

# New Jersey State Police Language Access Plan

Pursuant to P.L. 2023, c.263

**Effective Date of Plan:** December 15, 2025

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## Language Access Coordinator (LAC)

The best way for the public to contact the agency regarding language access efforts and services is to contact the LAC:

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## Introduction

This Language Access Plan (“Plan”) is in compliance with New Jersey’s Language Access Law, [P.L. 2023, c.263](#) (“Law”), as part of New Jersey’s commitment to making our government resources more accessible to our State’s diverse residents. The Law requires State agencies to provide language assistance services and publish a language access plan explaining how they will communicate with individuals with limited English proficiency, and what services they will offer to help.

A language access plan<sup>1</sup> is a document that describes the services that a state government entity<sup>2</sup> and its employees are required to provide to ensure individuals with limited English proficiency have meaningful access to its programs, services, and activities.

Having limited English proficiency means that a person does not speak English as their primary language and may have limited ability to read, write, speak, and/or understand English.

This document provides information about:

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<sup>1</sup> P.L. 2023, c.263 requires that “[e]ach State government entity in the Executive Branch that provides direct services to the public, in consultation with the Department of Human Services, Department of Law and Public Safety, and Office of Information Technology, shall develop and publish a language access plan that shall reflect how the entity will comply with the provisions of this act.”

<sup>2</sup> Pursuant to P.L. 2023, c.263, a “State government entity” is defined as “any State department or agency in the Executive Branch and any commission, board, bureau, division, office, or instrumentality thereof providing direct services to the public.”

- Our agency and how we interact with the public
- The populations with with Limited English Proficiency (LEP) that we serve or are likely to serve

It also outlines how our agency:

- Identifies language needs
- Provides language assistance services
- Makes sure language assistance services are high quality
- Informs the public about available free language assistance services
- Keeps the public informed about our efforts to follow the New Jersey's Language Access Law
- Trains staff on serving people with LEP
- Follows the New Jersey's Language Access Law.

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## **A. Our Agency and How We Interact with the Public**

### **1. Agency Mission**

“The New Jersey State Police is committed to protect, preserve, and safeguard the constitutional and civil rights of all citizens through impartial and courteous law enforcement with integrity and professionalism. We shall ensure public safety and provide quality service in partnership with our communities.” Providing meaningful language access to the communities we serve is essential to achieving the New Jersey State Police’s mission.

#### **HONOR**

Always act with the utmost integrity, and be honest and truthful. Enforce the laws equally and without bias. Hold yourself and other members to the highest ethical standards.

#### **DUTY**

To protect and serve the public, prevent crime and apprehend offenders. Ensure the highest quality service to the public. Perform our duties honorably and accept the responsibility to carry them out. Our devotion to duty will never waiver.

#### **FIDELITY**

Faithfully uphold the traditions of the New Jersey State Police. Strive to embody the principles under which we were founded. Maintain pride in yourself and the organization. Ensure that the code of HONOR, DUTY AND FIDELITY are your core values.

### **2. How We Interact with the Public**

**The core functions of the New Jersey State Police are as follows:**

**GENERAL POLICE SERVICES** are all functions associated with the statewide enforcement of laws, the prevention of crime, the pursuit and apprehension of offenders, and the gathering of legal evidence to ensure conviction of such offenders. In certain municipalities, the division is the sole provider of these general police services. This function also includes the protection of state officials and properties, as well as the security of national and international officials while in the state.

**GENERAL HIGHWAY AND TRAFFIC ENFORCEMENT** is the patrol of all state highways, the investigation of accidents and incidents on those highways, and the conduct of inspection and enforcement programs essential to the safety of citizens on those highways.

**STATEWIDE INVESTIGATION AND INTELLIGENCE SERVICES** are those unique functions essential to the identification and successful prosecution of criminal activities which, by their name, are so pervasive or complex that local police agencies are not able or equipped to pursue them effectively.

**EMERGENCY MANAGEMENT** is the statewide responsibility to prepare for, respond to and recover from emergent and disastrous incidents which occur beyond the capacity of municipalities and counties to effectively respond. In this capacity, the agency is also responsible for the coordination and support of emergency services at all levels, as well as the mitigation of the immediate damages from such incidents.

### **3. Participating Entities**

The Division of State Police was established in 1921. The Division is headed by a Superintendent, whose areas of responsibilities are divided into four categories: Investigations, Operations, Administration, and Homeland Security.

The Superintendent directs the activities of the four general road duty commands: Troop A (Southern New Jersey), Troop B (Northern New Jersey), Troop C (Central New Jersey), and Troop D (New Jersey Turnpike/Garden State Parkway).

The Superintendent also serves as the State Director of the New Jersey Office of Emergency Management. In order to effectuate the powers of the Governor, the State Director of Emergency Management supervises, directs, and controls the appointment of one or more deputies and/or assistants to control the daily activities of the State Office of Emergency Management.

The Deputy Superintendent serves as the Acting Superintendent in the absence of the Superintendent. The Deputy Superintendent's primary obligation is the execution of staff tasks through the coordinated efforts of its members. The Deputy Superintendent has the responsibility of directing and coordinating the policies of the Superintendent as they pertain to the Division's Branches and the personnel within.

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## **B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve**

The Law requires that State agencies provide language assistance services to individuals who have limited English proficiency (LEP). This involves identifying the needs of the populations they serve or are likely to serve, covering both written and spoken language support.

Under the Law, agencies must translate vital documents<sup>3</sup> and information into the seven (7) languages most commonly spoken by individuals with LEP in New Jersey. To determine these top seven languages, our agency uses U.S. Census data (including data from the American Community Survey) and consults with the Language Access Implementation Lead Agencies.

This data also helps our agency understand other language characteristics of the communities we currently serve or are likely to serve, ensuring effective language access planning.

At the time of this Plan, the top languages spoken by individuals with LEP in New Jersey are:

1. Spanish
2. Portuguese (preference for Brazilian dialect)
3. Korean
4. Gujarati
5. Chinese (including Mandarin and Cantonese)<sup>4</sup>
6. French Creole or Haitian Creole
7. Arabic

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<sup>3</sup> Vital documents are defined in P.L. 2023, c.263 as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

<sup>4</sup> While spoken Chinese primarily includes Mandarin and Cantonese, translation should be tailored to Simplified and Traditional Chinese for written communication.

## **1. Adding Languages Beyond the Top Seven at a State-level**

The Law also requires that State agencies translate vital documents into any other languages considered necessary by the agency based on the populations they serve.

Our agency has made the following determination about the addition of languages beyond the top 7:

At this time, the New Jersey State Police have not identified a need to include additional languages. The agency will continue to assess the need for additional languages needed for translation and interpreting services on a regular basis and as need arises.

## **2. Languages Available for Interpreting Services**

Under the Law, State agencies have to provide interpreting services between the agency and an individual in that person's primary language when delivering services or benefits.

## **3. Populations with LEP**

Describe the populations with LEP that interact or are likely to interact with our agency or are otherwise in need or are eligible for our agency's services. This could include any efforts to identify specific language characteristics or needs through internal data or other relevant datasets, such as information from language services providers, school districts, community- based organizations, business associations, etc.

As the top law enforcement agency in the State, the New Jersey State Police potentially provides general police services to the entire State. This includes the statewide enforcement of laws, the prevention of crime, the pursuit and apprehension of offenders, and the gathering of legal evidence to ensure conviction of such offenders. In certain municipalities, the division is the sole provider of these general police services.

NJSP interacts with victims, witnesses, and members of the public who wish to report suspected criminal activity to our NJSP. Accordingly, NJSP has a responsibility to ensure that residents who speak languages other than English have equal access.

## C. Determining the Need for Language Assistance Services and Language Identification

When an individual with LEP contacts our agency, staff must assess whether language assistance is needed in the following ways (Tables 1–3).

**Table 1: In-Person**

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Use of multilingual language identification cards, posters or visual aids (for example, “I Speak” posters)	
Assistance from trained staff to identify the individual’s primary language	
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X
Other (specify):	

**Table 2: Telephonic Communication**

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Assistance from trained staff to identify the individual’s primary language	
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X
Other (specify):	

**Table 3: Electronic Communication**

Description	Check (X) all that apply
Notice of available language assistance services available on the agency website	X
Multilingual taglines included in applicable forms, letters, and/or email communications	X
Multilingual chatbot on website	
Use of automated translation tools only to identify primary language	
Other (specify):	

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## **D. Provision of Language Assistance Services**

### **1. Vital Document Translation**

The Law requires translation of vital documents. Vital documents are defined in P.L. 2023, c.263, as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

Our agency has the following resources available for translation of vital documents (Table 4).

**Table 4: Resources for Translation of Vital Documents**

Resource	Check (X) all that apply
Qualified, trained, and/or designated multilingual staff	
Contractors	
Other (specify): The NJSP translates our “Compliment/Complaint” forms that the general public can use to file a compliment or complaint against an enlisted member of the New Jersey State Police. These forms have been available on our public website for many years. Requests for motor vehicle accident reports completed by the NJSP are directed to the NJ Dept. of Transportation.	X

Translation of vital documents is an ongoing process. Appendix 1 provides an inventory of vital documents translated as of the date of this publication. This list will be maintained and updated at least annually as part of annual reporting.

## 2. Language Interpreting Services

Our agency has the following free resources available for spoken or sign language interpreting requests (Table 5).

**Table 5: Resources for Spoken or Sign Language Interpreting Requests**

Resource	Check (X) all that apply
Assistance from qualified, trained, and/or designated multilingual staff: Enlisted and civilian employees of the NJSP speak the following languages and are available to assist if needed: Albanian, Arabic, Braille, Cambodian, Cantonese, Chinese, Creole, Croatian, Estonian, Farsi, Filipino, French, German, Greek, Gujrati, Hebrew, Hindi, Hungarian, Italian, Korean, Latin, Malayalam, Maltese, Mandarin, Marathi, Norwegian, Polish, Portuguese, Punjabi, Russian, Sign Language, Spanish, Swedish, Tagalog, Tamil, Telugu, Thai, Turkish, Twi/Ashanti, and Ukrainian.	X
Over-the-phone interpreting services	X
In-person interpreting services	
Video-remote interpreting services	
Other (specify): NJSP Communications Bureau contracts with the company “Language Link” to assist dispatchers and enlisted members with translation services.	X

## 3. Additional Accessibility Equipment and Services

**Table 6: Accessibility Equipment and Services**

Equipment or Service	Check (X) all that apply
Telephone voice menus for help with agency programs are available in the following languages (specify):	
Trained multilingual staff can communicate with individuals with LEP in select languages, including (specify):	X
Access to auxiliary aids such as hearing induction loops, pocket talkers, captioning, video-remote interpreting and/or simultaneous interpreting equipment	X
Services through partner agencies that serve those who need auxiliary aids, including:	

*Draft, Deliberative, Not for*

<b>Equipment or Service</b>	<b>Check (X) all that apply</b>
The Department of Human Services' Division of the Deaf and Hard of Hearing	
<p>Other (specify): It is the policy of the NJSP Communications Bureau to provide telephone emergency services to individuals with disabilities. Individuals who use telecommunications devices for the deaf, deaf-blind, hard-of-hearing, speech impaired or other persons, also known as TTY/TDDs, will be provided direct access to the department 9-1-1 services.</p> <p>The phone system utilized by our dispatchers allows them to type questions and respond to answers provided by a hearing-impaired caller. A hearing-impaired person usually has a device that allows them to communicate this way.</p>	X

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## E. Methods for Quality Assurance

To ensure language assistance services are accurate, high-quality, and culturally competent, activities underway or planned include (Table 7):

Table 7: Methods for Quality Assurance

Method	Check (X) all that apply
Prioritizing the use of plain language	
Using vetted contractors that implement quality assurance standards to ensure that its linguists are experienced, trained, and certified as appropriate and are linguistically and culturally competent	X
Monitoring and tracking the quality of interpreting and translation services provided by vendors, and training staff to monitor quality of those services	
Including quality assurance requirements in vendor contracts, e.g., glossaries, translation review, use of translation memory, localization software, desktop publishing, etc.	
Partnering with community-based organizations to periodically check quality of interpreting and translation services	
Conducting periodic testing of translated documents and interpreting services across languages	
Ensuring quality and proper maintenance of auxiliary aids and equipment, such as hearing induction loops, pocket talkers, captioning, tablets, and/or simultaneous translation equipment	
Other (specify):	

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## F. Public Notice About the Availability of Free Language Assistance Services

Our agency informs individuals with LEP in required languages, including auxiliary aids and equipment, about their right to free language assistance services in the following ways (Table 8):

Table 8: Public Notice

Method	Check (X) all that apply
Signs and posters in areas highly visible to the public	
Information on agency's website describing available language assistance services, processes, and documents required by the Law	X
Printed material, publications, and advertisements	
Telephone voice menu providing information in non-English languages	
Public service announcements	
Other (specify):	

## G. Stakeholder Engagement and Outreach

Our agency's engagement with community or stakeholder entities representing populations with LEP regarding language access planning and implementation includes (Table 9):

Table 9: Stakeholder Engagement and Outreach

Method	Check (X) all that apply
Conducting stakeholder engagement to inform our language access planning, which may include public listening sessions with groups and/or one-on-one meetings	
Planning to conduct and maintain stakeholder engagement as this Plan is implemented and updated, which may include public listening sessions and/or one-on-one meetings	
Having clear and measurable goals for program/service-specific outreach and communication to reach individuals with LEP from different language communities	
Maintaining and utilizing distribution lists that include local,	

Method	Check (X) all that apply
culturally, and linguistically diverse community-based organizations and media to disseminate information regarding the agency’s language access services	
A website to receive feedback, and/or public email address for language access questions, feedback, and/or concerns	X

## H. Staff Training

For staff involved in implementing P.L. 2023, c.263, annual training includes the following topics (Table 10):

**Table 10: Staff Training**

Topic	Check (X) all that apply
The agency’s legal obligations to provide language assistance services	
The agency’s language access policies and protocols	X
The agency’s resources and best practices for providing language assistance services	X
How to access and work with interpreters and translators	X
Cultural competence and cultural sensitivity	X
How to obtain translation and interpreting services	X
Maintaining records of language access services provided to individuals with LEP	

## I. Processes for Recordkeeping, Compliance Monitoring, and Reporting

### 1. Annual Internal Monitoring

Our agency monitors implementation of this Plan to ensure compliance with P.L. 2023, c.263 by (Table 11):

Table 11: Annual Internal Monitoring

Method	Check (X) all that apply
Supporting the establishment of mechanisms for monitoring the agency's implementation of this Plan	X
Collecting and compiling the data necessary for the agency's Annual Report on compliance with P.L. 2023, c.263	
Submitting in a timely manner the Annual Report pursuant to P.L. 2023, c.263	

### 2. Internal Recordkeeping

Our agency tracks language access-related data on an ongoing basis. The tracking underway includes [Table 12]:

Table 12: Internal Recordkeeping

Metric	Check (X) all that apply
Frequency of requests for language assistance services	X
How requests were met	X
Whether language assistance services were requested in languages other than the required seven	
How the agency intends to notify the populations with LEP of the available language assistance services	
How the agency documents the actual provision of language assistance services to individuals with LEP	
Other (specify):	

## **Appendix 1: Inventory of Translated Vital Documents**

Translation of vital documents is an ongoing process. As of the date of this publication, the following vital documents are available publicly in the following languages: English, Spanish, Arabic, Chinese, Haitian-Creole, Hindi, Korean, Polish, Portuguese, Tagalog, and Vietnamese.

[Citizen Compliment / Complaint Form:](#)