PA II 45.

A. THE TRANSLATION SERVICES AVAILABLE WHEN A PERSON CONTACTS PWD THROUGH AN AUTOMATED OR INTERACTIVE TELEPHONE SYSTEM.

i. PWD uses a 24-hour telephone information hotline for customers to report emergencies, request services and information. Contact Center staff uses telephonic interpretation through the city’s contracted vendors Language Line and GLOBO.

ii. PWD uses a 24-hour telephone information hotline for customers to report emergencies, request services and information. Contact Center staff uses telephonic interpretation through the city’s contracted vendors Language Line and GLOBO.

B. THE TRANSLATION SERVICES AVAILABLE WHEN A PERSON CONTACTS PWD THROUGH A HUMAN INTERACTION.

i. PWD field staff, including Customer Field Services, Distribution, Sewer Maintenance, Inlet Cleaning and Construction, often interact with the public to alert them of service interruptions, repair work or other emergency-related work that may require language access services. If no bilingual staff are available, field staff were provided with Language Line tip cards to access telephonic interpretation in the field.

ii. In addition, with at least two days’ notice, PWD can arrange for in-person interpretation for the appropriate language.

C. THE TRANSLATION SERVICES AVAILABLE WHEN A PERSON CONTACTS PWD THROUGH A WEBBASED SYSTEM.

i. PWD proactively translates documents based on Census data for neighborhoods throughout Philadelphia. Translations of PWD material can be obtained upon request through any of PWD’s web-based systems, including our website, email and social media. Translation requests are sent to the Language Access Coordinator to be processed.

D. HOW A PERSON ACCESSES THE TRANSLATION SERVICE WHEN A PERSON CONTACTS PWD THROUGH AN AUTOMATED OR INTERACTIVE TELEPHONE SYSTEM.

i. Requests for translation services through an automated or interactive telephone system are sent to the Language Access Coordinator for processing through the translation vendor Geneva Worldwide.

E. HOW A PERSON ACCESSES THE TRANSLATION SERVICE WHEN A PERSON CONTACTS PWD THROUGH A HUMAN INTERACTION.
F. HOW A PERSON ACCESSES THE TRANSLATIONS SERVICE WHEN A PERSON CONTACTS PWD THROUGH A WEB-BASED SYSTEM.

i. Requests for translation services through human interaction can be obtained using telephonic interpretation or sending the request to the Language Access Coordinator

ii. for processing through the translation vendor, Geneva Worldwide.

i. Requests for translation services through PWD’s web-based systems are sent to the Language Access Coordinator for processing through the translation vendor, Geneva

ii. Worldwide.