

City of New York  
Department of Environmental Protection  
Commissioner Vincent Sapienza, P.E.

## **Local Law 30**

### Language Access Implementation Plan

May 2018



**New York City Department of Environmental Protection  
Local Law 30  
Language Access Implementation Plan  
May 2018**

**Language Access Coordinators:  
Sara Pecker, Director-Special Projects and Initiatives  
Eileen Alter, Deputy Director, Special Projects and Initiatives**

**SECTION I Agency Mission and Background**

The New York City Department of Environmental Protection (DEP) protects public health and the environment by supplying clean drinking water, collecting and treating wastewater, and reducing air, noise, and hazardous materials pollution.

DEP is a New York City agency of nearly 6,000 employees that manages and conserves the City's water supply; distributes more than one billion gallons of clean drinking water each day to nine million New Yorkers and collects wastewater through a vast underground network of pipes, regulators, and pumping stations; and treats the 1.3 billion gallons of wastewater that New Yorkers produce each day in a way that protects the quality of New York Harbor. To achieve these mandates, DEP oversees one of the largest capital construction programs in the region. As the City agency responsible for New York City's environment, DEP also regulates air quality, hazardous waste, and critical quality of life issues, including noise.

The Bureaus and Offices responsible for carrying out the agency's mission each perform a level of "direct public service" with NYC residents and businesses through correspondence, community-based meetings, public hearings, issuance of publications and documents, telephone contact, web-based communication, or ongoing face-to-face interaction.

**Bureau of Customer Services (BCS)**

BCS is responsible for all functions related to water and sewer billing for residents of NYC and certain upstate communities. Additionally, the Bureau contracts for the installation of water meters in uncharged, unmetered buildings and the replacement of old meters and is installing an automatic meter reading system citywide. It inspects the work quality of water meters installed by private plumbers and enforces the city's water use rules. BCS also manages consumer-oriented water conservation programs.

The BCS Call Center has completed its upgrade of their Interactive Voice Response (IVR) system. The new enhancements include digital recording and monitoring of all calls for training and quality assurance purposes. Call routing is now available for callers requiring an account specialist, or for LEP customers needing language assistance.

BCS has a borough office in each of the five boroughs where customers can go to pay their water and sewer bills,

The Borough Offices are located at the following addresses:

- 1932 Arthur Avenue, Bronx, NY
- 250 Livingston Street, Brooklyn, NY
- 1250 Broadway, New York, NY
- 96-05 Horace Harding Expressway, Corona, NY
- 60 Bay Street, Staten Island, NY

BCS offers a “Free Water-Saving Test Kit” that contains an informational booklet with instructions in Spanish and English for installing the kit’s several water-saving devices. There is also copy in Russian, Chinese, Korean, and Haitian-Creole inviting customers to write to the company for instructions in their respective language, and which will be updated to include the remaining languages of Arabic, Urdu, Bengali, Polish, and French.

### **Bureau of Environmental Compliance (BEC)**

The Bureau of Environmental Compliance’s mission is the enforcement of environmental laws and regulations, which affect the health and safety of the public and environment. Specifically, the bureau enforces the City’s Asbestos regulations as well as the Air and Noise Codes.

BEC is composed of the Division of Air & Noise Policy, Permitting and Enforcement and the Asbestos Control Program. These divisions respond to air and noise code complaints; inspect and track asbestos removal projects; and foster the goals of environmental protection

Responsibilities also include certifying asbestos handlers, inspecting and issuing operating certificates to stationary combustion and industrial process sources, and implementing the requirements of the Clean Air Act.

### **Bureau of Environmental Planning and Analysis (BEPA)**

BEPA is responsible for conducting all environmental reviews for DEP in accordance with all applicable City Environmental Quality Review (CEQR) and State Environmental Quality Review (SEQR) regulations. In addition, this office provides technical assistance to other City agencies especially in the areas of air and noise quality and hazardous materials. The Office also provides technical assistance for the preservation of natural resources (wetlands remediation and development of natural landscaping plans) and

conducts long range planning (population/employment, consumption, and demand/flow) for the agency. BEPA conducts strategic planning to help ensure appropriate forecasting, trend analysis, regulatory review, scientific modeling, and research. It oversees the development of a watershed/sewershed protection plan for Jamaica Bay, is continuing the work of the climate change task force, and helps DEP plan for the new growth stimulated by rezoning throughout the City.

### **Bureau of Police and Security (BPS)**

The Bureau of Police and Security is responsible for protecting the New York City water supply and the associated critical infrastructure from terrorism, pollution, and crime. In addition, the Bureau is also responsible for establishing on-site procedures intended to minimize the potential impact on human health and the environment in the event of a hazardous material incident.

The Bureau is divided into four divisions: the Police Department, which patrols the upstate water supply; the Security Division which employs private security guards for protecting in-city facilities; the Security Systems Engineering Division, which designs and implements security systems for the water supply system; and the Division of Emergency Response and Technical Assessment (DERTA), which responds to hazardous material emergencies within the city by evaluating the characteristics of the materials involved and making technical decisions concerning containment, abatement and disposal.

### **Bureau of Wastewater Treatment (BWT)**

The Bureau of Wastewater Treatment maintains the chemical and physical integrity of NY Harbor and other local water bodies and sustains the continued use and viability of the NY water environment through: the removal of organic and toxic pollutants from the City's wastewater; control of discharges from Combined Sewer Overflows and dry weather bypassing; optimum operation of treatment plant collections system; integration of watershed management concepts into facilities' planning and design; and enforcement of a city-wide industrial pre-treatment and pollution prevention program.

To achieve these water quality goals, the Bureau, with an administrative, technical, and field staff of approximately 1,850 employees, operates: 14 water pollution control plants treating an average of 1.3 billion gallons of wastewater a day; 96 pumping stations; 4 CSO retention facilities; 8 dewatering facilities; 490 sewer regulators; and 150 miles of intercepting sewers. The Bureau also manages the Harbor Survey Program for the routine sampling and analysis of the waters in NY Harbor.

## **Bureau of Water and Sewer Operations (BWSO)**

The primary responsibilities of the Bureau of Water and Sewer Operations are: the operation, maintenance and protection of the City's drinking water and wastewater collection (sewer) systems; the protection of adjacent waterways; and the development and protection of the Department's Capital Water and Sewer Design Program. The Bureau also approves and inspects water and sewer connections performed by licensed plumbers and/or authorized contractors. In addition, the Bureau has overall responsibility for the approval and inspection of all public and private construction projects, which could impact on the City's water or sewer systems.

For this reason, anyone wishing to build a private sewer, to construct any type of structure on a City sidewalk, to discharge water from a below ground swimming pool into the sewer system, or to connect a service line with the City's water or sewer system for any reason must receive the approval of this bureau. We are also responsible for maintaining and updating all water and sewer information records for the City of New York.

Through the maintenance and repair of the City's water and sewer systems, our field forces ensure: (1) that residences and businesses will have an adequate supply of potable water, (2) that there will be sufficient water for fire protection, and (3) that we will have a properly functioning wastewater collection system. Thus, the services we provide extend far beyond the routine day-to-day operation of the water and sewer systems, and include responding to many different problems and emergencies. These include: water main breaks; leaks from water and sewer mains; broken or inoperable fire hydrants; open hydrants; sewer backups; catch basin (street drainage); failures resulting in street flooding; and complaints of poor water pressure, discolored water, or water with taste or odor problems.

BWSO is also responsible for the operation of the Staten Island Bluebelt. This is an ecologically sound, cost effective natural alternative to storm sewers, which occupies approximately 15 square miles of land in the South Richmond area of Staten Island. This project preserves streams, ponds and other wetland ("bluebelt") areas, allowing them to perform their natural function of conveying, storing, and filtering storm water. These areas also provide important community open spaces and a diverse wildlife habitat.

## **Bureau of Water Supply (BWS)**

The Bureau of Water Supply manages, operates, and protects New York City's upstate water supply system to ensure the delivery of a sufficient quantity of high quality drinking water. The Bureau is also responsible for the overall management and implementation of the provisions of the City's \$1.5 billion Watershed Protection Program resulting from the Watershed Memorandum of Agreement (MOA) and for ensuring the City's compliance with the provisions of the Filtration Avoidance Determination. The Bureau conducts extensive monitoring of water quality, both within the City's distribution system and throughout the upstate watersheds. In addition, the

Bureau has responsibility for system planning, engineering, management, and acquisition of lands, enforcement of watershed regulations, and security.

### **The Bureau of Public Affairs and Communications (BPAC)**

BPAC manages the public information, community outreach and legislative affairs of the Agency. It is responsible for all press and media inquiries, environmental education, special projects and initiatives, and production of all public information materials, both print and electronic.

BPAC also manages the outreach for several regulatory programs including: the Municipal Separate Storm Sewer System Permit (MS4 Permit), Long-term Control Plans (LTCPs), the NYC Green Infrastructure Program, Superfund, Grease, and Asbestos

The Community Affairs Unit is the Agency's primary liaison on all monitoring committees, citizen advisory committees, community outreach projects, and service inquiries.

BPAC is the bureau that is point for Local Law (LL) 30. It reviews all agency publications to make sure the agency is in compliance with LL 30. These documents are reviewed with the originating bureaus to determine the need for translations into the ten top LEP languages. This initiative is ongoing. Each of these documents is reviewed and edited to conform to plain language guidelines and standards.

## **SECTION II Agency Language Access Policy and Goals**

The goal of the Department of Environmental Protection's policy around Language Access, is to provide meaningful language access to customers who interact with the agency for essential services and information, based on at least the ten designated citywide languages; and to provide translations of its most widely distributed documents so that the Limited English Population (LEP) population can have access to the same information as the English speaking population.

To enable the LEP population to speak to and interact with all DEP inspectors and public facing employees regardless of the language they speak, the agency has provided staff with telephones (and in the case of inspectors and emergency responders with mobile phones) with which they can access a telephonic interpretation service that covers at least 100 languages. The agency is and will continue to translate essential information and its most widely distributed documents into the ten citywide designated languages, and will be creating a landing page on the DEP website for each of the ten languages. Widely distributed documents will carry a sentence that directs speakers of the top ten LEP languages to the appropriate landing page. Each document that is accessible from the landing page will have a short blurb describing its content to correspond to the document in English.

## SECTION III LEP POPULATION ASSESSMENT

### How will you execute the Federal Department of Justice “Four-factor Analysis”?

#### **BCS Borough Customer Service Offices (Five Borough Offices):**

##### **Factor 1: The number or proportion of LEP persons in the eligible service population**

BCS Borough Offices determined that it provides direct service to approximately 77,000 walk-in customers each year. Surveys show that approximately 1,500 customers are served each week at the BCS Borough Office locations. About 2% of these customers request language translations.

##### **Factor 2: The frequency with which LEP individuals come into contact with the agency**

The Borough Offices encounter LEP customers on a weekly basis. We monitor the monthly billing reports from our Voiance Interpretation vendor on the number of calls made in our various Borough Offices.

The list below shows the most frequented languages requested in our Borough Offices:

- Manhattan Borough Office-Spanish, Chinese, Russian, Hindi
- Brooklyn Borough Office- Spanish, Hebrew/Yiddish, Haitian-Creole, Russian, Chinese
- Bronx Borough Office-Spanish, Chinese, Korean, Italian, Russian
- Queens Borough Office-Spanish, Chinese
- Staten Island office, Spanish, Russian, Chinese

##### **Factor 3: The importance of the benefit, service, information, or encounter to the LEP person**

The Borough Offices are a vital customer service operation. It provides information to LEP customers by assisting them in understanding billing issues, water conservation programs, payment, payment inquiries, payment plans, lien sales, permits and any other related water and wastewater issues.

If BCS were unable to provide LEP customers with this service, they would miss vital information given to the public. Many would not understand their bills or notices and most of all we would not be providing excellent customer service

##### **Factor 4: The resources available to the agency and the costs of providing language services**

The Borough Offices has developed a cost-effective strategic plan to address the LEP customer language needs. BCS currently employs several representatives fluent in two of the most requested LEP languages, Spanish and Chinese. BCS continues to recruit new employees with multiple language skills and utilizes its Voiance Language Translation Contract. Voiance is easily accessible when the requested language is not available at the time of the call.

#### **BCS Call Center:**

##### **Factor 1: The number or proportion of LEP persons in the eligible service population**

According to the 2017 Fiscal Year report, the Call Center responded to approximately 400,000 customers citywide. Reports and surveys collected by the Call Center Customer

Service Representatives indicated that approximately 3% to 5% of all calls taken were in Spanish and/or Chinese.

**Factor 2: The frequency with which LEP individuals come into contact with the agency**

The Call Center encounters LEP customers on a daily basis. The Call Center tracks the number of LEP calls by requiring bilingual Chinese representatives to provide daily call logs. Through the monthly billing reports from our Voiance Interpretation vendor, we are able to track the number of LEP calls made in our Call Center.

**Factor 3: The importance of the benefit, service, information, or encounter to the LEP person**

The Call Center is a vital customer service operation. It provides information to LEP customers by assisting them in understanding billing issues, water conservation programs, payment inquiries, payment plans, lien sales and any other related water and wastewater issues. In addition, the Call Center provides follow-up calls to the LEP customers to explain billing adjustments, related information and account updates.

If BCS were unable to provide LEP customers with this service, they would miss vital information given to the public. Many would not understand their bills or notices and most of all we would not be providing excellent customer service.

**Factor 4: The resources available to the agency and the costs of providing language services**

The Call Center has developed a cost-effective strategic plan to address the LEP customer language needs. BCS currently employs several representatives fluent in two of the most requested LEP languages, Spanish and Chinese. BCS continues to recruit new employees with multiple language skills and utilizes its Voiance Language Translation Contract. Voiance is easily accessible when the requested language is not available at the time of the call.

To ensure that bi-lingual (Spanish) employees are qualified to provide accurate interpretation, the bureau has employees tested for proficiency in that language.

The Spanish Proficiency Test is administered by Language Line Academy. Language proficiency requires knowledge of grammar, vocabulary and syntax, among other things. The test is an oral proficiency interview conducted entirely in the tested language and designed to identify an individual's level of linguistic proficiency. This test uses Interagency Language Roundtable (ILR) rating scale, which is widely accepted by the government agencies and education sector in the United States. All Language Line tests have been validated by external experts or a psychometrician. The cost of the exam is \$145.00

The rating scale ranges from 1 to 5;

1. Novice
2. Low Intermediate
3. High Intermediate
4. Advanced
5. Educated Professional

Language Line Academy allows you to choose the date and time you want to schedule the candidate to take the test. After the candidate has taken the LLU Language Proficiency Test, the test results for the candidate are sent to the requested agency/organization coordinator within 3-5 business days.

BCS has two bi-lingual (Chinese) employees with more than ten years of service each, and the bureau has not found a need to have them tested nor to hire additional Chinese speaking employees.

## **IV PROVISION OF LANGUAGE SERVICES**

### **Translation Services**

The agency is in the process of reviewing the documents generated by each of its bureaus, and has identified the most widely distributed documents to be translated into the ten designated citywide languages. The documents to be translated include reports such as the annual Drinking Water Quality Report, as well as information on lead in drinking water, business letters sent to customers regarding their water and sewer charges, and delinquency notices, as well as notifications regarding discolored water, water shutoffs, and notices involving breaks in customers' water and sewer lines. It also includes information on rain gardens and a Right-to-Know brochure.

All documents will have a plain language review prior to translation and any reprinting, and moving forward all new documents will be reviewed prior to printing to make sure they are written in plain language. Staff from each bureau is attending plain language trainings, with two additional trainings scheduled for June, and the agency is developing a share point site for the review of new documents to ensure they comply with plain language principles.

DEP is contracting with professional translation services to provide translations, and is utilizing agency and city volunteer language banks to provide secondary reviews to ensure that the translations are accurate and make sense. When necessary, the Language Access coordinator will speak with the translators to make sure that the meanings of any translations are not just literal, and that they accurately reflect the intent of the messaging.

The goal of DEP's language access plan is to translate all widely distributed documents during FY 18, so that in FY 19 we can design the documents and place them on a language specific landing page.

The Agency currently uses a Volunteer Language Bank (VLB) in addition to contracted services for translation services on a limited basis. DEP has taken steps to enhance the language bank by initiating an agency-wide request for language translation and interpretation volunteers via an email to bureau administrators to canvas their staff on a regular basis for bi-and multi-lingual volunteers. Agency volunteers have been identified and the language bank database is being updated to reflect the names of additional

volunteers and the type of service (written, verbal translations) they will perform. The VLB coordinator will maintain and update the database on a regular basis, i.e., tracking volunteers by name, bureau and telephone, and language proficiency. Language service requests, dates received, and type of service (written, verbal translations) will be tracked in the database, which will be updated according to a regular schedule.

DEP's website, including digital media, press releases, and other than PDF documents, are all translatable using Google. The goal is to replace as many PDFs as practicable using professional translation services.

The DEP Press Office is now incorporating the City Hall Ethnic Media List into its distribution list.

### **Interpretation Services**

The agency has made a determination that all of its inspectors, emergency responders, and staff that interact with the public should have the ability to utilize interpretation services. To that end, DEP has provided mobile phones and access to interpretive services to nearly everyone in the agency that interacts with the public, which will enable them to have a three-way conversation in at least 100 languages, including DEP Police and Security who respond to emergencies. Mobile phones will be provided for the few inspectors who do not yet have them.

In order to maximize bureau resources effectively, language access services provided by the Bureau of Customer Services will utilize a hierarchy for service provision. Borough Office and Call Center bi-lingual staff will provide service to LEP customers in the languages each operation supports. If an LEP customer speaks a language that is not supported by this level of staff, assistance will be provided through their interpretation contract. This will allow the Bureau to maximize the dollars allocated through this contract.

DEP will continue to provide interpretation services through, bi-lingual employees in those areas where there is a preponderance of individuals who speak a particular language.

The Bureau of Environmental Compliance (BEC) has two public service windows, located on the 8<sup>th</sup> and 9<sup>th</sup> floors at 59-17 Junction Boulevard, Queens, NY where the public may come to pick up or drop off applications. One is the Asbestos Window and the other is the Records Control Window.

The purpose of the Asbestos Window is to allow members of the asbestos industry and the public to tender applications, notifications, and written requests relating to asbestos abatement projects. Applications are presented for certification as asbestos handler, asbestos supervisor, and asbestos investigator. Notifications are provided as directed by regulation for proposed asbestos abatement. Written requests are delivered for consideration of variances to the regulations as they apply to specific asbestos abatement projects.

The Asbestos Unit has bilingual personnel available to handle the majority of the clients they serve. Should the need arise to have interpretations conducted in any of these languages, the bureau has telephonic capability through an interpretation service.

At the Records Control Window, customers may come to the window to ask questions about air permits, to drop off permit applications and checks, or to speak to someone about a Notice of Violation (NOV). The LEP customer base is Spanish and Chinese and there is bilingual staff at the window to provide interpretation. In the few instances where interpretation to another language has been helpful as the customers were not comfortable with English, the bureau has telephonic capability through its interpretation service.

The Bureau LAC will continue to monitor the customer base to determine if there are needs that are not being met.

Outreach events and public hearings coordinated by BPAC will be vetted in consultation with DEP's Community Affairs Unit who will assess each instance as to whether it is necessary to provide interpretation services.

#### **Notification of free interpretation signage –**

BCS utilizes language cards developed by the Mayor's Offices of Operations (MOO) and Immigrant Affairs (MOIA) that customers can use to point to the language they speak.

The BCS Borough Offices use the City's "I Speak" cards and Guidelines for Interpreting Services template for identifying the language the LEP customer speaks to let the greeter know that an interpreter is needed. .

The two BEC public windows use Language Identification Cards.

Nearly all other bureau inspectors in the field carry Language Identification Cards, and any inspectors that do not currently carry them will be receiving the cards in the current fiscal year.

#### **Language Access planning for Emergency Preparedness**

DEP will ask each bureau to make sure that they account for the continuity of language access needs in their respective COOP plans

DEP 's current translation service for the Bureau of Water Supply is able to provide translations related to Boil Water Alerts within the federally mandated guidelines for notification.

Any other emergencies that would constitute activating the coop plan would be handled through NYCEM.

## **V Training**

The Agency conducts a new hire orientation every two weeks, and will add a component to address the importance of language access and writing in plain language to the program for all new hires.

The Bureau of Customer Services has a staff of professional trainers that are responsible for the training needs of all of its employees. The professional trainers train all BCS staff members who utilize the interpretation services. The training program is integrated as part of new staff orientation and is available as a refresher class when needed.

It is DEP's goal to ensure that all its inspectors and other public facing employees are trained on a yearly basis. We will meet with the appropriate bureau liaisons to develop a plan that is practicable to each bureau.

## **VI Record Keeping and Evaluation**

A bureau liaison at each BCS Borough Office sends the Manager of the Borough Offices quarterly reports on the number of LEP requests encountered at each office. These reports are reviewed to assess the effectiveness of the Language Access Plan in each of the five (5) Borough Offices and to evaluate the LEP customer assistance.

The Call Center maintains a log for all LEP Calls requiring the assistance of a bilingual Customer Service Representative or interpretation service participation. The log is used to measure current utilization and to assess future LEP staffing requirements. Information is captured daily, submitted weekly for in-house compiling and internal reporting, and reported monthly in the Bureau's Metrics Data.

The Call Center and the Borough Offices' information will be sent to the Language Access Coordinator (LAC) on a quarterly basis for evaluation. Modification to the Language Access Plan will be considered if supported by the empirical data.

Other bureaus do not meet with the public with the same frequency and volume that BCS does, and have not kept these kinds of records. Nevertheless, all bureaus have access to interpretive and translation services. Each bureau that utilizes translation and/or interpretation services will be tasked with developing a system to allow for regular evaluations in order to adjust their programs to the needs of the LEP population. The Agency Language Access Coordinators will work with the bureau liaisons to monitor the plan on a quarterly basis.

## **VII Resource Analysis and Planning**

The Borough Offices and the Call Center have developed a cost-effective strategic plan to address the LEP customer language needs as described in Section IV.

The LAC met with all the other bureaus individually to review the law and to determine what services they would need to ensure that they were in compliance. To that end, mobile phones were provided to DEP Police, inspectors, and other staff that interact with the public outside of DEP's offices, and interpretation services were contracted for the agency.

This fiscal year, BPAC is taking the lead to have all the widely distributed public facing documents translated. While we have ensured that there is an agency wide translation contract this fiscal year, we will work with the individual bureaus to make sure that they continue to fund the primary translation contract in the coming fiscal years. This will enable them to take over the responsibility for translating their individual documents, once they have been vetted and approved for plain language.

BPAC is working with the DEP Office of Information Technology to develop a SharePoint site to enable bureaus to submit their public facing documents for a plain language review.

BPAC has worked with Organizational Development and Human Resources to bring Plain language training to its Lefrak headquarters for all the staff that write any public facing documents. Several classes have already been conducted and there are two additional Plain Language trainings scheduled for June 2018.

DEP is developing an LEP Language landing page on its website to make it user friendly where a speaker of the ten citywide designated languages can find any widely distributed documents translated in their language.

## **VIII Outreach and Public Awareness**

DEP has informed its Bureaus and offices of Local Law 30, ordering each City agency to create and distribute a Language Access Policy and Implementation Plan that will ensure meaningful access to the services the agency provides.

Information about the DEP Language Access Plan appears on our website and will also be disseminated through social media channels.

DEP will continue to ensure that all translated documents are posted on its website. This project remains on-going as DEP continues to review and translate documents where necessary. Widely distributed documents will direct the LEP population to a landing page on the DEP website where they will find a fully translated copy.

All bureau offices and public facing windows have Language Identification signage, and all inspectors will carry Language Identification Cards.

## **IX Language Access Complaints**

DEP has a procedure in place with 311 whereby any language access complaints are sent to DEP's correspondence unit who will forward all Language Access issues to Sara Pecker (Language Access Coordinator) for investigation and resolution. In 2017 there were no DEP languages access complaints received by 311 as well as no requests for DEP language access services via 311.

Any complaints received regarding language access will be included in the yearly plan updates. If there are complaints, we will discuss it with the appropriate bureau. Any complaints will be analyzed and if warranted, the plan will be adjusted accordingly.

## **X Implementation Plan Logistics**

In order to maximize resources effectively, language access services provided by the Bureau of Customer Services will utilize a hierarchy for service provision. Borough Office and Call Center bi-lingual staff will provide service to LEP customers in the languages each operation supports. If an LEP customer speaks a language that is not supported by this level of staff, assistance will be provided through its respective translation and interpretation service contracts. This will allow the bureau to maximize the dollars allocated to the contracts.

DEP has contracts in place for both translation and interpretation services that are accessible by every bureau to provide maximum assistance in more than 100 languages to accommodate any requests from the public for written and interpretive services.

All language service contracts will continue to be in place moving forward as part of the agency's Language Access Implementation Plan.

<b>Language Access Goal</b>	<b>Milestones</b>	<b>Responsible Staff</b>	<b>Deadline</b>
Set quarterly LAIP review meetings with bureau liaisons	Every three months beginning 10/1/18	Agency LACs Bureau liaisons	ongoing
Begin identification and translation of widely distributed documents	initial documents out for translation by May 15	Agency LACs Bureau liaisons	Process remains ongoing

translated documents out for secondary review	documents sent for secondary review within two weeks of receipt from vendor	DEP Volunteer Language Bank	ongoing
Start design work for all translated documents	All design work within three months	Agency Language Access Coordinator and DEP Graphics	12/31/18
Develop descriptive blurbs for each translated document	All descriptions finalized within three months	Agency and Bureau Language Access Coordinators	12/31/18
Translate document descriptions	All description translated within three months	Agency Language Access Coordinator	6/30/19
Develop landing pages for top ten LEP translated documents on DEP website	Develop landing page  Develop English version for every language being translated  Get approvals on content before translation  Post translated pages	Agency LAC and DEP Web group	Ongoing with initial documents posted by 6/30/2019 new documents translated and added to the page as they are developed
Work with the Division of Emergency Response and Technical Assessment (DERTA) on development of their Right-to-Know (RTK) Video with closed captioning	Development within 6 months and closed captioning within the following six months	Agency LAC, bureau liaison and Web group	6/30/20
Develop Plain Language Review portal for public facing documents	Portal introduction	Agency Language Access Coordinators	12/31/18
Plain Language Review Portal finalized	Launch portal	Agency Language Access Coordinators  DEP SharePoint	12/31/2018

Identify documents related to issuing permits, licenses and registrations	Begin gathering documents and reviewing for plain language by July 1, 2019	Agency LACs, bureau language access liaisons	12/31/19
Translate all supporting documents related to issuing permits, licenses and registrations	Start sending out supporting documents for translation	Agency LACs, bureau language access liaisons	6/30/20
Post all translated supporting documents on the website	Ongoing posting as documents are translated	Agency LACs and DEP web group	6/30/20