



# **AGENCY LANGUAGE ACCESS PLAN**

**NEW YORK CITY DEPARTMENT OF DESIGN AND CONSTRUCTION**

**2021**

# I. Agency and Language Access Coordinators

The agency name: New York City Department of Design and Construction

The agency's language access coordinators:

- Craig M. Greene, Director of Equal Employment Opportunity
- Dalela Harrison, Associate Commissioner

Link to agency's website: <https://www1.nyc.gov/site/ddc/about/EEO.page>

## II. Agency Mission and Background

The Department of Design and Construction is committed to delivering best-in-class infrastructure and public buildings for the City of New York, on time and on budget. Our design and construction professionals strive to improve project delivery, advance quality design and ensure that our work meets the highest standards of endurance and resiliency. We build the city.

**Services offered:** As the City's primary capital construction project manager, we build many of the civic facilities New Yorkers use every day. We provide communities with new or renovated structures such as firehouses, libraries, police precincts, courthouses, senior centers and more. To successfully manage our portfolio, we collaborate with other City agencies, as well as with emerging and world-renowned architects and consultants. Our work doesn't stop at buildings—we also design and improve vital infrastructure. Our staff delivers roadway, sewer and water main construction projects in all five boroughs. We provide sidewalks, street reconstruction, water mains, sewers, and pedestrian ramps—quality infrastructure that is essential for a healthy, resilient city.

### Public Buildings Division

Our Public Buildings Division manages the design and construction of a large range of civic buildings. Some of these projects include facilities for public safety, cultural institutions, and health and human services. DDC has a vast knowledge base in building design, as well as energy saving technologies, and construction methodology.

### Infrastructure Division

Our work doesn't stop at buildings—we also design and improve vital infrastructure. New York City has the most extensive network of streets, water mains, and storm and sanitary sewers. We build and upgrade this system, while also taking care of step streets, retaining walls, pedestrian ramps, bridges and plazas. Our client agencies—the Department of Transportation (DOT) and the Department of Environmental Protection (DEP)—furnish the planning and funding for these projects. It's our job to provide the highest standard of engineering design and construction management required for successful delivery. In addition, we help local businesses keep their doors open—through our innovative trenchless technologies which reduce disruption to commercial activities during construction. We provide infrastructure that is essential for a healthy, resilient city.

### **Office of Community Outreach and Notification (OCON) {Direct Service Area}**

Construction can sometimes create inconveniences to businesses and residential communities. Our Office of Community Outreach and Notification (OCON) ensures that communities are heard and informed throughout the construction process. For most projects, a dedicated Community Construction Liaison (CCL) is assigned to help the resident engineer address any community issues and concerns. We also prepare and distribute brochures for our projects that provide specific information, including what's being accomplished, when and where the construction will occur, and who to call if there are concerns.

### **Community Partnerships and STEAM Initiatives {Direct Service Area}**

The Department of Design and Construction's STEAM (Science, Technology, Engineering, Architecture, Mathematics) outreach program serves as an intern and entry-level pipeline for our agency, while supporting schools in providing a holistic educational approach for students. We introduce students and their parents to the broad range of STEAM careers, encouraging empowerment and confidence in students' performance in math and science. Inclusivity is valued during all stages of our work; we strive to share our knowledge and research, as well as create lasting partnerships. Above all, we believe in equal access to information, resources, and communication tools as it relates to STEAM programs and careers. That includes ensuring that parents with Limited English Proficiency understand the benefits of the program and its offerings.

## **III. DDC's Language Access Policy and Goals**

- The agency's policies around language access:

The purpose of this policy is to establish guidelines, for ensuring equitable services and access for individuals with limited English proficiency (LEP).

DDC recognizes the importance of effective and accurate communication between our agency and the city we serve. As part of our policy, we are committed to taking steps to provide timely and meaningful access to information and to ensure that language is never a barrier to opportunity as it relates to the services and information that we provide the public.

- The overall goals of the agency's language access implementation plan is outlined below:
- Our Agency's Language Access goals include:
  - Providing meaningful access to information and services, for all New Yorkers.
  - Implementing procedures, in compliance with EO 120 and Local Law 30, to improve information flow to the public.
  - Ongoing plain language communication regarding agency programming, timelines, construction impact and project completion.
  - Ongoing community outreach and effective information sharing
  - Encouraging multilingual staff to participate in DDC's Volunteer Language Bank.
  - Developing an annual agency campaign to inform members of the public that language assistance services are available for people with Limited English Proficiency (LEP).

- Train public facing staff, in assisting LEP constituents with language services.
- Encourage multilingual staff to participate in DDC’s Volunteer Language Bank.

DDC’s Language Access Implementation Plan will be reviewed on an annual basis, and the LAC will institute ongoing measures to monitor its success. The LAC will leverage the previous guidelines and requirements of Executive Order 120 (EO 120) of 2008 and LL30 and collaborate with the Mayor’s Office of Immigration Affairs (MOIA) in executing the goals of this plan.

## IV. Agency language access accomplishments and progress on goals from previous LAIP

Goal	Update
Encourage multilingual staff to participate in DDC’s Volunteer Language Bank.	We have done this at DDC since 2017 however with attrition and other changes in staff this will be an ongoing effort.
Enhancing community outreach and effective information sharing	This too, is an ongoing effort, but something that DDC has done successfully since the inception of the Language Access Plan requirement
Because DDC is not out-facing the types of materials that are translated remain the same	We continue to use previously-translated Residential Community Surveys as needed to assess the needs of community members where our construction occurs.

## V. LEP Population Assessment

### Four-Factor Analysis

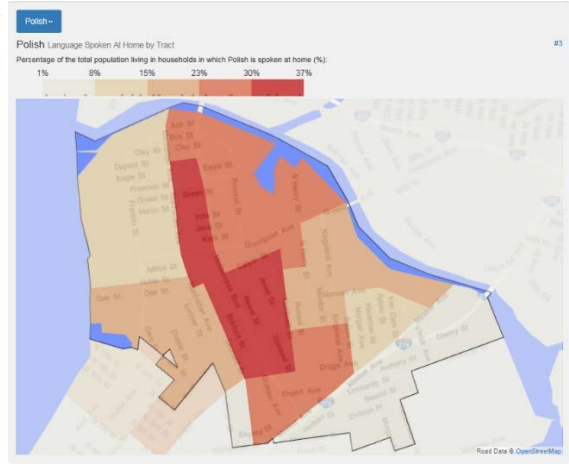
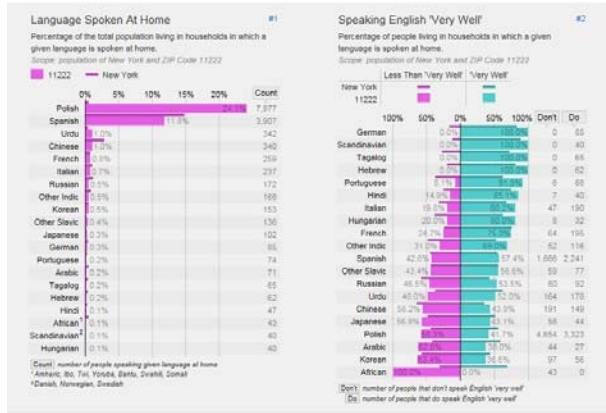
DDC continues to be guided by the Department of Justice’s Four-Factor Analysis in evaluating the limited English proficient (LEP) populations served by the agency. This methodology provides a balanced assessment of language assistance needs while allowing flexibility to adjust language assistance measures. DDC is committed to providing information and services to diverse population through community outreach, inclusive publication, and language access. Our plan incorporates additional data sources to evaluate the language access needs of our service population, including supplemental languages.

### Factor 1: LEP Service Population and Demographic Analysis (Number of LEP in eligible service population - demographic analysis)

DDC builds for all of New York City which includes each of the 5 boroughs and the populations within. Currently, the limited English proficient (LEP) population varies Citywide. Based on Census data from the Department of City Planning, roughly 24% of New Yorkers have LEP. In assessing the LEP population served by DDC, we analyze our active and upcoming construction and service

areas, by geographic location, using census data, as well as StatisticalAtlas.com which provides composition data regarding race, ethnicity, and language proficiency by ZIP code.

### Languages in ZIP Code 11222, New York (ZIP Code)



## Factor 2: LEP Data Tailored Specifically to DDC (Frequency agency is in contact with LEP. Incorporate demographic data, agency intake forms, language service provider data, employee survey results)

We use data gathered directly from City Council members, by our Office of Community Outreach and Notification, during the development of construction project profiles. We will also leverage the information gathered using our Business and Residential Community Surveys. These surveys were translated into the Local Law 30 languages (Arabic, Urdu, French, Polish, Spanish, Chinese (Traditional and Simplified), Russian, Bengali, Haitian Creole, and Korean) in 2017. Our Community Constructions Liaisons (CCL's) use the community surveys in conjunction with our recently revised language identification guide, to help recognize the primary language of individuals with Limited English Proficiency. DDC will also continue using demographic data surveys, as mentioned in Factor 1, to ensure DDC is providing adequate language coverage.

## Factor 3: Services Requiring Language Assistance Measures (importance/benefit of service, information and consequence of inadequate interpretation)

DDC recognizes that removing language barriers is critical to achieving greater access and effective communication regarding the agency's projects on New Yorkers. DDC's project distribution documents provide transparency to the public about what is happening in their community, and the impacts of planned construction on their neighborhood. These announcements include public notices regarding the location and nature of planned construction, water supply shut off, outages, closures, and other temporary neighborhood impacts. Our Construction Project Information Cards/Fact sheets, Quarterly Newsletters, and advisories are integral to service delivery and information sharing. These documents, along with standard survey forms and the STEAM programmatic brochure for parents and students, are most essential to our communication with the public. On-call Interpretation services are also available to assist CCL's with on-site communication as well.

**Department of Design and Construction**  
Office of Community Outreach and Notification  
Brooklyn

**Community Outreach**  
• Advisory Boards will be established throughout the project to provide input and feedback as necessary in advance of the anticipated project work.

**Service Delivery Coordination**  
• The DDC will coordinate with relevant agencies and the community during the project to minimize inconvenience (e.g. Traffic Diversion, etc.)

**Spill Prevention**  
• The DDC will work with relevant agencies to ensure that all work is completed in a timely manner and that any spills are contained and cleaned up as required.

**Project Contact**  
John Smith  
John.Smith@ddc.nyc.gov  
718.312.1234

**Infrastructure Upgrades Along Leonard Street**

**Project Location**  
Brooklyn, NY 11211

**Project Information**  
Work operations will occur along Leonard Street between 125th Avenue and 130th Street.

**Construction Card**  
100, 740, 0222

**Department of Design and Construction**  
Third Quarter - 2017

**Reconstruction of Grand Concourse Service Roads**

**The Bronx**

**Project # HWXP136A**

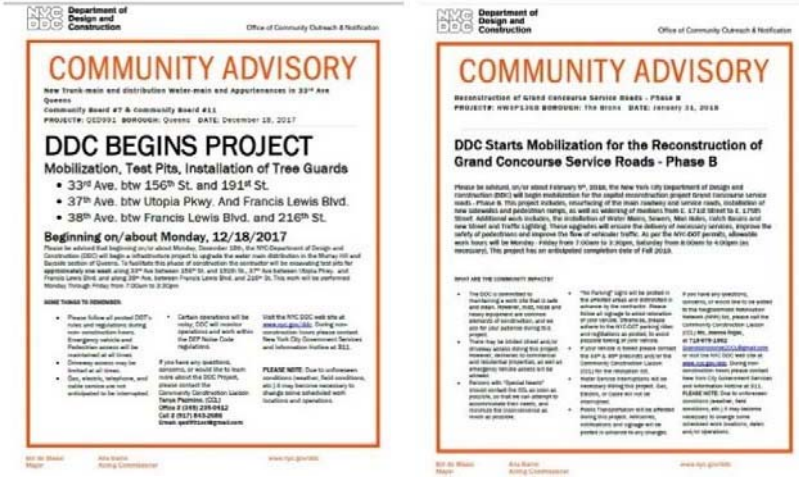
**Reconstruction of Grand Concourse Service Roads**  
E. 172nd St. to E. 169th St. and Side Streets

**Work Plan for 2nd Quarter - 2017**  
• Installation of new concrete curbs for street and traffic lights on Grand Concourse between E. 169th St. and E. 172nd St.

**Construction Updates**  
• Water Service Interruption: During the project there will be a water service interruption to those water mains that are located along the Grand Concourse between E. 169th St. and E. 172nd St. Emergency water shut off may also occur in these locations. Advance notification cannot be guaranteed.

**Special Needs**  
• Special Needs: Individuals with special needs who may be impacted by the project should contact the DDC at 718.312.1234 to discuss their needs and how the DDC can assist them.

**Construction Card**  
100, 740, 0222



**Factor 4: Resources Designated for Language Assistance Services**

- Language Line: Language Line’s team includes nearly 9,000 professional interpreters, that are fluent and certified in more than 240 languages. DDC has contracted with Language Line to provide over-the-phone interpretation, as well as document translation services. The resource is available to CCL’s and DDC staff members whose work involves direct interactions with communities, served by our agency.
- Volunteer Language Bank: DDC developed an internal Volunteer Language Bank of multi-lingual staff members who offer written and oral translation support.
- DDC revised its Language Identification Guide to identify the primary language of community members. DDC will provide training to staff on the procedures of identifying the primary language and connecting with Language Line.

<p>Arabic العربية</p> <p>Chinese 中文</p> <p>Chinese Mandarin 普通话</p> <p>English Español</p> <p>French Français</p> <p>Green Korean 한국어</p> <p>Spanish Español</p> <p>Tagalog Tagalog</p> <p>Vietnamese Tiếng Việt</p>	<p>Hebrew עברית</p> <p>Hindi हिन्दी</p> <p>Italian Italiano</p> <p>Korean 한국어</p> <p>Mandarin 普通话</p> <p>Russian Русский</p> <p>Sign Language ASL</p> <p>Yiddish יידיש</p>	<p>Portuguese Português</p> <p>Polish Polski</p> <p>Spanish Español</p> <p>Tagalog Tagalog</p> <p>Vietnamese Tiếng Việt</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p>	<p>Yiddish יידיש</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p> <p>Yiddish יידיש</p>
--	--	---	--

Based on the above analysis and additional sources of demographic information, including for specific projects, we believe that DDC’s plan outlines the language needs of the agency and assesses whether some or all of its direct public services should be provided in a language or languages supplemental to the designated citywide languages.



## VI. Provision of Language Access Services

- DDC provides **language access services** in the designated citywide languages. DDC's Language Access Coordinator evaluates language needs based on project location and Community requests using tools like census data, as well as, StatisticalAtlas.com. These assessments ensure the agency is providing necessary language services in the communities we are serving. We have translated regularly published documents into the citywide designated languages including Arabic, Bengali, Chinese (simplified and traditional), French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu to ensure optimal efficacy for neighborhoods with significant LEP populations. In addition, DDC provides in-person interpretation as needed, including at outreach events and public hearings.
- DDC will provide language access services through various means including utilizing our Office of Community Outreach and Notification to assess translation and language updates prior to planned distributions of Project Information Cards (PIC), quarterly newsletters, and advisories to the businesses and residents in the neighborhoods where construction projects take place. These publications are used to inform the public about project status and the impact and duration of construction and are published on an as need basis. DDC previously translated business and residential survey forms in Arabic, Bengali, French, Haitian Creole, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Urdu, in order to meet the ongoing language access needs of New Yorkers impacted by our construction projects. In addition, DDC will ensure the quality of final translations through staff and contracted services.
- DDC has made effort to provide agency related translation and interpretation services, as part of our emergency response, to the extent possible. In the event that access to our work site is limited, DDC has updated our agency website which has a language translation feature for optimal access and includes options for translation to all of the designated citywide languages.
- DDC has considered language access in agency communications, including emergency notifications, public hearings and events, press releases and other communications to the public. DDC has updated signage at our construction sites to reflect multilingual communication options and provision of free interpretation services related to project inquiries. Our website remains available for translation through the "Translate This Page" option. In addition, the public can now submit complaints and requests for translations or inquiries through our website email at: <https://www1.nyc.gov/site/ddc/about/EEO.page>
- DDC utilizes business and residential surveys, also known as project profiles, for canvassing neighborhoods and assessing needs during the preconstruction phase and beyond. The documents have been assessed to ensure that they are written in plain language. The plain language assessment applies to all documents that are translated. DDC's Language Access Coordinators regularly evaluate language usage to ensure clarity of communication.
- DDC leverages bilingual CCL's and staff for community translations at construction sites; we supplement those measures with Language Line's translation and interpretation services in more than 240 languages, for additional language assistance support, when onsite translation is otherwise unavailable. We utilize our Language Identification Guide to identify the primary language of LEP. DDC will provide training to staff on the procedures of identifying the primary



languages and then connecting with Language Line. DDC will continue to develop our Volunteer Language Bank, as well as, and solicit assistance in reviewing translated documents.

- LAC Craig Greene along with Michael Estabrook, Director of Creative Services, will project manage translation requests

#### Translating Essential Documents

DDC's Office of Community Outreach and Notification regularly distribute Project Information Cards (PIC), quarterly newsletters, and advisories to the businesses and residents in the neighborhoods where construction projects take place. These publications are used to inform the public about project status and the impact and duration of construction. DDC will continue to incorporate plain language principles in the development of these and other essential documents, prior to proceeding with the translation process. In addition, DDC will ensure the quality of final translations through staff and contracted services.

#### Interpretation Services

CCL's engage with community members throughout all phases of construction. When an individual's preferred language is not easily identifiable, CCL's can utilize our Language Identification Guide to help identify the primary or preferred language of individuals with LEP and contact Language line telephonic interpretation services, as needed. DDC will provide training to new and seasoned CCL's and staff members on the new procedures for respectfully identifying primary language and leverage bilingual CCL's and staff for community translations at construction sites. We will supplement those measures with Language Line interpretation services in more than 240 languages, when on-site translation/ interpretation is unavailable. Finally, we will work to provide interpretation for other agency communications as needed, including outreach events and public hearings. DDC will continue to develop our Voluntary Language Bank, as well as, solicit assistance from the community boards.

- LAC Craig Greene and his team will project manage interpretation requests as well.

### Notification of Free Interpretation Signage

DDC will update signage at our construction sites to reflect multilingual communication options and the provision of free interpretation services related to project inquiries. This information will also be available on our agency website. Our website remains available for translation in more than 30 languages through the “*Translate This Page*” option. The public can submit complaints and requests for translations or inquiries through our website email link—[accessibility@ddc.nyc.gov](mailto:accessibility@ddc.nyc.gov). DDC’s Language Access Plan is publicly available on our website and updated signage will be posted within 90 days of approval of the Language Access Plan.

### Emergency Preparedness and Response

In the event of an emergency, DDC will make efforts to provide agency-related translation and interpretation services, to the extent possible. In the event that access to our work site is restricted, DDC will update our agency website which has a language translation feature for optimal access.

## **VII. Training**

Training will be provided for all frontline workers and managers and current staff in direct service/outreach areas. We will arrange for training to include best practices as well as components related to cultural competencies and sensitivity. Training sessions will cover DDC’s language access policy concerning when interpreter services should be provided, as well as procedures regarding use of language identification guides, identifying an individual’s preferred or primary language, arranging for telephonic interpreter services, and recordkeeping and document tracking. The Language Access Implementation Plan and written training materials will be provided to staff and will be available on DDC’s Intranet. The training will be provided by the LAC coordinators. The LAC’s will track training completion along with the Training and Staff Development Unit.

## **VIII. Record Keeping and Evaluation**

DDC will formulate guidelines and procedures for using language services, including tracking and reporting telephonic interpretation calls, location of site, language translation frequency, and length of call. This data will help track languages spoken by customers, assess trends and evaluate service needs and efficacy. In addition, the Language Access Coordinator will track language service usage by monitoring the charges detailed on monthly invoices to DDC. DDC will utilize our Volunteer Language Bank participants to monitor the delivery and quality of its language access translation services and to quality check translated materials, with specific focus on documents that include esoteric words and industry specific terminology. DDC will Track, review, and report on the provision of language services. The agency will consider LL30/language access in conjunction with agency and Citywide equity initiatives and customer service initiatives. In addition, the agency will use metrics like Key Performance Indicators (KPIs) or Objectives and Key Results (OKRs)) to evaluate delivery of services and/or progress on implementation

## Maintaining Records

DDC will maintain records pursuant to our records retention schedule and requirements. We will

- Track Language Line interpretations and translation services through invoices and divisional record keeping
- Maintain demographic assessment data for future reference.
- Maintain digital copies of translated documents, by department and document type.
- Maintain names and locations of staff members who are available to act as interpreters.
- Track the number and type of translated documents produced annually
- Conduct Quarterly review of feedback from the public.
- Conduct Annual review of correspondence received via 311 LEP reporting.

## **IX. Resource Analysis and Planning**

DDC will leverage bilingual CCL's and staff for community translations at construction sites; we will supplement those measures with Language Line's translation and interpretation services in more than 240 languages, for additional language assistance support, when on-site translation is otherwise unavailable. We anticipate using existing contracts for interpreter services and training, in addition to developing our own training materials. DDC will utilize the Language Identification Guide to identify the primary language of LEP. DDC will provide training to staff on the procedures of identifying the primary language and then connecting with Language Line. DDC will continue to develop our Voluntary Language Bank, as well as, and solicit assistance in reviewing translated documents.

DDC will look for ways to expedite essential document translation, while maintaining our standard of quality. And we will work with MOIA to identify additional resources in our language access efforts. DDC will ensure that resources related to language services and this plan are included as a fixed line item on the annual agency budget.

## **X. Outreach and Public Awareness of Language Access Services**

DDC will increase public awareness regarding the availability of our agency's language access services through a multilayered Language Access campaign. Our campaign will encompass messaging and notification distributed digitally and displayed on our agency website, Intranet, as well as at impacted construction sites.

## **XI. Language Access Complaints**

DDC will monitor and respond to public complaints about language access in a timely fashion as follows:

- The Language Access Coordinator and team will address all inquiries, requests, and complaints on behalf of DDC.
- The Language Access Coordinator will facilitate resolutions and track response time for reporting purposes.
  - Complaint resolution will be addressed by assessing the concern and providing immediate and improved access through issue spotting, mitigation, process improvement, transparency, and follow-up
- Complaints and requests related to language services may be submitted by contacting a CCL, by calling 311, by visiting DDC's website, by emailing us at [accessibility@ddc.nyc.gov](mailto:accessibility@ddc.nyc.gov), or by calling us at 718-391-1776 or 718-391-3131.
  - DDC will be raising awareness about these reporting channels through its aforementioned agency LA campaign.
- Complaint data will be tracked quarterly and DDC will include information about complaints as part of our annual reporting.

## **XII. Implementation Plan Logistics**

Language Access Coordinators

DDC designated Associate Commissioner, Dalela Harrison as its Language Access Coordinator In 2017. Since then, the Director of EEO, Craig Greene was added as a second coordinator. Together, the Language Access Coordinators serve as the primary point of contact for implementing Executive Order 120, Local Law 30 and similar Federal and City mandates and can be reached through the communications channels listed at the end of this section. DDC's coordinators will work collaboratively with agency Senior Staff as well as agency leaders to ensure that the LAP is part of DDC's mission critical priorities.

Our plan provides goals, milestones, and timelines for how to advance language access at the agency, considering each section of the plan and where the agency can improve.

## Language Access Goal and Milestones

Language access goal	Milestones	Responsible staff	Deadline
Develop an E-learning LAC training tool	Develop training presentation	LACs and Training and Staff Development Director	Planning
Share our LAC efforts in other agency communication as part of our internal “Did you know” campaign	Develop content for the Intranet, digital signage	LACs and our Creative Services Team	On-going effort
Re-launch Volunteer Language Bank. DDC’s goal is to have two employee participants for each of the 10 languages required under LL 30.	Our bank originally consisted of 8 employees, who were proficient in 9 languages. Due to attrition and increased responsibility some of the staff are no longer able to participate. We therefore need to restart this initiative	Language Access Coordinators	On-going effort
LAIP will be reviewed twice a year.		Language Access Coordinators	In progress
LAIP will be updated on the DDC website once every 3 years.	DDC will track all updates quarterly to ensure efficacy of LAIP.	Language Access Coordinator	In progress

**DDC LANGUAGE ACCESS COORDINATOR**

DALELA HARRISON, ASSOCIATE COMMISSIONER

CRAIG GREENE, DIRECTOR

**DEPARTMENT OF DESIGN AND CONSTRUCTION (DDC)**

**OFFICE OF EQUAL EMPLOYMENT OPPORTUNITY, EQUITY, AND INCLUSION**

**30-30 THOMSON AVE, 4<sup>TH</sup> FLOOR**

**(718) 391-1776**

**(718) 391-3131**

[Accessibility@DDC.NYC.GOV](mailto:Accessibility@DDC.NYC.GOV)

or

[Harrisoda@DDC.NYC.GOV](mailto:Harrisoda@DDC.NYC.GOV)

[Greenecr@DDC.NYC.GOV](mailto:Greenecr@DDC.NYC.GOV)