

Русский 한국어 العربية 简体中文 Français Polski اردو বাংলা  
Kreyòl Русский 한국어 العربية 简体中文 Français اردو Polski  
বাংলা 繁體中文 اردو Español Kreyòl Русский 한국어 العربية  
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# FY2024

## Language Access Implementation Plan

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New York City Department of Transportation

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Eric Adams  
Mayor



Ydanis Rodriguez  
Commissioner



# Letter from Commissioner Ydanis Rodriguez



My Fellow New Yorkers:

Regardless of language spoken, all New Yorkers have the right to meaningful Language Access when seeking programs and services provided by City agencies.

As the Commissioner of the New York City Department of Transportation (NYC DOT), and a non-native English speaker, I am committed to providing all New Yorkers with equitable access to our programs, including people who are Limited English Proficient (LEP).

As an immigrant who arrived in New York City in 1983 from the Dominican Republic, I have long supported long-term immigrants and those who have newly arrive to the United States and New York City to pursue their dreams.

Every day, NYC DOT works diligently to ensure that LEP New Yorkers have meaningful access to all our programs, services, and information. By meeting the language needs of our LEP constituents, we effectively provide them with better access to NYC DOT services while improving their quality of life and increasing safety for all road users.

This NYC DOT Language Access Implementation Plan (LAIP) FY2024 affirms and complies with the requirements under Title VI of the Civil Rights Act of 1964, NYC Local Law 30 of 2017 (LL30) and guidance provided by the Mayor's Office of Immigrant Affairs (MOIA).

I support the importance of Language Access and NYC DOT's Language Access Implementation Plan (LAIP) highlights our commitment to breaking language barriers for constituents seeking NYC DOT services and programs.

A handwritten signature in black ink, appearing to be 'Y. Rodriguez'.

Ydanis Rodriguez

Commissioner

New York City Department of Transportation (NYC DOT)

# **NYC DOT Language Access Implementation Plan (LAIP) for Fiscal Year 2024 (FY2024)**

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## NYC DOT Language Access Implementation Plan (LAIP) FY2024

The Language Access Implementation Plan explains how the agency will provide services to people who have Limited English Proficiency (LEP)

### Cover Page

Agency name: New York City Department of Transportation (NYC DOT)

Language Access Coordinator name: Beatriz Lorenzo

Language Access Coordinator title: Community Associate

Published date: 06/30/2024

This Plan includes information about:

1	Agency Mission and Services	How the agency mission and language services enable residents to participate in initiatives and programs
2	Agency Language Access Policy	What policies and procedures govern the delivery of language access services
3	Language Access Needs Assessment	How the agency assesses the language access needs of the people it serves
4	Notice of the Right to Language Access Services	How the agency notifies the public about their right to language access services
5	Provision of Language Services	What language services the agency provides
6	Resource Planning	How the agency ensures that it has the internal and external resources to provide language services
7	Training	How the agency trains the staff to provide language services
8	Continuous Improvement Planning	How the agency ensures ongoing improvement of language access
9	Goals and Actions Planning	How the agency will put the plan into action



## NYC DOT Language Access Implementation Plan (LAIP) FY2024

### Signatures

The following signatures signify that NYC DOT will take necessary steps to advance equity and inclusion of individuals with Limited English Proficiency (LEP):

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Beatriz Lorenzo  
Interim Language Access Coordinator, NYC DOT

06/30/2024

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Yashwant (Neil) Sahadeo  
Executive Director For Customer Service, Language Access and Correspondence Unit (CSLACU), NYC DOT

06/30/2024

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Ydanis Rodriguez  
Commissioner, New York City Department of Transportation, NYC DOT

06/30/2024

## Section 1. Agency Mission and Services

### A. Mission of New York City Department of Transportation (NYC DOT) <sup>1</sup>

The New York City Department of Transportation's (NYC DOT) mission is to provide for the safe, efficient, and environmentally responsible movement of people and goods in the City of New York and to maintain and enhance the transportation infrastructure crucial to the economic vitality and quality of life of our primary customers, City residents.

Our agency's work is guided by the Strategic Plan 2016: Safe - Green - Smart - Equitable. We are customer-driven in all our activities. We seek opportunities to create partnerships in the provision of transportation services through appropriate relationships and alliances.

To accomplish our mission, NYC DOT works to achieve the following goals:

- Provide safe, efficient, and environmentally responsible movement of pedestrians, goods, and vehicular traffic on the streets, highways, bridges, and waterways of the City's transportation network
- Improve traffic mobility and reduce congestion throughout the City
- Rehabilitate and maintain the City's infrastructure, including bridges, tunnels, streets, sidewalks, and highways
- Encourage the use of mass transit and sustainable modes of transportation; and
- Conduct traffic safety educational programs

Over 5,500 employees of NYC DOT oversee one of the most complex urban transportation networks in the world. NYC DOT's staff manage an annual operating budget of \$1.4 billion and a ten-year \$33 billion capital program, along with 6,300 miles of streets and highways, over 12,000 miles of sidewalk, and approximately 800 bridges and tunnels, including the iconic East River bridges. NYC DOT's staff also installs and maintains nearly one million street signs, 13,250 signalized intersections, over 315,000 street lights, and over 350 million linear feet of markings.

It should be noted that certain properties within the jurisdiction of NYC DOT are managed by the New York City Department of Parks and Recreation (NYC Parks) with permission from NYC DOT. Management of these properties by NYC Parks is temporary and is expressly not intended to create public parks or parkland.

NYC DOT promotes the use of sustainable modes of transportation. NYC DOT designs bicycle facilities, bus lanes, and public plazas. NYC DOT operates the Staten Island Ferry, which served over 15 million people last year, and oversees ferry operations on City-owned piers. NYC DOT educates students and adults Citywide about street safety. NYC DOT's staff issue parking permits to people with disabilities, not-for-profit agencies and governmental entities, and commercial vehicle permits for trucks; issue construction permits for work in City streets; and manage the City's Adopt-a-Highway program.

### NYC DOT's Values Statement

#### Equity

We believe transportation must meet the needs of communities of color and those of all incomes, abilities, ages, gender, and sexual orientation. We respect and embrace the diversity of our communities to meet the transportation needs of all New Yorkers.

#### Safety

We believe everyone should be able to travel safely and securely through the City via all available mode options. We strive to create safe transportation environments and eliminate serious and fatal traffic crashes in the City through engineering, engagement, education, and enforcement.

#### Mobility

We believe transportation choices are critical to accessing opportunity for all. We design, build, operate, and maintain an accessible transportation system that reliably and safely connects people, places, and goods.

#### Asset Management and Project Delivery

We believe it is paramount to maintain and protect our physical assets and maintain those assets in a state of good repair. We strive to advance our street resurfacing program, invest in technology to better monitor the condition of our assets, and complete capital projects at a lower cost and in a timely manner. All communities, notably communities of color that have not historically received adequate investment, should have priority access to high-quality assets.

#### Freight Movement

We believe in advancing policies and programs that reduce the impacts of trucks on communities and infrastructure, while also improving delivery efficiency. We strive to reduce air pollution and congestion, particularly in communities of color that experience a disproportionate level of trucking activity; minimize freight and land use conflicts; and develop a comprehensive five-borough freight strategy.

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<sup>1</sup> For written purposes, New York City Department of Transportation may be referred as NYC DOT

## The Public Realm

We believe transportation is essential to support daily life. We manage the streets and sidewalks that enrich public life and improve community health. We strive to make our streets more inviting places for people of all ages, abilities, and socioeconomic status by addressing historical inequities and disinvestment that affect the condition of our physical spaces.

## Sustainability & Resilience

We believe environmental health should improve for future generations through sustainable transportation. We address the climate crisis through a sustainable, resilient transportation system. We support environmental justice which seeks to dismantle past environmental policies that have disproportionately harmed low-income communities.

## Organizational Excellence

We believe in exceeding the expectations of the communities we serve. We build a broad, inclusive, racially diverse team committed to excellence and equipped with the skills to meet the challenges of today and tomorrow. We strive to establish and promote high standards of professionalism, racial equity, and competence in our work.

## Public Engagement

We believe in listening to and being held accountable to our most important stakeholders, New Yorkers. We engage New Yorkers through various channels, ensure we inform our communities about potential changes that will impact their lives, and receive input from diverse perspectives, not only the loudest voices.

## **B. Description of Services**

NYC DOT supports people with Limited English Proficiency (LEP) by providing in-person interpreters at NYC DOT events and community meetings and translating educational documents. These services enable LEP residents to actively participate in safety education, project planning, and other vital City transportation initiatives, campaigns, and programs.

NYC DOT provides the following language services for LEP constituents to inform them of different programs and initiatives:

- **Interpretation Services**
  - Telephonic interpretation in at least 100 languages (at NYC DOT Public Service Centers and by other operational units)
  - Interpretation services online and in-person, Multilingual, American Sign Language (ASL) and Communication Access Real Translation [CART]) captioning
- **Translation Services**
  - Translations in plain language for the most commonly distributed/essential documents such as:
    1. Staten Island Ferry Schedule
    2. Alternate Side Parking Calendar
    3. License, Permits and Registrations [NYC/NYS Parking Permit for People with Disabilities (PPPD) applications]
  - Translations of other documents related to NYC DOT such as service alerts, surveys, and any other written NYC DOT materials distributed during community outreach and special events

Each year, NYC DOT works on several projects and initiatives throughout the City. NYC DOT is committed to fostering robust community engagement and invites LEP constituents to participate in agency campaigns and programs such as:

- **Vision Zero**
- **Safety Education**
- **Transit Development**
- **Bridge Construction**
- **Truck Traffic**
- **Bike Share**
- **Public Plazas**
- **Parking Regulations**
- **Open Streets**
- **Dining Out NYC**

## **NYC DOT Community Engagement and Outreach**

Community outreach is a major aspect of NYC DOT's efforts to inform LEP constituents of its programs and services. Every year, various NYC DOT Divisions, Units, and Offices conduct community outreach to maintain, develop, and promote transportation initiatives throughout the five boroughs.

NYC DOT continues its outreach efforts by engaging LEP communities through the provision of agency language services in various communication channels:

- Commissioner in your Borough events
- Borough Commissioner Office events
- Street and safety surveys in different boroughs by Street Ambassadors
- Community Board meetings
- Town Hall meetings

NYC DOT also partners with elected officials, community organizations, local businesses, and religious organizations to reach New Yorkers and LEP constituents.



## Safety Education and Outreach

NYC DOT conducts safety education and outreach programs for children, parents, educators, older adults, and all New Yorkers. Our safety educators visit 600 schools and 100 senior centers in a year. NYC DOT provides important safety education to students at NYC public and independent schools. Our staff of experienced educators will lead a class in learning, discussion, and hands-on activities, giving students the confidence and knowledge to get around safely. NYC DOT partners with New York City Council and various organizations to host free helmet fitting events across the City.

## Community Engagement: NYC DOT Summer Streets 2023!

During July and August, New Yorkers can play, walk, and bike through NYC DOT’s Summer Streets program. Music, free activities, and various programming populate 20 miles of car-free streets on select Saturdays across all five boroughs.

NYC DOT’s Customer Service, Language Access, and Correspondence Unit (CSLACU) continues to play an important role in informing LEP communities about their right to free interpretation and translation services related to NYC DOT. During Summer Streets, Language Access staff covered Manhattan, Brooklyn, and The Bronx on Saturdays throughout the month of August.

By participating in Summer Streets, we created awareness about NYC DOT Language Access program and other NYC DOT services for LEP constituents. For Summer Streets event and public outreach, a “Hello” palm card was designed for distribution. “Hello” was translated into the 10 designated citywide languages. The following is a summary of activities during Summer Streets:

- Informed over 600 community residents about interpretation and translation services available for LEP constituents regarding NYC DOT events.
- Spoke with NYC DOT Parking Permit for People with Disabilities (PPPD) Call Center staff about Language Access. PPPD Call Center currently uses LanguageLine telephonic services for interpretation and receives 70 calls a day mostly from Spanish, Korean and Russian speakers.
- Distributed palm cards, Alternate Side Parking (ASP) flyers and Language Access overview pages were distributed among the constituents visiting our table:
  - 200 palm cards in Spanish, Chinese, French and Russian
  - 80 Alternate Side Parking (ASP) flyers in Spanish, Russian, Chinese, and Bengali
  - 200 one-pagers providing an overview of Local Law 30 (Language Access program) in the following 10 designated citywide languages: <sup>2</sup>

• Spanish	español	• Korean	한국어
• Chinese	简体中文 / 繁體中文	• Arabic	العربية
• Russian	русский	• Urdu	اردو
• Bengali	বাংলা	• French	Français
• Haitian Creole	kreyòl	• Polish	Polski

## Multilingual Community Outreach: Street Ambassadors Program

NYC DOT makes every effort to communicate safety improvements to LEP New Yorkers. In 2015, NYC DOT launched the Street Ambassador Program to open our planning process and introduce new initiatives directly to affected communities. Our Street Ambassadors are a group of dedicated NYC DOT employees, who travel to different neighborhoods throughout the 5 boroughs in NYC.

The Street Ambassadors expand NYC DOT outreach efforts and ensure public engagement citywide. They meet with community members in their neighborhoods, engaging New Yorkers in the planning and development of NYC DOT projects aimed at safety, mobility, sustainability, and quality of life.

To determine appropriate language service, the language for interpretation is selected by neighborhood and demographics. Street Ambassadors are strategically deployed to busy areas near project sites to directly engage with the public in the languages spoken

<sup>2</sup> Based on specified combination of Census and DOE data, the 10 designated citywide languages are Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, and Polish



throughout their neighborhoods. NYC DOT Street Ambassadors work with multilingual interpreters (in person) to engage the LEP population in taking surveys to improve traffic and safety.

### Public Service Centers (PSCs)

To better serve LEP constituents and the community at large with access to different permits and services, NYC DOT has 8 PSCs open to the public by walk-in and appointment. In compliance with Local Law 30, all PSCs display the following signage:

- You Have the Right to Free Interpretation
- Welcome. We're here to help
- Your Civil Rights (Title VI)

At PSCs, constituents can obtain information related to NYC DOT services such as:

- Pre-Paid Parking Card
- Municipal Off Street Parking Information
- Roadway and Sidewalk Construction Permits
- Staten Island Ferry Rides
- Canopy Information
- Oath Violations
- Disability Parking Permit
- Clergy Parking Permit

### Permits & Customer Service Call Center [Parking Permit for People with Disabilities (PPPD)]

The Parking Permit for People with Disabilities (PPPD) Call Center is located within NYC DOT's Traffic Operations- Parking Permits Division. LEP constituents can speak with customer service representatives at the PPPD Call Center by dialing 718-433-3100. The Call Center is open Monday through Friday, 9 am to 5 pm. Telephonic interpretation is available in over 100 languages. <sup>3</sup>

### Licenses, Permit Applications, and Registrations (LPRs)

LPRs are part of NYC DOT Essential/Most Commonly Distributed Documents (MCDs). LEP constituents can obtain translations of many LPRs including PPPD applications. PPPD applications are translated in the 10 designated citywide languages (Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, and Polish). For LPRs needed in other languages, LEP constituents can contact NYC DOT at 212.839.7100 or [nyc.gov/DOT](http://nyc.gov/DOT).

### NYC DOT Website

Translations of all Service Updates and information are posted to our website in the 10 designated citywide languages. Event-specific flyers and neighborhood-specific notices are distributed electronically, often via partnership with sponsoring elected officials and community groups, as well as in-person, through outreach events or public postings. Visit the DOT website ([www.nyc.gov/dot](http://www.nyc.gov/dot)) for more information.

### Connect with NYC DOT on Social Media

Updates on NYC transportation projects and news about NYC DOT programs, are continuously posted on the following Social Media platforms:



[Like NYC DOT on Facebook](#) (currently known as META)



[Follow @nyc\\_dot on Twitter](#) (currently known as X)



[Follow @nyc\\_dot on Instagram](#)

NYC DOT regularly sends out alerts and newsletters on a variety of transportation topics. In addition, NYC DOT sends email updates on traffic, bridges, bike projects, safety education, and the Staten Island Ferry. New Yorkers, including LEP constituents, can ask questions and provide feedback via the following:

- [NYC DOT Borough Commissioners](#)
- [NYC DOT's Projects & Initiatives page](#)
- [Contact the Commissioner online](#), via regular mail, email and phone.

<sup>3</sup> Pursuant to [§23-1102 of the New York City Administrative Code \(Local Law 30 of 2017\)](#)

## Section 2. Agency Language Access Policy

### Customer Service, Language Access, and Correspondence Unit (CSLACU)

CSLACU is the central hub for customer service and correspondence addressed to the NYC DOT Commissioner. CSLACU assists several NYC DOT units with processing and tracking concerns and correspondence related to large-scale agencywide projects and initiatives.

CSLACU also ensures efficient and equal access to NYC DOT services, communications, programs, and events for people with Limited English Proficiency (LEP) by providing a full range of free language services. Since 2021, Yashwant (Neil) Sahadeo has been the Executive Director of CSLACU which includes the NYC DOT Language Access Unit (LAU). Mr. Sahadeo oversees the policies, procedures, standards, and guidelines that govern NYC DOT delivery of Language Access services.

### NYC DOT Language Access Unit (LAU)

LAU complies with the Language Access requirements under Title VI, Local Law 6 (2023), Local Law 13 (2023), Local Law 15 (2023), and Local Law 30 (2017). LAU ensures NYC DOT provides meaningful access to the LEP community seeking our services and programs.

Beatriz Lorenzo is the Interim Language Access Coordinator for NYC DOT and is responsible for the following functions under the LAU:

- Provide guidance to CSLACU Executive Director to ensure compliance with Title VI and Language Access Local Laws
- Oversee the day-to-day operations of the Language Access program to better serve the LEP constituents
- Coordinate agencywide language translation and interpretation services for NYC DOT units
- Evaluate and monitor the progress of the Language Access program and submit updates on Mayor's Office Annual Report
- Implement, develop, and update Language Access Implementation Plan (LAIP) for NYC DOT every three years

Pursuant to [§23-1102 of the New York City Administrative Code](#) (Local Law 30 of 2017), NYC DOT's LAU ensures the following:

- Provide telephonic interpretation in at least 100 languages
- Post, update, and maintain multilingual signage about the availability of free interpretation services and welcome signs at NYC DOT Public Service Centers (PSCs)
- Identify the most commonly distributed/essential documents and translate them in the 10 designated citywide languages in plain language
- Translate documents related to NYC DOT such as service alerts, License, Permits and Registrations (LPRs), surveys, and any other written materials distributed during outreach and special events
- Upgrade NYC DOT's Language Access Database (LAD) for effective data management and tracking of language services
- Train NYC DOT employees on Standard Operational Procedures (SOP) on how to submit requests for interpretation and translation services

The following is an overview of the language services provided by the LAU to inform LEP constituents of different programs and initiatives:

- **In-Person Interpretation: On-site language interpretation for face-to-face interactions.**
- **Online Interpretation: Remote interpreting service for virtual meetings and conferences.**
- **Telephonic Interpretation: Instant phone interpretation service for quick communication.**
- **ASL Interpretation: American Sign Language interpretation for the Deaf and hard of hearing.**
- **CART Services: Communication Access Real-Time Translation for real-time text transcription.**
- **Translations: Text on a written document is translated in one or more different languages.**

### NYC DOT Language Access Policies

NYC DOT Language Access policies are created to promote equity and diversity, as well as economic and civic engagement for all New Yorkers, including the LEP population. Language Access policies are stated through several Standard Operating Procedures (SOP), created by CSLACU. These policies are communicated to NYC DOT staff via the internal SharePoint page and direct communications via e-mails.

### **Telephonic Interpretation: Standard Operating Procedures (SOP)**

NYC DOT employees need to follow these procedures to assist LEP customers when using telephonic interpretation:

- Dial LanguageLine phone number
- Enter NYC DOT Client ID number
- Select the language by LEP customer (Press #1 for Spanish or #2 for any other languages)

NYC DOT Client ID Numbers are provided to Public Service Center (PSC) and unit operational managers.

### **Multilingual, American Sign Language (ASL) and Communication Access Real Time (CART) Interpretation Requests (In-person/Online): Standard Operating Procedures (SOP)**

- NYC DOT employees can submit interpretation requests in the Language Access Database (LAD) by selecting interpretation request form.
- Language Access Unit process interpretation requests for different NYC DOT events and community forums.

### **Document Translation Request: Standard Operating Procedures (SOP)**

- NYC DOT employees can submit translation requests in LAD by selecting translation request form.
- The LAU processes translation requests for different NYC DOT units/divisions.

### **American Disability Act (ADA)/Accessibility and Language Access**

Historically, LEP constituents and people who are deaf or hard of hearing experience difficulties when seeking government services and programs. NYC DOT makes every effort to ensure everyone can receive information and resources regardless of limited English or disability. Accurate Communication provides CART interpretation services to NYC DOT's deaf or hard of hearing customers and colleagues.

In compliance with the ADA, the LAU works with NYC DOT's Accessibility Policy Analyst and ADA Coordinator to provide Language Access to people with disabilities to create equitable access to agency resources. CSLACU continues to provide ASL and CART interpretation services, including other translation services, to support NYC DOT customers and colleagues during in-person and virtual meetings (such as Transportation Planning and Management's quarterly Disability Advocates meeting with NYC DOT Commissioner).

The LAU maintains the agency's Licenses, Permits, and Registrations (LPRs) portal which provides over **50** NYC DOT applications in the 10 designated citywide languages, and ensuring that LEP customers can easily navigate and utilize NYC DOT services. The LAU also manages the content on NYC DOT Licenses, Permits, and Registrations (LPR) portal on NYC DOT webpage. This webpage contains the categorized list of all LPRs issued by NYC DOT, translated in 10 designated citywide languages.

## Section 3. Language Access Needs Assessment

### Four-Factor Analysis

New York City Department of Transportation (NYC DOT) is committed to assist the LEP constituents to effectively communicate with NYC DOT staff when seeking our services. By meeting the language needs of our constituents, we enable them to better access City services while increasing safety and improving their quality of life. To effectively provide language access services and determine how the LEP constituents will be served, NYC DOT is guided by the following Four-Factor Analysis: <sup>4</sup>

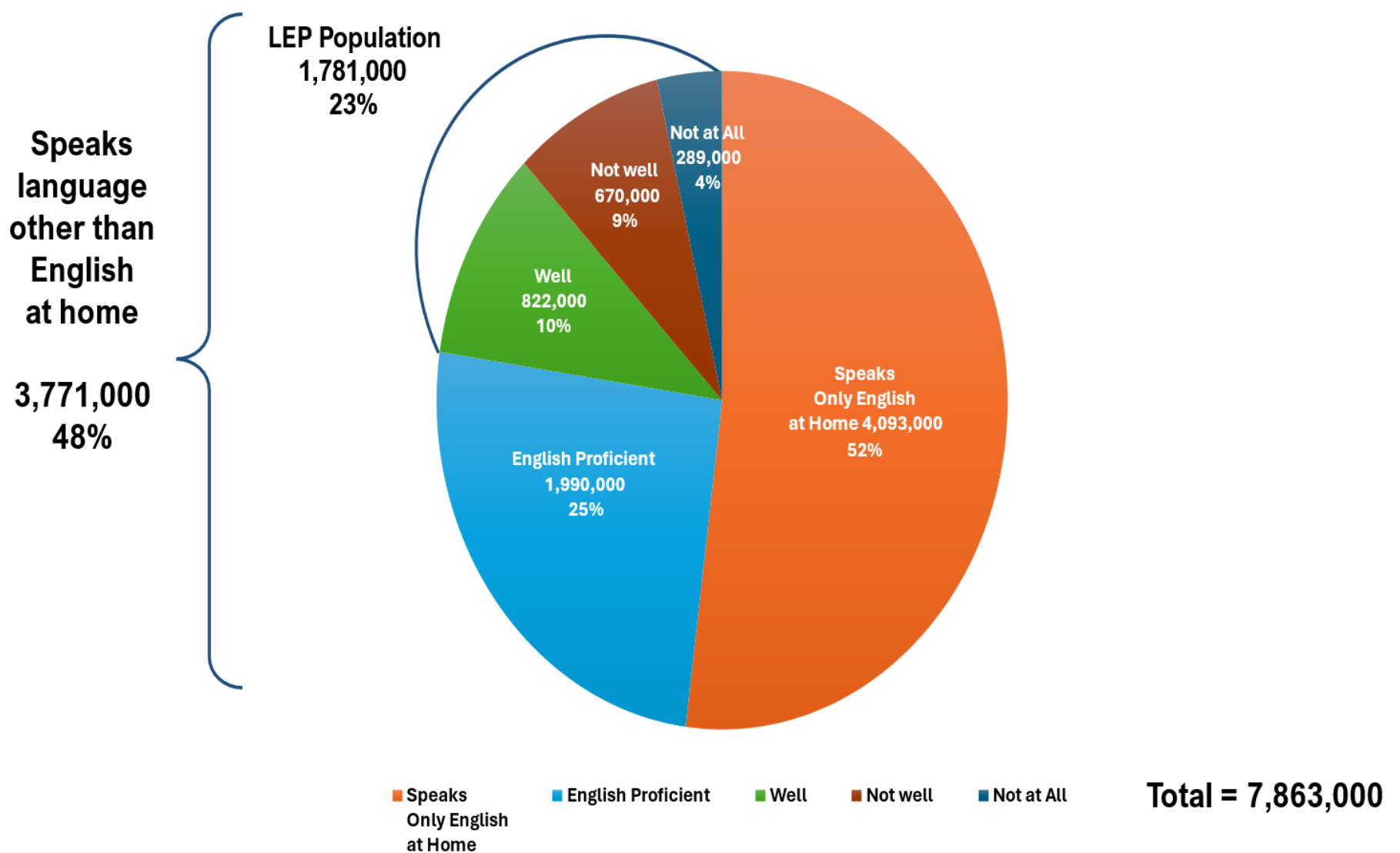
 **Factor 1: The Number or Proportion of Individuals with LEP in the Eligible Service Population (Demographic Analysis, e.g., Census data)**

In New York City, there are over one million constituents who have Limited English Proficiency (LEP) status. To effectively provide language access services, NYC DOT determines the needs of the LEP constituents by utilizing the following data sources:

- NYC Public Use Microdata Areas (**PUMA**): (Based on Languages and Neighborhoods in New York City)
- Census: American Community Survey (ACS): (5-Year Estimates NYC)

NYC DOT takes reasonable steps to remove language barriers and provide meaningful access to the LEP population when seeking programs or services. The following graphs displays the Limited English Proficient (LEP) population in New York City:

**Population 5 Years of Age and Older: English Language Ability (New York City, 2022) <sup>5</sup>**



<sup>4</sup> Four-Factor Analysis [courtesy of the [United States Department of Justice's \(DOJ\) effective June 12, 2002 \(67 FR 41455\)](#)]

<sup>5</sup> Graph [courtesy of New York City Department of City Planning (Population Division) based on the U.S. Census Bureau, 2022 American Community Survey– Summary File]



<b>Population 5 Years of Age and Older: Top 10 Languages other than English Spoken at Home (New York City, 2018-2022) <sup>6</sup></b>	
<b>Languages</b>	<b>Estimates</b>
<b>Spanish</b>	1,890,190
<b>Chinese (Mandarin, Cantonese, and Min Nan Chinese)</b>	504,270
<b>Russian</b>	199,030
<b>Bengali</b>	123,410
<b>Yiddish</b>	100,622
<b>Haitian</b>	96,906
<b>French</b>	91,170
<b>Arabic</b>	76,230
<b>Korean</b>	63,172
<b>Italian</b>	61,056
<b>Total estimates of NYC population who speaks other languages than English at home</b>	<b>3,887,063</b>



**Factor 2: The Frequency with which Individuals with Limited English Proficiency (LEP) Come into Contact with the Agency**

NYC DOT considers all interactions with the public as part of agency services and engagement (phone, in person, online, and in written correspondence). NYC DOT measures the frequency of contact with LEP population by the number of interpretation and translation requests received from different NYC DOT units. The following are the numbers of interactions between NYC DOT and LEP constituents during FY2024:

- Interpretation Requests: Telephonic/Over the Phone**

LanguageLine conducts NYC DOT telephonic interpretation and is contracted to continue through 2025. For Fiscal Year 2023 (07/01/2022-06/30/2023),<sup>7</sup> NYC DOT received a total of 1,151 calls which included a total of 19,373 minutes on behalf of the Limited English Proficiency (LEP) customers. All the telephonic interpretation requests were received by Parking Permit for People with Disabilities (PPPD) Call Center located at the Traffic Operations- Parking Permits Division. In addition to the 10 designated citywide languages (Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, and Polish), other telephonic interpretations were requested in Hebrew, Hungarian, Italian, Greek, Mandinka, Ukrainian, Hebrew, and Swahili.

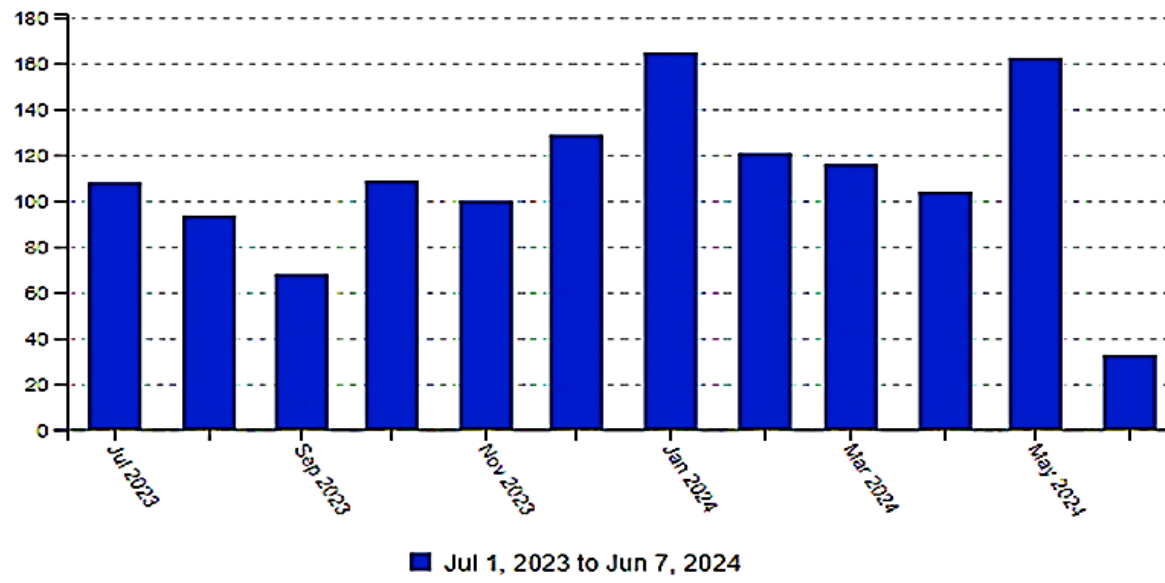
During Fiscal Year 2024 (07/01/2023-06/30/2024), NYC DOT received a total of 1,310 calls which resulted in a total of 12,489 minutes on behalf of the LEP customers. All the telephonic interpretation requests were received by Parking Permit for People with Disabilities (PPPD) Call Center. Besides the 10 designated citywide languages, other languages were Hebrew, Turkish, Georgian, Farsi, Greek, Kinyarwanda, Punjabi, Uzbek, Vietnamese, Albanian, Italian, and Taishanese.

<sup>6</sup> Graph [courtesy of New York City Department of City Planning (Population Division) based on the U.S. Census Bureau, 2018-2022 American Community Survey (ACS) 5-Public Use Microdata Sample

<sup>7</sup> For written purposes, Fiscal Year 2023 (07/01/2022-06/30/2023) may appear as FY2023 and Fiscal Year 2024 (07/01/2023-06/30/2024) may appear as FY2024

The following information provides telephonic interpretation data provided to LEP constituents who contacted Parking Permit for People with Disabilities (PPPD) Call Center and different NYC DOT Operational Units: <sup>8</sup>

### Call Volume



### Solutions Summary

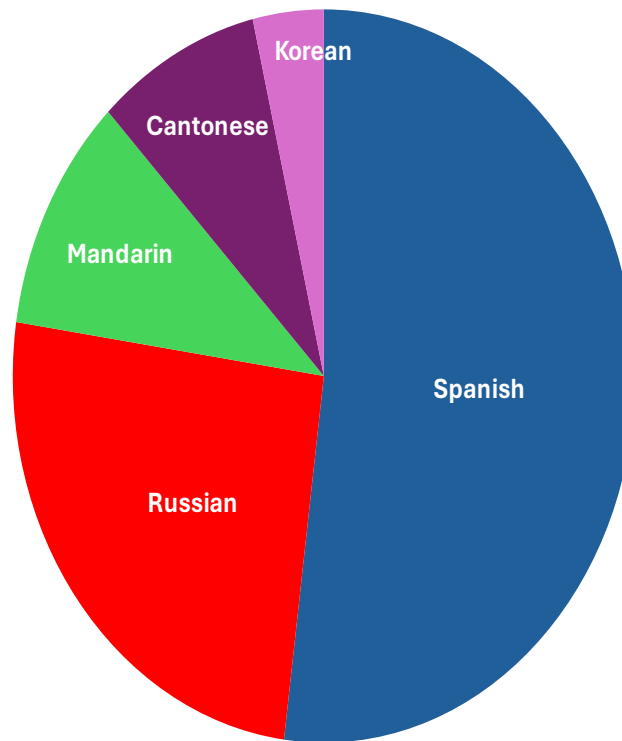
#### Audio

1,310 Calls

12,489 Total Minutes

10 Min Avg. Duration

### Top 5 Languages



Language	Calls	Avg. Duration	Connect Time
Spanish	713	10 min	24s
Russian	353	10 min	35s
Mandarin	74	12 min	58s
Cantonese	53	11 min	15s
Korean	19	10 min	33s

<sup>8</sup> *Graphs (courtesy of LanguageLine which is a NYC DOT third party vendor for language services)*

- **Interpretation Requests: In-Person and Online: American Sign Language (ASL) and Communication Access Real Time (CART) captioning**

Accurate Communication, a third-party vendor, provides ASL interpretation and CART captioning. Accurate Communication is contracted to continue providing interpretation services through 2025.

For FY2023, NYC DOT processed a total of 60 ASL/CART interpretation requests (51 ASL and 9 Communication Access Realtime Translation [CART]) resulting in over 90 ASL/CART interpreters utilized.

During FY2024, NYC DOT processed 29 ASL interpretation requests and 5 CART requests resulting in 47 interpreters utilized for different NYC DOT events.

- **Interpretation: In-Person and Online: Multilingual**

Accurate Communication provides Multilingual interpretation and is contracted to continue providing interpretation services through 2025. For FY2023, NYC DOT processed 181 multilingual interpretation requests and utilized over 550 multilingual interpreters. The requests were processed in the 10 designated citywide languages. Additional interpretation requests were processed in other languages such as Yiddish, Italian, Hindi, Japanese, and Albanian.

During FY2024, NYC DOT processed 130 Multilingual interpretation requests and utilized 465 multilingual interpreters for different NYC DOT related events. The interpretation requests were processed in the 10 designated citywide languages. Additional interpretation requests were processed in other languages such as Greek, Yiddish, Punjabi, and Italian.

- **Interpretation: In-Person Multilingual Street Ambassadors**

For FY2023, there were over 46 Street Ambassadors deployed in Brooklyn, Queens, the Bronx, and Manhattan. Interpreters assisted Street Ambassadors in person by surveying businesses and collecting information to better inform constituents about NYC DOT projects in different neighborhoods.

During FY2024, NYC DOT received 65 Street Ambassador deployments throughout the 5 boroughs. Interpreters assisted Street Ambassadors in person by conducting outreach and collecting information about potential changes to walking paths, bike lanes, and feedback on bus transit.

- **Translation of Documents**

NYC DOT provides language services beyond the 10 designated citywide languages to ensure LEP constituents have access to NYC DOT services and programs. NYC DOT evaluates the language access needs of the service population by collecting data on language access services requested by different NYC DOT units. Once the language need is identified, translations are provided in specific non-English languages to serve the areas where language services are needed.

LanguageLine conducts NYC DOT translations and is contracted to continue through 2025. During FY2023, Language Access Unit translated a variety of NYC DOT documents beyond the 10 designated citywide languages, including Italian, Greek, Ukrainian, Yiddish, Punjabi, and Hindi. Language Access Unit processed over 150 translation requests for 409 document translations resulting in over 900 translated pages.

During FY2024, NYC DOT processed 97 translation requests resulting in 429 translated pages for a variety of NYC DOT documents. Besides the 10 designated citywide languages, other languages requested for translations were: Ukrainian, Farsi, Italian, Yiddish, Greek, Hebrew, and Brazilian Portuguese. The following NYC DOT Essential Documents/Most Commonly Distributed Documents (MCDs) were also translated in the 10 designated citywide languages and beyond:

1. Staten Island Ferry Schedule
2. Alternate Side Parking Calendar
3. License, Permits and Registrations [NYC/NYS Parking Permit for People with Disabilities (PPPD) applications]
4. PPPD brochure



### **Factor 3: The Importance of Benefit, Service, Information, or Encounter to Individuals with LEP**

LEP constituents experience difficulties when seeking government services and programs. NYC DOT makes every reasonable effort to ensure everyone can access its services and programs regardless of limited English proficiency. NYC DOT recognizes that LPRs can have serious implications and have immediate and long-term effects on the LEP community.

Parking Permits for People with Disabilities (PPPD) are for New Yorkers who are in most need of parking access due to their severe mobility impairments. NYC DOT understands the importance of PPPD and the direct impact on a person's life and safety. NYC DOT ensures adequate translation of these vital documents to prevent any delays or inconvenience.

As an ongoing practice, in early FY2024, LAU updated and translated NYC DOT's essential/most commonly distributed License, Permit, and Registration (LPR). Pursuant of Local Law 30, the following LPRs were translated in the 10 designated citywide languages (Spanish, Chinese, Haitian Creole, French, Russian, Polish, Korean, Arabic, Bengali, and Urdu):

- New York City Parking Permits for People with Disabilities (PPPD) instructions and application

By prioritizing the translation of LPR applications, NYC DOT facilitates the mobility and economic opportunity for all New Yorkers. The LPRs were translated by LanguageLine and then reviewed by NYC DOT employees who volunteer their language skills to ensure consistency with NYC DOT terminology.



#### **Factor 4: The Resources Available to the Agency and the Costs of Providing Various Types of Language Services**

CSLACU contracts third-party vendors for translation and interpretation services through the Department of Citywide Administrative Services (DCAS) language service contracts. NYC DOT also participates in the City's Minority and Women-owned Business Enterprise (M/WBE) Program when soliciting vendors for language access services.

Pursuant to Local Law 30, NYC DOT provides interpretation and translation services for Limited English Proficiency (LEP) individuals in the 10 designated citywide languages. These language services are important for the safety of New Yorkers including the LEP population. The costs for translation and interpretation contracts are monumental as the need of languages continue to increase in New York City. During FY2024, NYC DOT had to request several budget adjustments due to the increase in interpretation and translation services. Language Service Vendor contracts and financial information can be found in Section 6 of this report.



## Section 4. Notice of the Right to Language Access Services

### NYC DOT Public Service Centers (PSCs)

New Yorkers, including LEP constituents, can access different NYC DOT services at our Public Service Centers (PSCs). NYC DOT has 8 Public Service Centers (PSCs) and are open to the public. NYC DOT PSC have the following signages in display to inform LEP New Yorkers about their right to language access services:

- Notice of Free Interpretation (“You have the right for free interpretation”)
- Translated Signage (“Welcome. We’re here to help”)
- Translated Documents (Palm cards and voter registration forms in different languages)
- Your Civil Rights (Title VI)

PSC staff have also been instructed to call LanguageLine when encountering LEP customers. In addition, NYC DOT website contains multilingual content and written notices about language access services. Visit the DOT website ([www.nyc.gov/dot](http://www.nyc.gov/dot)) for more information.

### Signage for Public Service Centers (PSCs) and ADA Compliant

Language Access staff periodically visits NYC DOT PSCs to replace signs and ensure they are ADA Compliant. Notice of Language Assistance Services are revised periodically when Mayor’s Office of Immigrant Affairs (MOIA) provides new updates. As ongoing practice and during FY2024, Language Access staff visited the following Passenger Service Office and PSCs to ensure signages were installed properly:

- Brooklyn
  - Mounted new “Welcome” sign with revised services/new hours in English
- Queens
  - Installed “Welcome” sign with revised services/new hours in English and Spanish
- Staten Island Boro Hall
  - Installed Welcome sign with revised services/new hours in English and Spanish
- Staten Island Ferry Passenger Service Office located in the St. George Ferry Terminal
  - Installed 2 custom signs for the PSCs façade:
    - “Notice of Free Interpretation”
    - You Have the Right for Free Interpretation
    - Licenses, Permits Registrations (LPRs “Need a Translated Application?”)

At the following PSCs, members of the public and individuals with LEP can request meetings with the NYC DOT Office of Construction Mitigation Coordination (OCMC):

Public Service Center	Address	Borough
Permit Management & Construction Control	Staten Island Borough Hall 10 Richmond Terrace, 3rd Floor	Staten Island
Highway Inspection and Quality Assurance (HIQA)	Staten Island Borough Hall 10 Richmond Terrace, 4th Floor	Staten Island
Permit Management & Construction Control	55 Water Street, Concourse Level	Manhattan
Agency Chief Contract Office (ACCO) and Contract Management Unit	55 Water Street, Ground Floor	Manhattan
Highway Inspection and Quality Assurance (HIQA)	59 Maiden Lane, 34th Floor	Manhattan
Permit Management & Construction Control and HIQA	16 Court Street, 15th Floor	Brooklyn
Permit Management & Construction Control	Queens Borough Hall 120-55 Queens Boulevard, 1st Floor	Queens
Highway Inspection and Quality Assurance (HIQA)	Queens Borough Hall 120-55 Queens Boulevard Ground Floor	Queens

New Yorkers and people with Limited English Proficiency (LEP) can learn about their right to have language access services and LPRs translated in different languages by:

- Visiting a NYC DOT Public Service Centers (PSC) and speak with a NYC DOT manager
- Calling 311 or 212-NEW-YORK (212-639-9675) and by submitting a request online through 311's portal
- Writing to NYC DOT via email, regular mail, or NYC DOT website ([www.nyc.gov/dot](http://www.nyc.gov/dot)) via our Contact the Commissioner form
- Contacting NYC DOT Borough Commissioner

## Section 5. Provision of Language Access Services

NYC DOT provides several language services to inform LEP constituents about events and programs. The quality of interpretation and translation services are evaluated through feedback provided by NYC DOT staff who requested the interpreters and translations for NYC DOT events. This feedback is shared with the vendors to prevent the same issues from re-occurring.

### A. Interpretation

NYC DOT provides the following telephonic, in-person, and virtual interpretation, including ASL and CART captioning, through contracts with third-party vendors:

- **Telephonic/Over-the-Phone Interpretation**

LanguageLine Solutions conducts telephonic interpretation services in at least 100 languages for NYC DOT and is contracted to continue to do so through 2025. NYC DOT Public Service Centers, various operational units and PPPD Call Center staff regularly utilize telephonic interpretation.

- **In-Person and Online: American Sign Language (ASL) and Communication Access Real Time (CART) captioning**

Accurate Communication provides ASL/CART interpretation (in-person and online) for various agency events. Accurate Communication is contracted to continue providing these services through 2026.

- **In-Person and Online: Multilingual Interpretation**

Accurate Communication provides multilingual interpretation services (in-person/ online) and is contracted through 2025. To ensure effective communications with LEP communities, NYC DOT staff determine which languages are needed for interpretation based upon the demographics of the neighborhood where the event is held.

Throughout FY2024, interpreters have been requested (in-person/online) during informational sessions, "Commissioner In Your Borough" Community Forums, Town Hall meetings, workshops, community events, internal employee evaluations, and public hearings. Multilingual interpreters accompanied Street Ambassadors to conduct street outreach and collect feedback from the public including LEP communities.

### B. Translation

LanguageLine, a third-party vendor, provides NYC DOT with document translation services. LanguageLine is contracted through 2025. LAU manages and delivers translation services for NYC DOT's operational units. In addition, LAU identifies and translates the most commonly distributed (MCD) documents including LPRs. NYC DOT identifies documents most commonly distributed to the public that contain important information regarding law enforcement and rules enforced by NYC DOT.

### Vision Zero Video

Vision Zero is NYC's citywide initiative to eliminate death and serious injuries from traffic incidents. NYC recognizes that deaths and serious injuries in traffic are not inevitable "accidents," but preventable crashes that can be eliminated through engineering, enforcement, and education.

NYC DOT is proud to champion the successful effort to lower NYC's default speed limit from 30 MPH to 25 MPH. With the leadership and support of the state legislature, the governor and the City Council, the 2014 legislative change was followed by the safest year on New York City streets. NYC DOT now provides current posted speed limits as a layer in Open Data and for public viewing on the [Vision Zero View website](#). NYC DOT is always open to public feedback and considers public input on posted speed limits.

For the tenth anniversary of Vision Zero, LanguageLine provided a translation of script/caption in simplified Chinese. NYC DOT volunteers reviewed the translation to ensure accuracy.

### Plain Language

To ensure effective communications for all New Yorkers, including LEP constituents, all NYC DOT essential documents are written in plain language prior to translation and distribution. By using plain language, NYC DOT ensures documents and communications are easier to read and understand by the public.

On a semi-annual basis, CSLACU contacts each operational unit to ascertain if any essential documents have been created, altered, or retired.

### NYC DOT Essential Documents/Most Commonly Distributed Documents (MCDs)

NYC DOT continues to review and identify the Essential/Most Commonly Distributed (MCD) documents in order to translate them in the 10 designated citywide languages. During FY2024, CSLACU took inventory of all current online NYC DOT Essential/MCD documents to identify which documents were available in the 10 citywide designated languages.

The following chart lists all NYC DOT Essential/MCD Documents for FY2024:

Essential and MCD Document (Type)	Number of Documents Distributed
Alternate Side Parking Calendar 2023	60
PPPD Brochure	68
PPPD - Never Received	109
PPPD - Permanent Vehicle Change	119
NYC Bike Map	135
Sidewalk Guide for Property Owners	135
PPPD - Lost or Stolen	195
Alternate Side Parking Calendar 2024	215
PPPD - Initial - State Application	1,559
PPPD - Initial - City Application	2,562
Truck Route Map for New York City	4,717
<b>Total amount of documents distributed in FY2024</b>	<b>9,874</b>

Of the most commonly distributed documents, NYC DOT translated the following in the 10 designated citywide languages:

- Staten Island Ferry Schedule
- License, Permits and Registrations [NYC/NYS Parking Permit for People with Disabilities (PPPD) applications]
- PPPD Brochure

#### NYC DOT Most Commonly Distributed Documents (MCDs): Translations Beyond the Ten Designated Citywide Languages

NYC DOT provides language services beyond the 10 designated citywide languages to ensure LEP constituents have access to NYC DOT's services and programs. NYC DOT's Customer Service, Language Access, and Correspondence Unit (CSLACU) evaluates the language access needs of the service population by collecting data on language services requested by different NYC DOT units. Once the language need is identified, translations are provided in specific non-English languages to serve the areas where language services are needed.

During FY2024, the Alternate Side Parking Calendar (ASP) was translated in the following 14 languages:

- Spanish
- Arabic
- Bengali
- French
- Haitian Creole
- Korean
- Polish
- Russian
- Urdu
- Chinese Traditional
- Greek
- Italian
- Ukrainian
- Yiddish

#### C. Digital Communication

Two NYC DOT units— Digital Communications & Public Art and Communications & Press— manage the online content for NYC DOT which includes the agency's website, digital media, and press. They also incorporate digital accessibility guidelines and ensure all digital materials are ADA compliant and include plain language.

#### Licenses, Permit Applications, and Registrations (LPRs)

MCD documents also include NYC DOT's LPRs. NYC DOT issues LPRs to all eligible New Yorkers. LPRs are essential for people who have a permanent disability that seriously impairs their mobility and requires the use of a private vehicle for transportation. NYC DOT translated all 50 LPRs into the 10 designated languages and created a web portal on NYC DOT website where LEP customers can access them, grouped by language or category. NYC DOT's LPRs were translated by LanguageLine and later reviewed by NYC DOT volunteers for quality assurance.

LEP constituents can easily access and navigate LPRs online. If an LPR is not listed on the NYC DOT website, LEP constituents can contact NYC DOT by calling 212-839-7100 or nyc.gov/DOT. If a person with LEP calls NYC DOT, NYC DOT will contact LanguageLine to provide telephonic interpretation based on the LEP constituent's language to help explain the LPR. Depending on the LEP's language and if the LPR requested is beyond the 10 designated citywide languages, NYC DOT will take necessary steps to provide the translation on that language if available with the contracting vendor.



## D. Emergency Communications

Information regarding Weekly Travel and Special Traffic Advisories are currently posted on NYC DOT's website and social media accounts. In case of an emergency, the Staten Island Ferry schedule may change, and service alerts will continue to be posted on NYC DOT's website and social media accounts as appropriate. Depending on the emergency, NYC DOT will determine what needs to be translated.

In compliance with Local Law 13 and Local Law 30, Customer Service, Language Access, and Correspondence Unit (CSLACU) has developed the following Language Access guidelines for NYC DOT emergency preparedness and response:

1. In the event of an emergency, CSLACU will maintain a direct line of communication with NYC DOT Office of Emergency Response which liaises with NYC Emergency Management. NYC DOT Office of Emergency Response coordinates with other city, state, and regional agencies regarding any multi-agency communication protocol administered by NYPD.
2. NYC DOT Office of Emergency Response will share necessary information with NYC DOT leadership regarding any language access needs. NYC DOT Language Access Unit is under CSLACU. We will work to support the NYC DOT Office of Emergency Response with any language access needs related to emergency preparedness and response. CSLACU Executive Director will respond to the language services requested to support NYC DOT units and the LEP community who seek the agency's services.
3. NYC DOT has the following contracts to ensure that language services are provided during an emergency:
  - Accurate Communication can deploy Multilingual (in person or online) and American Sign Language interpreters to emergency sites depending on location as required.
  - LanguageLine can provide telephonic interpretation in over 100 languages.
  - LanguageLine can also provide translations on most commonly distributed documents in different languages based on type of materials and language needed.
4. The Language Access Unit (LAU) can use NYC DOT staff who are part of the Language Bank Volunteers for interpretations or translations.
5. LAU will identify the most commonly distributed documents that NYC DOT needs to translate into at least the 10 designated citywide languages. These materials will be distributed to the LEP community through NYC DOT's five Borough Commissioner offices. NYC DOT Borough Commissioners will conduct multilingual outreach and disseminate emergency and service updates through community and ethnic media.
6. Any sudden increase in additional languages, other than the 10 designated citywide languages, will be addressed on a case-by-case basis. Additional services may include voiceovers, subtitles, or recordings.

LAU has a process in place to translate and disseminate all posted content on the NYC DOT website and social media pertaining to the emergency. LAU will coordinate with Strategic Communications Unit to update and translate all related service changes on NYC DOT's website. NYC DOT's current website contains human translated and proofread content in the 10 designated citywide languages. These processes ensure that LEP constituents can navigate multilingual content and stay informed with important information related to the emergency. In addition, NYC DOT's website meets ADA compliant web standards and allows universal access to NYC DOT emergency updates.

## Section 6. Resource Planning

### A. Bilingual/Multilingual Staffing

NYC DOT consists of a dedicated staff who speak different languages. Bilingual and multilingual employees volunteer their time to proofread translations to ensure the message is accurate and consistent with NYC DOT's terminology. NYC DOT ensures that it has the internal and external resources to provide language services to Limited English Proficiency (LEP) constituents. In addition to the interpretation and translation services provided by third-party vendors, occasionally, NYC DOT staff offer their language skills for translation reviews.

#### Language Bank Volunteer (LBV) Program

LBVs are NYC DOT employees who speak other languages besides English. LBVs work in operational units and often review translations to ensure its quality, discrepancies, or preferential changes. By participating in the NYC DOT Language Bank Volunteer program, NYC DOT employees ensure that LEP constituents have meaningful access when seeking NYC DOT services and programs.

NYC DOT employees who volunteer to use their language skills on behalf of NYC DOT's LBV program do not receive monetary compensation and are utilized on a voluntary basis. LBVs volunteer during their normal work hours. Overtime is subject to Supervisor's discretion and approval.

There are currently 33 NYC DOT employees who are part of the Language Bank Volunteer Program who speak the following 12 languages:

• Spanish	• Korean	• Hindi	• Portuguese
• Chinese (Cantonese/Mandarin) (Simplified/Traditional)	• Arabic	• Punjabi	• Tamil
• Polish	• Urdu	• Greek	• Persian/Farsi
• Bengali	• French	• Russian	

In May 2024, NYC DOT Commissioner Ydanis Rodriguez emailed all NYC DOT employees asking them to participate in the LBV program. Interested employees completed a survey with their language skills and contact information. This information is tracked on an Excel spreadsheet for easy access.

### B. Language Service Vendor Contracts

NYC DOT ensures its capacity to provide language access services through contracts with third-party vendors. Women/Minority Business Entrepreneurship (WMBE) are contracted with NYC DOT through a no bidding process and standard purchase order. To comply with Local Law 6, NYC DOT reported its language service contracts and expenditures in the Language Access Annual Report FY2023 submitted to the Mayor's Office of Immigrant Affairs (MOIA).

NYC DOT tracks contracted services with language service vendors and maintain records in an Excel spreadsheet. Under this procurement method, NYC DOT uses PASSPort to pay the interpretation and translation vendors.

The following are the NYC DOT contracted vendors that provide language services to LEP constituents:

Vendor Name	Procurement Method	Purpose of the Contract	Language(s) provided by the Vendor	Period of Contract	Total Award Amount of Contract
LanguageLine Solutions	Corporation/ DCAS Task Orders	Telephonic Interpretation	Besides the 10 designated citywide languages, other languages were Hebrew, Turkish, Georgian, Farsi, Greek, Kinyarwanda, Punjabi, Uzbek, Vietnamese, Albanian, Italian, and Taishanese	6/03/22 - 6/02/25	\$34,749
LanguageLine Solutions	Corporation/ DCAS Task Orders	Translations	Besides the 10 designated citywide languages, other languages requested for translations were: Ukrainian, Farsi, Italian, Yiddish, Greek, Hebrew, and Brazilian Portuguese	6/03/22- 6/02/25	\$560,000
GV Solutions	Minority and Women-owned Business Enterprises (MWBE)	Translations (Third Review)	10 designated citywide languages	7/01/22- 6/30/24	\$20,000
Accurate Communications	Minority and Women-owned Business Enterprises (MWBE)	Multilingual Interpretation	Besides the 10 designated citywide languages, other languages were Yiddish, Italian, Hindi, Japanese, and Albanian	11/01/22 - 6/30/25	\$257,852
Accurate Communications	Minority and Women-owned Business Enterprises (MWBE)	Sign Language Interpretation	Sign Language	4/29/22 - 4/28/25	\$115,172
Accurate Communications	Minority and Women-owned Business Enterprises (MWBE)	Communication Access Realtime Translation (CART) Captioning	CART reporter listens to speech during an event/meeting and uses captioning software to instantly translate the speech to text	5/01/24 - 4/30/26	\$16,000

### C. Partnership with Community Based Organizations (CBOs)

To ensure LEP constituents are included in events, surveys, and meetings, NYC DOT continues to build partnerships with CBOs and religious organizations to identify LEP communities in different boroughs. Although NYC DOT has partnerships with these organizations, NYC DOT does not contract with CBOs to advance language access services and does not pay CBOs for interpretation or translation services. NYC DOT has contractors that provide interpretation and translation services to serve the LEP New Yorkers.

## Section 7. Training

In compliance with Local Law 15 and Local Law 30, Language Access Unit (LAU) continues to revise its guidelines, Standard Operational Procedures (SOP), and training procedures for NYC DOT staff. In February 2024, LAU accomplished the following:

- **FY2024 Federal Transit Administration (FTA) State Management Review Webinar**

Language Access staff attended the webinar which provided NYC DOT with the requirements for language services and the Language Access Implementation Plan (LAIP) under Title VI.

- **NYC DOT Language Access Program: Training Manual 2024**

The training manual was revised and distributed to NYC DOT employees who are frequent users of the Language Access Database (LAD). The manual was also provided to NYC DOT's Assistant Director for FTA Grants Program to ensure compliance with the Triennial Review.

The training manual provides an overview on Standard Operational Procedures (SOP) when requesting telephonic interpretation, in-person/online interpretation, and translation requests. The following subjects are covered in the training manual:

- NYC Local Law 30
- Importance of Language Access
- Interpretation and translation services
- SOP for Telephonic Interpretation
- SOP for Multilingual, Sign Language, and Communication Access Real Time (CART) Interpretation Requests
- Document Translation Request
- Language Bank Volunteer (LBV) Program

- **NYC DOT Construction Inspection and Language Access**

In March 2024, LAU staff met with NYC DOT Sidewalk and Inspections Management (SIM) to discuss the following:

- How frontline workers, managers, inspectors, and other enforcement staff are trained on language access policies and procedures
- When staff are responding to complaints in the field, what procedures are followed when encountering people with Limited English Proficiency (LEP)

During last year's refresher training class, SIM inspectors were given the LanguageLine phone number to call if they encounter an LEP constituent. Future trainings in language access will be conducted to familiarize NYC DOT staff with the policies and procedures when communicating with LEP individuals. LAU will coordinate time to speak with Training Coordinator to add language access information to existing trainings.

NYC DOT will inform frontline workers, managers, inspectors, and enforcement staff on language access policies and procedures by accomplishing the following:

Training Topic	Target Staff	Training Method & Frequency	Trainer
What topic will be covered in the training? Is the training a part of existing trainings (such as new hire orientation)?	Which internal and contracted staff will be trained?	What mode will the training be in? (self-paced virtual, in-person, etc.) How frequent will the training be provided?	Who will conduct the training?
Language access policies and procedures	Planning and Operational units, frontline workers, managers, inspectors, and other enforcement staff	<ul style="list-style-type: none"> <li>• Send training manual to Planning and Operational units twice a year</li> <li>• Show a PowerPoint presentation to train inspectors on Language Access Policies twice a month</li> </ul>	Language Access Staff and NYC DOT Training Coordinator

## Section 8. Continuous Improvement Planning

### A. Data Collection and Monitoring

NYC DOT evaluates the language access needs of the service population by collecting data on language access services requested by different NYC DOT units. Language Access Unit (LAU) tracks and collects data on language services provided to LEP constituents throughout the five boroughs. The data collected is kept on the Language Access Database (LAD). This data informs NYC DOT on language services provided to LEP constituents and informs NYC DOT on decision-making processes and strategies.

NYC DOT continuously plans for safety improvements while ensuring access language services meet the needs of New Yorkers and its diverse landscape. NYC DOT ensures ongoing improvement of language access program by:

- Reviewing and evaluating current language access policies
- Monitoring its interpretation and translations procedures

NYC DOT also follows MOIA guidelines and provides updates on the following Language Access reports:

- Annual MOIA Report
- Language Access Implementation Plan (LAIP)

Every three years, the LAIP is updated and posted on NYC DOT's website to reflect language services that were provided to people with LEP.

### Language Services and Quality Assurance

NYC DOT takes reasonable steps to ensure contracting vendors provide language services and quality assurance of interpretations and translations. NYC DOT Language Access staff continually monitors the procedures and requests of language services for people with LEP in the following manner:

#### Interpretations

- Whenever NYC DOT units provide feedback about interpreters' behavior or interpretation, DOT Language Access staff sends the feedback to the vendor to remove interpreters from future DOT events.
- If a NYC DOT event requires Multilingual or American Sign Language (ASL) interpreters for more than 2 hours, Language Access staff requests two or more interpreters depending on type of event to avoid interpreters' fatigue.

#### Translations

- Whenever NYC DOT units provide feedback about incorrect translations, NYC DOT Language Access staff sends the translations for review to our language volunteers and returns the translations to the vendor to correct the revisions before sending the translations to the NYC DOT units.
- The following procedures were implemented to ensure documents were consistent when translated:
  - Include bilingual treatment for NYC DOT:  
Example: New York City Department of Transportation, NYC DOT (Departamento de Transporte de la ciudad de Nueva York, NYC DOT)
  - Place the language at the bottom of each translated page:  
Example: French/ Français

### Language Access Database (LAD)

Language Access Database (LAD) is an internal system or application created for the Language Access Unit. LAD is used by NYC DOT staff to submit requests for translation and interpretation services. Interpretation and translation requests are submitted, processed, and tracked through the Language Access Database (LAD), including translated documents and interpretation events.

All interpretation and translation requests are managed by Language Access staff. Upgrades on NYC DOT's Language Access Database (LAD) have been performed for effective data management of language services. In addition, continuous improvements on LAD have been performed to enhance the NYC DOT staff experience when submitting interpretation and translation requests.

LAD Developers, continuously work to improve LAD's technology, functionality, and layout. Plans are underway to upgrade the use and technology of LAD. The following was accomplished during FY2024:

- LAD was upgraded with new features, improving user experience to all aspects of the program, including:
  - Prioritized popular search fields and hide additional fields from view, making the page more compact and user-friendly
  - Removed the option to delete requests to prevent any loss of data
  - Updated input textboxes with regular expressions to reduce the risk of security issues and website crashes



## **B. Language Access Complaints**

Customer Service, Language Access, and Correspondence Unit (CSLACU) is responsible for receiving, tracking, and resolving language access complaints through 311 and any other internal complaints. NYC DOT already has a process to monitor and respond to public complaints regarding language access services.

NYC DOT receives all “Language Access Complaints” in our Agency Response Tracking System (ARTS). When a complaint is made via 311, the complaint is reviewed, translated to English, and then assigned to operational group for a study/review.

Once completed, the complaint is translated back to the client’s language. A written response is generated to the customer who sent the complaint.

NYC DOT informs individuals of their right to file language access complaints in different ways. During Summer Streets 2023, a “Hello” palm card was distributed with information about language access and how to file a complaint. NYC DOT included information on how to file complaints on MOIA’s Language Access Annual Report FY2023.

Limited English Proficiency (LEP) constituents can ask a question, comment, or file a complaint about interpretation and translation services by:

- Visiting a NYC DOT Public Service Centers (PSC) and speak with a NYC DOT manager
- Calling 311 or 212-NEW-YORK (212-639-9675) and by submitting a request online through 311’s portal
- Writing to NYC DOT via email, regular mail, or NYC DOT website ([Submitting an issue online via our Contact the Commissioner form](#))
- Contacting NYC DOT Borough Commissioner

For complaints regarding NYC DOT’s Language Access Program, constituents can also contact NYC DOT directly at 212.839.7100 or by visiting DOT website ([www.nyc.gov/dot](http://www.nyc.gov/dot)) for more information.

## Section 9. Goals and Actions Planning

NYC DOT's Language Access Coordinator implements and monitors the Language Access Implementation Plan (LAIP), by ensuring language service requirements comply with Local Law 30. The LAIP describes the goals and timelines for monitoring the language services provided to NYC DOT's operational units who interact with Limited English Proficiency (LEP) constituents.

The following language access needs were identified as needing improvement. The goals and timelines serve as important metrics to monitor progress and ensures NYC DOT takes practical steps to enhance the LAIP:

Priority Language Access Need	Root Cause(s)	Language Access Goal	Action Steps/ Milestones	Stakeholders	Timeline
There is a gap between language access policies and NYC DOT frontline workers/managers	Vast majority of NYC DOT staff are not aware of language access services for LEP	Provide annual training and ongoing email alerts on how to request language services	Contact HR and provide training at new-hire orientation	Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4
Contracted vendors do not provide consistent quality of translations	Many translations need to be reviewed and corrected by NYC DOT staff for quality assurance	Improve Language Access Contracts	Contact DCAS for better selection of vendors for language access contracts	Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4
Language Access Database (LAD) needs enhancement	LAD needs to have a better measurement system for tracking and reporting the provision of language services	Enhance LAD user experience with additional improvements to the technology, accessibility, layout, and submission process	Update LAD continuously for a better user-friendly experience	IT Developers and Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4
Upgrade Essential Documents (Eds)/Most Commonly Distributed Documents (MCDs) and eliminate obsolete documents	It is a challenge to continuously identify and track essential documents by each NYC DOT unit	Track EDs/MCDs for each unit	Identify EDs/MCDs and update Excel spreadsheet twice yearly	Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4
Translate NYC DOT Licenses, Permits, and Registrations (LPRs) beyond 10 designated citywide languages	<ul style="list-style-type: none"> <li>Public does not request all the existing LPR forms in 10 designated citywide languages</li> <li>Family members from the public normally request LPRs in English to better assist people with LEP to complete them</li> </ul>	<ul style="list-style-type: none"> <li>Only translate NYC DOT Licenses, Permits, and Registrations (LPRs) when requested in another language other than 10 designated citywide languages</li> <li>To increase public awareness of the translated LPRs available in the 10 designated citywide languages, NYC DOT Language Access staff will place the LPR signs at all NYC DOT Public Service Centers (PSC)</li> </ul>	Determine if PPPD applications need to be revised and translated in the 10 designated citywide languages and beyond	Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4
NYC DOT's Planning and Operational units use different transportation terminologies	Planning and Operational units have different Engineers and projects continue to change to adapt to NYC landscape	<ul style="list-style-type: none"> <li>Work with operational units to revise documents into plain language</li> <li>Ensure existing and upcoming documents are written in plain language before translating them</li> </ul>	Send email reminders to Planning and Operational units about plain language	Language Access Staff	FY2024 Q4 FY2025 Q4 FY2026 Q4