

DCP Language Access Plan (2018)

Language Access Coordinator:

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Introduction

In order to comply with Local Law No. 30 (2017), the Department of City Planning (“DCP”) has developed a Language Access Plan to detail how language access services are and will be provided and to provide New Yorkers with limited English proficiency (“LEP New Yorkers”) meaningful access to information and the agency’s direct public services. Such language access services shall include (i). identifying and translating those documents most commonly distributed to the public that contain or elicit important and necessary information regarding the provision of DCP services, (ii). providing interpretation services, and (iii) posting multilingual signage in certain locations about the availability of free interpretation services. The plan provides for this meaningful access in the DCP’s service areas according to a needs assessment that balances: (i) the number or proportion of LEP New Yorkers in the eligible service population; (ii) the frequency with which LEP New Yorkers come into contact with the DCP; (iii) the importance of the benefit, service, information, or encounter to the LEP citizen; and (iv) the resources available to the DCP and the costs of providing various types of language services. Pursuant to city policy, this Plan was submitted to the Mayor's Office on June 26, 2018.

I. Agency Mission and Background

The DCP is responsible for the city's physical and socioeconomic planning. The DCP oversees land use and environmental review, the preparation of plans, policies and zoning studies to promote strategic development in communities throughout the city, and the provision of technical assistance and planning information to government agencies and public officials. DCP reports directly to the Deputy Mayor for Economic Development, and through this office to the Mayor.

The Director of the DCP is charged with advising and assisting the Mayor in matters related to the development and improvement of the city and in issues with long-term implications for the city's built environment. In addition, the Director also serves as the Chair of the City Planning Commission ("CPC"). The CPC has 13 members, of which six (in addition to the Chair) are appointed by the Mayor. The other six members are appointed by the five Borough Presidents and the Public Advocate. The CPC holds public meetings and hearings, and considers and votes on land use and related applications.

DCP has roughly 300 employees who work in the five Borough Offices, and among various planning, technical, environmental and land use divisions. The Information Technology Division ("ITD"), Counsel's Office, and Operations provide support to the entire agency.

Direct Services

A. Land Use Review

The primary service provided by the DCP is the administration of the Uniform Land Use Review Procedure ("ULURP"). Pursuant to Section 197-c of the City Charter, land use decisions requiring discretionary action by the CPC are subject to a standardized process including public hearings and review by affected community boards, borough presidents, borough boards, the CPC, and the City Council. The DCP administers its portion of public review, including holding public hearings of the CPC and dissemination of related information to the public. The CPC public hearings are generally held in the Lower Level Concourse, 120 Broadway, New York, New York on alternating Wednesdays at 10:00am.

Other services of the agency related to the Land Use Review Process include:

- Providing opportunities to file applications for land use changes;
- Providing interested parties and the general public with information regarding applications entered into public review;
- Providing notice of and opportunities to testify at public hearings of the CPC.

B. Technical Assistance and Dissemination of Planning Information

The DCP also provides planning and land use information to the public by providing direct assistance through the borough offices and the Zoning Help Desk. Additional information is provided to the public through the website and publications such as press releases and planning reports. NYC Planning Labs, a division of the DCP, also provides mapping information and planning data via various websites such as zola.planning.nyc.gov.

Technical assistance services are available in the agency's five borough offices, as well as the Zoning Help Desk and Central Intake (The final two are located at 120 Broadway, 31st Floor. For a complete list of addresses, see *Appendix A*). The borough offices are all equipped to answer general land use questions, while the Zoning Help Desk is designed to field specific problems with understanding the Zoning Resolution. Central Intake answers questions regarding the filing and land use application process. In addition, inquiries can be submitted electronically, through the DCP website.

The DCP also assists the public by making informational and instructional materials available online and in print. Press communications are also utilized to further the agency's broader educational role.

II. Agency Language Access Policy and Goals

The DCP and the CPC place great importance on helping the New Yorkers understand and participate in the city's planning process. The DCP's Language Access Plan seeks to further these goals by affording LEP New Yorkers improved access to DCP/CPC resources, and additional and consistent opportunities to meaningfully participate in the land use review process.

A. Access to Technical Assistance

Through frontline locations, public correspondence, and online and published materials, the DCP seeks to make zoning and land use information available and intelligible to all New Yorkers. This Language Access Plan seeks to make basic information and assistance available to LEP New Yorkers, and to provide consistent guidelines, training, and resources to DCP staff to ensure their ability to interact with LEP New Yorkers seeking assistance.

B. Public Participation

All members of the public should have the ability to participate in deliberations on land use issues affecting their neighborhoods. In order to effectively participate in a public hearing, the public must have access to written information regarding the subject application, advance notice of the hearing, and the ability to give testimony to the CPC. This plan seeks to ensure that LEP New Yorkers have meaningful access to and can effectively participate in the land use review process.

The DCP has appointed Dominick Answini (Assistant Counsel) the Language Access Coordinator and he will be responsible for ensuring the DCP's implementation and ongoing compliance with this plan. The DCP will also appoint the Language Bank Liaison who will be responsible for the maintenance of a list of DCP employees with sufficient language skills to serve as translators for LEP New Yorkers ("Language Bank"). The Language Access Coordinator, working with the Language Bank Liaison and other agency divisions as appropriate, will work toward the continued operation and, as applicable, timely completion of each portion of this plan as outlined in *Section VII*. As specified in *Section VI*, the Language Access Coordinator will be responsible for monitoring and overseeing the effectiveness of the DCP's policies towards meeting the city's needs.

On an annual basis, the Language Access Coordinator will report to the Executive Director of the DCP regarding the sufficiency and appropriateness of language services to ensure that the above goals are satisfied, as well as all of the complaints, responses and outcomes of such responses and include this information in the annual report to the Executive Director noted in *Section II*.

III. LEP Population Assessment

Language access requirements for each service area are evaluated according to a needs assessment that balances: (i) the number or proportion of LEP New Yorkers in the eligible service population; (ii) the frequency with which LEP New Yorkers come into contact with the DCP; (iii) the importance of the benefit, service, information, or encounter to the LEP New Yorkers; and (iv) the resources available to the DCP and the costs of providing various types of language services. The following assessment addresses the four-factor analysis on a service-by-service basis.

A. Technical Assistance Areas

Demographic Analysis: Technical assistance is available to all members of the public, and the service population is drawn from the full city population, containing some 1.8 million LEP New Yorkers.

Assessing Agency Need: In interviews with the DCP staff, little frequency of LEP contact was reported. The Zoning Help Desk and Central Intake reported no contact with LEP persons in the last 6 months, and the borough offices reported only occasional encounters ranging from several times a month to several times a year. It was reported that all encounters in the last 6 months have been in Spanish.

Nature of Services: The DCP places great importance on helping New Yorkers understand and participate in the city's planning process. The DCP Language Access Plan seeks to further these goals by affording LEP New Yorkers improved access to DCP resources.

Resources: The DCP's current practice is to use the existing Language Bank composed of bilingual staff to interpret and answer questions by LEP persons on an informal basis. While the perception of DCP staff who were interviewed is that the current availability of bilingual speakers, particularly in Spanish, is generally sufficient to meet the need, there is a lack of established record keeping that would help gauge both the need for such services and the DCP's success in delivering past services.

If special circumstances arise, where, for example, a LEP New Yorker needs help interpreting an aspect of the Zoning Resolution, the DCP has the resources to provide translation services for the LEP New Yorkers as well as translation of DCP forms, in the 10 designated citywide languages as well as, on an *ad hoc* basis, other languages not included in the list of designated citywide languages.

B. Land Use Review Process

Demographic Analysis: Given that applications are subject to review by the general public, the service population participating in the review process is drawn from all persons in the city. However, DCP's Population Division, as the agency division responsible for the collection of demographic data, is a powerful resource to analyze segments of the service population most impacted by a DCP-initiative, sister-agency initiative or private application. With this demographic data, the DCP can better serve those segments' language access needs.

Assessing Agency Need: While interviews with staff do not indicate a historically high level of LEP participation in CPC public hearings, the likelihood of participation by LEP New Yorkers has been greatly increased when property subject to an application is located in a community district with a high percentage of LEP New Yorkers, and there is a high level of publicity or perceived impact by members of the community. Staff reports that LEP New Yorkers wishing to testify at past public hearings have generally provided their own interpreters.

Nature of Services: The CPC places great importance on receiving input from members of the public in the land use deliberations affecting their neighborhoods. Consistent with these goals, the DCP seeks to ensure that all members of the public have access to and the means with which to provide testimony at CPC public hearings.

Resources: The DCP has historically relied on community boards, City Council members, local civic groups and the press to disseminate information to non-English speaking communities regarding important applications, and in a few instances has translated materials and provided interpretation services. Based on current DCP contracts with Geneva Worldwide, Inc., providing on-site interpretation services at public hearings is estimated to cost approximately \$475 per hour per language provided, based on the length of hearing (estimated at 5-10 hours) and the language requested. Because any member of the public may choose to participate in a hearing without advance notice, it is difficult to gauge the demand for such services in advance of a hearing.

Accordingly, the Service Provision Plan (see *Section IV*) provides a framework for analyzing applications on a case-by-case basis to anticipate the demand and volume of appropriate LEP services. (See *Section IV*).

If special circumstances arise, where for example, a DCP-initiative in a neighborhood where many speakers of certain designated citywide languages reside, the DCP has the resources to provide translation services for the community with regard to any DCP-presentations to the community or to receive inquiries from residents.

C. Agency Press Communications:

Demographic Analysis: Media communication is available to all members of the public, and the service population is drawn from the full city population, containing some 1.8 million LEP New Yorkers.

Assessing Agency Needs: DCP Press Office reports that non-English language media outlets regularly communicate with the Press Office in English (although non-English materials from community groups may be included in the communications), and that English language press releases do not limit access by, or dissemination to, the non-English language media. The DCP Press Office also reports that they frequently post on social media in both English and Spanish.

Nature of Services: The DCP recognizes the importance of communication with the public, especially with regard to proposals (whether DCP-initiated or initiated by another agency or a private entity) that would directly affect neighborhoods' quality of life. Consistent with this, the DCP seeks to ensure that all LEP New Yorkers, have access to the information, whether from DCP-communications or from sources of information, that would allow LEP New Yorkers to understand what is being proposed for plots of land in their neighborhood, in their borough or in the city generally.

Resources: The DCP has historically engaged local and city-wide press outlets, some of which publish in designated citywide languages but accept information from the DCP in English, to disseminate information to communities with a high-proportion of LEP New Yorkers.

IV. Provision of Language Access Services

Much of the Service Provision Plan is already in place, first implemented in 2009 in response to the Mayor's Executive Order No. 120 of July 22, 2008.

A. Frontline Locations/Service Centers (Borough Offices, Zoning Help Desk, Central Intake)

The DCP employs policies to ensure that staff at frontline service centers consistently assists LEP New Yorkers by ensuring availability of interpreters, training of frontline staff, and adequate signage.

- The primary resource for interpretation is existing DCP staff. An agency "Language Bank" identifies staff members who are available to interpret and translate on a voluntary basis. An existing Language Bank will be updated immediately, and will bolster the existing informal efforts of frontline staff interpretation.
- A secondary resource contract ("LanguageLine©") has been established with the city's Department of Information Technology and Telecommunications ("DoITT") providing interpretation via telephone when the DCP staff is unavailable. This contract's resource allocation is regularly monitored and reevaluated based on demand for service. The contract shall be amended so that the DCP will be able to provide via LanguageLine© interpretation in at least 100 languages, both common and esoteric.
- For written correspondence, and in-person translation for example, translation for spoken testimony at a public hearing), the DCP contracts with Geneva Worldwide, Inc.
- Service centers shall be outfitted with new directional and welcome signage in the top ten "designated citywide languages" as defined by the Mayor's Office in 2017 (which are Spanish, Chinese (including Mandarin, Cantonese and Taiwanese), Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, & Polish), and DCP staff in these locations shall wear Mayor's Office of Operations "I Speak" language identification cards to assist in language identification. Training provided to frontline staff ensures that upon greeting visitors, staff can assist in identifying LEP New Yorkers using the Mayor's Office of Operations identification posters, and can identify the appropriate interpretation resource.

The DCP has implemented these policies to provide access in top ten designated citywide languages defined by the Mayor's Office in 2017, and will cover additional languages as our resources allow.

B. Basic Information and Instructional Documents

- In accordance with the Mayor's Office, citywide policy and protocol, the DCP will continue to provide automated translation of all website material, through a third party translation tool (e.g., "Google Translate"). This function significantly enhances access to reference information regarding the work of the agency, basic zoning concepts, regulations, and the public review processes.
- DCP has a contract with LanguageLine© for professional translations in the top ten designated citywide languages of basic instructional material, beginning with:
 - Basic information about land use review
 - Basic Information about zoning

- Instructions on how to give non-English testimony.
- A page of the website is dedicated to non-English language material and professionally translated information will accompany an overview of available LEP services.
<http://www1.nyc.gov/site/planning/about/language-access.page>
- These materials are provided according to plain language principles as identified by the Mayor’s Office.
- If financial resources become available, the DCP will evaluate the need for additional professional translation of resources.

C. Emergency Preparedness and Response

The DCP’s emergency preparedness and response plan (the “Continuity of Operations Plan”) does not yet incorporate provisions for language access but the COOP is currently being updated and will incorporate provisions to address language access needs later this year (see *Section VII*).

D. Land Use Review Process

General policies will be implemented to improve access to application information and public hearing notices, and to facilitate the submission of non-English language testimony. Given the high cost and widely varying need for language services during the public review process, the DCP Executive Director must determine on a case-by-case basis, whether and to what extent additional measures should be taken to ensure access. Such determinations will be made in consultation with the DCP borough office director and through consideration of the following factors: (i) the percentage of LEP New Yorkers in the affected community district; (ii) whether the application will have impacts on the community generally or a limited number of properties; (iii) the interest demonstrated by LEP persons, their community groups, and the non-English language press; and (iv) the cost of supplemental services.

General policies to be implemented are described below, followed by additional measures which are recommended for instances which are deemed to warrant additional measures to ensure access.

1. Application Information

Application information may be obtained from a variety of sources including: official application files, docket language from the CPC calendar, CPC Reports, oral presentations at CPC review sessions and public hearings, community board meetings, and website descriptions and presentations.

- For all applications, automated translation of the website makes application information more widely accessible, particularly for DCP initiative applications for which a significant amount of plain language description is provided.
- For DCP initiative applications which warrant additional measures to ensure access by LEP New Yorkers, additional project information may be professionally translated and made available on the DCP website. Professional translation will be arranged through a LanguageLine© contract with DoITT. (see *Section VII*)

2. Notice of Public Hearings

- For all applications, automated translation of the website makes public hearing schedules available.
- For applications deemed to warrant additional measures to ensure access by LEP New Yorkers, professionally translated notice can be posted on the website and disseminated through interested community boards.

3. Testimony at Public Hearings

- For all applications, the CPC will accept testimony from LEP New Yorkers in the ten “designated citywide languages” defined by the Mayor’s Office. Non-English testimony can be interpreted at the public hearing when practicable (see *Section VII*) or transcribed from the CPC video recording, translated professionally by Geneva Worldwide, Inc., and provided to the CPC members for consideration.
- Directional signage at public hearing venues will be posted in the top ten designated citywide languages, and instructional information will be made available in these ten languages for LEP New Yorkers wishing to testify.
- For applications which are anticipated to elicit testimony from a large number of LEP New Yorkers, on-site interpreters may be retained by the DCP.

4. Land Use Applications Made by LEP New Yorkers

Interviews with Land Use Review Division staff indicates that there are essentially no applications made where the applicant or applicant’s representative require translation services. The vast majority of applications brought before the DCP are managed by representatives who are all fluent in English. There is no plan to create land use forms in the ten LEP languages but if required by specific circumstances DCP’s Executive Director can direct Geneva Worldwide, Inc. to translate land use application forms into the required language.

V. Training

Certain divisions of the DCP staff shall be trained in the next few months and then on an ongoing basis. Staff will be educated on topics such as the rationale for language access, the agency's policies procedures and resources as well as identifying and providing language access services for LEP New Yorkers. The DCP may in the future modify its methods and procedures but the proposed training regimen is as follows:

A. Training of Frontline Staff

Once the Language Bank has been reconstituted, beginning in the 3rd quarter of 2018, the Language Bank Liaison will provide training on these policies and procedures for all staff in public contact positions. Staff will be given Mayor's Office approved "I Speak" cards and trained to assist LEP New Yorkers as well as to access wider interpretation/translation services through DCP's Language Bank, Geneva Worldwide, Inc. and LanguageLine©.

This training will be provided to new employees as part of their orientation.

B. Training of Language Bank Volunteers

As part of the redevelopment of the Language Bank, beginning in the 3rd quarter of 2018, the Language Access Coordinator and Language Bank Liaison will hold an orientation meeting with volunteers to discuss appropriate protocol and guidelines for providing interpretative and translation services.

C. Training of Land Use Review Division Staff

In addition, beginning in the 3rd quarter of 2018, the Land Use Review Division will hold a training session to orient existing staff with new LEP policies, use of signage, and protocols for assisting LEP speakers.

VI. Record Keeping and Evaluation

A. Record Keeping

1. Frontline Interpretation

For all interpretation services by DCP volunteers, staff will be asked to log the encounter via email to the Language Bank Liaison. The log will include the date, time, duration and nature of the encounter, the language used, and any other relevant comments.

For all interpretation provided using LanguageLine© or Geneva Worldwide, Inc. interpreters, the DCP will rely on reports by those companies to monitor usage.

On an annual basis, or if a significant increase in usage is noted, the Language Bank Liaison will report to the Language Access Coordinator to reevaluate allocated resources.

2. Online Documents

On an annual basis, ITD will report the number of page views in the LEP portion of the DCP website and which languages are accessed.

3. LEP Testimony

The Land Use Review Division will track LEP testimony and report annually to the Language Access Coordinator. In addition, DCP borough staff will be advised to monitor and convey any possible LEP interest in DCP projects to the Land Use Review Division in anticipation of CPC Public Hearings.

B. Overall Assessment

On an annual basis, the Language Access Coordinator will evaluate the above data, reach out to frontline and Land Use Review Division staff for feedback, and report to the Executive Director regarding the sufficiency and appropriateness of language services in light of the requirements of Local Law 30. Every three years this Plan and the Language Services will be updated as need be based on changes to the agency's service population or services.

VII. Resource Analysis and Planning

As explained in *Section IV*, the DCP has many available resources with which the agency is able to fulfill its goals and policies regarding language access.

A. Language Bank

Given the education and varied backgrounds of DCP staff the DCP is able to compose a volunteer agency Language Bank to assist in translation services. A form for self-identification will allow volunteers to assess their expertise and comfort level in participating in each of the following LEP services: to in-person/telephonically interpret for frontline service operators; provide translation and quality assurance for translation of technical assistance public documents and public hearing notifications; provide on-site interpretation for 'greeting' and assistance at public hearings; and/or provide interpretation of testimony at public hearings. Requests will be made to registered volunteers on an as-needed basis, with copies of the request sent to the Language Bank Liaison for record keeping. Based on anecdotal evidence and prior experience of front line staff, and prior use of the Language Bank, demand is not expected to be high, but a new tracking system will allow the Language Bank Liaison to monitor demand and usage on an ongoing basis.

B. Telephonic and Document Translation

The DCP's contract with LanguageLine© will continue to be used generally by the frontline desks (each Borough main line, Zoning Help Desk, Central Intake), and accessible to all DCP employees with public contact positions. Staff will be instructed to use LanguageLine© services only in cases where DCP language volunteers are not readily available.

The DCP will also maintain preliminary translation services through LanguageLine© for essential documents and non-English language correspondence.

C. Signage for Frontline Locations

Signage approved by the Mayor's Office will be implemented where it is not already implemented for all frontline locations to ensure that service locations are accessible, and that LEP New Yorkers and frontline staff are able to identify the need for language services. As noted in Section IV the signage will include directional signage at public hearing venues in the top ten designated citywide languages including instructional information in these ten languages to help LEP New Yorkers who wish to testify at CPC public hearings.

D. Automated Translation of DCP and CPC Websites

The DCP website currently employs Google Translate to translate all or nearly all text on each page of the website. As standards are made available by Mayor's Office and DoITT, DCP's ITD has and will continue to implement standards for automated translation of web materials.

E. Language Services Webpage on the DCP Website

The DCP Language Access Coordinator will draft, revise and submit for professional translation in the top ten LEP languages materials that explain:

- a. Basic information about land use review process

- b. Basic Information about Zoning
- c. Instructions on how to give non-English language testimony (following implementation of Supplemental LEP Services, as described below)
- d. Fact Sheet of available Language Services

Prior to posting, Language Bank volunteers will provide quality review of documents translated into the top ten LEP languages to the extent of their capacity to do so to improve the readability and comprehensibility of the materials.

The number of page views in this section will be tracked and used to determine whether the cost of translation of additional materials is warranted.

F. Non-English Language Testimony at All Public Hearings

For all public hearings, LEP testimony currently is and will continue to be accepted by the CPC, and additional time will be allowed for such testimony in order to accommodate the interpretation. The DCP has a contract with Geneva Worldwide, Inc. for the live translation of this testimony if needed.

When filling out a speaker card at a Public Hearing, speakers will continue to be asked to indicate whether they are a Limited English speaker and request assistance providing testimony in a non-English language. If so, the DCP will use its Language Bank to attempt to identify an available interpreter. If none are readily available, testimony will be recorded, and then transcribed and translated by LanguageLine© for distribution to the CPC. Because transcription and translation is relatively expensive, the DCP will continue to include a proviso on its website encouraging LEP New Yorkers to provide “advance notice of a request for interpretation services at an upcoming hearing”, so that appropriate interpretive services can be identified.

G. Supplemental LEP Services

For applications where additional measures are deemed necessary by the Executive Director to ensure access (see *Section V.C*), the following actions may be taken:

1. Basic plain language information regarding the application/project will be posted on the DCP website, with translation provided in languages most appropriate for the affected community district(s), as determined by the Executive Director (See Section IV). Language Bank volunteers, if available in the necessary languages, will be asked to provide quality assurance of documents prior to posting.
2. To supplement the legally required notice of hearings, notice will be translated into those languages deemed appropriate, posted on the website, and circulated to affected community boards
3. Where significant numbers of LEP New Yorkers are expected to provide testimony, DCP may seek to provide interpretation by utilizing the volunteer Language Bank, Community Boards, or retaining professional interpreters (such as Geneva Worldwide, Inc.). On occasion, volunteer civic groups may continue to provide interpretation services.

VIII. Outreach and Public Awareness of Language Access Services

Following the full implementation of public review and online services, the DCP, mostly through borough staff, will reach out through local community boards to promote the existence of new available resources. This plan shall be published on the DCP website. The public outreach will also include information on how to submit language access complaints to the DCP.

IX. Language Access Complaints

The Language Access Coordinator is able to receive complaints and respond to them and members of the public can contact him at the address noted on page 18 (*Appendix A*). Additionally, any complaints with regards to language access or the Languages Access Plan that are received via the 311 system (including TTY 212-504-4115, 311ONLINE, or 311MOBILE) that would normally be forwarded to the DCP Executive Office in the normal course of business will be forwarded by the DCP Executive Office to the Language Access Coordinator (who can, as applicable, forward the complaint to the Language Bank Liaison). Finally, any language access complaints that are received by DCP-front line staff (such as borough planners or Land Use Review Division planners) will be forwarded directly to the Language Access Coordinator.

The Language Access Coordinator shall respond to all complaints within 14 days of DCP receiving the complaint and copy the Executive Office and the frontline planner (if applicable) on the response to the complaint.

X. Implementation Plan Logistics

The Language Access Plan will be implemented as per the following schedule and this implementation shall be coordinated by the Language Access Coordinator, Dominick Answini of the DCP's Counsel's Office. The Plan shall be updated every three years and posted on the DCP website on the Language Services Webpage.

A. Updating of the Language Bank

The DCP Language Access Coordinator and the Language Bank Liaison will immediately implement plans to update the DCP's volunteer Language Bank. Such update shall be completed in the 3rd quarter of 2018.

On an annual basis, the Language Bank Liaison will engage in recruiting new volunteers and update the bank as necessary.

B. Telephonic Translation

The DCP Language Access Coordinator will maintain the contract for telephonic interpretation that has been in existence since 2009.

C. Signage for Frontline Locations

Signage is and has been posted at the City Planning Commission hearing room at 120 Broadway in the top ten "designated citywide languages" instructing the public that a translation services are available. The signage shall be reviewed and revised by the Language Access Coordinator and DCP Land Use Review Division Staff and such review and update shall be completed in the 3rd quarter of 2018.

D. Automated Translation of DCP and CPC Websites

The websites are currently translated and will continue to be translated for the foreseeable future.

E. Language Services Webpage on the DCP Website

This page of the DCP website was updated in July of 2018 and shall be further updated by the Language Access Coordinator, in conjunction with Geneva Worldwide, Inc. of LanguageLine© with summary materials which have been translated in the top ten LEP languages by the end of the 3rd quarter 2018.

F. Non-English Language Testimony at All Public Hearings

For all public hearings, LEP testimony currently is and will continue to be accepted by the CPC, and additional time will be allowed for such testimony in order to accommodate the interpretation. The Language Access Coordinator, the Language Bank Liaison and the DCP's Land Use Review Division staff will coordinate the provision of these services.

G. Emergency Response

The "Continuity of Operations Plan", which is DCP's emergency response plan will incorporate provisions for language access when it is updated in the 4th quarter of 2018. The COOP shall be updated by the DCP Agency Chief Contract Officer and Senior Operations Manager.

Appendix: Locations of Department of City Planning Service Centers

LANGUAGE ACCESS COORDINATOR

Dominick Answini
120 Broadway, 31st Floor
New York, NY 10007
(212) 720- 3676
danswin@planning.nyc.gov

CENTRAL INTAKE

120 Broadway, 30th Floor
New York, NY 10271
(212) 720-3382

ZONING HELP DESK

120 Broadway, 31st Floor
New York, NY 10007
(212) 720- 3291

BRONX BOROUGH OFFICE

1775 Grand Concourse, Suite 503
Bronx, NY 10453
718-220-8500

BROOKLYN BOROUGH OFFICE

16 Court Street, 7th Fl.,
Room 705
Brooklyn, NY 11241
718-643-7550

MANHATTAN BOROUGH OFFICE

120 Broadway
31st Floor
New York, NY 10271
212-720-3276

QUEENS BOROUGH OFFICE

120-55 Queens Blvd., Room 201
Kew Gardens, NY 11424
718-286-3170

STATEN ISLAND BOROUGH OFFICE

130 Stuyvesant Place, 6th Fl.
Staten Island, NY 10301-2511
718-556-7240