

2025 ANNUAL REPORT ON LANGUAGE ACCESS FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

Executive Summary

The Chicago Police Department's (CPD) 2025 Language Access Annual Report documents continued progress in ensuring that individuals with limited English proficiency (LEP) can access police services, exercise their rights, and participate in public safety efforts without language barriers. Grounded in Chapter 2-40 of the Municipal Code, the City's Language Access Ordinance, and CPD's Language Access Plan, the report highlights advances in training, technology, translation, data tracking, and community engagement that collectively strengthen equitable, professional service delivery.

The City's Language Access Ordinance requires departments providing direct public services to take reasonable steps to ensure meaningful access for LEP individuals, including creating language access plans and providing services in any non-English language meeting the "safe harbor" thresholds of 5 percent or 10,000 residents, whichever is less. CPD's Language Access Plan operationalizes these requirements by defining core languages, establishing interpretation and translation procedures, and building training, monitoring, and community engagement mechanisms into routine operations. In 2024, the American Community Survey estimated Chicago's population at 2,587,654, setting the 5-percent benchmark at approximately 129,382 residents. Ten language groups had more than 10,000 speakers, and Spanish is the only language above the 5-percent threshold.

In 2025, CPD focused on strengthening its internal language capacity and staff readiness. An e-learning module enabled sworn members to self-identify their non-English language skills, with over 95 percent of members participating and generating 6,330 proficiency responses. Some officers reported competency in multiple languages, providing a more detailed picture of internal language resources. These data now inform the identification of candidates for formal proficiency testing, which will verify skills and support evidence-based deployment of multilingual members.

Training efforts expanded across several fronts. CPD finalized comprehensive language access e-learning content covering policies, procedures, and compliance standards, to be deployed as mandatory training for all sworn members. To reinforce practical use of interpretation tools, LanguageLine staff delivered in-person roll-call sessions across districts, training 1,252 members on the interpretation phone application and distributing language identification aids. Together, these initiatives aim to embed language access expectations into daily practice and ensure officers can effectively use available tools when interacting with LEP individuals.

Technology deployment was another major area of progress. In partnership with the Office of Emergency Management and Communications, CPD received 2,026 additional DeX phones and tablets pre-loaded with the InSight interpretation application, bringing the total number of active devices to 12,671 across districts and units. This expansion significantly increases officers' ability to secure rapid telephonic and video interpretation in the field, enhancing response quality and reducing delays when language assistance is needed at scenes, stations, and lockups.

Community and interagency engagement deepened CPD's understanding of evolving language

needs. The Language Access Coordinator engaged with more than 130 social service organizations and government agencies serving LEP communities, including refugees, asylum seekers, and newly arrived residents. Activities included technical assistance, follow-up on inquiries from LEP individuals and stakeholders, and coordination of outreach efforts. CPD also collaborated with the City's Department of Finance and Mayor's Office by participating in the evaluation of language services vendor proposals and presenting its language accessibility initiatives to the Welcoming America audit team, supporting Chicago's status as a Welcoming City.

To maintain subject-matter expertise, the Language Access Coordinator participated in ongoing professional development through City-sponsored training, sessions with the Department of Defense Language Institute, and webinars hosted by national organizations such as the Migration Policy Institute and the Language Access Network. Participation in the Second Annual Language Access Summit, co-hosted by Cook County leadership and the Deputy Governor, helped advance a regional conversation on language access strategy and coordination.

The report also analyzes demographic and service data to guide compliance and planning. Using ACS data, it is noted that while ten language groups exceed 10,000 speakers, only Spanish surpasses the 5-percent threshold. When focusing on residents who speak English "less than very well," Spanish, Chinese, and Polish meet safe harbor criteria. However, the ACS often aggregates distinct languages into broad groupings—such as "Yoruba, Twi, Igbo, or other languages of Western Africa" and "Ukrainian or other Slavic languages"—which can obscure the needs of specific communities. As a result, it is emphasized that census estimates must be complemented with interpretation usage data and community feedback to accurately target services.

Remote interpretation usage continued to rise. In 2025, CPD facilitated 6,435 remote interpretation calls totaling 54,537 minutes, up from 5,777 calls and 45,464 minutes in 2024. Minutes grew at a higher rate than call volume, suggesting not only more frequent use but also longer or more complex interactions with LEP individuals. Interpretation was provided in 67 languages, including American Sign Language. Spanish remained the most requested language, with 3,786 calls averaging 9 minutes. Mandarin ranked second (511 calls, 11-minute average), followed by Russian (258 calls, 13-minute average) and Arabic (235 calls, 10-minute average). While volumes were smaller for the remaining 62 languages, their collective presence underscores Chicago's linguistic diversity and the need for flexible interpretation resources.

Trend analysis for 2023–2025 shows substantial growth in remote interpretation use across most language groups. Spanish calls more than quadrupled between 2023 and 2024 and continued increasing in 2025, confirming its central role in service planning. Mandarin and "All Other Languages" show steady year-over-year growth, indicating expanding demand among a wider range of language communities. Russian and Arabic experienced sharp increases from 2023 to 2024 followed by stabilization or slight declines in 2025, potentially reflecting a leveling of demand after a period of rapid growth.

CPD also refined geographic tracking of interpretation calls. Officers using the language application are required to report the beat of occurrence at call initiation. In 2025, responses to the beat prompt increased by approximately 26 percent compared to 2024, while non-responses decreased by more than 64 percent. Of the 6,435 calls, 2,310 included a verifiable beat number, improving CPD's capacity to identify geographic patterns in language service demand and target resources accordingly. Continued reinforcement of beat reporting procedures through training and supervision

remains a priority to further enhance data completeness and accuracy.

Translation services expanded substantially. Translation volume grew by approximately 47 percent in 2025, with the Language Access Coordinator delivering 113 translations in eight languages: Arabic, Chinese, Hindi, Korean, Polish, Spanish, Tagalog, and Urdu. Translated materials included Department directives, operational reports, crime prevention notices, victim services announcements, essential forms and waivers, and community engagement documents related to problem-solving and crime reduction. This increase in translated content strengthens CPD's ability to provide LEP individuals with timely, accurate written information about their rights and available services.

Looking ahead, CPD has identified several priorities for 2026. The Department will continue to monitor and expand deployment of mobile devices with the InSight application, aiming for full DeX coverage in all districts, ensuring at least one tablet at front-facing locations and lockups, and confirming that detectives in specified units are equipped with updated personal phones. CPD will further develop procedures for voluntary language-proficiency testing of members who self-report non-English skills, aiming to test 100 percent of these members to improve the reliability of internal language-capacity data. Training efforts will focus on implementing the mandatory e-learning course with a target completion rate of 95 percent among sworn field members, increasing attendance at vendor-led roll-call training by 5 percent over 2026, and launching an internal e-Bulletin to communicate key updates. The Department will also refine processes for recording language use and originating beats during interpretation calls to improve data accuracy and consistency.

Overall, the findings show that CPD made significant progress in 2025 in enhancing language access through expanded training, deployment of technology, improved data practices, increased translation volume, and deeper community engagement. Remote interpretation usage continues to rise in both call volume and duration, particularly for Spanish, Mandarin, Russian, and Arabic, affirming the importance of these languages in planning. Census-based LEP estimates remain a critical baseline for legal compliance, but CPD recognizes that interpretation data and community feedback are essential to address limitations in the grouping of language categories and in self-reported proficiency. The Department's 2025 efforts demonstrate a sustained commitment to ensuring that language differences do not impede access to police services or participation in public safety initiatives, and set a strong foundation for further advancements in 2026.

Overview

I. Purpose

This report summarizes the Chicago Police Department's 2025 activities, outcomes, and planned initiatives related to language access for individuals with limited English proficiency (LEP). It documents the Department's efforts to provide meaningful access to police services, consistent with Chapter 2-40 of the Municipal Code of Chicago, the City's Language Access Ordinance, and the Chicago Police Department (CPD). Special Order S02-01-05, and the CPD Language Access Plan.

II. Background

Chapter 2-40 of the Municipal Code requires City departments that provide direct public services to take reasonable steps to ensure meaningful access for LEP individuals, including developing department-specific language access plans and providing interpretation and translation services in languages that meet designated safe-harbor thresholds. These thresholds require service provision in any non-English language spoken by a limited- or non-English-proficient population that constitutes

5 percent or 10,000 individuals, whichever is less, within the City of Chicago. CPD's Language Access Plan operationalizes these mandates by defining core languages, outlining procedures for interpretation and translation, and establishing training, monitoring, and community engagement mechanisms.

III. Key Activities and Accomplishments in 2025

A. Language Proficiency Testing

In 2025, CPD implemented an e-learning module to allow sworn members to self-identify and register their non-English language skills. Over 95 percent of sworn members completed this module, generating 6,330 responses on language proficiency, with some members reporting competency in up to ten languages. This information allows the Department to identify candidates for future language proficiency testing to verify their skills in a non-English language.

B. Language Access Training

Language Access E-Learning

Comprehensive e-learning content on language access policy, procedures, and compliance standards was finalized and approved for publication in 2025. These modules will be deployed as mandatory training for all sworn members, reinforcing obligations under CPD policy and the City's Language Access Ordinance.

LanguageLine Roll-Call Training

LanguageLine staff conducted in-person roll-call training across police districts, providing hands-on instruction on the language interpretation phone application and distributing language identification materials. 1,252 Department members participated in these sessions during 2025.

C. Technology Deployment: DeX Phones and Tablets

The Office of Emergency Management and Communications (OEMC) deployed 2,026 additional DeX phones and tablets pre-loaded with the InSight language interpretation application to CPD personnel. This increase brought the total number of active devices to 12,671 across districts and units, expanding officers' ability to obtain rapid telephonic and video interpretation in the field.

D. Community and Interagency Engagement

The Language Access Coordinator engaged with more than 130 social service organizations and government agencies serving LEP communities, including refugees, asylum seekers, and newly arrived residents. Engagement included technical assistance, follow-up to inquiries from LEP individuals and stakeholders, and coordination on outreach activities. The Coordinator also collaborated with the City's Department of Finance and Mayor's Office to: (1) serve on the evaluation and voting committees reviewing language services vendor proposals during the City's Request for Proposals process, and (2) present CPD's language accessibility initiatives to the Welcoming America audit team in support of Chicago's Welcoming City compliance.

E. Professional Development

To maintain subject-matter expertise and align Department practice with emerging best practices, the Language Access Coordinator participated in ongoing professional development. This included City-sponsored training, sessions with the Department of Defense Language Institute, and webinars hosted by the Migration Policy Institute and the Language Access Network. The Coordinator also took part in the Second Annual Language Access Summit co-hosted by Cook County leadership and the Deputy Governor, enhancing regional collaboration on language access strategies.

IV. Language Interpretation Services and Compliance

A. Safe Harbor Thresholds and Census Data

Pursuant to the Chicago Language Access Ordinance, CPD must provide services in any non-English language spoken by at least 5 percent or 10,000 Chicago residents, whichever is less. According to the 2024 American Community Survey (ACS) 1-Year Estimates, Chicago’s total population is 2,587,654, making 5 percent equivalent to approximately 129,382 individuals. Current parameters, therefore, require language services in languages with at least 10,000 speakers or 129,382 speakers, whichever is smaller, establishing the safe harbor thresholds. Ten languages or language groups exceed 10,000 speakers, and only Spanish exceeds the 5-percent population threshold; these counts encompass individuals who report speaking a non-English language and “speaking English very well.”

The ACS categorizes several languages into broad groupings, such as “Yoruba, Twi, Igbo, or other languages of Western Africa” or “Ukrainian or other Slavic languages,” which complicates identification of specific language communities that independently meet safe harbor thresholds. This aggregation creates risk of both over- and under-provision of services to particular communities and underscores the need to supplement census data with usage-based and community-informed measures.

B. Limited English Proficiency (LEP) Populations

To identify LEP populations, CPD analyzes census estimates for individuals who report speaking English “less than very well.” Under this metric, only three language categories meet the safe harbor standard: Spanish, which exceeds both the 5-percent and 10,000-person thresholds, and Chinese and Polish, which each have more than 10,000 speakers but represent less than 5 percent of the total population. These data serve as a baseline for compliance, while acknowledging inherent limitations in self-reported proficiency and in grouped language categories.

V. Remote Interpretation Usage and Trends

A. Overall Call Volume and Minutes

In 2025, CPD provided remote interpretation services for 6,435 calls totaling 54,537 minutes. This represents an increase from 5,777 calls and 45,464 minutes in 2024, with minutes growing at a higher rate than call volume. The larger proportional increase in minutes suggests not only more frequent interpretation use but also longer or more complex interactions with LEP individuals.

B. Language Distribution in 2025

Remote interpretation services were provided in 67 languages, including American Sign Language. Spanish remained the most requested language, with 3,786 calls averaging 9 minutes each. Mandarin ranked second, with 511 calls averaging 11 minutes, followed by Russian (258 calls, 13 minutes on average) and Arabic (235 calls, 10 minutes on average). The remaining 62 languages, while individually lower in volume, collectively reflect the breadth of Chicago’s linguistic diversity and the need for flexible interpretation resources.

C. Historical Trends (2023–2025)

Trend analysis from 2023 through 2025 indicates substantial growth in remote interpretation usage across most language groups. Spanish calls more than quadrupled between 2023 and 2024 and continued to increase in 2025, reinforcing its status as the predominant non-English language encountered by CPD. Mandarin and the “All Other Languages” category show steady year-over-year

growth, indicating expanding demand across a wider range of language communities. Russian and Arabic exhibit sharp increases between 2023 and 2024, followed by stabilization or slight decline in 2025, which may indicate a leveling of demand rather than continued rapid expansion.

VI. Originating Location Call Tracking

In 2025, CPD continued implementing call-tracking protocols requiring officers using the language application to report the beat of occurrence at call initiation. The number of responses to the beat prompt increased by approximately 26 percent compared to 2024, while non-responses decreased by more than 64 percent, reflecting improvements in adherence to reporting requirements. Of the 6,435 total calls, 2,310 included a verifiable beat number, enhancing the Department's ability to analyze geographic patterns of language service usage and target resources accordingly. Continued reinforcement of beat reporting procedures remains necessary to achieve higher data completeness and accuracy.

VII. Translation Services

Translation volume increased by approximately 47 percent in 2025. The Language Access Coordinator delivered 113 translations in eight languages: Arabic, Chinese, Hindi, Korean, Polish, Spanish, Tagalog, and Urdu. Translated materials included Department directives, operational reports, crime prevention notices, victim services announcements, essential forms and waivers, and community engagement documents related to problem-solving and crime reduction strategies. This expansion of translated content advances the Department's obligation to provide LEP individuals with timely and accurate information about their rights and available services.

VIII. Planned Initiatives for 2026

A. Mobile Device Deployment

The Department will continue to monitor and expand the deployment of mobile devices equipped with the InSight interpretation application. Objectives for 2026 include:

- Achieving DeX device deployment to officers in 100 percent of police districts.
- Ensuring that each district maintains at least one tablet at front-facing locations and lockups.
- Confirming that detectives in units 610, 620, 630, 640, and 650 are equipped with updated personal phones.

B. Language Proficiency Testing

CPD will continue to develop procedures for formal language-proficiency testing of self-identified multilingual members. While participation is voluntary and numeric targets cannot be mandated, the Department's aim is to establish conditions that support participation by 100 percent of members who self-report non-English language skills. This will strengthen the reliability of internal language capacity data and inform deployment decisions.

C. Officer Training

To reinforce language access policies and tools, three training initiatives will be prioritized:

- **Mandatory e-Learning Course**
Finalize and publish the new language access e-learning course as mandatory training, with a target of 95 percent completion among sworn members working in the field.
- **LanguageLine Roll-Call Training**
Continue coordinating vendor-led roll-call sessions in districts and detective areas, with a

- goal of exceeding 2025 attendance by 5 percent.
- **e-Bulletin Development and Communication**
Develop and disseminate an internal e-Bulletin to provide concise updates and reminders on language access resources, procedures, and expectations.

D. Remote Interpretation Tracking

The Department will refine processes for recording language use and originating beats to improve the rate, accuracy, and consistency of data collection. Beat reporting instructions will continue to be emphasized during training and supervision to ensure uniform compliance.

IX. Findings

CPD made significant progress in 2025 in enhancing language access through expanded training, technology deployment, and community engagement, thereby strengthening compliance with the City's Language Access Ordinance.

Remote interpretation usage continues to rise in both call volume and minutes, with Spanish, Mandarin, Russian, and Arabic accounting for the largest share of calls, confirming the centrality of these languages in service planning.

Census-based LEP estimates remain essential for ordinance compliance but are insufficient alone; interpretation usage data and community feedback are necessary to identify specific language needs within broadly grouped census categories.

Improvements in beat-level call tracking have enhanced CPD's capacity to analyze geographic patterns of language service demand, but additional work is required to increase data completeness.

Increased translation volume and expansion of translated materials in multiple languages reflect a growing institutional commitment to making written information accessible to LEP residents.

X. Conclusion

The Chicago Police Department's language access efforts in 2025 demonstrate a sustained commitment to ensuring that language is not a barrier to receiving police services, accessing rights, or participating in public safety initiatives. By aligning training, technology, translation, and community engagement with municipal mandates and best practices, CPD continues to advance equitable, professional, and unbiased service delivery to all of Chicago's diverse language communities.

[Language Access Strategies and Plans implemented in 2025](#)

• **Language Proficiency Testing**

In 2025, an e-learning module was launched to allow multilingual officers to register and demonstrate their proficiency in non-English languages. Over 95 percent of sworn members completed this module, generating 6,330 responses from candidates who self-identified proficiency in as many as ten foreign languages per respondent.

• **Language Access e-Learning**

Comprehensive training and assessment materials on language access were approved for publication in 2025. These modules are currently in production and will be released as mandatory

e-learning for all sworn Department members.

- **LanguageLine Roll-Call Training**

LanguageLine teams conducted in-person roll-call training sessions across police districts, providing instruction on using the language phone application and distributing language identification guides. 1,252 members participated in these sessions during 2025.

- **DeX Phone Deployment**

The Office of Emergency Management and Communications (OEMC) deployed 2,026 additional phones and tablets preloaded with the language application to CPD personnel, increasing the total number of active devices to 12,671.

- **Community Engagement**

Throughout the year, the Language Access Coordinator engaged with more than 130 Chicago-based social service organizations and federal agencies serving limited-English-proficient (LEP) populations, including refugees, asylum seekers, and newly arrived residents. Additional support was also provided in the form of follow-up and response to inquiries from LEP community members and stakeholders.

- **City of Chicago Support**

The Language Access Coordinator collaborated with the City of Chicago’s Department of Finance and the Mayor’s Office on two impactful initiatives:

- Served on evaluation and voting committees reviewing language services vendor proposals submitted through the City’s Request for Proposals (RFP) process, and
- Presented CPD’s language accessibility initiatives to the Welcoming America auditing team to support Chicago’s Welcoming City compliance.

- **Language Access Professional Development**

The Language Access Coordinator regularly participates in ongoing professional development activities, including trainings offered by City Departments, sessions with the Department of Defense Language Institute, and webinars hosted by the Migration Policy Institute and the Language Access Network. Additionally, she took part in the 2nd Annual Language Access Summit co-hosted jointly by the Cook County Commissioner, the County Board President, and the Deputy Governor.

[Language Interpretation Services Compliance](#)

The Chicago Police Department complies with Municipal Code Chapter 2-40, *Citywide Language Access for the Delivery of City Services*. Per the Chicago Language Access Ordinance, City Departments must provide services in any non-English language spoken by at least 5% of the Chicago population or at least 10,000 individuals in Chicago (whichever is less).¹ According to the 2024 American Community Survey 1-Year Estimates, Chicago’s total population was

¹ “Chapter 2-40 Citywide Language Access to Ensure the Effective Delivery of City Services,” *Municipal Code Of Chicago*, American Legal Publishing, 1990. https://codelibrary.amlegal.com/codes/chicago/latest/chicago_il/0-0-0-2598829. Accessed January 14, 2026.

2,587,654.² Approximately 129,382 people make up 5% of the Chicago population. Current parameters for compliance require language services to be provided for residents who speak a non-English language and whose population is 10,000 or more, or at least 129,382, whichever is the smaller number. These are considered safe harbor thresholds.

Chicago’s Language Populations

The table below shows the US Census Bureau language groups that meet safe-harbor thresholds established by the Chicago Language Access Ordinance. Ten languages or language groups are spoken by more than 10,000 people, and only one (Spanish) is spoken by more than 5% of the entire Chicago population. These estimates quantify the populations declaring they speak a non-English language and “speak English very well.”

Language or Language Groups	Population Estimates	Percentage of Total Population
Spanish	617,723	23.87%
Chinese (incl. Mandarin, Cantonese)	62,147	2.40%
Polish	30,769	1.19%
Tagalog (incl. Filipino)	17,464	0.67%
Ukrainian or other Slavic languages	15,046	0.58%
Arabic	14,458	0.56%
French (incl. Cajun)	12,570	0.49%
Urdu	12,397	0.48%
Russian	10,762	0.42%
Yoruba, Twi, Igbo, or other languages of Western Africa	10,561	0.41%

Table 1: Language Spoken in Chicago – Languages or Language Groups meeting safe harbor thresholds³

While the data above provides clear population data for identifying single languages, it does not determine distinct parameter for languages combined into broad groups. This is especially true for Western African and Slavic languages. The census data puts in the same category languages like “Yoruba, Twi, Igbo, or other languages of Western Africa.” Another category created lists “Ukrainian or other Slavic languages.” These groupings obscure which specific language communities are large enough to meet a threshold and which are not, leading to a risk of over- or under-providing services for particular groups. Using census data where multiple languages are combined into broad groups makes it difficult to set precise safe harbor thresholds for

² U.S. Census Bureau. "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" American Community Survey, ACS 1-Year Estimates Detailed Tables, Table B16001, 2024, <https://data.census.gov/table/ACSDT1Y2024.B16001?q=B16001>: Accessed on January 22, 2026.

³ Data Sourced from US Census Bureau. As such, it is not subject to CPD data validation review.
2025 CHICAGO POLICE DEPARTMENT LANGUAGE ACCESS ANNUAL

language services because it masks important variation within the group.

Chicago’s Language Populations declaring limited English Proficiency (LEP)

To identify populations with LEP, the estimates below focus on persons who declared they “speak English less than very well.” Only three languages meet the safe harbor standard under this category: Spanish speakers represent over 5% of the population and are over 10,000 in population. Chinese dialects and Polish are spoken by less than 5% of the total population, but are spoken by above 10,000 persons.

Language or Language Groups	LEP Population	Percentage of Total Population
Spanish	276,487	10.7%
Chinese (incl. Mandarin, Cantonese)	34,957	1.4%
Polish	13,969	0.5%

Table 2: Limited English Proficiency by Language in Chicago – Languages meeting safe harbor thresholds⁴

LEP Census Data v. Language Services Usage Data

While LEP census data proves to be useful for identifying population numbers required by the City Language Access Ordinance, it relies on English proficiency self-reporting, language data estimates from years back, and broad language groupings that in some cases obscure actual needs for single languages. In contrast, language interpretation usage data measures actual language needs for persons with limited English proficiency because it captures real, observed demand for services rather than estimated need. Unlike census data, which relies on individuals self-reporting whether they speak English “very well” or “less than very well,” usage data reflects situations where people actually requested or were provided an interpreter, revealing needs that self-assessment may understate or misclassify. Census categories also group many different languages into broad buckets, which can blur important differences between communities and make it hard to see which specific languages truly require support. In contrast, interpretation usage records are typically tied to specific languages and encounters, allowing agencies to see which languages appear most often, in what settings, and with what frequency, so resources can be aligned with demonstrated needs rather than only with generalized population estimates.

Remote Interpretation Usage: Trends

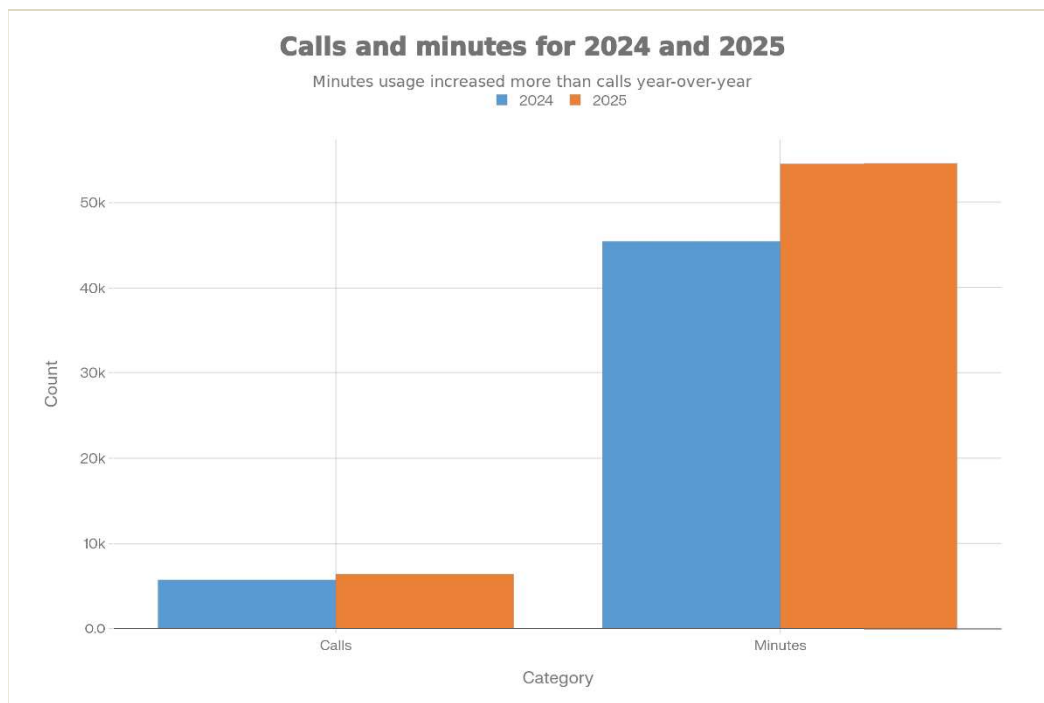
2024-2025 Comparative Usage for Number of Calls and Minutes

	2024	2025	% CHANGE
Calls	5,777	6,435	+ 11.39% ↑
Minutes	45,464	54,537	+ 19.96% ↑

⁴ Data Sourced from US Census Bureau. As such, it is not subject to CPD data validation review.
2025 CHICAGO POLICE DEPARTMENT LANGUAGE ACCESS ANNUAL

Table 1. Comparative Remote Interpretation Usage⁵

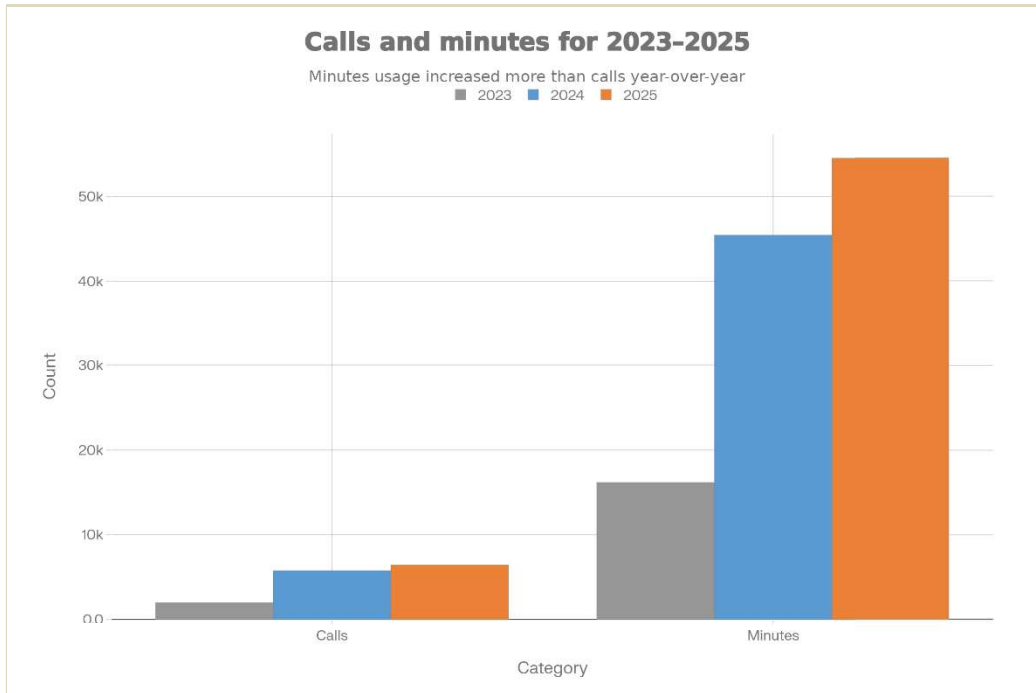
During 2025, the Chicago Police Department continued to increase remote interpretation usage, providing 6,435 interpretation calls totaling 54,537 minutes. While the number of calls increased from 5,777 in 2024 to 6,435 in 2025, the total minutes increased from 45,464 to 54,537 over the same period. Minutes of usage grew substantially more than calls year over year. This indicates that not only are there more calls, but calls are also lasting longer on average, driving a stronger overall rise in usage. Table 1 (above) and Graph 1 (below) show comparative data for 2024 and 2025, while Graph 2 adds 2023 usage information, further emphasizing this trend.⁶



Graph 1: Comparative Remote Language Interpretation Use (2024-2025)

⁵ LanguageLine’s CPD Language Access account usage data from January 1, 2024 to December 31, 2025. As such, it is not subject to CPD data validation review.

⁶ Ibid.



Graph 2: Comparative Remote Language Interpretation Use (2023-2025)

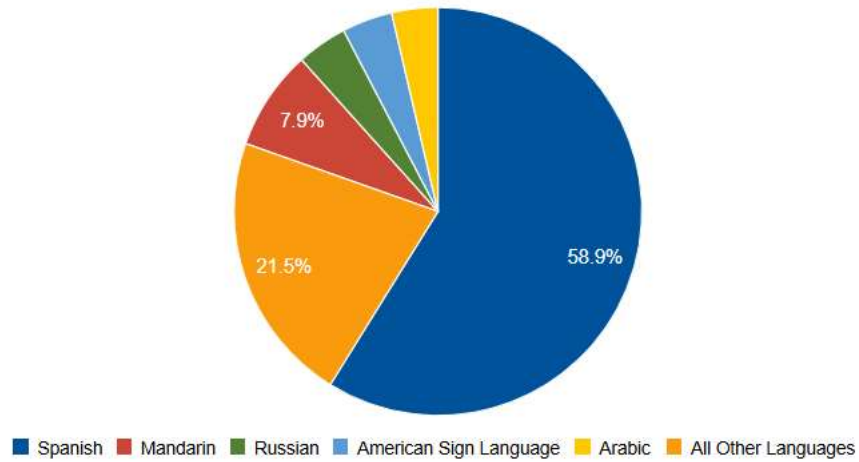
Additional details supporting this data are provided in Appendix A, sourced from LanguageLine invoicing records analytics.

The chart above calls and minutes from 2023 to 2025 and shows that usage is rising in both categories, with minutes growing faster than call counts overall. In 2023, both calls and minutes start at relatively low levels, but by 2024 calls have more than doubled while minutes have roughly tripled, indicating longer or more intensive call sessions. By 2025, calls increase again but only slightly compared with the jump in total minutes, which rise substantially higher than in 2024. This pattern suggests officers are not just placing more calls over time but are spending significantly more time on each call, pointing to deeper or more complex interactions year over year.

2025 Language Use Distribution

The Department provided remote language interpretation in sixty-seven languages. Spanish remained the city’s dominant non-English language, with 3,786 calls, each lasting an average of 9 minutes. Mandarin services followed, with 511 calls averaging 11 minutes. Russian remained in third place, with 258 calls made, lasting an average of 13 minutes. Arabic remained in fourth place, with 235 calls averaging 10 minutes each. The Department also provided services in an additional sixty-two languages.³

Top 5 Languages

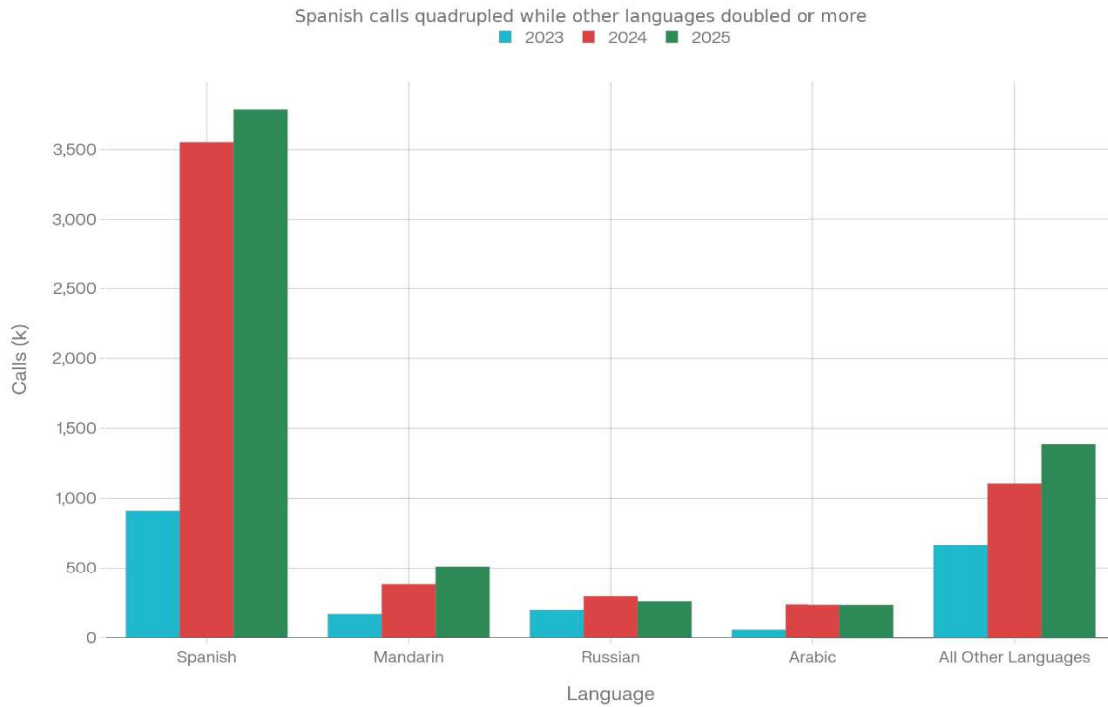


Source: LanguageLine. Top Five Languages Requested during 2025, including ASL⁶

Language Distribution Historical Trend

Remote language interpretation calls grew substantially between 2023 and 2025 across most languages, with particularly strong increases in Spanish and Mandarin. Spanish calls more than quadrupled from 2023 to 2024 and continued to rise slightly in 2025, underscoring its position as the most requested language. Mandarin and the “All Other Languages” category also show consistent year-over-year growth, suggesting expanding demand across a broader set of language communities. In contrast, Russian and Arabic both experience sharp growth between 2023 and 2024, then level off or decline slightly in 2025, suggesting that their rapid early increases may be stabilizing rather than continuing at the same pace.

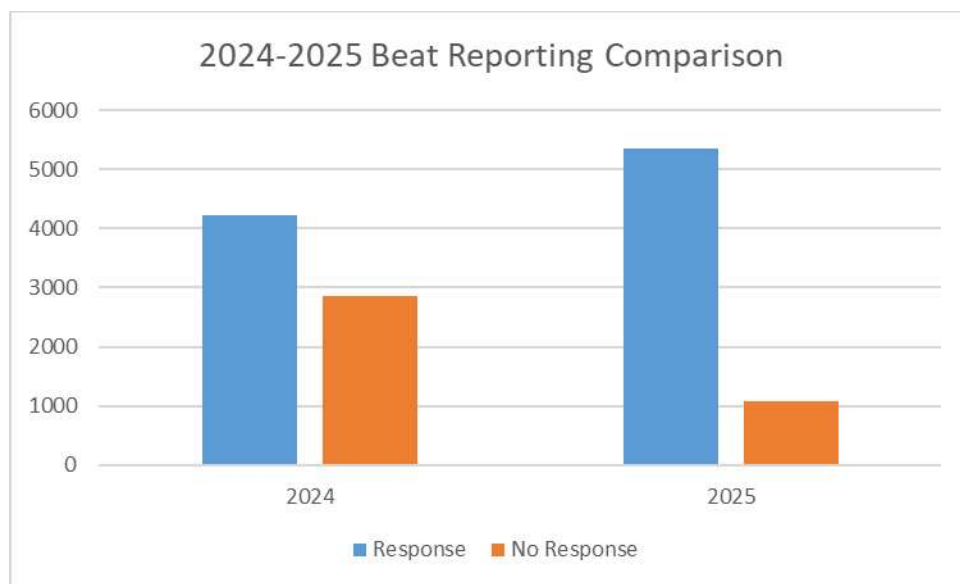
Growing Remote Language Interpretation Calls (2023-2025)



Graph 3: Growing remote language interpretation calls by language from 2023 through 2025

Originating Location Call Tracking

During 2025, CPD continued implementing call tracking to identify the beat of occurrence of each language service request. When using the language application, officers were asked to provide this information at the beginning of the call. The number of responses increased by approximately 26% compared to 2024. Conversely, the number of non-responses decreased by over 64%. The graph below illustrates these improvements in reporting.



Source: LanguageLine CPD Language Access Account Usage Data⁷

Despite evident advances in responding to beat prompts, further work will be required to achieve higher accuracy. Out of the 6,435 total calls, 2,310 reported a verifiable beat number. The number of responses per police district are indicated on the table below.

District	Number of Calls Reporting Beats
1	120
2	113
3	107
4	69
5	39
6	46
7	70
8	201
9	124
10	103
11	99
12	200
14	33
15	62
16	167
17	100
18	95
19	118
20	76
22	17
24	266
25	85
Total	2,310

Source: LanguageLine CPD Language Access Account Usage Data⁸

Translations

Translation deliveries increased by approximately 47% during 2025. The language access coordinator delivered 113 translations in the following eight languages: Arabic, Chinese, Hindi, Korean, Polish, Spanish, Tagalog, and Urdu. The documents consisted of translated Directives, operational reports, crime prevention information, and essential forms and waivers; victim services announcements on language rights, outreach, and other community engagement materials; and deliberative problem-solving and crime-fighting strategies.

⁹ Data sourced from the City of Chicago Office of Emergency Management Communications records. As such, it is not subject to CPD data validation review.

¹⁰ Information sourced from

¹¹ Pie Chart sourced from LanguageLine’s CPD Language Access account analytics based officer feedback from January 1, 2024 to December 31, 2024. As such, it is not subject to CPD data validation review.

Plans for the Year Ahead

Mobile Device Deployment

The Language Access Coordinator will continue to monitor the deployment of mobile devices equipped with the InSight language interpretation application, focusing on the following areas:

- Continue to deploy DeX devices to 100% of police districts.
- Ensure tablets are deployed at front-facing locations and lockups.
- Area detectives in units 610, 620, 630, 640, and 650 continue to obtain personal updated phones.

Language Proficiency Testing

The Department will continue its ongoing discussions to develop testing processes and procedures for recruits and sworn members. While the voluntary nature of the test makes it infeasible to set quantifiable testing targets, successful implementation will require the Department to ensure that 100% of self-reported multilingual members can participate in the testing program.

Officer Training

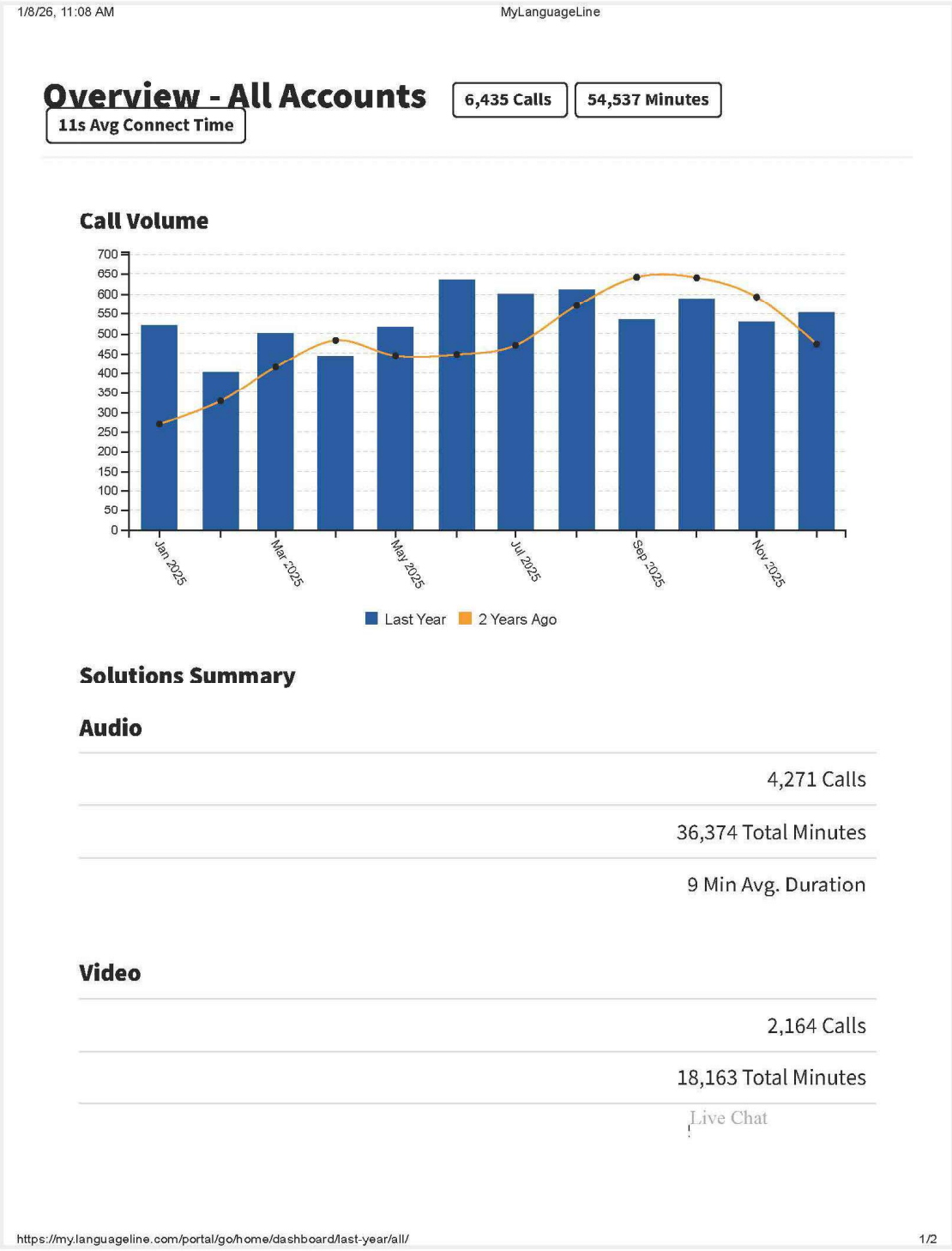
To reinforce and amplify the implemented language access initiatives, procedures, and policies, the following three training projects will be undertaken:

- **Mandatory eLearning Course:** Publish newly developed training content into a mandatory eLearning course. Course participation targets are set to ensure that 95% of sworn officers working in the field successfully complete the course.
- **LanguageLine Roll Call Training:** Continue to coordinate vendor visits to present interpretation services and provide hands-on demos and related information across the districts and detective area units. For 2026, the set target is to surpass the previous year roll call attendees by 5%.
- **e-Bulletin Development and Communication:** Develop and communicate an e-Bulletin to disseminate language access information among Department members.

Remote Interpretation Tracking

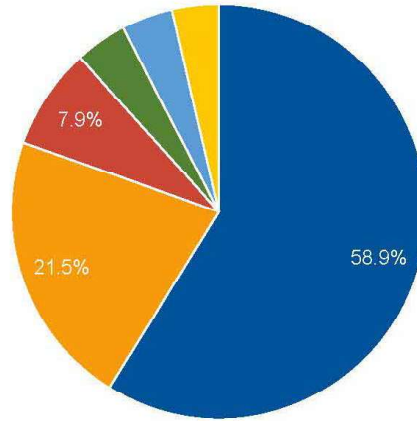
The current year's objectives are to continue refining recently implemented processes for language use tracking to increase the rate, accuracy, and uniformity of responses. Beat reporting instructions will continue to be communicated Department wide during training.

Appendix A - Language Access for Persons with Limited English Proficiency. 2025 Chicago Police Department Yearly Report Account Usage Analytics Provided by LanguageLine.²³



²³ Data report provided by LanguageLine. As such, it is not subject to CPD data validation.

Top 5 Languages



■ Spanish ■ Mandarin ■ Russian ■ American Sign Language ■ Arabic ■ All Other Languages

Language	Calls	Avg. Duration	Connect Time
Spanish	3,786	9 min	7s
Mandarin	511	11 min	12s
Russian	258	13 min	11s
American Sign Language	257	10 min	18s
Arabic	235	10 min	11s
All Other Languages	1,386	10 min	22s

Note - These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.