OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS
CITY OF NEW ORLEANS

LATOYA CANTRELL
MAYOR

COLLIN M. ARNOLD
DIRECTOR

May 16, 2019

To Whom It May Concern:

The New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP) is pleased to provide its recommendation for the translation services of TraduccioNOLA, who has translated numerous emergency preparedness materials for NOHSEP in the last two years.

An integral part of the "whole community" model, NOHSEP recognizes the importance of providing emergency preparedness information to residents and business owners with limited English proficiency. Working with TraduccioNOLA, NOHSEP has been able to provide printed brochures, calendars, and website copy in Spanish to help expand our relationship in the Latino community of New Orleans.

The experience with TraduccioNOLA has exceeded expectations. The company uses Court Certified interpreters, which ensures the level of accuracy needed in the emergency communications world. Staff were also able to accommodate our request to provide translations directly into our website content management system, greatly easing the amount of work it would have taken to manually update the site with translated copy. Turnaround time has always been clearly communicated and honored and staff have been willing to assist in an expedited fashion in some cases of emergency.

I would highly recommend the services of TraduccioNOLA and I am available to answer any additional questions you may have.

Sincerely,

Laura A. Mellem
Public Engagement Manager
New Orleans Office of Homeland Security & Emergency Preparedness
lamellem@nola.gov
504-658-8744

1300 PERDIDO STREET * SUITE 9W03 * NEW ORLEANS, LOUISIANA * 70112
PHONE 504.658.8700 * FAX 504.658.8701