



City of New York

OFFICE OF THE COMPTROLLER

Scott M. Stringer
COMPTROLLER



AUDITS & SPECIAL REPORTS

Marjorie Landa

Deputy Comptroller for Audit

Audit Report on the Compliance of the
New York City Department of
Environmental Protection with Local
Law 30 Regarding Access to City
Services for Residents with Limited
English Proficiency

February 21, 2020

<http://comptroller.nyc.gov>

SZ20-062A



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
SCOTT M. STRINGER

February 21, 2020

To the Residents of the City of New York:

My office has audited the New York City Department of Environmental Protection (DEP) to determine whether DEP is in compliance with Local Law 30, which requires that City agencies providing direct or emergency services to the public create a language access implementation plan and to ensure meaningful language access to their services. According to the New York City Department of City Planning, nearly one-half of all New Yorkers speak a language other than English at home, and almost 25 percent of City residents age five and over, or 1.8 million persons, are not proficient in English. For residents with limited English proficiency, interacting with City government can often be a challenge. We audit City agencies such as DEP to help ensure that they are complying with applicable laws and regulations and that they are providing residents with access to important City services.

The audit found that DEP generally complied with Local Law 30. Our review of DEP's Language Access Plans dated 2010 and 2018 found that DEP has made continuous progress towards providing meaningful language access to the agency's services for City residents with Limited English Proficiency (LEP). Its Language Access Plans described the steps that DEP has taken to provide its services to the LEP population. Overall, the audit found that DEP provides direct public services such as requests for account information, payments of water and sewer bills, applications for permits, and the filing of complaints in the top 10 New York City LEP languages. Further, the audit found that through a contract with language vendor Voiance Inc., and the City's Volunteer Language Bank, DEP has the ability to provide documentation, translation, and phone interpretation services in over 100 languages.

The report recommends that DEP continue to adhere to Local Law 30 to ensure that it adequately meets the language needs of the communities it serves.

The results of the audit have been discussed with DEP officials, and their comments have been considered in preparing this report. Their complete written response is attached to this report.

If you have any questions concerning this report, please e-mail my Audit Bureau at audit@comptroller.nyc.gov.

Sincerely,



Scott M. Stringer

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THE CITY OF NEW YORK OFFICE OF THE COMPTROLLER AUDITS & SPECIAL REPORTS

Audit Report on the Compliance of the New York City Department of Environmental Protection with Local Law 30 Regarding Access to City Services for Residents with Limited English Proficiency

SZ20-062A

EXECUTIVE SUMMARY

In 2017, the New York City Council enacted Local Law 30, effective July 1, 2017, which requires New York City (City) agencies that provide direct public services or emergency services to have a language access plan that allows residents meaningful access to City services regardless of their proficiency in English. These translation services must be provided in the top designated Citywide languages, which includes the top six limited English proficiency languages spoken by the population of New York City as determined by the Department of City Planning and the Mayor's Office of Language Services Coordinator, and the top four limited English proficiency languages spoken by the population served or likely to be served by the agencies of the City of New York.

This audit focuses on whether the New York City Department of Environmental Protection (DEP) complied with Local Law 30. DEP is responsible for protecting public health and the environment by, among other things, supplying clean drinking water, collecting and treating wastewater, and reducing air noise and hazardous material pollution. DEP manages the City's water supply; builds and maintains the City's water distribution network, fire hydrants, storm and sanitary sewage collection systems, and its green infrastructure systems; and manages the 14 wastewater treatment plants located in the City and the 7 treatment plants located in the upstate watershed. Further, DEP bills and collects payments for approximately 836,000 water and sewer accounts. At DEP's borough offices, the public can pay water and sewer bills, get account information, request an inspection, request a water meter title read,¹ apply for permits, and file complaints.

¹ Prior to buying property in the City, buyers may request a Property Transfer Meter Reading (otherwise known as a title reading) at least 30 days prior to closing to help protect the buyer from being held responsible for charges that were incurred by the seller.

Audit Findings and Conclusion

We found that DEP generally complied with Local Law 30. Our review of DEP's Language Access Plans dated 2010 and 2018 found that DEP has made continuous progress towards providing meaningful language access to the agency's services for City residents with Limited English Proficiency (LEP). Its Language Access Plans described the steps that DEP has taken to provide its services to the LEP population.

Overall, we found that DEP provides direct public services such as requests for account information, payments of water and sewer bills, applications for permits, and the filing of complaints in the top 10 New York City LEP languages. Further, we found that through a contract with language vendor Voiance Inc., and the City's Volunteer Language Bank (VLB), DEP has the ability to provide documentation, translation, and phone interpretation services in over 100 languages.² Appendices I and II contain details of the specific items we tested and the results of our tests. Appendix III illustrates DEP's efforts to ensure Local Law 30 compliance.

Agency Response

In its response, DEP agreed with the audit's finding and recommendation. DEP stated, "As recommended in the report, DEP will continue to comply with Local Law 30 to effectively meet the needs of New Yorkers with limited English proficiency when accessing DEP's services."

² The City's Volunteer Language Bank is organized through the Mayor's Office of Immigrant Affairs enrolls government workers that speak up to 70 language to assist other government agencies with translation services.

AUDIT REPORT

Background

New York City, with a population of more than 8.5 million people, is home to one of the most diverse populations in the world, with more than 3.2 million foreign-born residents from more than 200 countries. According to the New York City Department of City Planning, nearly one-half of all New Yorkers speak a language other than English at home, and almost 25 percent of City residents age five and over, or 1.8 million persons, are not proficient in English. For residents with limited English proficiency, interacting with City government can often be a challenge.³

Local Law 73 was enacted in 2003 to enhance the ability of City LEP residents to interact with City government and, more specifically, to obtain needed social services. The law applies to four social service agencies: the Human Resources Administration; the Department of Homeless Services; the Administration for Children's Services; and the Department of Health and Mental Hygiene. It requires that free language assistance services be provided for clients when they seek to obtain services at any of these agencies, as well as job centers and food stamp offices. In July 2008, Mayor Michael Bloomberg signed Executive Order 120 (EO 120), which requires all City agencies to provide opportunities for limited English speakers to communicate with City agencies and receive public services.

In 2017, the New York City Council enacted Local Law 30, effective July 1, 2017, which requires City agencies that provide direct public services or emergency services to have a language access plan that allows residents meaningful access to City services regardless of their proficiency in English. These translation services must be provided in the 10 top designated City-wide languages, consisting of (1) the top 6 LEP languages spoken by the population of New York City as determined by the Department of City Planning and the Mayor's Office of the Language Services Coordinator, based on U.S. census data; and (2) the top 4 LEP languages spoken by the population served or likely to be served by the agencies of the City of New York as determined by the Mayor's Office of the Language Services Coordinator, based on language access data collected by the City Department of Education, excluding the languages designated based on U.S. census data.

Specifically, Local Law 30 requires each agency to:

- Designate a Language Access Coordinator to oversee the creation and execution of an agency-specific internal language access policy and implementation plan.
- Develop such a plan using a four-factor analysis based on guidance issued by the U.S. Department of Justice including: the number or proportion of LEP persons in the eligible service population; the frequency with which LEP individuals come into contact with the agency; the importance of the benefit, service, information, or encounter to the LEP person; and the resources available to the agency and the costs of providing various types of language services.

³ Mayor's Office of Immigrant Affairs, "State of Our Immigrant City" annual report, March 2018; New York City Department of City Planning <https://www1.nyc.gov/site/planning/about/language-access.page>

- Provide services in languages based on the top 10 LEP languages spoken by the population of New York City. These languages are determined by the Department of City Planning and the Mayor's Office of the Language Services Coordinator, based on (1) United States Census data, as to 6 languages, and (2) data collected by the Department of Education, as to 4 languages, as those languages are relevant to the services offered by each agency. The designated top 10 LEP languages spoken by the population in New York City are Spanish, Chinese (Mandarin, Cantonese, Taiwanese and Formosan), Russian, Haitian/French Creole, Bengali, Korean, Arabic, Urdu, French, and Polish.⁴
- Ensure that the language access policy and implementation plan includes: identification and translation of the most commonly distributed public documents; interpretive services, including telephone interpretation for the top six languages and others as appropriate; training of frontline workers on language access policies; posting of signage in conspicuous locations about the availability of free interpretation services; and the establishment of an appropriate monitoring and measurement system regarding the provision of agency language services.
- Incorporate consideration of language access in agency communications such as emergency notifications, public hearings and events; and incorporate plain language principles for documents most commonly distributed to the public that contain important or necessary information.
- Update the Language Access Plan based on changes in the agency's service population or services at least every three years and publish the plan on the agency website.

Local Law 30 references the New York City Charter's requirement that the Mayor's Office of Operations (Operations) coordinate the provision of language services to the public and provide technical assistance to City agencies providing such services. In addition, the Mayor's Office of Immigrant Affairs is responsible for promoting immigrants' access to City services, by developing appropriate policies and outreach programs to educate immigrants and foreign language speakers about such services.

We are conducting a series of audits of City agencies' compliance with Local Law 30. We have created a compliance checklist and designed audit tests to be performed to facilitate uniformity in our reporting to the extent reasonably possible. The checklist and testing criteria, with results for this audit, are presented in Appendices I, II, and III.

This audit focuses on whether DEP complied with Local Law 30. DEP is responsible for protecting public health and the environment by, among other things, supplying clean drinking water, collecting and treating wastewater, and reducing air noise and hazardous material pollution. DEP manages the City's water supply; builds and maintains the City's water distribution network, fire hydrants, storm and sanitary sewage collection systems, and green infrastructure systems; and manages the 14 wastewater treatment plants located in the City and the 7 treatment plants located in the upstate watershed.

⁴ The New York City Department of City Planning designated these as the top 10 languages, https://www1.nyc.gov/assets/planning/download/pdf/about/language-access/lap_dcp.pdf?r=0818. As defined by the Mayor's Office of Immigrant Affairs, MOIA Annual Report-March 2018 page 25, Guidance on City Legislation.

Further, DEP bills and collects payments for approximately 836,000 water and sewer accounts. At DEP's borough offices, the public can pay water and sewer bills, get account information, request an inspection, request a water meter title read, apply for permits, and file complaints.

Objective

The objective of the audit was to determine whether DEP is in compliance with Local Law 30, which requires that City agencies providing direct or emergency services to the public create a language access implementation plan and to ensure meaningful language access to their services.

Scope and Methodology Statement

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

To achieve our audit objective, we reviewed DEP's Language Access Plans dated 2010 and 2018 and other pertinent documents, interviewed key DEP personnel, and conducted site visits at NYC DEP's locations where direct public services are located. Our scope period was from May 2018 through November 25, 2019. Please refer to the detailed scope and methodology at the end of this report for the specific procedures and tests that were conducted.

Discussion of Audit Results

The matters covered in this report were discussed with DEP officials during and at the conclusion of this audit. DEP officials were notified of our findings during the course of the audit and agreed that an exit conference was not necessary. On January 7, 2020, we submitted a draft report to DEP officials with a request for comments. We received a written response from DEP officials on January 16, 2020. In their response, DEP officials agreed with the audit's finding and recommendation, stating, "As recommended in the report, DEP will continue to comply with Local Law 30 to effectively meet the needs of New Yorkers with limited English proficiency when accessing DEP's services."

The full text of DEP's response is included as an addendum to this report.

FINDING AND RECOMMENDATION

We found that DEP generally complied with Local Law 30. Our review of DEP's Language Access Plans dated 2010 and 2018 found that DEP has made continuous progress towards providing meaningful language access to the agency's services for LEP customers. Its Language Access Plans describe the steps that DEP has taken to provide its services to the LEP population.

Specifically, we found that through its five borough offices, DEP offered free interpretation services online, by mail, by telephone, or in person for bill payment and in-person complaints. We also found that essential documents posted on DEP's website with high consumer traffic have been translated to the top 10 languages other than English. These documents relate to several of DEP's responsibilities, including *How to Pay*, *Air Pollution & Regulations*, and other general regulations.⁵

DEP provides direct public services at its five borough offices located at 1932 Arthur Ave in the Bronx; 96-05 Horace Harding Express Way in Queens; 60 Bay Street in Staten Island; 250 Livingston in Brooklyn; and 1250 Broadway in Manhattan. The hours of operation for all of the locations are Monday through Friday from 9:00 a.m. to 5:00 p.m. As noted above, at DEP's borough offices, the public can pay water and sewer bills, get account information, request an inspection, request a water meter title read, apply for a permit, and file a complaint. We found that the DEP staff working at the five borough offices' waiting rooms and other high traffic areas were trained on the use of the telephonic services through Voiance Inc., and were able to communicate in languages other than English with the LEP clients who called and visited the offices. Furthermore, we found that each of DEP's borough offices maintain forms and other documents in the most frequently requested LEP languages of that particular location. Each borough office has the capability to access all of DEP's essential documentation whether or not it is frequently requested at that location.⁶

Overall, we found that DEP provides the above referenced services in the top 10 New York City LEP languages. Further, we found that through a contract with language vendor, Voiance Inc., and the City's VLB, DEP has the ability to provide documentation, translation and phone interpretation services in over 100 languages. Appendices I and II contain details of the specific items we tested and the results of our tests. Appendix III illustrates DEP's efforts to ensure Local Law 30 compliance

Recommendation

1. DEP should continue to adhere to Local Law 30 to ensure that it adequately meets the language needs of the communities it serves.

DEP Response: "As recommended in the report, DEP will continue to comply with Local Law 30 to effectively meet the needs of New Yorkers with limited English proficiency when accessing DEP's services."

⁵ The agency determines the documents that are essential for the public.

⁶ In addition to its essential documents, DEP is also in the process of identifying and translating documents related to issuing permits, licenses and registrations in the top 10 LEP languages and plans to post these documents on its website by June 30, 2020.

DETAILED SCOPE AND METHODOLOGY

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, § 93, of the New York City Charter.

We are conducting a series of audits of City agencies' compliance with Local Law 30. To ensure uniformity in reporting on these audits, we have created a format that lists the specific tests conducted as it relates to the methodology. Please see Appendices I, II, and III for details.

We reviewed the DEP Language Access Policy and Implementation Plans issued in 2010 and 2018, reviewed other pertinent documents, and interviewed key DEP personnel.

To achieve our objectives, we performed the following:

- Reviewed EO 120 and Local Law 30;
- Created compliance checklists to assess DEP's compliance with Local Law 30;⁷
- Conducted interviews with DEP's designated Language Access Coordinator and other staff members;
- Reviewed and assessed whether DEP's language assistance plan was developed in accordance with Local Law 30, using the required four-factor analysis;
- Tested whether DEP provided direct public services in at least the top 10 LEP languages spoken by the New York City population;⁸
- Obtained and reviewed documentation and assessed whether DEP identified and translated most commonly distributed public documents provided to or completed by the public;
- Tested whether interpretation services, including the use of telephonic interpretation services, are available. We made anonymous phone calls to DEP's main public access line to determine whether it could provide telephonic interpreter services in the top 10 LEP languages;
- Obtained and reviewed the employee manual for language access training and/or written policies and procedures.
- Observed DEP's signage kits to determine whether they contained multilingual posters;
- Assessed whether DEP established an appropriate monitoring and measurement system regarding the provision of agency language services;
- Assessed whether DEP created appropriate public awareness strategies for the agency's service population;

⁷ See Appendix I for the completed check list created in connection with this audit.

⁸ See Appendix II for further descriptions of the tests we conducted.

- Reviewed whether DEP's Language Access Plan is posted to its website; and
- Accessed DEP's website and translated the information into the top 10 languages spoken in New York City.

LEP COMPLIANCE CHECKLIST

Question	Auditor's Assessment	Auditor's Comments
1. Does DEP provide direct public services or emergency services?	Yes	DEP provides direct public services Citywide.
2. Does DEP have a Language Access Policy and Implementation Plan, and when was it instituted?	Yes	DEP's original Language Access Plan (2010) was based upon EO 120, the predecessor to Local Law 30. DEP's current Language Access Plan 2018 was developed by DEP and approved by the Mayor's Office of Immigrant Affairs in June 2018. This plan is currently posted on DEP's website.
3. Does DEP have a Language Access Coordinator?	Yes	DEP's Director-Special Projects and Initiatives and Deputy Director, Special Projects and Initiatives are the designated Language Access Coordinators.
4. Did the Language Access Coordinator oversee the creation of the Language Access Policy and Implementation Plan?	Yes	The Language Access Plan was revised and updated by the current coordinators. Local Law 30 of 2018 requires that each agency update its Language Access Plan, based upon the changes in the agency's service population or services at least every three years. The Language Access Coordinators stated that DEP will revise and update the plan when necessary. The Language Access Plan is current as of May 2018.
5. Did the Language Access Coordinator oversee the execution of the Language Access Policy and Implementation Plan?	Yes	DEP's language coordinators oversee the execution of the Language Access Plan.
6. Does the Language Access Coordinator monitor the Language Access Policy and Implementation Plan?	Yes	DEP's language coordinators monitor the progress of the Language Access Plan.
7. Did DEP develop the plan using the four-factor analysis?	Yes	DEP's 2018 Language Access Plan was developed using the four-factor analysis and the language needs most often used by affected population. DEP utilizes historical data, for Factors 1 through 3. Historic data indicated approximately 1,500 customers are served each week at borough offices,

		<p>of which, about 2 percent requested language translations. DEP monitors monthly billing reports from Voiance Inc., and tracks the most frequently requested language at each of its borough offices For the fourth factor, DEP’s call center developed a cost effective plan to address LEP customer language needs and employs several representatives fluent in two of the most requested LEP languages, which are Spanish and Chinese, as well as utilizing its contract with Voiance Inc. In addition, DEP uses data from the New York City Department of City Planning and the Mayor’s Office of Immigrant Affairs to ensure that the four-factor analysis is properly utilized.</p>
<p>8. Does DEP provide services in languages based on at least the top 10 NYC LEP languages?</p>	<p>Yes</p>	<p>Pursuant to DEP’s Language Access Plan, DEP provides services in the top 10 NYC languages, as required by Local Law 30. DEP maintains contracts with language-services vendor Voiance Inc., and the City’s Volunteer Language Bank; and has the ability to provide document translation and phone interpretation services in more than 100 languages as required by Local Law 30. Moreover, DEP also uses the services of 311, which has telephonic capability for 175 languages.⁹</p>
<p>9. Does DEP identify and translate their “most commonly distributed public documents?”</p>	<p>Yes</p>	<p>DEP’s Language Access Plan identifies its most commonly distributed documents for translation into the top NYC 10 languages. The following are examples of documents that are translated: <i>annual Drinking Water Quality Report, and information on lead in drinking water.</i> We translated these examples to the top 10 LEP languages.</p>
<p>10. Does DEP provide interpretation services (including telephonic interpretation) for the top 10 LEP languages and others as appropriate?</p>	<p>Yes</p>	<p>Through the contract with Voiance Inc., DEP is able to provide interpretation services in over 100 languages, including the top 10 LEP Languages. DEP provides written transcription services through its contract with Voiance Inc., and the City’s Volunteer Language Bank. In addition, DEP uses translators from 311 which enables them to provide translation into 175 languages. Furthermore, DEP also utilizes its own agency staff to provide secondary reviews to ensure that translations are accurate.</p>

⁹ Source: NYC 311 Language Access Plan 2018.

11. Does DEP train its frontline workers and managers on language access policies and procedures?	Yes	DEP updated its training manual and procedures in June 2018 and employees received the training as required by Local Law 30. The training manual and procedures are available via the Agency's intranet. This training material describes DEP's language access policies and procedures and the Citywide Interagency Language Access Protocol. We reviewed a copy of the employee-training material and training sign in sheet. We verified that the employees were employed by DEP as of that time.
12. Are there any signs or postings in DEP regarding free available language assistance?	Yes	DEP has wall posters and desktop signage indicating free interpretation assistance is available in the designated areas deemed to be high traffic areas where DEP serves the public.
13. Did DEP establish an appropriate monitoring and measurement system regarding the provision of agency language services?	Yes	DEP maintains a record-keeping system that tracks essential documents that have been translated and identifies requests for additional information and/or resources that are needed to address new needs resulting from changing and additional LEP communities. This enables DEP to create a translation schedule and budget necessary funds to address new demands.
14. Did DEP create public awareness strategies for language services?	Yes	DEP provides direct language assistance services. DEP advertises the availability of language access services on public communications, via its website, and through social media channels.

LEP TESTS CONDUCTED

Test	Criteria for Evaluation	Auditors' Assessment
<p>1. Anonymous phone to 311 to determine whether the 311 operator can inform the public where the DEP offices are located through-out the City in the 10 LEP required language.</p>	<ul style="list-style-type: none"> Was a staff person able to respond to the call in the language of need, or transfer the call to another staff person or a telephonic Interpreter service? 	<p>DEP's main public access line, which is 311, is able to provide telephonic interpreter services in the top 10 LEP languages and provide in the locations of the DEP offices. When the 311 answered our call, the main menu recording prompted us to choose the language to be used. For the top six LEP languages, the appropriate LEP operator responded to us. For any additional languages, the call was transferred to an English speaking operator to determine the language of choice and then transferred the call to an additional translating service.</p>
<p>2. Anonymous calls to DEP's call center to determine whether the call center operator can inform the public on how to pay their water bills?</p>	<ul style="list-style-type: none"> Was a staff person able to respond to the call in the language of need, or transfer the call to another staff person or a telephonic Interpreter service? 	<p>DEP's call center customer service hours are Monday through Friday from 9 a.m. to 6 p.m. which can be access by dialing 718-595-7000 we inquired how to pay our water bills. The automated services replied in English and then in Spanish with the appropriate prompts. For any additional languages, the call was transferred to an English speaking operator to determine the language of choice and then transferred the call to</p>

LOCAL LAW 30 COMPLIANCE-- OBSERVATION

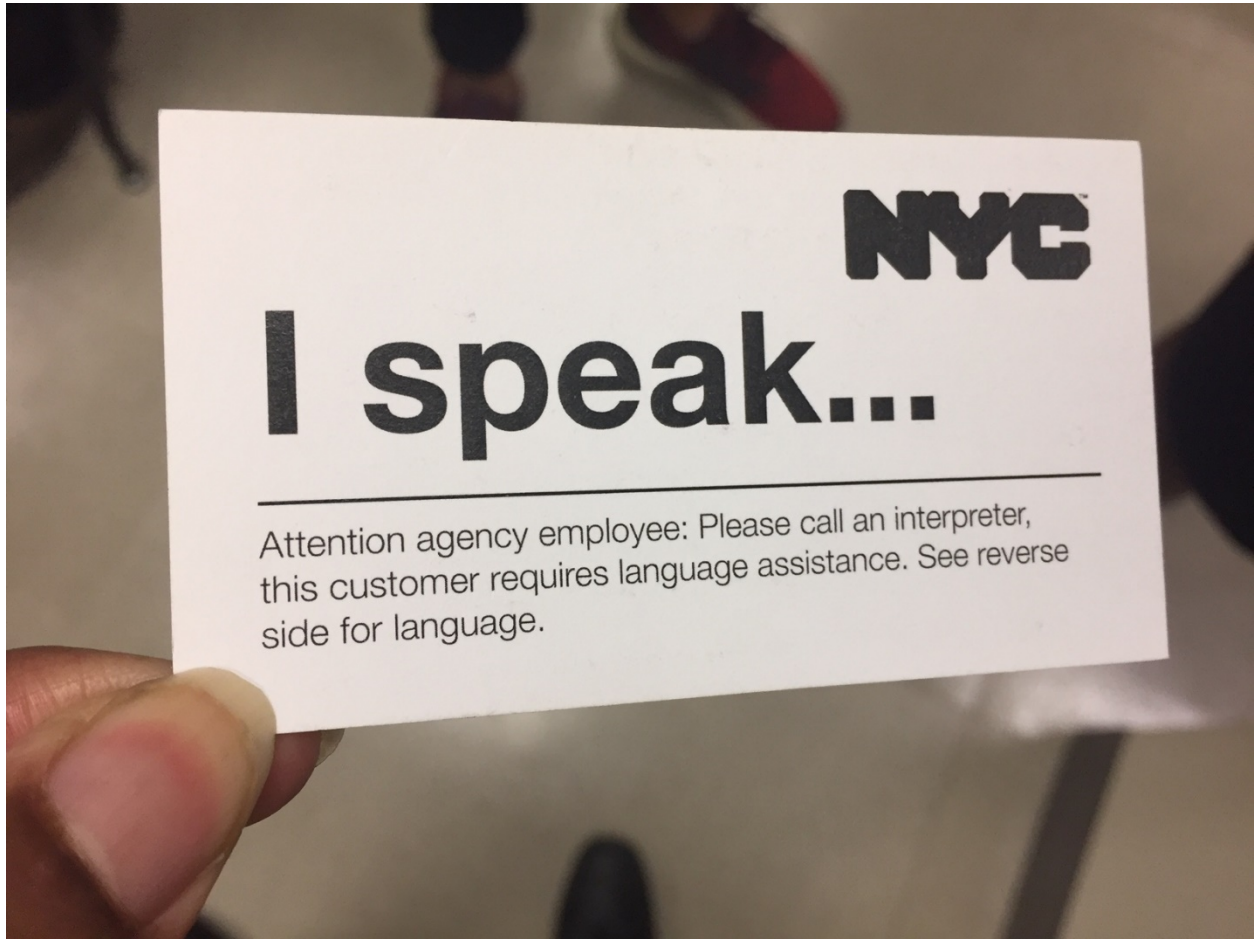
		an additional translating service.
3. Anonymous calls to DEP's automated pay my bill service number to determine whether the service offered automation or live operators to inform the public on how to pay their water bills?	<ul style="list-style-type: none"> Was a staff person able to respond to the call in the language of need, or transfer the call to another staff person or a telephonic Interpreter service? 	DEP's automated pay by phone customer service hours are 24 hours a day 7 days a week which can be accessed by dialing 866-622-8292 to pay our water bills. The automated services replied in English and then in Spanish with the appropriate prompts. For any additional languages, the call was transferred to an English speaking operator to determine the language of choice and then transferred the call to an additional translating service.
4. Is the website accessible in languages other than English?	<ul style="list-style-type: none"> Was public information available in languages other than English? 	Of the 103 languages listed on DEP's website, we sampled and successfully translated the top 10 languages spoken in New York City.
5. Translate "You Have a Right to Free Interpretation" posters.	<ul style="list-style-type: none"> Did the poster state that free translation and interpretation services were available? 	DEP's signage kit contain multilingual poster informing residents with LEP that they can request free interpretation.

LOCAL LAW 30 COMPLIANCE --- OBSERVATION



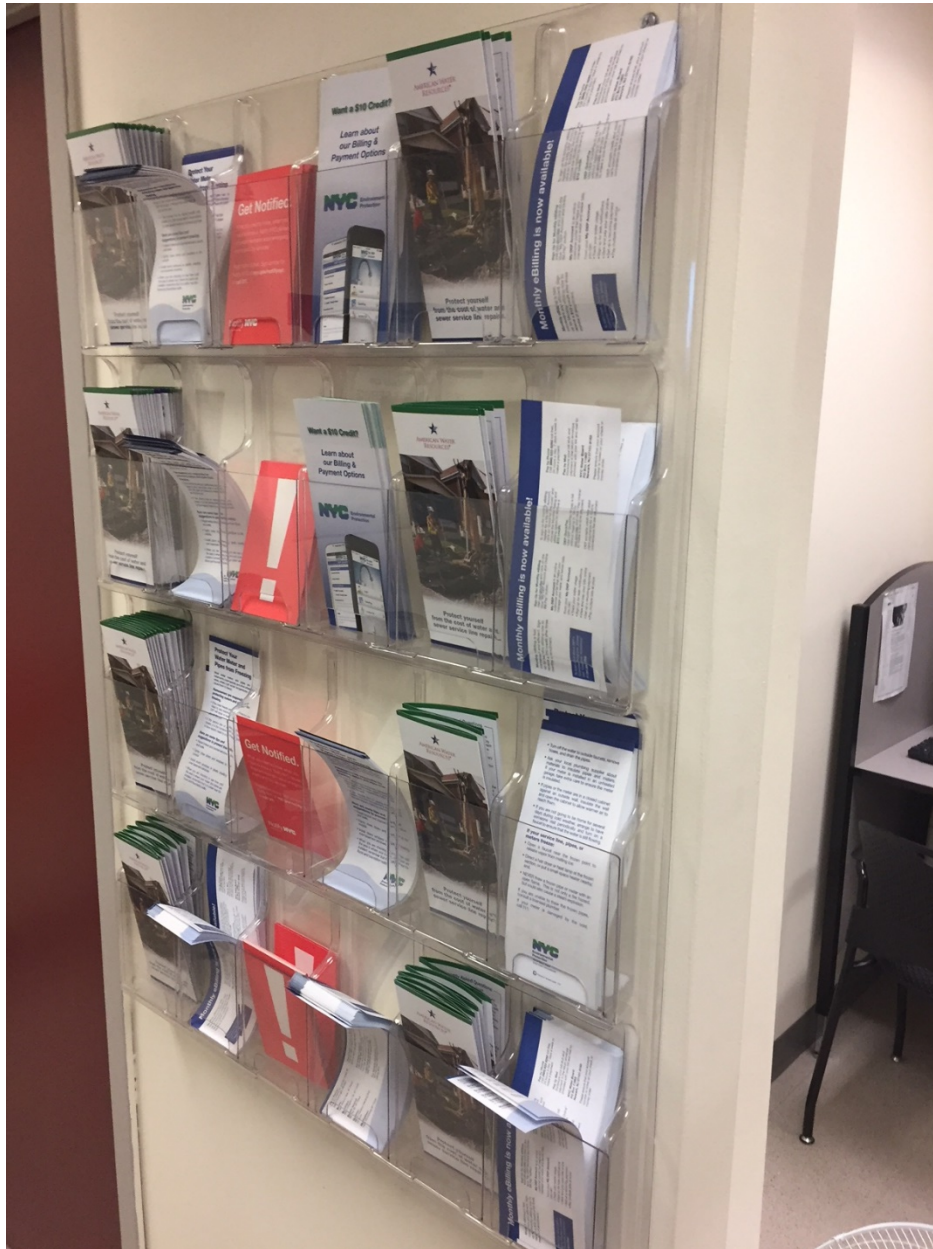
VOIANCE TELEPHONE HANDSET

LOCAL LAW 30 COMPLIANCE-- OBSERVATION



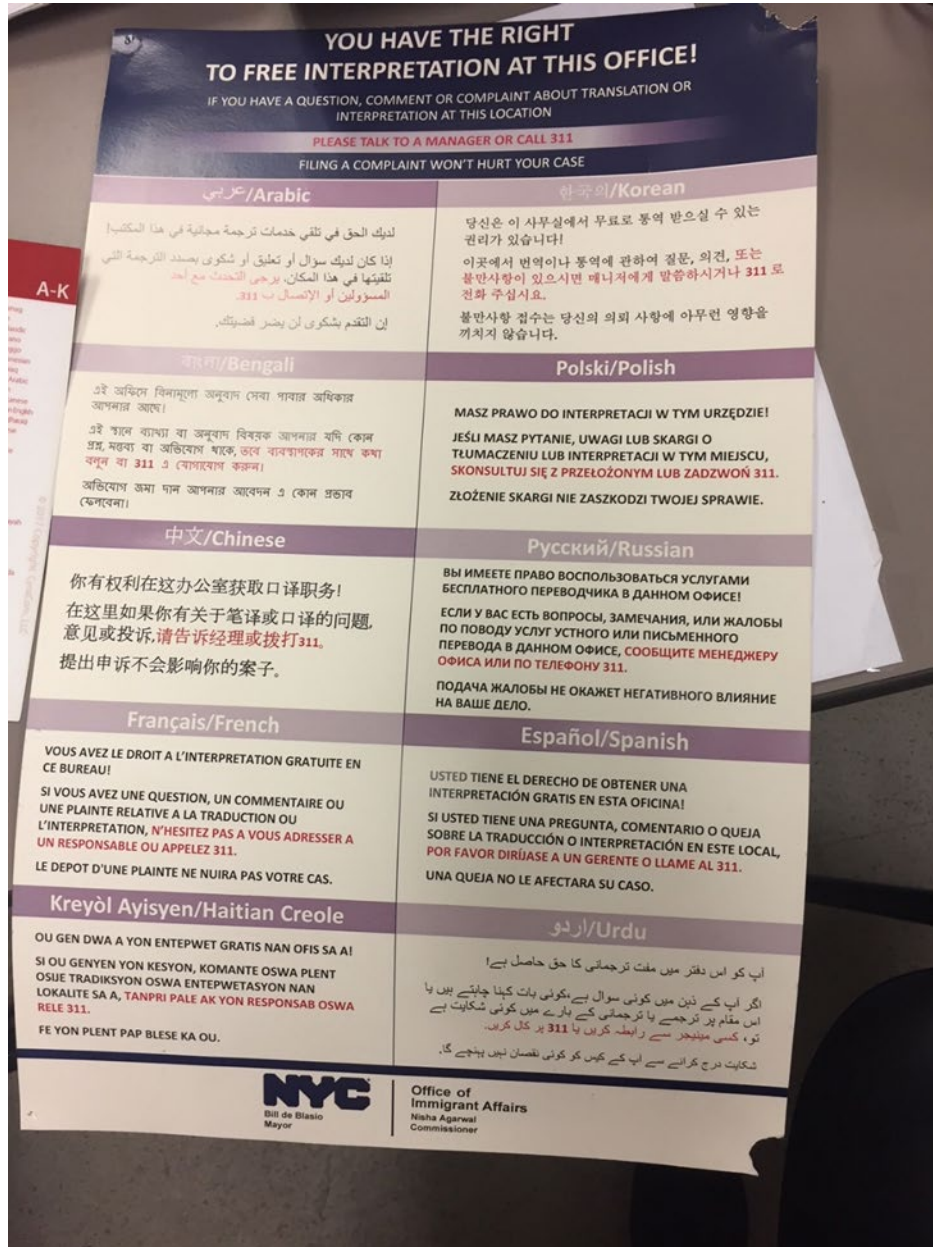
DEP "I SPEAK" CARD FOR LANGUAGE ASSISTANCE IN THE TOP 10 LEP LANGUAGES.

LOCAL LAW 30 COMPLIANCE-- OBSERVATION



DEP PUBLICATIONS IN LEP LANGUAGES AND IN ENGLISH

LOCAL LAW 30 COMPLIANCE-- OBSERVATION



NOTIFICATION OF THE AVAILABILITY OF FREE INTERPRETATION SERVICES

LOCAL LAW 30 COMPLIANCE --- OBSERVATION

NYC Feedback
Environmental Protection

DATE: MM-DD-YY
-- --

Choose Borough:
 MANHATTAN BROOKLYN BRONX QUEENS STATEN ISLAND

Your feedback will help us make New York City a better place to live and work. A minute of your time can make all the difference. Please mark your answers and place the card in the comment box.

1. Please rate the convenience and accessibility of this location.
 EXCELLENT GOOD AVERAGE FAIR POOR

2. Please rate the cleanliness of this location.
 EXCELLENT GOOD AVERAGE FAIR POOR

3. Please rate the professionalism and courtesy of the agent who helped you.
 EXCELLENT GOOD AVERAGE FAIR POOR


4. Please evaluate how clearly the rules and important information were communicated.
 EXCELLENT GOOD AVERAGE FAIR POOR

5. How would you rate the overall customer service you received?
 EXCELLENT GOOD AVERAGE FAIR POOR

Additional Comments:

Voltear la página para español.

Thank you for your help.

 City of New York
Bill de Blasio, Mayor
nyc.gov

TRANSPARENCY, ACCOUNTABILITY, ACCESSIBILITY

INFORMATION FOR FEEDBACK OF ESTABLISHMENT BROCHURE (ENGLISH)

LOCAL LAW 30 COMPLIANCE-- OBSERVATION

NYC
Environmental
Protection

Comentarios

FECHA: MM-DD-YY
-- --

Seleccione el condado:


MANHATTAN BROOKLYN BRONX QUEENS STATEN ISLAND

Sus comentarios nos ayudarán a hacer de la ciudad de Nueva York un mejor lugar para vivir y trabajar. Un minuto de su tiempo puede hacer una gran diferencia. Por favor marque sus respuestas y ponga la tarjeta en la caja de comentarios.

1. Por favor evalúe la conveniencia y accesibilidad de esta ubicación.
 EXCELENTE BUENA REGULAR ACEPTABLE DEFICIENTE
2. Por favor evalúe la limpieza de esta ubicación.
 EXCELENTE BUENA REGULAR ACEPTABLE DEFICIENTE
3. Por favor evalúe el profesionalismo y cortesía del agente que le ayudó.
 EXCELENTE BUENA REGULAR ACEPTABLE DEFICIENTE
4. Por favor evalúe la claridad en la comunicación de las reglas y la información importante.
 EXCELENTE BUENA REGULAR ACEPTABLE DEFICIENTE
5. ¿Cómo evaluaría en general el servicio al cliente que recibió?
 EXCELENTE BUENA REGULAR ACEPTABLE DEFICIENTE

Comentarios Adicionales:

Gracias por su ayuda.

 Ciudad de Nueva York
Bill de Blasio, Alcalde
2014

Turn the page for English.

TRANSPARENCIA, RESPONSABILIDAD, ACCESIBILIDAD

INFORMATION FOR FEEDBACK OF ESTABLISHMENT BROCHURE (SPANISH)

LOCAL LAW 30 COMPLIANCE --- OBSERVATION



HOW TO PAY WATER BILL BY PHONE IN 4 LANGUAGES (MANDARIN, ENGLISH, SPANISH AND RUSSIAN)



January 16, 2020

Ms. Marjorie Landa
Deputy Comptroller for Audit
David N. Dinkins Municipal Building
1 Centre Street, Room 1000
New York, NY 10007

Vincent Sapienza, P.E.
Commissioner

Re: Draft report on the New York City Department of Environmental Protection's Compliance with Local Law 30 of 2017 regarding access to City services for residents with limited English proficiency

Michael DeLoach
Deputy Commissioner,
Public Affairs &
Communications

Dear Ms. Landa:

59-17 Junction Blvd.
Flushing, NY 11373

Thank you for the opportunity to respond to the draft report dated January 7, 2020, regarding the compliance of the New York City Department of Environmental Protection (DEP) with Local Law 30 of 2017.

Tel. (718) 595-5489
Fax (718) 595-3525
mdeloach@dep.nyc.gov

We appreciate your office acknowledging our efforts to provide meaningful language access to the agency's services for New Yorkers with limited English proficiency. As recommended in the report, DEP will continue to comply with Local Law 30 to effectively meet the needs of New Yorkers with limited English proficiency when accessing DEP's services.

If you require any further information, please contact William Morris, Director of Management Analysis, at (718) 595-3697.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael DeLoach', written over a horizontal line.

Michael DeLoach