also, the number of forms completed by NOPD personnel and/or NOPDAIs changes if interpretation services were provided in any other capacities other than calls for service received via OPCD, including incidents such as follow-ups investigations, interrogations, and interviews. This information is verified regularly as the Language Access Coordinator reviews every video generated via Body Worn Camera recordings that were marked NAT and RTF from the CAD report produced by OPCD. Based on the video footage and the assessment of how the call for service was conducted by the officers in the field, it indicates when a caller is bilingual, assisted by a bilingual individual, assisted via the Electronic Interpretation Device and/or if the officer called for an NOPD Authorized Interpreter to assist the LEP caller(s) with interpretation services.

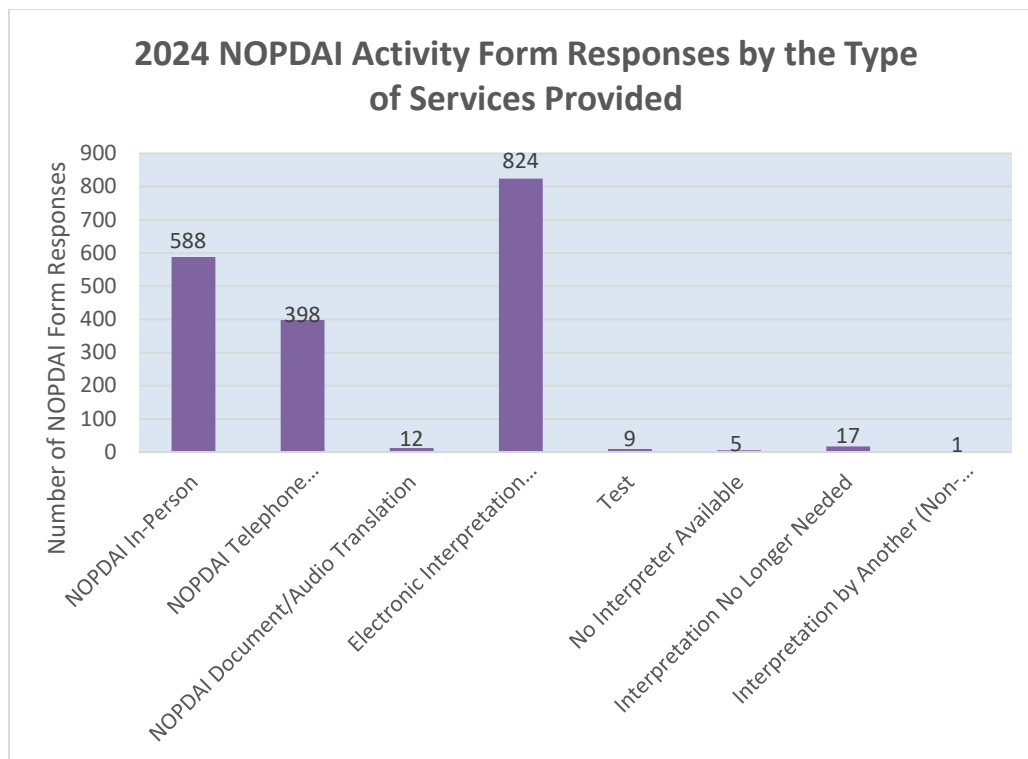
The assessment of the BWC videos from the CAD report produced by OPCD, determined that 74 callers were in fact bilingual and interpretation services were not required, 162 calls were conducted with the assistance from an NOPDAI (94 were assisted in person and 68 via telephone), 94 were assisted via the Electronic Interpretation Device.

Note, this data is obtained from OPCD and it does not include all of the VOIANCE Report data in which the Electronic Interpretation Device was utilized to provide interpretation services to LEP individuals.

The graph below illustrates the number of NOPDAI Activity Forms completed in 2024 documented by month from the NOPDAI Activity Forms Dashboard.



The NOPDAI Activity Form database system demonstrated that in 2024 most of the language access services were provided via NOPDAI; of which, 588 were provided in-person and 398 were provided telephonic interpretation interactions, followed by 824 interpretation services provided via the Electronic Interpretation Device.



## Obstacles and Recommendations

### Obstacles

The NOPD continues to make improvements in Language Access Services, however the singular continuous challenge remains to be the access to American Sign Language (ASL) interpreters to provide services in-person because the Department does not have a contractual agreement with any organization that provides ASL interpretation services. The only source of ASL interpretation services the Department offers is provided by VOIANCE's Video Remote Interpretation (VRI) via the Electronic Interpretation Device.

NOPD personnel received multiple reminders to complete the NOPDAI Activity Form for providing interpretation services via the Electronic Interpretation Device, which is to be completed prior or upon their tour of duty. The incompleteness of the NOPDAI Activity Forms created a disproportionate number of forms in the NOPDAI Activity Forms Dashboard database, demonstrating a discrepancy in the number of calls received via Orleans Parish Communication District (OPCD) and reports obtained through VOIANCE's database.

### Recommendations

The Department continues to provide training on Limited English Proficiency Services and the recommendation to implement LEP training to NOPD personnel in CORE In-Service annual training was approved by the NOPD Training Division, which will be included in the 2025 CORE



In-Service's curriculum. The training will assist NOPD personnel be well versed in the proper use of the Electronic Interpretation Device, how to interact with VOIANCE's interpreters with a live call in which interpretation services are demonstrated, and lastly how to document the use of the language line by completing an NOPDAI Activity Form after the call is completed timely. This exact training has been provided to all NOPD recruits throughout the year 2024.

## Conclusion

The NOPD continues to improve and increase compliance with Limited English Proficiency Services by providing continuous training to its personnel and recruits to better assist the LEP community by providing professional and reliable language assistance services. The Department is committed to providing quality and timely language access services while continuing to assess areas of improvement and is committed to bettering the prompt accessibility to interpretation services. The Language Access Coordinator has continued to build and maintain relationships in the LEP Community as well as with government and private agencies regarding language access and assistance. The Department is continuing to maintain diverse initiatives in the community and make the NOPD's presence an on-going effort to include the LEP community during all events. The LAC will continue foster relationships throughout the New Orleans and the LEP community.