

# Language Access Plan

## City of New York Parks & Recreation



**Parks Citywide Operations**

**January 2009**

## Table of Contents

<b>Introduction.....</b>	<b>2</b>
<b>I. Agency Mission and Background.....</b>	<b>3</b>
<b>II. Agency Language Access Goals.....</b>	<b>4</b>
<b>III. LEP Population Assessment.....</b>	<b>8</b>
<b>IV. Implementation Plan Logistics .....</b>	<b>9</b>
<b>V. Service Provision Plan.....</b>	<b>10</b>
<b>VI. Training .....</b>	<b>13</b>
<b>VII. Record Keeping and Evaluation.....</b>	<b>15</b>
<b>VIII. Resource Analysis and Planning .....</b>	<b>17</b>
<b>IX. Appendix .....</b>	<b>18</b>

## Introduction

This Language Access Plan for Parks & Recreation has been prepared in accordance with Executive Order 120 and outlines Parks current and planned actions to improve access to Parks programs and services by limited-English proficient individuals.

The plan is being developed by Parks Citywide Operations division in coordination with units and divisions throughout the agency and with the Mayor's Office of Operations. The Assistant Commissioner of Citywide Operations is serving as Parks Language Access Coordinator.

### I. Agency Mission and Background

#### **Mission**

As stewards of nearly 14 percent of New York City's land, the Department of Parks & Recreation builds and maintains clean, safe and accessible parks citywide and programs those parks with recreational, cultural and educational activities for people of all ages. Through this work, Parks improves people's lives, providing outlets for creative expression, opportunities for healthy recreation, and exposure to the restorative beauty of the natural world.

#### **Direct Services**

##### *Recreational Facilities and Pools*

Parks manages 31 recreation centers, 34 outdoor pools and 12 indoor pools that provide direct recreational, athletic and educational services to New Yorkers of all ages with a special stress on youth programming. These walk-in centers have regular front desk and facility staffing during all open hours.

##### *Permit Offices and Administrative Headquarters*

Parks manages six permit offices, one at each borough headquarters office and a citywide permit office at the Arsenal in Central Park. The permit offices coordinate ballfield, special events, tennis and other permitted functions. Our main administrative buildings house the various units that operate the parks system, including forestry offices which process forestry and tree related permits.

##### *Concessions, Non-profit Partnerships, and Special Events*

Parks manages a wide variety of services through private sector concession agreements such as food carts, tennis bubbles, golf courses, and restaurants. Parks also provides services in partnership with non-profit organizations such as the Historic House Trust, the Wildlife Conservation Society, the Central Park Conservancy, the Prospect Park Alliance, and many others. Parks also hosts special events of all types citywide, both through in-house staff and in coordination with private sponsors and organizers. Events include performances, cultural events, holiday celebrations, athletic events and more.

##### *Park Enforcement and Lifeguarding*

Through the Park Enforcement Program (PEP) and our beach and pool lifeguards, Parks enforces rules and addresses quality of life infractions and keeps patrons safe.

##### *Maintenance and Operation of Public Spaces*

Parks operates and maintains a wide variety of public spaces including parks, gardens, ballfields, courts, sitting areas, comfort stations, beaches, and bikeways. Parks has fixed post staff at many sites and manages a seasonal greeter program. However, in most cases, there is no formal intake or assigned staffing at the entrances to Parks public spaces.

## II. Agency Language Access Goals

### CURRENT LANGUAGE ACCESS EFFORTS AT PARKS

Parks currently pursues a number of initiatives aimed at improving language access for Parks services.

- Since 2002, Parks has prepared and posted over 6,000 foreign language signs with Parks information, safety warnings and rules.



Beach safety multi-lingual sign



Russian fishing advisory sign







Playground safety sign in Chinese

- In 2008, Parks prepared and distributed 5,000 multi-lingual wallet cards outlining beach safety guidelines, examples below.

## II. Agency Language Access Goals

**Water Safety** The Beach is a great place to beat the heat and enjoy the great outdoors. To be safe while having fun always take the following precautions:

 <p><b>Learn To Swim</b> Swimming is an important personal safety skill and a great way to stay in shape. Call 311 or visit <a href="http://www.nyc.gov/parks">www.nyc.gov/parks</a> to learn about our FREE "LEARN TO SWIM" program.</p>	 <p><b>Swim only when Lifeguards are present</b> Lifeguards are there for your protection. Follow their directions and follow all rules.</p>	 <p><b>Swim with a Friend</b> Drowning often involves single swimmers. A friend can signal for help if a problem develops.</p>	 <p><b>Supervise Children</b> Watch children closely, even when lifeguards are present.</p>
--	---	---	--

For more information on water safety or to learn about the Parks Department's FREE "LEARN TO SWIM" program, call 311 or visit [www.nyc.gov/parks](http://www.nyc.gov/parks).

**ПРАВИЛА ПОВЕДЕНИЯ НА ВОДЕ** Пляж - замечательное место отдыха и оздоровления от жары. Находясь на пляже, не забывайте о безопасности. Соблюдайте следующие правила:

 <p><b>НАУЧИТЕСЬ ПЛАВАТЬ</b> Умение плавать важно как для личной безопасности, так и для поддержания формы. Мы предлагаем вам бесплатную программу «Учимся плавать», о которой можно подробнее узнать по телефону 311 или на сайте <a href="http://www.nyc.gov/parks">www.nyc.gov/parks</a>.</p>	 <p><b>КУПАЙТЕСЬ ТОЛЬКО В ПРИСУТВИИ СПАСАТЕЛЕЙ</b> Они за вами все от observation, выполняйте их указания и соблюдайте все правила поведения на пляже.</p>	 <p><b>НЕ КУПАЙТЕСЬ В ОДИНОЧКУ</b> Часто тот, кто плавает один, попадает в беду. Человек, находясь вблизи, может помочь на случай необходимости.</p>	 <p><b>НЕ ОСТАВЛЯЙТЕ ДЕТЕЙ БЕЗ ПРИСМОТРА</b> Внимательно следите за детьми, даже в присутствии спасателей.</p>
---	---	---	---

За дополнительной информацией о правилах поведения на воде и о бесплатной программе городского Управления парков "Учимся плавать" звоните по телефону 311 или по адресу [www.nyc.gov/parks](http://www.nyc.gov/parks).

**水上安全** 海灘是消除暑氣並享受戶外生活的好去處。要玩時確保安全，請採取以下的預防措施：

 <p><b>學習游泳</b> 游泳是重要的個人安全技能，也是保持體態的好方法。撥打 311 或造訪 <a href="http://www.nyc.gov/parks">www.nyc.gov/parks</a>，了解免費的「學習游泳」方案。</p>	 <p><b>只有在救生員在場時才游泳</b> 救生員在場保護您。聽從他們的指示並遵守所有的規則。</p>	 <p><b>與朋友結伴游泳</b> 溺水通常發生在單獨的游泳者身上。如果出現問題，朋友可以發出求救求助。</p>	 <p><b>監護小孩</b> 隨時隨地注意小孩，甚至有救生員在場時。</p>
---	--	--	--

詳細有關水上安全或公園局的免費「學習游泳」方案，請撥 311 或上 [www.nyc.gov/parks](http://www.nyc.gov/parks)。

**Seguridad En El Agua** La playa es un gran sitio para combatir el calor y disfrutar del aire libre. Para disfrutar de una forma segura, por favor tome las siguientes precauciones:

 <p><b>Aprenda a Nadar</b> Nadar es una habilidad de seguridad personal importante y una forma estupenda de mantenerse en forma. Llame al 311 o visite <a href="http://www.nyc.gov/parks">www.nyc.gov/parks</a> para obtener información sobre nuestro programa gratis "LEARN TO SWIM" (Aprenda a Nadar).</p>	 <p><b>Nade Sólo Cuando Los Salvavidas Estén Presentes</b> Los salvavidas están ahí para su protección. Siga sus instrucciones y todas las reglas.</p>	 <p><b>Nade Con un Amigo</b> Los ahogos suelen ocurrir cuando un nadador se encuentra solo. Un amigo puede pedir ayuda si surge un problema.</p>	 <p><b>Supervise a Los Niños</b> Vigile a los niños de cerca, aún cuando los salvavidas estén presentes.</p>
--	---	---	---

Para más información sobre seguridad en el agua o para aprender más sobre el programa gratis "LEARN TO SWIM" del Parks Department, llame al 311 o visite [www.nyc.gov/parks](http://www.nyc.gov/parks).

- All of Parks standard rules signs use universal symbols.



Parks playground rules sign with universal symbols

- In a survey of Parks recreation center managers and staff, staff report that 94% of the centers have bilingual staff employed at the centers and estimate that these staff are able to assist approximately two thirds of current LEP customers. Parks has completed surveys of staff at all recreation centers and permit offices regarding language access. Summary results are included in the Appendix.
- Parks has introduced foreign language options into some website offerings, most notably the Million Trees Initiative:  
<http://www.milliontreesnyc.org/sp/html/home/home.shtml>.

- Parks Partnerships for Parks division is working in collaboration with the NYC Immigrants and Parks Collaborative to develop ways to improve LEP participation in volunteering and access to Parks services.
- Parks offers customer surveys in Russian, Chinese and Spanish as part of its current park customer survey initiative.
- Many special events, rules, instructions, and other documents have been translated in multiple languages.

### **GOALS OF PARKS LANGUAGE ACCESS PLAN**

Guided by Executive Order 120, Parks main goals and timetables for its language access plan are as follows:

- To provide clear access to LEPs at all our in-house managed recreation centers, pools, and permit offices through revamped signage, translated documents, "I speak cards", and interpretation services. Parks Assistant Commissioner for Recreation and Assistant Commissioner for Citywide Operations will manage this initiative and will conduct a site by site review of language access at each facility to ensure achievement of these goals. Parks will develop a random inspection of these services as part of its current random phone answering inspection program. Parks will revamp signage at each center. The timetable for this initiative is Fall 2009 for permit offices and recreation centers and Summer 2010 for outdoor pools.
- To develop an effective internal Language Bank that can serve as a resource for language access agency-wide. This initiative will be coordinated by the Assistant Director of Operations and will be in place by Summer 2009. Parks currently has a language bank list that has had very limited application.
- To contract with Language Line or a similar service for translation and interpretation services and to train appropriate staff in Language Line operations. Parks will monitor and approve interpretation services centrally through our 24/7 Central Communications hotline. This will ensure cost control, effective referral of customers to Language Bank or Language Line resources, and allow for centralized tracking of utilization. Language Line use will be overseen by the Director of Central Communications in coordination with the Chief of Management Services and the AC for Citywide Operations. We expect to have Language Line in contract and staff trained in utilization by Summer 2009.
- To provide expanded foreign language signage especially in the key categories of signs such as playgrounds, parks, pools, recreation centers and beaches. Parks will also promote the availability of foreign language sign options to Parks managers and parks supervisors to encourage the development of targeted local signage based on the needs of specific communities. All foreign language sign options will be hosted on the Parks Intranet under our sign catalogue so all Parks managers can access them. Parks sign shops already have the ability to manufacture foreign language signs. Parks Deputy Chief of Operations will manage this initiative along with our Citywide Signs Coordinator and we will solicit help from community based groups to quality check rules signs. We will introduce the first six language plus English signs in Summer 2009.

## II. Agency Language Access Goals

- To train all staff, and especially staff at walk-in centers, to assist LEPs and to understand the goals and tools involved with this plan. The Director of Training at Parks and the AC for Citywide Operations will manage the training program as outlined in the training section below.
- To further incorporate and expand language access issues into Parks current customer survey initiative. Parks will add questions to current foreign language surveys to specifically address access issues and also introduce a language access survey on the Parks website. Parks Assistant Director of Operations will oversee this initiative. Parks plans to have revised surveys for our Summer 2009 program and will track the number of foreign language surveys completed. Parks will also involve our seasonal Greeter program into this survey effort.
- To translate essential documents including the main rules signs, permit instructions, facility information and volunteer information, and to host this material on the Parks website. Parks will work with the Mayor's Office of Operations to coordinate website language access development citywide. Parks Public Information unit, Legal Office and Citywide Operations division will coordinate the translation of essential documents and their hosting onto separate pages within our website. Starting Spring 2009/10 Parks will begin introducing translations of permit instructions and facility information based on our surveys of staff and customers in these areas and their assessments of the most in demand documents.
- To promote language access and these initiatives to the public through our Partnerships for Parks, Special Events and Public Information offices. Parks will achieve this through press releases, multi-lingual special events, and initiatives to expand volunteerism by LEPs.
- To update this Language Access Plan annually each January through the Citywide Operations office.



### III. LEP Population Assessment

Parks will take the following steps to assess the LEP populations we serve and to offer the widest level of language access possible:

- Parks will provide the park, playground, recreation center, pool and beach signs in Spanish, Russian, Chinese, Haitian Creole, Korean, Italian, and English. Signs will be structured similarly to the beach health signs shown above.
- Parks will provide interpretation services in all available languages including Spanish, Russian, Chinese, Haitian Creole, Korean, and Italian, through its in-house Language Bank and/or Language Line.
- For other translated materials, Parks will use surveys of customers and staff, and specific requests, to determine which materials and languages are the most effective to translate.

Parks will utilize the US Department of Justice "Four Factor Analysis" to guide which LEP populations to prioritize:

- DOJ Factor 1: Parks has summarized for park and facility managers the percentage of LEP populations in each district as shown in the Appendix. Park sites and facilities are open to the general public for free or minimal cost and we estimate that our service populations mirror the demographics of the general public. Parks will use this information to target translation services and local signage.
- DOJ Factor 2: As outlined below in the plan, Parks will track data from language line, surveys, and other resources to determine actual demand for language access services. We will adjust our specific services as necessary to meet actual demand. Parks will also encourage district and flagship park managers to meet with local community groups and partnership groups to tailor access services in local parks and communities. This already takes place and is the genesis of many of the foreign language signs and materials we have already produced.
- DOJ Factor 3: Parks will and has been assessing the nature and importance of services in prioritizing language access services. Three of Parks largest existing initiatives involve signage in multiple languages regarding playground, fishing, and beach safety issues. These issues were prioritized because they impact health and safety. Parks rules would follow in level of critical importance.
- DOJ Factor 4: As discussed more below, Parks will leverage its current scope and diversity of resources to expand language access services. Parks has its own sign making shops, Public Information and New Media offices, Partnerships and community outreach programs, Central Communications, Telecommunications and Training divisions. All of these resources will be involved in the Language Access Plan. Parks will also call upon the diversity of its over 3,000 full time staff to help provide on-site and Language Bank interpretation and translation services. Parks will coordinate with other City agencies and our non-profit partners to improve these services as well.

### IV. Implementation Plan Logistics

Parks & Recreation has already begun work on many aspects of the language access plan. These include translating signage, developing an intranet site where staff can access information and materials about language access, translating and redesigning customer surveys, and developing implementation plans with agency managers. Some of Parks main implementation timelines are as follows:

- Parks plan to have Language Line and an internal Language Bank operating by Summer 2009, with procedures in place for Central Communication to coordinate these services. This is a critical achievement which must be completed before we begin larger publicity of agency language access services.
- Parks will begin rollout of park and playground rules signs in all six of the most common languages, plus English, during Summer 2009.
- Parks will conduct a review of walk-in facility signage and develop a plan to revamp signage by Summer 2009.
- Parks will replace walk-in center signage, impacting nearly 75 facilities, by Fall 2009.
- Parks will conduct surveys in multiple languages and specifically address language access issues and priorities as part of its Summer 2009 survey program.
- Parks will complete initial training for Public Programs staff at walk-in facilities by Fall 2009 and will implement the language access plan in Fall 2009 for the onset of our busy winter recreation center season. We expect aspects of the plan will be in place well before this at many centers.
- Parks will implement formal training in language access to field level staff as part of revamped customer service training in winter 09/10.
- Parks will begin to provide translated content on the parks website in Spring 2010.

Parks has assigned the Assistant Commissioner of Citywide Operations to serve as Language Access Coordinator. The AC of Citywide Operations has broad responsibility areas including oversight of the agency's customer service and sign production programs and is well positioned to ensure support and compliance by all units and areas within Parks. The Assistant Director of Operations will monitor implementation of the language access plan working with the AC for Recreation, the Director of Training, the Public Information Office, New Media, the Sign Shop and other relevant staff and units. Throughout this plan, Parks has indicated the offices and staff titles responsible for implementing specific parts of the plan.

### V. Service Provision Plan

Parks will take the following steps to provide interpretation services:

- Parks will work to have foreign language proficient staff assigned to front desks at walk-in centers to the extent possible and matching the most in demand languages including Spanish, Chinese, Russian, Korean, Italian, and Haitian Creole. Parks already possesses a high level of in-person translation capacity at many centers as indicated in the surveys in the Appendix.
- Parks will develop an internal Language Bank by soliciting volunteers from employees throughout the agency. Parks Citywide Operations division will develop the Language Bank which we plan to have operational by Summer 2009. Parks will coordinate access to the Language Bank through our 24/7 Central Communications hotline. Central Communications is a long established in-house service, well known and regularly used by all Parks staff, and is capable of quickly contacting staff agency-wide.
- Parks will also provide access to Language Line at walk-in facilities using dual handset phones. Central Communications will be the clearinghouse for these requests as well, making Central a one-stop location for attaining interpretation services.
- Parks will use "I speak" cards to identify the primary language of LEP customers and will instruct staff on how to communicate that primary language effectively to Central Communications if resources outside the facility are needed.
- Parks will be able to serve the widest variety of languages as needed through these services. Based on 311 statistics, 1.4% of all Parks-related 311 calls in 2008 were in a language other than English. Annual attendance at our recreation centers in FY08 was 2,779,447. Using the 311 figure as a basis, we can expect to offer these services on nearly 39,000 occasions per year. This is a very initial estimate. This is a new area for tracking purposes and we will revise as more specific data becomes available.
- Parks plans to have these services available at walk-in facilities by Fall 2009.

Parks will take the following steps to translate essential documents:

- Parks list of essential documents for initial implementation in this plan include: main park rules signs; instructions for submitting permit applications; recreation center rule and fee information; beach, fishing, and playground safety materials; volunteer information; targeted special event notices; key information in the service, facility and FAQ sections of the Parks website.
- To the extent possible and in consultation with the Parks Legal Office, Parks will work to simplify documents using symbols, plain text, and other graphics to make information as readily accessible as possible. Parks staff are participating in training sessions currently on customer service and plain language writing. Parks will work to provide access to maps through our website with symbols for features and services like basketball courts or bathrooms in each park.

- Parks website will be developed to host foreign language documents and materials. Parks will work with the Mayor's Office of Operations and DoITT to fully develop a website language access policy. Parks will begin hosting translations of service, facility, FAQ and survey sections beginning Spring 2010. Parks will target for implementation translations of documents and languages determined in surveys of staff and customers to be most critical and likely to be utilized. Summaries of Parks current staff survey results are provided in the Appendix.
- Parks will contract for translation services with Language Line and also provide translation services and quality control using its internal Language Bank. Quality assurance measures are discussed further below.
- Parks main rules signs in translated form will begin to be posted by Summer 2009.

Parks will take the following steps to develop signage relating to the Language Access Plan:

- Parks produces its own signs at in-house sign shops and also through sign contract services. Parks currently produces foreign language signage.
- Parks will conduct a review of signage at each recreation center, pool, and permit office, approximately 75 facilities. Parks will develop a plan to revamp signage to promote language access at each facility and to assist with directional information as appropriate. Plans will be completed by Summer 2009 and signage installed by Fall 2009.
- Parks will translate its main standard rules signs for outdoor facilities such as parks and playgrounds in each of the six main LEP languages (Spanish, Korean, Italian, Chinese, Russian, Haitian Creole) and English. Translated signs will look similar to the signs we currently have developed, examples of which are shown above. Signage will include information about accessing other language access services at Parks and through 311. We will begin introduction of these signs by Summer 2009.
- Parks will use "I speak" cards at walk-in facilities and also post standard signage developed by other agencies to promote the presence of interpretation services. These services will be in place at walk-in facilities by Fall 2009.
- Parks is working on expanding directional signage and mapping signage at flagship parks. Parks will incorporate language access components into these initiatives as they progress.
- Parks will post laminated sign instructions at walk-in front desks aimed at assisting and instructing staff in offering language access services.
- Parks has installed enclosed post boards at over 500 outdoor park locations. Under the supervision of local park managers, Parks will post appropriate foreign language event notices and other materials in those boards.

Parks will take the following steps to create public awareness of the language assistance services and to reach out to LEP communities:

- Parks will translate its main rules and entry signs in the most common languages, including English. Included in each sign will be information on how to access other language access services at Parks. This will ensure a wide public dissemination of these offerings. Initial signs rollout will begin in Summer 2009.

- Parks will include language access in training for our seasonal Park Greeter program and prepare a distribution for greeters to provide the public explaining our language access services. This will be prepared for the Summer 2010 season.
- Parks Public Information Office will promote language access initiatives through press releases and other public documents as they are implemented.
- Parks will work with its flagship park administrators and non-profit partner organizations to promote language access initiatives in our largest parks.
- Parks will work with the Partnership for Parks program and with the NYC Immigrants and Parks Collaborative to promote language access services, encourage and support volunteerism by LEPs, and to conduct language access surveys, including as part of our Summer 2009 customer survey program.
- Parks will promote language access through multi-lingual special events and walk-in center survey days hosted by our recreation and special events units.
- Efforts to promote language access initiatives to the public and increase volunteerism among LEP communities will be in place by Spring 2010.

## VI. Training

Parks will take the following steps to introduce the Language Access Plan to staff and to incorporate language access into our long term training efforts:

- Through Parks Public Programs and Training divisions, recreation center and permit office managers, supervisors and front desk staff will receive training and hands-on practice in implementing language access including interpretation services, using “I speak” cards, requesting translation services, required signage, and dual hand-sets. Parks will enlist community organizations to assist with run-throughs at the centers to help test and improve procedures.
- Language access will be built into Parks standard Field Operations Training which is mandatory for all new full time field employees, both supervisory and entry level. Language access will be a component of an expanded customer service section.
- Language access will be taught to all Public Programs employees as part of Parks Training Academy’s Customer Service Training program. Parks will re-train all Public Programs staff, as well as other agency staff, in the revised customer service training curriculum.
- Broadcast emails, the Commissioner’s Corner, Frontiers, and Field Notes distributions and Parks Daily Plant will all provide introduction and regular updates and information about our Language Access Plan to all staff.
- All language access training and distributional materials will be hosted on Parks Intranet for access by all staff.
- A monthly health and safety topic will be written to address language access and solicit participation in the agency language bank. All field staff currently participate in monthly health and safety topic reviews and language access will be a topic one month per year.
- Targeted training and orientation will be provided for Central Communications, Public Program managers and language bank volunteers regarding the operation of Language Line and the internal Language Bank.
- Parks seasonal greeters will be trained to understand the language access plan and procedures for assisting LEP customers.
- The language access plan has been and will continue to be addressed in regular senior level meetings.
- Parks EEO office currently conducts cultural sensitivity training as part of mandatory EEO training for all staff. Parks will work to incorporate language access as well into that training.
- Parks Citywide Operations will coordinate with Partnerships for Parks, other partnership organizations, flagship park administrators, New Media and Public Information Offices to promote the language access plan with community groups and volunteers.

### Timeline:

- Parks ACs for Public programs and Citywide Operations will organize the initial training for Public Program staff at recreation centers and permit offices to be completed by Fall 2009 for the start of our busy fall and winter recreation center and indoor pool seasons.
- The Director of Training will revise our Field Operations and Customer Service training curriculum and implement the first renewed round of customer service and language access training by Winter 2009/10.
- The AC for Citywide Operations and the Director of Health and Safety will prepare and finalize a health and safety topic addressing language access for all field staff and implement by Winter 2009/10.
- Targeted training on Language Line and the Language Bank will be completed through the Director of Central Communications and the AC of Citywide Operations by Summer 2009.
- All general promotion and instruction regarding the program, including the posting of intranet materials, has already begun and will be on-going through the office of the AC for Citywide Operations.

### VII. Record Keeping and Evaluation

Parks will take the following steps to ensure the quality of language access services:

- Parks will utilize Language Bank volunteers and community based organizations to quality check translated materials. Parks Citywide Operations will work closely with the Parks Legal Office to ensure that permit and other formal instructions have their approval before being issued publicly and will double check these documents through additional vendors where needed. Parks will focus on translating documents that will most be in demand and will use surveys and an internet questionnaire to determine these areas of most demand.
- Parks will randomly check interpretation services at walk-in facilities by incorporating this into our existing inspection program for phone answering. We will add an in-person walk-in component to this check.
- Parks will formally report on the quality of language access at each walk-in facility at least once per year. Parks will develop an inspection report to cover signage, availability of translated materials and "I speak" cards, and phone protocol and will look into the feasibility of adding this to our Operations and Management Planning (OMP) recreation center inspection program.
- Parks will work with community based organizations to check the effectiveness of language access at walk-in facilities.
- Parks will add a language access component to the customer surveys we conduct currently each year at recreation centers.
- Parks will offer translated internet surveys to solicit ideas, requests for translated documents, and gauge the effectiveness of Parks language access plan. This survey will be put in place by Winter 09/10.

Parks will maintain the following records:

- Parks will track all language line interpretation and translation services and costs through our Central Communications and Citywide Operations units. This will be reported internally on a monthly basis.
- Parks will track the number and type of translated signs and wallet cards produced through our signs database. This will be tracked annually.
- As we did in the survey below, Parks will keep records from surveys of staff and customers regarding language access. This will be reported annually. Starting 2010, Parks will survey participants in the Language Bank annually to assess program success.
- Parks Citywide Operations division will, to the extent practical, maintain copies of all translated documents and record the number of translated documents.

Parks will monitor overall compliance with the local law by:

- The annual assessment and inspection of language access at each walk-in center. Parks will partner with community based organizations to participate in some of those inspections.



## VII. Record Keeping and Evaluation

- An annual review of translated sign production.
- Annual surveys of Parks staff and of customers at walk-in facilities, especially recreation centers. Parks will regularly report on the number and percentage of foreign language speaking staff at walk-in facilities, as done in surveys shown below.
- Ongoing random phone inspections of interpretation services at walk-in facilities. These will be reported monthly within Parks as part of our current phone inspection program. These will begin in Fall 2009.
- Tracking total participation in the agency language bank and annually surveying participants through email surveys.
- Reviewing the results of in-person and internet surveys.

### VIII. Resource Analysis and Planning

Parks will take the following steps to implement this plan using existing agency and inter-agency resources:

- Parks in-house sign shop will prepare and produce all signage within the current signs budget.
- Parks will develop an in-house Language Bank using volunteers and rewarding staff through incentives, awards, training opportunities and events.
- Parks will use translated "I speak" and other materials from other agencies in its program.
- Parks will use the Language Line contract, or an equivalent, to augment translation services and provide back-up interpretation services. To monitor costs, only Parks Central Communications and Citywide Operations units will be able to directly spend against the contract. Parks will monitor monthly costs for this contract and assess program implementation accordingly. Parks will work to identify the most potential in-demand essential documents and languages and will prioritize translations accordingly.
- Parks will elicit the assistance of community based groups to quality check translated documents and to help monitor and check on language access at walk-in facilities like recreation centers.
- Parks Telecommunications unit will provide dual handset phones for walk-in facilities as part of its current phone procurement budget.
- Parks will work with the Mayor's Office of Operations to access any available citywide resources to assist in website access development.

- Summary of Parks survey of recreation center staff on language access

Common foreign languages	Spanish	Russian	Chinese	Polish	Korean	Creole	Japanese	Vietnamese	Italian
	88%	15%	45%	6%	12%	3%	3%	3%	3%

Formal survey to count LEP patrons?	Yes	No	Not sure
	0%	91%	9%

Most utilized facilities	CRC	Fitness room	Pool	Afterschool program	Game room	Karate	Lobby	Gym	Soccer field
	27%	55%	24%	15%	9%	3%	3%	6%	3%

How are LEP patrons served?	Multi-lingual staff	Information and forms in multiple languages	Assistance from multi-lingual members
	67%	18%	45%

Key documents to be translated?	All	Brochure	Rules & regulations	Registration	Special event/program fliers	Activity schedule	Instructions to fill out money orders/checks	Afterschool registration packet	Recreation center list
	15%	39%	58%	52%	12%	15%	3%	18%	3%

Services that should be available in multiple languages	All	Computer classes	Senior/adult program	Afterschool	Summer camp	Equipment guide/use	Registration procedures	Fitness/Aerobics classes	Brochure
	12%	30%	6%	24%	3%	9%	3%	18%	6%

Programming provided in multiple languages	Yes	No	ESL	Sign
	13%	88%	9%	3%

Multi-lingual staff present?	Yes	No
	94%	6%

Biggest challenges to serve LEP	Applications	Bi-lingual receptionist	Multi-lingual instructors	Language barrier	Updating information for LEP	Advertising to LEP	No significant challenges	Helping patrons utilize fitness room equipment
	3%	15%	3%	27%	3%	3%	18%	3%

Should centers conduct surveys in multiple languages to evaluate	Yes	No	Not sure	No requests
	87%	3%	6%	3%

- Summary of Parks survey of permit office staff on language access

Common foreign languages?	Spanish	Russian	Hebrew	Creole	Chinese
	86%	14%	14%	14%	14%

Formal survey of LEP patrons?	No	Not sure
	86%	14%

Most common permit requests?	Sports	Special events	Tennis	Picnic/BBQ	Wedding	Birthday party	Volleyball	Soccer	Baseball/Softball
	43%	43%	29%	29%	14%	14%	14%	29%	14%

How are LEP patrons served?	Bilingual staff	Patron brings English speaker
	71%	43%

Key documents to be translated?	Permit applications	Rules and regulations	Instructions	Guidelines	Parks rules and regulations
	86%	86%	86%	14%	14%

Services that should be available in multiple languages?	None	Price	How to endorse checks and money orders
	86%	14%	14%

Biggest challenges to serve LEP	Language barrier	No major challenges	Bilingual staff unavailable
	29%	43%	29%

- Summary of LEP populations by District based on City Planning 2000 Census data:
- Bronx

District	Language #1	%	Language #2	%	Language #3	%	Language #4	%	Language #5	%	Language #6	%	% of District LEP
1	Spanish or Spanish Creole	97%	African Languages	1%	French (incl Patois, Cajun, French Creole)	0%	All Others	1%					35%
2	Spanish or Spanish Creole	98%	African Languages	1%	All Others	1%							38%
3	Spanish or Spanish Creole	94%	African Languages	2%	French (incl Patois, Cajun, French Creole)	2%	Chinese	1%	All Others	2%			26%
4	Spanish or Spanish Creole	91%	African Languages	4%	French (incl Patois, Cajun, French Creole)	3%	All Others	3%					34%
5	Spanish or Spanish Creole	93%	African Languages	3%	French (incl Patois, Cajun, French Creole)	2%	Chinese	0%	All Others	2%			34%
6	Spanish or Spanish Creole	92%	Italian	2%	African Languages	1%	Arabic	1%	All Others	4%			31%
7	Spanish or Spanish Creole	79%	Vietnamese	3%	Korean	2%	Chinese	2%	African Languages	2%	French (incl Patois, Cajun, French Creole)	1%	33%
8	Spanish or Spanish Creole	72%	Russian	4%	Chinese	4%	Korean	3%	Greek	2%	African Languages	1%	22%
9	Spanish or Spanish Creole	88%	Chinese	3%	African Languages	2%	French (incl Patois, Cajun, French Creole)	1%	Arabic	1%	Italian	0%	25%
10	Spanish or Spanish Creole	57%	Italian	19%	Greek	4%	Russian	4%	Chinese	2%	German	1%	12%
11	Spanish or Spanish Creole	54%	Italian	12%	Russian	8%	Chinese	3%	Serbo-Croatian	2%	Vietnamese	2%	22%
12	Spanish or Spanish Creole	71%	French (incl Patois, Cajun, French Creole)	7%	Italian	5%	African Languages	4%	Arabic	2%	Vietnamese	1%	8%

- Brooklyn

1	Spanish or Spanish Creole	47%	Polish	21%	Yiddish	21%	Chinese	4%	Hebrew	2%	Italian	1%	39%
2	Spanish or Spanish Creole	66%	Chinese	9%	French (incl Patois, Cajun, French Creole)	6%	Korean	3%	Arabic	3%	Japanese	2%	10%
3	Spanish or Spanish Creole	77%	French (incl Patois, Cajun, French Creole)	9%	Chinese	3%	African Languages	3%	Yiddish	1%	All Others	7%	11%
4	Spanish or Spanish Creole	91%	Chinese	3%	French (incl Patois, Cajun, French Creole)	2%	Italian	1%	Tagalog	0%	Vietnamese	0%	37%
5	Spanish or Spanish Creole	77%	Russian	6%	Chinese	5%	French (incl Patois, Cajun, French Creole)	4%	African Languages	1%	Polish	1%	20%
6	Spanish or Spanish Creole	71%	Chinese	6%	Italian	6%	Arabic	4%	French (incl Patois, Cajun, French Creole)	3%	Japanese	1%	12%
7	Spanish or Spanish Creole	60%	Chinese	28%	Polish	2%	Arabic	2%	Russian	1%	Italian	1%	41%
8	Spanish or Spanish Creole	55%	French (incl Patois, Cajun, French Creole)	22%	Chinese	5%	African Languages	3%	Japanese	2%	All Others	14%	7%
9	French (incl Patois, Cajun, French Creole)	49%	Spanish or Spanish Creole	29%	Hebrew	5%	Yiddish	4%	Russian	3%	African Languages	3%	12%
10	Chinese	26%	Spanish or Spanish Creole	16%	Russian	13%	Arabic	12%	Italian	8%	Greek	7%	26%
11	Chinese	35%	Russian	28%	Italian	13%	Spanish or Spanish Creole	9%	Polish	2%	Urdu	2%	41%
12	Chinese	20%	Spanish or Spanish Creole	19%	Yiddish	16%	Russian	16%	Polish	5%	Hebrew	4%	35%
13	Russian	55%	Spanish or Spanish Creole	17%	Chinese	9%	Urdu	3%	Yiddish	2%	Italian	2%	37%
14	Russian	27%	Spanish or Spanish Creole	23%	French (incl Patois, Cajun, French Creole)	20%	Chinese	6%	Urdu	6%	Yiddish	2%	27%
15	Russian	48%	Chinese	21%	Spanish or Spanish Creole	8%	Arabic	5%	Italian	3%	Hebrew	2%	31%
16	Spanish or Spanish Creole	79%	French (incl Patois, Cajun, French Creole)	9%	African Languages	3%	Chinese	2%	All Others	9%			9%
17	French (incl Patois, Cajun, French Creole)	66%	Spanish or Spanish Creole	23%	Chinese	3%	African Languages	1%	Arabic	1%	Russian	6%	10%
18	French (incl Patois, Cajun, French Creole)	37%	Spanish or Spanish Creole	18%	Russian	12%	Chinese	8%	Italian	6%	Hebrew	3%	12%

- Manhattan

1	Chinese	55%	Spanish or Spanish Creole	14%	Russian	6%	French (incl Patois, Cajun, French Creole)	5%	Japanese	4%	All Others	17%	11%
2	Chinese	62%	Spanish or Spanish Creole	13%	Italian	5%	Japanese	5%	French (incl Patois, Cajun, French Creole)	4%	Portuguese or Portuguese Creole	2%	11%
3	Chinese	62%	Spanish or Spanish Creole	29%	Japanese	1%	Polish	1%	Russian	1%	Korean	1%	38%
4	Spanish or Spanish Creole	60%	Chinese	9%	Japanese	6%	French (incl Patois, Cajun, French Creole)	3%	Korean	3%	Russian	2%	13%
5	Spanish or Spanish Creole	20%	Chinese	17%	Japanese	16%	Korean	15%	French (incl Patois, Cajun, French Creole)	7%	Italian	3%	9%
6	Spanish or Spanish Creole	26%	Japanese	20%	Chinese	10%	French (incl Patois, Cajun, French Creole)	6%	Korean	5%	Italian	4%	7%
7	Spanish or Spanish Creole	66%	French (incl Patois, Cajun, French Creole)	7%	Chinese	5%	Japanese	4%	Korean	2%	Russian	2%	11%
8	Spanish or Spanish Creole	26%	French (incl Patois, Cajun, French Creole)	11%	Chinese	9%	Japanese	9%	Portuguese or Portuguese Creole	5%	Italian	5%	6%
9	Spanish or Spanish Creole	87%	Chinese	4%	French (incl Patois, Cajun, French Creole)	4%	African Languages	1%	Japanese	1%	Arabic	1%	27%
10	Spanish or Spanish Creole	64%	French (incl Patois, Cajun, French Creole)	19%	African Languages	9%	Chinese	3%	Arabic	2%	All Others	3%	11%
11	Spanish or Spanish Creole	89%	Chinese	3%	French (incl Patois, Cajun, French Creole)	2%	African Languages	1%	Portuguese or Portuguese Creole	1%	Arabic	1%	27%
12	Spanish or Spanish Creole	93%	Russian	2%	French (incl Patois, Cajun, French Creole)	1%	Chinese	1%	Korean	0%	Greek	0%	46%

- Queens/Staten Island

1	Spanish or Spanish Creole	43%	Greek	11%	Italian	6%	Chinese	5%	Portuguese or Portuguese Creole	4%	Serbo-Croatian	3%	32%
2	Spanish or Spanish Creole	50%	Chinese	12%	Korean	11%	Tagalog	2%	Armenian	1%	Urdu	1%	43%
3	Spanish or Spanish Creole	75%	Chinese	7%	Korean	2%	Russian	2%	French (incl Patois, Cajun, French Creole)	1%	Hindi	1%	46%
4	Spanish or Spanish Creole	60%	Chinese	18%	Korean	6%	Tagalog	2%	Russian	2%	French (incl Patois, Cajun, French Creole)	1%	52%
5	Spanish or Spanish Creole	41%	Polish	13%	Italian	10%	Chinese	9%	Serbo-Croatian	4%	German	3%	26%
6	Russian	30%	Chinese	19%	Spanish or Spanish Creole	15%	Korean	4%	Hebrew	3%	Polish	3%	29%
7	Chinese	33%	Spanish or Spanish Creole	22%	Korean	22%	Italian	4%	Greek	3%	Russian	2%	36%
8	Spanish or Spanish Creole	28%	Chinese	20%	Russian	10%	Korean	4%	Urdu	4%	French (incl Patois, Cajun, French Creole)	4%	24%
9	Spanish or Spanish Creole	56%	Chinese	8%	Russian	7%	Italian	3%	Urdu	2%	Polish	2%	25%
10	Spanish or Spanish Creole	56%	Italian	12%	Chinese	6%	French (incl Patois, Cajun, French Creole)	3%	Polish	2%	Tagalog	2%	13%
11	Chinese	31%	Korean	29%	Spanish or Spanish Creole	13%	Greek	8%	Italian	4%	Serbo-Croatian	1%	22%
12	Spanish or Spanish Creole	63%	French (incl Patois, Cajun, French Creole)	16%	Chinese	3%	Tagalog	3%	Portuguese or Portuguese Creole	2%	African Languages	2%	11%
13	French (incl Patois, Cajun, French Creole)	31%	Spanish or Spanish Creole	31%	Chinese	4%	Tagalog	3%	Italian	3%	Gujarathi	3%	12%
14	Spanish or Spanish Creole	60%	Russian	13%	French (incl Patois, Cajun, French Creole)	8%	Polish	3%	Hebrew	2%	Yiddish	2%	12%
1	Spanish or Spanish Creole	54%	Chinese	7%	Italian	5%	African Languages	5%	Tagalog	3%	Arabic	3%	12%
2	Spanish or Spanish Creole	22%	French (incl Patois, Cajun, French Creole)	14%	Italian	12%	Portuguese or Portuguese Creole	10%	German	8%	Yiddish	4%	11%
3	Italian	28%	Russian	22%	Spanish or Spanish Creole	16%	Chinese	8%	Korean	4%	Tagalog	3%	7%