



**FOR IMMEDIATE RELEASE**

August 21, 2014

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## **OATH LAUNCHES MULTI-LINGUAL INTERACTIVE CUSTOMER SERVICE TELEPHONE SYSTEM**

*For the millions of cases that have been filed with OATH, the new interactive telephone system, for the first time ever, allows callers to obtain case-specific information by simply entering a summons, ticket or violation number using their touch tone keypad.*

*The new OATH interactive telephone system also provides New Yorkers with detailed instructions on how to contest violations they receive from City agencies and other important information pertaining to their rights and the hearing process.*

*All information is available to callers 24 hours a day, 7 days a week in 8 different languages.*

The NYC Office of Administrative Trials and Hearings (OATH) has launched a new multi-lingual interactive customer service telephone system. Now, recipients of any type of ticket, violation or summons that has a hearing at any of OATH's tribunals can retrieve case-specific information by entering their ticket number using their telephone's touch tone keypad.

For New Yorkers who are summoned to one of OATH's administrative courts, the new telephone system provides an innovative yet simple way to get detailed instructions, as well as case-specific information, 24 hours a day, 7 days a week. All information can be communicated to callers in 8 different languages.

OATH's new phone number, 1-844-OATH-NYC (1-844-628-4692), serves all four of OATH's administrative courts which include: the Environmental Control Board (ECB); the Health Tribunal; the Taxi & Limousine Tribunal; and the OATH Tribunal.

"Most New Yorkers who come to our courts are self-represented, so we want to empower them with the information that they need to participate in the hearing process," said Suzanne Beddoe, OATH's Commissioner & Chief Administrative Law Judge. "By simplifying the process and making it accessible in multiple languages, we can make it easier for New Yorkers to contest violations and avoid unnecessary fines."

### **Contesting Violations and Navigating the Hearing Process**

For each of its different courts, the interactive telephone system also has recorded information and instructions on ways to:

- contest tickets
- pay for violations
- reschedule hearings
- reopen defaulted cases
- appeal a judge's decision
- find hearing office locations

Callers can speak to customer service representatives for each of the agency's four different courts during normal business hours.

**All Information is Available in the Following 8 Languages\***

- English
- Spanish
- Russian
- Cantonese
- Mandarin
- Korean
- French
- Italian

\*Bengali and Arabic speakers are prompted, in the respective languages, to press 0 to speak to a customer service representative during normal business hours.

*About the NYC Office of Administrative Trials and Hearings (OATH)*

OATH is the largest municipal administrative court in the nation, conducting nearly 400,000 hearings annually. OATH is comprised of four independent and separate administrative tribunals which hold hearings on a wide-variety of cases:

• **The Environmental Control Board (ECB)** holds approximately 200,000 hearings annually on quality of life and public safety charges that are filed by 12 different City enforcement agencies including the Buildings Department, Fire Department, Sanitation Department and Department of Environmental Protection, among others.

• **The OATH Health Tribunal** holds hearings on alleged violations of the City Health Code and other charges brought by the City's Department of Health and Mental Hygiene (DOHMH). The majority of the hearings involve restaurants and other food service establishments.

• **The OATH Taxi & Limousine Tribunal** holds hearings on potential violations of TLC's rules and regulations, including cases brought against drivers by TLC, NYPD, Port Authority of NY and charges resulting from customer complaints.

• **The OATH Tribunal** adjudicates a diverse range of matters including civil service disciplinary cases, human rights and discrimination cases, car seizure cases, license revocation cases and complex contractual disputes.