Language Access Report

Albuquerque Police Department

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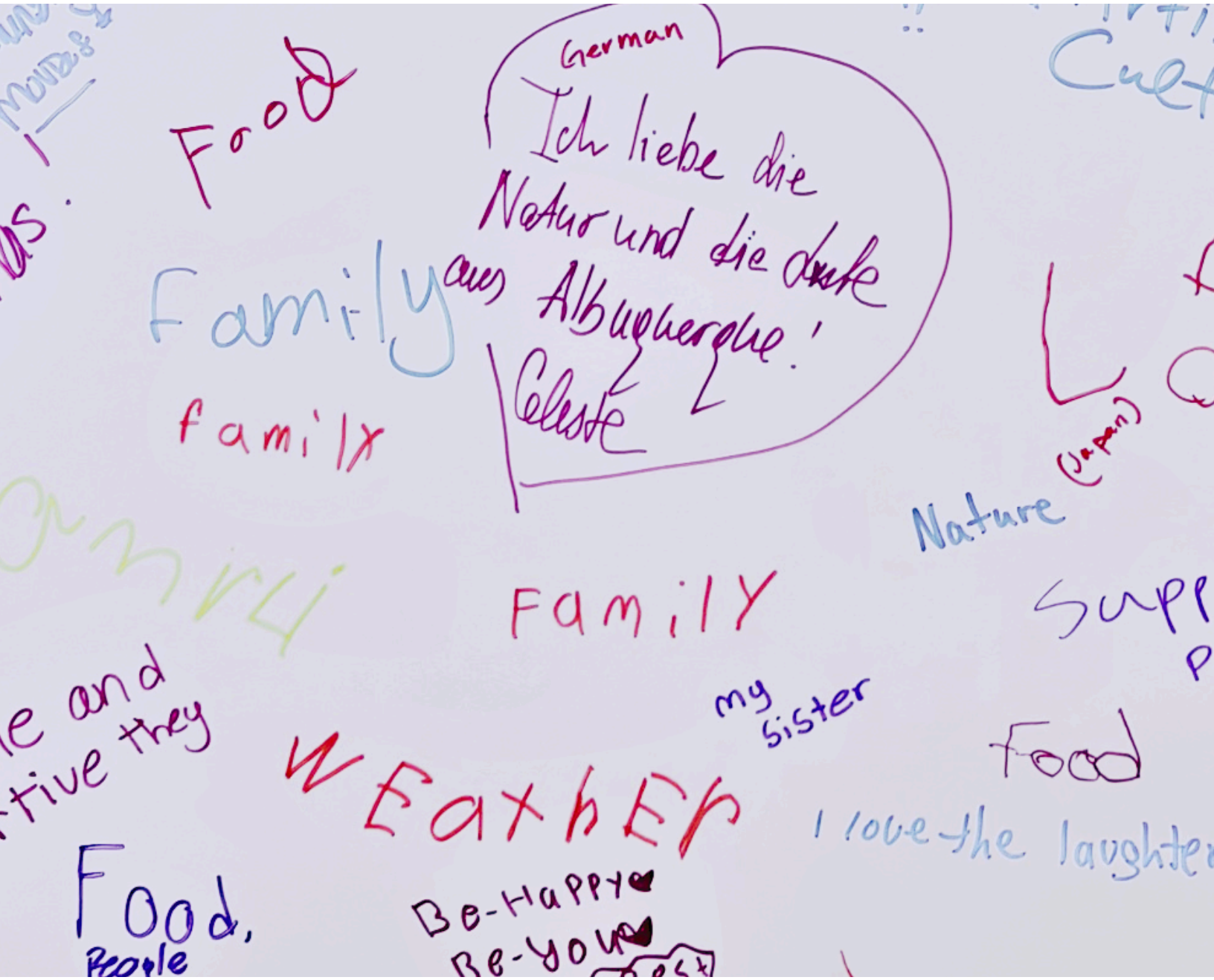
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Language Access Unit

The Albuquerque Police Department's (APD) Language Access Unit (LAU) plays a vital role in ensuring that APD's services are accessible to community members—regardless of the language they communicate in.

Our mission is to support APD and the community in reducing communication barriers to serve everyone equitably.



Executive Summary

In 2025, the LAU achieved crucial milestones in institutionalizing language access support for the Albuquerque Police Department and the City of Albuquerque.

There were important achievements in education & awareness, where ongoing efforts of language and communication access services expanded. The department's multilingual outreach and engagement increased significantly through the publication of a language access webpage, multilingual social media videos and public-facing content.

Moreover, there was growth in data collection initiatives and the scope of language services. Solidifying the fact that centralized Language Access support in law enforcement is crucial and beneficial to APD when looking to increase engagement, crime reporting, accuracy, accountability, and trust in the community as a whole.

At 1 year from the implementation of a comprehensive *language access training* for law enforcement at the Police Academy, the department observed the highest language interpretation usage on record by APD personnel continuing its rising trend since 2021. This is a vital step in decreasing miscommunication in law enforcement interactions with the community.

According to the U.S. Census Bureau American Community Survey, approximately 10% of residents, 55,000 - 60,000 people, have limited English proficiency in Bernalillo County, New Mexico.

As a law enforcement agency, the Albuquerque Police Department has taken an unprecedented approach to create comprehensive centralized language support to advance language access efforts and help personnel reduce communication barriers to serve all community members. At 2.5 years from the beginning of the language access program, the department has documented irrefutable evidence that institutionalizing language access and embracing multilingual approaches helps increase public safety, efficiency, effective communication, accountability, compliance, and community trust.

2025 Highlights

Education and Awareness (Pg. 11)

- A 1-hour-long language access training was incorporated into the cadet class curriculum in 2024. Since then, every police cadet class has received training.
- In 2025, the department expanded its education & awareness initiatives and began providing language access training to Police Service Aide (PSA) classes.
- The department has observed a positive correlation between *higher* language service usage and the implementation of language access training.
- Language interpretation usage by department personnel has *tripled* since 2021, from 1,000 to 3,000 calls a year.

Community Outreach & Engagement (Pg. 14)

- The LAU participated in several community outreach and engagement initiatives, including the sponsorship of language services to increase awareness of multilingual services.
- The department expanded its multilingual outreach through social media outreach, and the creation of a new language access webpage and a quarterly newsletter.

Quality Assurance & Monitoring (Pg. 18)

- Monthly Help Desk Audits were implemented citywide to equip APD help desks with ongoing language service support.
- The department secured contracts with several local and external language vendors ensuring increased quality of services, usability, and accuracy for the benefit of APD personnel and the community.

Data Collection (Pg. 20)

- The department has observed a steady increase of interpretation service usage ranging from 8,000 annual calls in 2021, to **14,000** annual calls in 2025.
- In 2025, the department as a whole, used interpretation services a total of **14,411** times in over **30** different languages to offer services to the community.
- In 2025, the LAU assisted with **10** criminal investigation cases.
- A total of **21** language service requests to interview victims of crimes, witnesses, and process forensic evidence.

A Year in Review

2025 was another year of progress and growth for the Language Access Unit (LAU). Many important milestones were achieved in each of our main focus areas:

1) Education and Awareness
2) Community Outreach and Engagement
3) Quality Assurance
4) Data Collection

The unit prioritized monitoring existing procedures to refine and improve them. We also expanded the scope of services to accommodate the increasing demand of requests by department personnel.

Interpretation

In 2025, the department used interpretation services a total of **14,411 times** in over **30** different languages. These numbers combine departmentwide usage for remote and in-person interpretation.

Remote Services

Remote interpretation (oral or signed) via phone or other electronic devices is the vast majority (**99.30%**) of APD's overall interpretation usage.

APD has 2 remote interpretation providers: *Vendor 1*, exclusively used by the Emergency Communications Center (ECC), and *Vendor 2*, used by all other department personnel (sworn and professional staff who do not work at the ECC).

ECC personnel consistently account for the majority of the department's interpretation usage (**77.60%**) every year due to the high volume of emergency and non-emergency calls (911 and 242-COPS) received.

Department Non-ECC personnel utilized remote interpretation services a total of 3,208 times. Differently than the ECC, Non-ECC personnel use remote interpretation during interactions with the community such as calls for service, community engagement, incoming/outgoing calls, or in-person assistance at help desks, etc.

Note: Only a fraction of emergency and non-emergency calls are dispatched as calls for service. The ECC may receive multiple calls to report one single incident, and other calls simply don't require a call for service. Because the ECC receives all incoming calls for emergencies and non-emergencies, they have the highest volume of interactions with the public making them a crucial point of contact.

Below, Figure 1 shows the number of interpretation instances by Vendor in 2025 and its percentage. The bar graph shows the noticeable difference in usage between the ECC and Non-ECC personnel.

APD's Remote Interpretation Usage by Vendor in 2025

Remote Interpretation Vendor	Number of Instances	%
Vendor 1: ECC	11,102	77.58%
Vendor 2: Non-ECC	3,208	22.42%
Total	14,310	100%

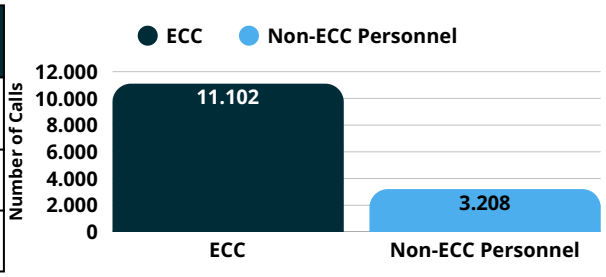


Figure 1: Number of interpretation instances and percentage distribution at APD by vendor in 2025.
Source: Remote interpretation vendor usage reports and LAU's interpretation request log.

In 2025, Non-ECC personnel had the *highest* rate of remote interpretation usage recorded to date, with 3,208 calls for interpretation services. Since 2021, the number of calls placed for remote interpretation services has tripled, with a **211.25%** growth in the span of 5 years. Below, Figure 2 displays the increase in usage from 2021-2025.

Non ECC Personnel's (Vendor 2) Remote Interpretation Usage by Year (2021-2025)

Remote Interpretation Usage By Year	Number of Instances
2021	1,031
2022	1,165
2023	1,641
2024	2,868
2025	**3,208**

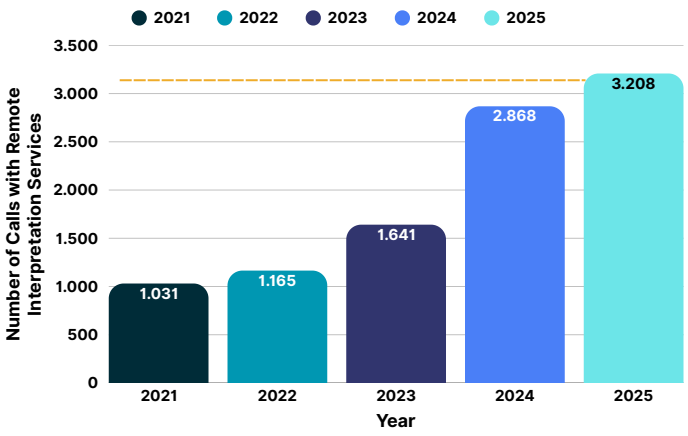


Figure 2: Number of interpretation instances by vendor 2 from 2021-2025.
Source: 2025 Remote interpretation vendor usage reports.

Observations

Figure 2 shows:

- The demand for multilingual services has steadily increased since 2021
- Non-ECC personnel used remote interpretation services more in 2025 than in any other year in the last 5 years
- 2024, the year when the 1-hour Language Access Training for law enforcement was implemented at the Police Academy, displays an increase in usage of over 1,000 calls.

In-Person Services

In-person interpretation services, established and coordinated by the LAU, are available to assist APD personnel with complex interactions like calls for service, arrests, forensic interviews, behavioral crises, or interactions involving children.



On-call ASL interpreters assisting APD officers on location during a call for service.

In 2025, the department used interpretation services for spoken languages, American Sign Language, and Tactile Interpretation a total of **101** times.

Remote vs. In-Person

Remote interpretation is used at a much higher rate (**99.30%**) than in-person services. Figure 3 displays the distribution between remote and in-person instances and its percentage.

APD's Interpretation Usage by Service Type in 2025

Interpretation Service Type	Number of Instances	%
Remote	14,310	99.30%
In-Person	101	.70%
Total	14,411	100%

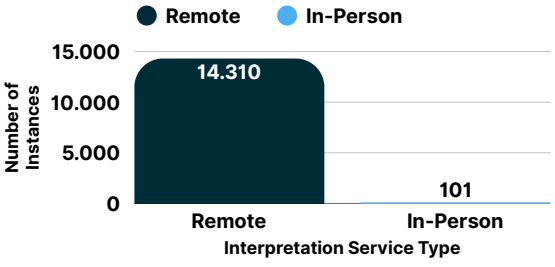


Figure 3: Number of interpretation instances at APD by type of service in 2025.
Source: 2025 Remote interpretation vendor usage reports and LAU interpretation request log.

Although **14,411** interpretation instances in one year prove a significant need for services to properly serve a multilingual community, the LAU estimates the actual language needs are *higher* than shown by the data. This is due to the fact that APD does not currently track language services provided by certified bilingual personnel, or incoming calls by the hearing loss community via relay services.

Language Access Compliance

The LAU currently lacks the capacity to monitor language service compliance as it did the previous year. However, a review of 2024 OBRD footage by LAU identified 724 instances with communication barriers. Through this system, the LAU determined that in more than half (**55.39%**) of these interactions, APD personnel did *not* provide department-qualified interpretation per standard operating procedures.

2024 Language Access Compliance: Interpretation

Interpretation Service Type	Number of Instances	%
Received	323	44.61%
Didn't Receive	401	55.39%
Total	724	100%

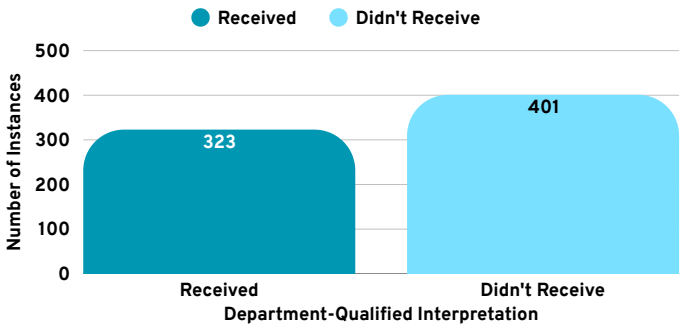


Figure 4: Number of instances with communication barriers where department-qualified interpretation was provided by APD personnel in 2024.
Source: 2024 APD's Language Access Report (unpublished)

Overall, this data shows that although awareness, interpretation usage, and compliance are increasing at APD, work remains to ensure department personnel are consistently using department-qualified interpretation methods for better accuracy and efficient communication.

Considerations: Certified Bilingual Personnel (CBP)

In 2025, APD had a total of **70** Spanish CBP, an increase over the 55 CBPs recorded in 2024. However, APD does not currently have a tracking system to measure how often and how much (frequency and volume) are CBPs using their language skills in their job.

To provide insight and guide planning, the LAU conducted a departmentwide survey in 2025 to assess language needs. Through this survey, we found that out of 601 survey participants, 25.1% (151) APD personnel reported to have weekly interactions with community members who don't speak English, or speak English with limited fluency, and 17% (103) reported daily interactions with the same population.

In 2025, the LAU conducted a language access survey at the ECC. The survey reported that **13** ECC personnel speak a language other than English with native fluency. **8** out of 13 personnel believe they can perform their job accurately in this language. As previously discussed, the ECC has only 2 certified bilingual personnel. Opportunities for bilingual certification at the ECC would increase the number of CBPs at APD's highest point of contact where remote interpretation from a third-party vendor was used 11,000 times this year.

Translations

In 2025, the LAU processed a total of **164** translation requests for APD personnel in **27** different languages.

Note: Language translation occurs when written information is converted from one language into another. Translation requests range from various public-facing documents, to police reports and forensic evidence.

Police Reports

Labeling System

Through a labeling system implemented in January 2024 the department is now able to estimate the volume and frequency of interactions involving communication barriers at APD.

Note: A communication barrier entails difficulty communicating or understanding due to limited proficiency in a language and/or various degrees of hearing loss or blindness.

Through this labeling system, a total of **1,042** reports documenting incidents with communication barriers were identified in 2025. This labeling system has helped APD further estimate volume and frequency of interactions involving communication barriers.



Figure 5: Screenshot of digital label on APD's database (Report Management System/RMS).

Number of Police Reports with *Language/Interpreter* Label

1,042

Police Report Translations

Any individual can create and submit a police report with APD online, telephonically, or in-person. Narratives and details pertaining to the incident are written in the languages spoken by the community, which entail languages other than English. In such cases, translation to English is imperative to ensure accurate processing of the report. Figure 6 below shows a screenshot of online report forms in Simplified Chinese and English.

APD's Online Report Form



Figure 6: Screenshot of APD's online report form in Simplified Chinese (left) and in English (right).

To standardize a translation of reports in languages other than English, the LAU developed and implemented a *report translation procedure* in collaboration with several other units in 2025. Through this procedure, the LAU facilitated the translation of **62** police reports written in a language other than English.

Police Report Translations In 2025

62

Common Challenges Threatening The Integrity and Equitable Processing of a Report in a Language Other Than English

1. **Accuracy.** Context, slang, regional dialects, and grammar mistakes often result in inaccurate information when using *machine translation* or unqualified personnel to translate. These are methods often used by personnel when centralized support and language resources aren't available.

The table below shows a real machine translation error generated by translating an APD police report originally written in Spanish.

Inaccurate Machine Translation Sample Reason: Grammar Mistake	
Original (Spanish)	**Machine Translation (English)**
"...mi cartera se callo y alguien la tomo..."	"...my wallet **fell silent** and someone took it..."

Accurate (human) translation: **"...my wallet fell and someone took it..."**

2. **Timely processing.** Reports written in languages other than English create a potential language barrier for APD personnel when coming into contact with the report. As a result, processing and follow up may be delayed.

3. **Liability.** Carelessness in processing data in languages other than English may constitute inequitable treatment for cases involving non-English speakers.

Police Report Translation Procedure: Results

This procedure has effectively reduced inconsistent translation methods such as machine translation, and translations made by unqualified personnel. The department has taken a proactive approach upon identifying this challenge.

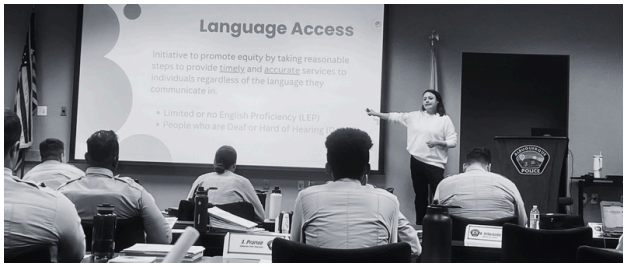
Results

- Increased translation accuracy
- Enhanced protection to the integrity of the report
- Timely processing (average turnaround: 8 business hours)
- Reduced communication barriers
- Increased efficiency when processing reports in language other than English
- Reduced liability
- Increased transparency by providing the community member (report-author) a copy of the report in the language they filed it, and the language they understand.

Education & Awareness

The LAU aims to empower APD personnel to perform their job duties to the best of their ability when encountering communication barriers. One of the initiatives to accomplish this goal is through education and awareness, a crucial component of the success of the language access program.

Evidence to the positive effect of language training in correlation with higher language service usage is discussed throughout this report and in the *Language Services* section (Pg. 21).



Language Access Coordinator Joseline Segovia teaching the 1-hr Language Access Training to a police cadet class.



Language Access Coordinator Joseline Segovia presenting language access updates to the Cisty of Albuquerque's Office of Immigrant and Refugee Affairs Steering Committee.

Language Access Training

A 1-hour-long language access training created by the LAU was incorporated into the cadet class curriculum at APD in 2024. Every police cadet class since then has received comprehensive language access training.

The training is unique to APD. It features innovative approaches to educate cadets on what communication barriers look like in the field, what languages they are likely to encounter according to our data, and tools they have at their disposal to reduce those communication barriers.

In 2025, the department began providing language access training to Police Service Aide (PSA) classes, expanding education and awareness to department personnel.

The department has observed a significant increase in language service usage and awareness since the implementation of this training (further details can be found later in the *language services* section).

"My favorite part was learning that there are more than just Spanish speakers in Albuquerque."

- **Feedback from cadet, Cadet Class 131**



LAU's Gisell Cereceres training APD personnel on language access procedures.

"Loved the scenario, it really changed my perspective."

- **Feedback from cadet, Cadet Class 131**



Albuquerque Police Cadet during a Language Access Training at the Police Academy.

Language Access Implementation Committee (LAIC)

The LAIC, created in 2023 by the LAU and comprised of volunteers from several APD bureaus and 2 City representatives, meets on a monthly basis to identify challenges and solutions to expand language access initiatives for APD.

In late 2024, LAIC members, proposed an initiative to invite external partners to monthly committee meetings. Guest speakers allow the committee to:

- **Identify similar challenges**
- **Collaboratelly share solutions**
- **Find potential collaboration paths**
- **Increase accessibility to services with community partners**



2025 LAIC Guest Speakers



NM Courts Language Access Services Freda Valdez and Laura Perez presenting for the LAIC.

NM Courts Language Access Services
- Freda Valdez, Statewide Program Manager
- Laura Perez, Statewide Language Access Coordinator

Family Court District
- Judge Amber Chavez Baker

Babel Translation Services
- Mohammad Ismail, APS Refugee Case Manager

RGC Access
- Alex Luce, ASL Interpreter

The LAIC was honored to host 4 community partners in 2025!

Community Outreach & Engagement

It is crucial for the success of the program to establish and maintain a channel of communication with the community. This ensures timely feedback and provides the opportunity to proactively identify accessibility challenges.

Upon identifying challenges, the LAU works to find reasonable community-centered solutions and provide recommendations to APD to further accessibility.

In 2025, the LAU participated in several community outreach and engagement initiatives, such as community events, webinars, presentations, and multilingual outreach.

Events & Presentations



World Refugee Day

For the second consecutive year, APD sponsored all language services (translation and interpretation) for the City of Albuquerque's World Refugee Day event. Translation and interpretation services allow both the community and vendors to participate and engage in meaningful interactions at the event.

At this event, LAU and APD Ambassadors were recognized by the Office of Equity and Inclusion. APD staged informational tables with resources in **13** languages.



LAU's Gisell Cereceres, M.A. and Pearlyne Coriz at World Refugee Day.



OEI Deputy Directors Dillon Shije and Dr. Nina Cooper recognizing APD officials.

City Council



APD's Deputy Chief JJ Griego and Joseline Segovia speaking before CABQ's City Council on language access.

The LAU presented to the City of Albuquerque's City Council on the progress and success of the language access program. The presentation provided evidence of increased accessibility to APD services, the creation of a Language Access Unit, data collection efforts, and improved language services to the community.

Community Partnerships

Town Hall:
"Tu Voz, Tu Seguridad, Tu Comunidad"



Panelists from left to right: Commander Sanchez, Officer Villalobos, Officer Smith, and LAU's Coordinator Joseline Segovia.

In partnership with the City of Albuquerque and Telemundo Nuevo Mexico, APD participated in a Spanish-speaking Town Hall where APD commited to provide services in multiple languages regardless of immigration status.



"Best Practices for Responding to, Investigating and Prosecuting Cases Involving Immigrant Victims of Domestic and Sexual Violence" training.

APD hosted an in-person training by the *National Immigrant Women's Advocacy* Project's (NIWAP) faculty: Director Leslye E. Orloff, Investigator Michael LaRiviere, and Attorney Christopher Freeman.

The training was designed for prosecutors, law enforcement officers, advocates, and professionals working with immigrant survivors. It provided participants with information on visa programs and how these programs stabilize victims' participation in the justice system.



NIWAP faculty and training attendees.



NIWAP faculty presenting to training attendees.

Domestic Violence and Sexual Assault (DVSA) Commission

As part of the working group of the *DVSA Commission Restraining Order Packet*, several DVSA members, LAU and Victim Assistance Unit, collaboratively enhanced the DVSA Resource Packet's accessibility as part of a citywide initiative.

The working group consolidated multiple existing packets into one standardized packet over several months.

LAU sponsored the translation of the resource packets into **12** languages through professional human translation.

The resource packets in 12 different languages can be accessed on demand **here**.



DVSA Restraining Order Packet Working Group



DVSA Restraining Order Packet screenshot displaying QR codes to access packets in 12 languages.



DVSA Restraining Order Packet Working Group

Multilingual Outreach

Social Media

The LAU assisted with the production of a series of videos to be published on department social media channels.

The videos reminded the community that APD is committed to providing services to everyone regardless of the language they communicate in.

The videos were filmed in **3** different languages: Spanish, American Sign Language, and English, and captioned in 2 other languages (Arabic and Swahili). Making a total of **5** multilingual videos.

A professional Deaf Interpreter (a person who is Deaf and provides interpreting services in signed languages) was hired by APD to assist with the filming and editing of the American Sign Language video.



English



Spanish



ASL

LAU Webpage

Hosted within the main APD website, a Language Access Unit webpage can be found as of 2025.

The website has many resources readily available in **14** different languages. It also features detailed information about the language access program and information on how to request language services at APD.


Issue #2 December 2025

APD
Language Access Newsletter

Keeping you up to date on APD's language trends and initiatives!

IN THIS ISSUE

1. APD's Language Access Implementation Committee
2. 2025 APD Language Data
3. Language Access Ride-Along
4. APD Staff Shout Outs

1 APD's Language Access Implementation Committee

Specialties

Committee members represent various focus areas and bring knowledge on matters unique to their respective area of expertise.

Meet the LAIC members here!

The Language Access Implementation Committee (LAIC) was created in 2023. It is comprised of 8 volunteers representing focus areas with high-volume interactions with the public within APD, as well as 2 external stakeholders.

The LAIC meets monthly to discuss needs with communication access in various areas within APD. Members collaboratively find informed solutions through several perspectives for the benefit of the community and APD personnel.

Committee Initiatives

LAIC's mission is to align efforts and engage in continued communication to identify gaps and issues preventing the provision of language services. Our goal is to improve procedures, resources, and policies to help our Department.

Procedure Implementation | Language Service Support | Training Development

3 Language Access Ride-Along

Thank you for your continued support and commitment to our community!

The Language Access Unit (LAU) is committed to learning and understanding the challenges presented in different specialty units across APD.

This year, I had the privilege of joining Officers Anthony Suarez and Ezra Esquibel for my first ride-along. Through this experience, I gained insight into how important internal department communication is, and how language services play a critical role in supporting officers by

strengthening communication and trust with the community. Observing officers' day-to-day responsibilities firsthand reinforced how essential it is to keep resources accessible and practical for use in the field.

At the end, this ride-along resulted in expanding my understanding of how the LAU can continue to support officers by developing tools and procedures that are responsive to real-world conditions and operational needs.

By: Gisell Cereceres Barrera

4 APD Staff Shout-Outs

ALYSSA R. CASTILLO
SR. OFFICE ASSISTANT
NORTHEAST SUB

Alyssa has been instrumental in helping the LAU test a Video Remote Interpretation setup to be implemented citywide at all APD help desks.

The setup will allow our Deaf and hard-of-hearing community and staff to access APD's services in American Sign Language on-demand.

Alyssa has identified ways to improve interpretation and translation processes and has proposed practical, impactful solutions. She consistently demonstrates a genuine commitment to delivering meaningful language access services to the public.

OFFICER LUIS AGUILAR
UNIVERSITY AREA COMMAND
CERTIFIED BILINGUAL (LEVEL II)

On June 12, 2025, Officer Luis Aguilar responded to a call involving a 12-year-old child with autism in emotional crisis. The child primarily speaks Spanish.

Officer Aguilar demonstrated incredible empathy and compassion and successfully de-escalated the situation in Spanish, using his certified bilingual skills.

His intuitive use of language played a vital role in establishing trust and creating a sense of safety for the child and the child's mom.

The successful way he handled this call for service rightfully earned him October's APD De-Escalation Officer of the Month award.

Thank you for making a difference!

Contact us at: APDLanguageAccess@cabq.gov

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Quarterly Newsletter

A new quarterly newsletter was launched in August 2025. It features exciting initiatives, upcoming events, APD language data, and highlights department personnel who go above and beyond expectations to increase communication accessibility at APD.

Quality Assurance & Monitoring



Commissioners Corina Gutierrez and Roger Robb from the New Mexico Commission for Deaf and Hard of Hearing testing APD's Video Remote Interpretation (VRI) equipment in American Sign Language.

APD Help Desk Audits

Police substations and other citywide APD help desks are crucial points of contact where establishing ongoing language access support is needed, due to the high volume of interactions with the community.

The LAU created Help Desk Audits to equip APD help desks across the city with ongoing language service support.

Support entails:

- Interpretation services
- Translation support
- Mediums to provide effective language services
- Support when identifying new challenges

Results

Monthly audits have allowed the department to identify trends, issues, and language shifts in a timely manner at help desks. Substation personnel have demonstrated an increased level of confidence and awareness in addressing communication barriers effectively, and using language resources provided by the department.

Next Steps

Next year, the LAU plans to perform quarterly audits (as opposed to monthly) and create a system to provide additional details and guidance on how to increase accessibility at each substation.

Quality Assurance & Monitoring



APD Ambassador Det. Jennifer Giron, and Interpreters Mohammad Ismail and Russol Abdelfatah facilitating a U.S Laws Presentation from English to Dari and Arabic.



Horse Mounted Unit and NMCDHH Corina Gutierrez and Roger Robb communicating via ASL interpreter at APD's *Coffee with a Cop* event.

Language Vendors

In the past, some APD language vendors were found to be unsuitable to provide services to APD due to:

- Long turnaround times
- Unable to provide services 24/7
- Poor communication
- Lack of proper interpretation and translation training
- Lack of proper language certification practices

Solution

Our team sought to expand our pool of qualified language vendors to increase the quality of services and decrease response times.

The LAU secured contracts with several local and external vendors ensuring increased quality of services, usability, and accuracy for the benefit of APD personnel and the community.



On-call ASL interpreters assisting APD officers on location during a call for service.

Data Collection

The LAU works diligently on collecting data at strategic points of contact where high volume of interactions with the community happen.

Prior to the creation of a language access program at APD, the volume and frequency of interactions between APD and the community with communication barriers was unknown. Therefore, it was difficult to budget and allocate resources accordingly. Consequently, language service needs went unaddressed due to the lack of documentation of existing language barriers and centralized language access support.

Recent efforts by the LAU, in partnership with several other APD units, to establish reliable documentation and data collection methods, have enabled the department to identify communication barriers timely and concentrate efforts and resources where they are most needed.

Example:

Below is an example of a successful path of language access at every point of contact with APD when the communication barrier is correctly documented.

Case: A person who is Deaf calls 911 to report a crime.

911 Operator



911 operator takes a call where the victim of the crime is Deaf.

CAD Documentation

The 911 operator documents on the CAD that the victim of the crime is Deaf and needs an ASL interpreter to communicate with the responding officer.

Officer



Based on the CAD documentation, the responding officer contacts an ASL interpreter to facilitate communication with the victim.

Police Report Documentation

The responding officer documents on the police report that the victim is Deaf and an ASL interpreter was used to communicate with the victim.

Specialized Units



Specialized units learn a communication barrier is present.

Due to this internal documentation APD personnel are prepared to:

- Follow up with the victim via ASL interpreter
- Provide appropriate resources in the victim's primary language
- Use language services as needed to conduct any pertaining investigation.

Note: Lack of documentation of the communication barrier at any point of the path, leaves APD personnel unprepared to use appropriate language resources to communicate with the victim and protect the integrity and accuracy of the case.

Language Services

From January 1st, 2025, through December 31st, 2025, APD personnel departmentwide used remote interpretation services a total of **14,310** times in over **30** different languages (other than English). APD has 2 remote interpretation vendors (Vendor 1 and Vendor 2). Figure 7 below shows a sum of usage for both vendors by year.

APD's Remote Interpretation Usage (all vendors)

Year	Number of Calls
2021	8,822
2022	10,803
2023	12,358
2024	**15,424**
2025	14,310

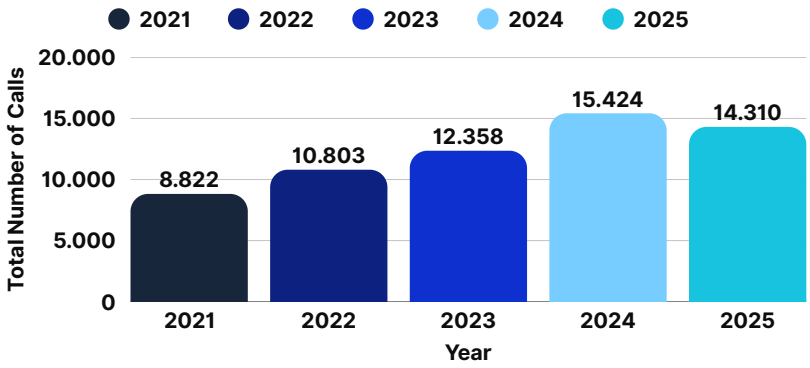


Figure 7: Total number of remote interpretation calls (all remote interpretation vendors) by year made by APD personnel.

Figure 7 above shows that remote interpretation usage by APD personnel has steadily increased by **62.20%** since 2021. There is also an apparent dip in usage of over 1,000 calls in 2025. Across the whole period from 2021 to 2025, the highest remote interpretation usage was documented in 2024 with a total of **15,424** calls for interpretation placed by APD personnel departmentwide.

Notably, the remote interpretation usage broken up by vendor shows an inverse correlation between Vendor 1 and Vendor 2. That is, that while *Vendor 1* shows a decrease of over 1,000 calls, *Vendor 2* increases. Consequently, although in 2025 the ECC received less calls in which interpretation services were needed, the remainder of the department used remote interpretation services at a record high. This is illustrated below in Figure 8.

APD's Remote Interpretation Usage by Vendor (Vendor 1 and Vendor 2).

Year	Vendor 1	Vendor 2	Total Number of Calls
2021	7,791	1,031	8,822
2022	9,638	1,165	10,803
2023	10,717	1,641	12,358
2024	**12,556**	**2,868**	**15,424**
2025	11,102	3,208	14,310

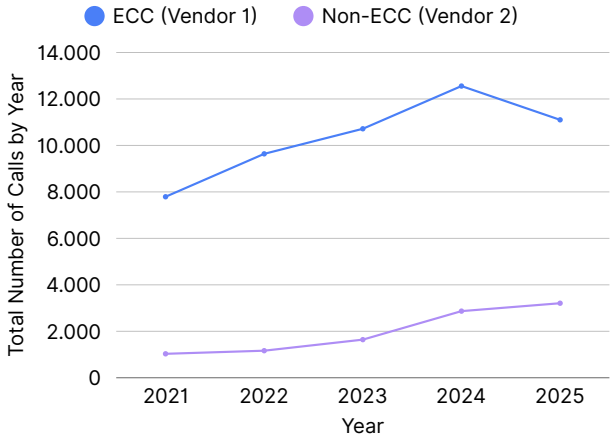


Figure 8: Total number of remote interpretation calls at APD by vendor (Vendor 1 and Vendor 2) by year.

Figure 8 also displays the fact that remote interpretation for Vendor 2, almost tripled between 2021 and 2025, with usage increasing from **1,031** calls to **3,208** calls.

When taking into account the increase in remote interpretation usage, a few factors should be considered. The City of Albuquerque, the Albuquerque Police Department, and other state and local entities have taken steps toward embracing the multilingual and cultural diversity that exists in Albuquerque through immigrant-friendly policies. This has resulted in notable systemic progress on culturally and linguistical integration to public services.

Examples are:

- **2018**, the City of Albuquerque passes the *Immigrant Friendly Resolution* (R-7-18) and creates the *Office of Equity and Inclusion*.
- **2020**, APD creates the *APD's Ambassador Program* to facilitate communication with diverse community groups within the community.

- **2021**, the City of Albuquerque's Council passes the *Language Access Ordinance* and APD creates its first full time Language Access Coordinator Position to centralize language access efforts.
- **2024**, the Albuquerque Police Department creates the *Language Access Unit* and advances significantly language access efforts departmentwide.

A steady increase in remote interpretation usage is evidence of positive results of immigrant-friendly and language access efforts taken by the community at large. Figure 8 demonstrates that those efforts have contributed to increased participation, awareness of multilingual services, and trust from Albuquerque's diverse community seeking APD's services.

Considerations

Decrease in number of calls requiring interpretation at the ECC in 2025 coincides with increased federal immigration enforcement and mass deportation initiatives which took place at the beginning of 2025 and lasted throughout the year.

However, this data shows that:

- APD continues to have a high demand of multilingual services every year.
- According to this data, in 2025, APD personnel engaged with community members who speak a language other than English at least **14,310** times.

Note: Remote interpretation data does not include calls taken by any of the bilingual certified personnel at APD, and in-person language services such as ASL.

Emergency Communications Center/ECC (Vendor 1)

In 2025, the ECC used remote interpretation services via Vendor 1 **11,102** times in over **30** different languages. Spanish accounted for over **90%** of remote interpretation service usage by ECC personnel. Below is a table with the Top 10 most requested languages for remote interpretation and the total number of calls in 2025 by language.

APD's Remote Interpretation Usage by ECC Personnel (Vendor 1) In 2025

Language	Number of Instances
Spanish	10.837
Vietnamese	53
Mandarin	55
Swahili	36
Arabic	32
Russian	11
Kinya/Rwanda	10
Urdu	10
Dari	8
Farsi (Persian)	7

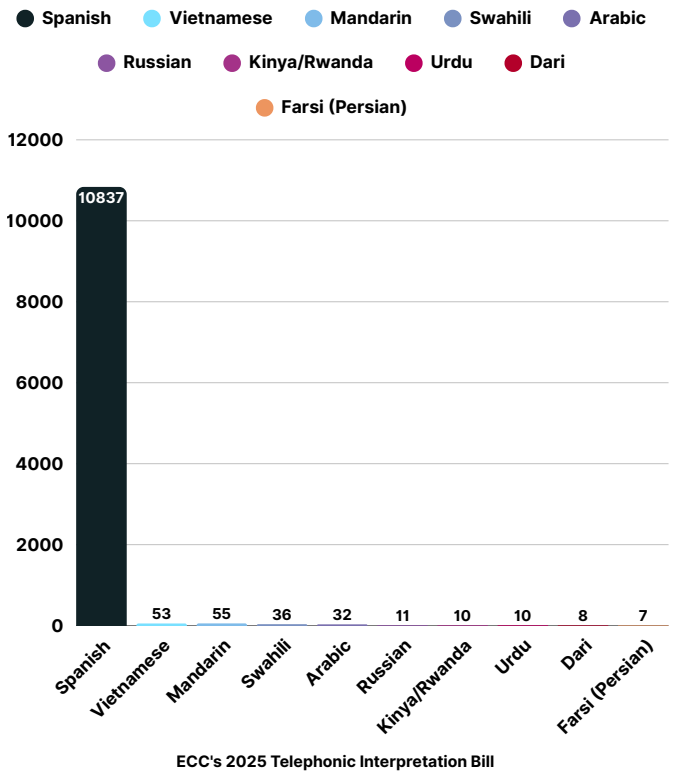


Figure 9: Top 10 most requested languages by ECC personnel for remote interpretation and total number of calls by language in 2025.

Non-ECC Department Personnel (Vendor 2)

Non-ECC personnel used remote interpretation services a total of **3,208** times in over **30** languages in 2025.

Similar to the Vendor 1 (ECC), Spanish had the highest demand accounting for **85.71%** of all calls placed for remote interpretation.

Data Highlights

- 2025 had the *highest* remote interpretation usage recorded by Non-ECC personnel at APD with a total of **3,208** calls.
- In the span of 5 years (2021-2025), remote interpretation usage by Non-ECC personnel has *tripled*.
- The call volume and usage of remote interpretation services at APD has increased by **95.5%** from 2023-2025 following the LAU's efforts to increase awareness and education on language services, along with the implementation of the LAU's 1-hr Language Access Training at the police academy.

APD's Remote Interpretation Usage by Non-ECC Personnel (Vendor 2) (2021-2025)

Year	Number of Calls
2021	1,031
2022	1,165
2023	1,641
2024	2,868
2025	3,208

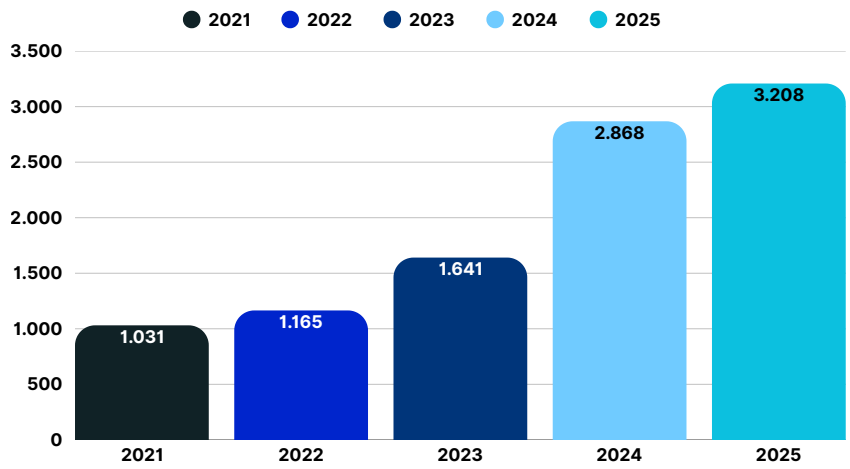
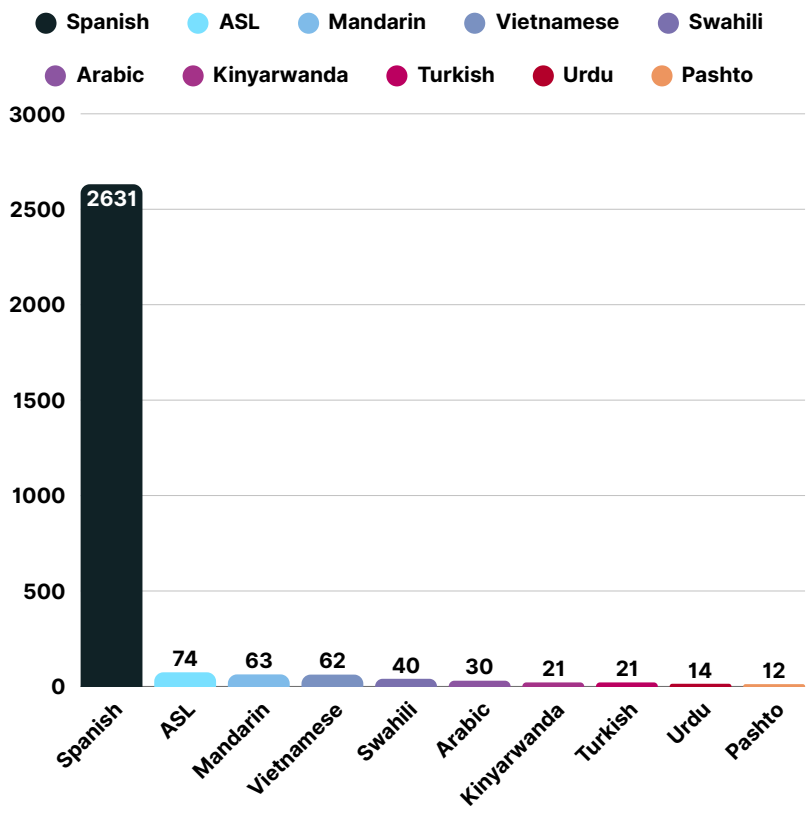


Figure 10: Non-ECC Personnel's (Vendor 2) remote interpretation usage by year (2021-2025).

Non-ECC Department Personnel (Vendor 2)

APD's Remote Interpretation Usage by Non-ECC Personnel (Vendor 2) in 2025

Language	Number of Calls
Spanish	2.631
ASL	74
Mandarin	63
Vietnamese	62
Swahili	40
Arabic	30
Kinyarwanda	21
Turkish	21
Urdu	14
Pashto	12



The LAU provides and coordinates in-person interpretation services for APD personnel in spoken languages, American Sign Language (ASL) as well as Tactile Interpretation. These services are crucial to law enforcement due to the nature of their interactions. There is an added complexity to communication during interviews with victims of violent crimes, children, people under the influence, and other incidents where in-person interpretation has been proven to be more effective.

To address in-person ASL interpretation needs in the field, the LAU in partnership with the local interpreting agency, *RGC Access,* created a 24/7 on-call interpreter program in 2024. Since then, the program has effectively addressed on-location and on-call interpretation needs and reduced ASL interpretation wait times for officers and the community.

Program Highlights

- The on-call ASL program responded to **17** calls for service in 2025.
- Out of 17 calls, 12 calls were for ASL interpretation, 2 for Tactile Interpretation, and 3 are unknown as they were cancelled before the interpreter's arrival.
- The average response time from interpreter notification to arrival to location was **26** minutes.

2025 On-call ASL Interpreter Assignments

Call Type	Count
ASL	12
Tactile	2
Unknown	3

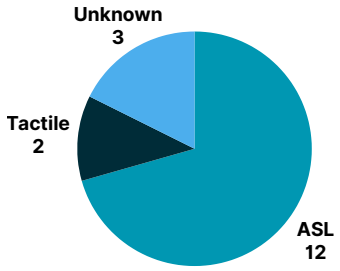


Figure 12: Non-ECC Personnel's (Vendor 2) remote interpretation usage by year (2021-2025).



APD's on-call ASL interpreters assisting an officer during an interaction with a person who is Deaf.

Criminal Investigations Division (CID)

In 2025, our services expanded significantly to accommodate Criminal Investigation needs.

Prior to 2025, the LAU primarily provided services to the Victim's Assistance Unit such as language access training for the Victim's Advocates. However, in 2025, the LAU received several requests from CID to assist with providing assistance in reducing communication barriers at different areas within the division.

Common services requested by CID are:

- **In-person interpreters for forensic interviews**
- **Translation of public-facing documents**
  - Letters
  - Miranda Warning Translations
  - Resource Materials
- **Transcription, translation, and interpretation to process forensic evidence in other languages.**
  - Text messages
  - Audio messages and calls



Family Advocacy Center's Lobby

Data Integrity

To protect the integrity and confidentiality of sensitive data and reporting parties, the LAU prioritizes trusted language professionals with appropriate credentials and certifications. However, due to certified interpreter shortages at the national and state level, and non-existent certifications for languages of lesser diffusion (languages spoken by smaller populations), the LAU continues building a reliable pool of trusted local language professionals to work with investigators and victims of crimes.

Criminal Investigations Division (CID)

Highlights:

- In 2025, the LAU assisted the Criminal Investigations Division with **10** cases including domestic violence, sexual assault, homicide, and crimes against children.
- **21** language service requests were received to interview victims of crimes, witnesses, and process forensic evidence.
- The most frequently requested languages by CID were Spanish, Swahili, Mandarin, and American Sign Language.

Total Number of Language Service Requests in 2025	Total Number of Cases the LAU Assisted With	CID's Most Frequently Requested Languages
21	**10**	1. **Spanish** 2. **Swahili** 3. **Mandarin** 4. **American Sign Language**



Language Access Needs Assessment Survey

In August 2025, the LAU conducted an internal survey to further understand language access needs. The survey was answered by a total of **610** APD personnel. 63.11% were sworn and 36.89% professional staff.

Result Highlights

- **85.19%** reported interaction with community members with limited or no English proficiency in their current position.
- **64.44%** participants said their interactions with this population occur on a *daily* basis.
- Only **89** participants out of 610 reported to *never* interact with people with limited English proficiency in their current position.
- Survey participants identified a total of **15** different languages other than English when interacting with the community.
- Languages mentioned at a higher rate were **Spanish, Vietnamese, ASL, Swahili, Mandarin, Arabic, Diné and Kinyarwanda.**

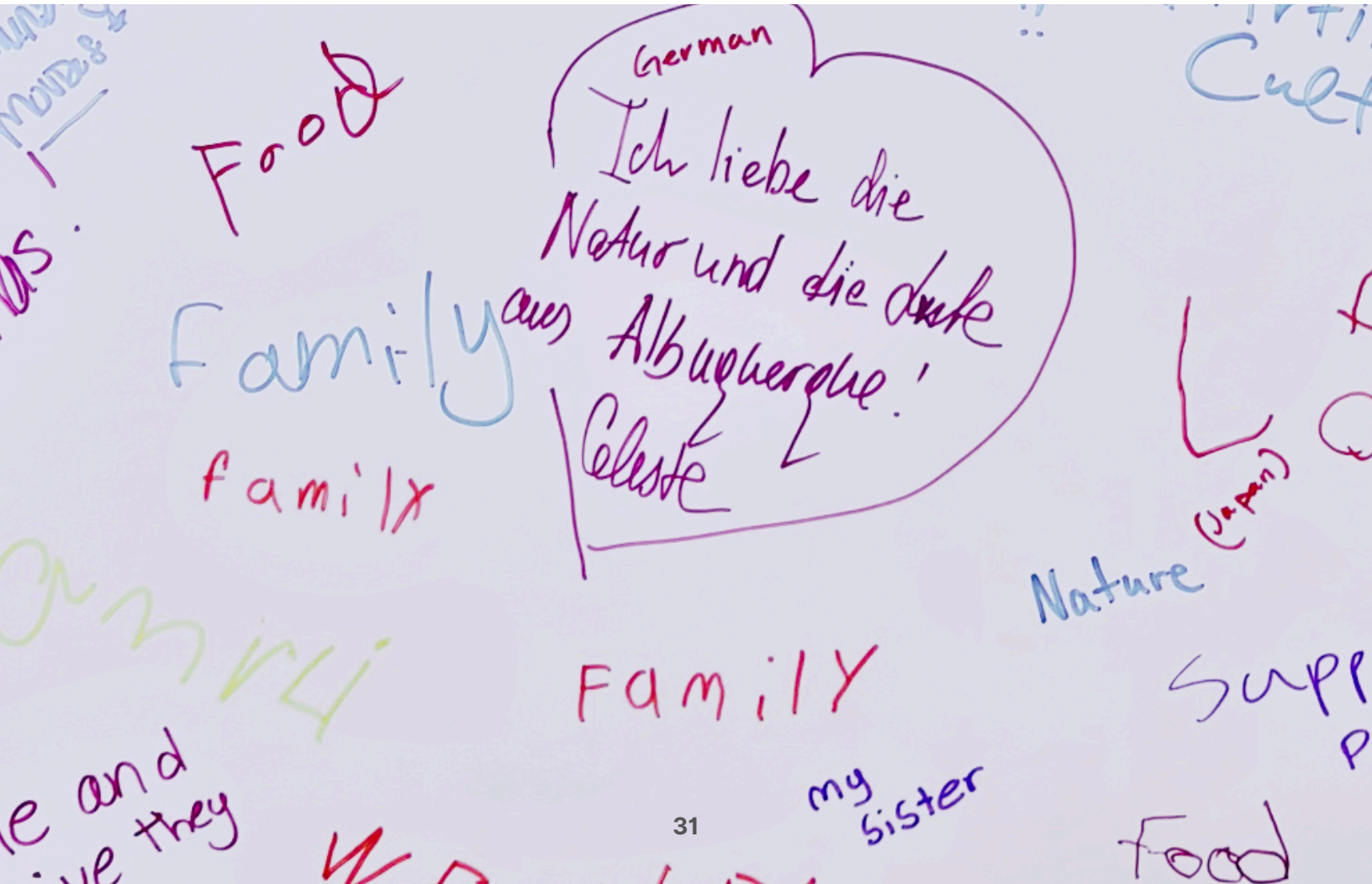
Addressing Communication Barriers

- **47.72%** identified using preferred methods such as remote interpretation, certified bilingual staff, and in-person interpretation to interact with the community when experiencing a communication barrier.
- **34.68%** identified unpreferred methods such as machine translation, uncertified bilingual staff, or bystanders as their method of choice.
- Levels of comfort when interacting with community members with limited or no English proficiency were greater with Spanish-speaking individuals, than with people who communicate in languages other than Spanish.
- **33.28%** participants said to feel comfortable when interacting with Spanish speakers, whereas **16.56%** said to feel comfortable when interacting with speakers of languages other than English and Spanish. Similartly, **16.58%** said to feel comfortable when interacting with people who are deaf or hard of hearing.

What does this mean for APD?

- Results from this survey coincide with language data collected by the LAU.
- APD experiences a high demand of services in several languages other than English with the highest volume being Spanish.
- APD services are needed in 15-30 languages other than English. Spanish, Vietnamese, ASL, Swahili, Mandarin, Arabic, Diné and Kinyarwanda are consistently needed at a higher rate.
- A high percentage of personnel (**38.28%**) reported relying on non-standard communication methods to address communication barriers. Factors such as lack of awareness of compliant resources, certified bilingual personnel shortage, or exigent circumstances may contribute to this result.
- A high number of department personnel reports feeling *less than* comfortable when interacting with people with limited English Proficiency.

The results from this survey, combined with department language data, are used in the following section to direct program development.



Recommendations

Much remains to be done in strengthening the infrastructure of the language access program and filling important gaps. Up next, are the Language Access Unit's recommendations to achieve this goal.



a. **Language Access Training**
   i. Expand training opportunities to additional Police Academy classes to further increase awareness of resources and compliance with language access procedures.
   ii. Expand training opportunities to professional staff.
   iii. Develop a training for ECC staff.
   iv. Develop a training for help desk staff.

b. **Certified Bilingual Personnel (CBP)**
   i. Create an identification system for all CBP.
   ii. Create a tracking system to document the frequency and volume in which CBP's using their bilingual skills. This data, in comparison to third-party vendor usage would provide vital insights.
   iii. Advocate for certification of professional staff, especially at crucial points of contact with the community such as ECC, help desks and other public-facing or data processing positions.

c. **Multilingual Services**
   i. Standardize bilingual English/Spanish communication (APD's data supports 85-90% of language needs are for Spanish)
   ii. Increase multilingual recruitment at APD to address multilingual demand of services.
   iii. Increase high-quality content in Spanish and other languages as applicable for press releases, media outreach, conferences, etc.

Next Steps

As resources and capacity allow, the LAU will work toward the following goals to further develop APD's language access infrastructure.



1. Education & Awareness

Develop 1 comprehensive training resource aimed at increasing confidence and comfort for public-facing personnel when working with interpreters.

2. Community Outreach & Engagement

- Continue participating in outreach and engagement initiatives with community partners to strengthen relationships, and increase awareness of APD's multilingual services with the community.

- Increase multilingual outreach practices in social media.

3. Quality Assurance & Monitoring

Enhance auditing procedures at help desks to better support APD personnel during interactions with the public.

4. Data Collection

Develop a method to monitor and quantify language skill usage by bilingual certified personnel.

Acknowledgements

Community and APD Partners:
The Language Access Unit would like to thank all community partners, vendors, and APD colleagues who have supported and participated in the advancement of language access efforts for the benefit of our community.

It is only through collaboration and open communication that the LAU is able to accomplish the milestones described in this report. Without your expertise, patience, and diligence, progress and success of the program would not be possible.

Language Access Team:
Without our dedicated and passionate team of Lt. Jennifer Garcia, Joseline Segovia, Gisell Cereceres, the services that this unit provides wouldn't be possible. All research, data collection, analysis, outreach, training, coordination is possible thanks to everyone's support.

Thank you!