

R E P O R T

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SUBJECT: Protocol for Identifying Languages spoken by 311 Customers
Pursuant to Local Law 98 of 2022

Pursuant to Local Law 98 of 2022, OTI and NYC311 published the protocol for identifying the languages spoken by customers calling into 311 in November of 2022. The protocol is available in English and in the ten designated Citywide languages on 311 Online. It is included in the NYC311 Language Access¹ knowledge article, in the 10 designated Citywide languages and other languages. It is also accessible in English under Calling 311.²

The operational protocol includes a monthly review of calls in languages other than English and identification of calls with a wait time greater than 300 seconds. Applicable corrective action for those failed calls is taken with the contracted interpretation services vendor up to and including financial penalties.

The protocol itself is in English below. Slight variations exist in the translated-language versions.

The NYC311 Call Center offers service in more than 175 languages. We use an interpretation service to help us speak with callers in languages other than English.

To get help from NYC311:

- Inside NYC: Dial 311
- Outside NYC, including internationally: Dial +1-212-639-9675

When you call NYC311, your call will be answered by an automated system in English. About 30 seconds into the recording, you will hear a list of different language options. If you do not choose any of the options, your call will be transferred to a representative.

If you need help in a language other than English, ask the representative for an interpreter. The representative will bring an interpreter on the call to help you and the representative speak to each other.

¹ <https://portal.311.nyc.gov/article/?kanumber=KA-03541>

² <https://portal.311.nyc.gov/article/?kanumber=KA-03540>