

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
- ii. 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
- ii. 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
- iii. the field.
- iv. 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-
- ii. 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
- ii. 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.

- 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.

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

- 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.