NYC Parks

Language Access Plan

City of New York Parks & Recreation

Parks Citywide Operations
July 2021

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I. Introduction

This Language Access Plan for the New York City Department of Parks & Recreation (NYC Parks) has been prepared in accordance with Local Law 30 and outlines the agency's current and planned actions to improve access to programs and services by limited-English proficient (LEP) persons.

The plan is being developed by NYC Parks' Community Outreach & Partnership Development division in coordination with units and divisions throughout the agency and with the Mayor's Office of Operations and Mayor's Office of Immigrant Affairs.

Name and title of Language Access Coordinator:

Karina Smith, Chief of Staff for Community Outreach & Partnership Development

II. Agency Mission and Background

Mission
As stewards of nearly 14 percent of New York City's land, the New York City Department of Parks & Recreation (NYC Parks) builds and maintains clean, safe and accessible parks citywide and programs those parks with recreational, cultural and educational activities for people of all ages. Through this work, NYC Parks improves people's lives, providing outlets for creative expression, opportunities for healthy recreation, and exposure to the restorative beauty of the natural world.

Recreational Facilities and Pools
NYC Parks manages 36 recreation centers, 55 outdoor pools and 12 indoor pools that provide direct recreational, athletic and educational services to New Yorkers of all ages with a special stress on youth programming. Walk-in centers have regular front desk and facility staffing during all open hours.

Permit Offices and Administrative Headquarters
NYC Parks manages six permit offices, one at each borough headquarters office and a citywide permit office at the Arsenal in Central Park. The permit offices coordinate ballfield, special events, tennis and other permitted functions. Our main administrative buildings house the various units that operate the parks system, including forestry offices, which process forestry and treerelated permits.

Concessions, Non-profit Partnerships, and Special Events
NYC Parks manages a wide variety of services through private-sector concession agreements such as food carts, tennis bubbles, golf courses, and restaurants. Parks also provides services in partnership with non-profit organizations such as the Historic House Trust, the Wildlife Conservation Society, the Central Park Conservancy, the Prospect Park Alliance, and many others. Parks also hosts special events of all types citywide, both produced by in-house staff and in coordination with private sponsors and organizers. Events include performances, cultural events, holiday celebrations, athletic events and more.

Parks Enforcement and Lifeguarding
Through the Parks Enforcement Program (PEP) and our beach and pool lifeguards, Parks enforces rules and addresses quality of life infractions and keeps persons safe.

Maintenance and Operation of Public Spaces
NYC Parks operates and maintains a wide variety of public spaces including parks, gardens, ballfields, courts, sitting areas, comfort stations, beaches, and bikeways. NYC Parks has fixed post staff at some sites but maintains most spaces with mobile crews. In most cases, there is no formal intake or assigned staffing at the entrances to Parks public spaces.

III. Agency Language Access Policy and Goals

All individuals, including those with Limited English Proficiency (LEP), who request services from NYC Parks must be treated respectfully and professionally. All LEP persons have the right to free interpretation services provided by NYC Parks and should never be turned away – **language should not be a barrier to receiving services.**

- Language Identification Posters should be prominently placed at all walk-in facilities (recreation centers, marinas, permit offices, nature centers). "I speak" cards may also be utilized to inform persons that interpretation services are available as well as to help identify the primary language that persons speak.

- Phone interpretation services are always available in more than 100 languages currently through Voiance. To access phone interpretation services, staff are directed to call Central Communications at 646.613.1200 and request an interpreter for the language specified by the person.

- Parks signs, flyers, and other printed materials should be offered in multiple languages. For translations of printed materials, please email Tiffany.Maynard@parks.nyc.gov with your request.

- Staff should make an effort to offer interpreters for meetings with persons where needed and/or requested. To arrange an interpreter for a meeting, please email Tiffany.Maynard@parks.nyc.gov with your request.

- Persons may bring someone to interpret for them (preferably an adult), but they are not required to do so.

Goals of Parks' Language Access Plan
Guided by Local law 30, NYC Parks' main goals and timetables for its language access plan are as follows:

- To use 2010 Census data to do a new population needs assessment. This population assessment will help ensure the agency is providing appropriate language services in city parks and park facilities.

- To provide clear access for LEP persons at all of our in-house managed recreation centers, pools, and permit offices through signage, translated documents, and interpretation services. NYC Parks currently provides signage in the following eleven languages:

- English, Spanish, Russian, Chinese, French/Haitian Creole, Polish, Korean, Arabic, Bengali, Urdu and Italian. Surveys of customers and staff, and specific requests will be used to determine the languages used on signage and which materials are most effective to translate.

- To train all staff, especially staff at recreation centers, pools and permit offices, to assist LEP persons and to understand the goals and tools involved with this plan. Currently, all newly hired staff participate in an orientation, which includes language access training. Agency Parks Opportunity Program participants (POP workers) also receive a training in language access services as part of their onboarding. The Parks Enforcement Patrol division will be encouraged to participate in the Cultural Sensitivity Training offered by DCAS. NYC Parks aims to train and/or provide a refresher course to all front-line staff where needed, and the Director of Training at NYC Parks will manage this effort.

- To promote the availability of interpretation services by posting standard signage developed by the Mayor's Office of Immigrant Affairs.

- To promote the availability of translation services to Parks managers and supervisors and encourage the development of targeted local signage, program flyers, and other materials based on the needs of specific communities.

- To translate most commonly distributed documents into 10 languages, translate main rules signs, facility information and volunteer information into multiple languages, and to host this material on the Parks website.

- To encourage more staff to sign up to be volunteer translators in the NYC Parks Volunteer Language Bank. There are currently 12 Parks employees serving in the Volunteer Language Bank; of those, 5 have received NYC Certification by the Mayor's Volunteer Language Bank.

- To update this Language Access Plan triennially each January

IV. NYC Parks' Language Access Accomplishments and Progress on Goals from Previous LAIP

Until 2020 Census data becomes widely available, NYC Parks will continue to use 2010 Census data to inform our population needs assessments.

We continue to provide clear access for LEP persons at all of our in-house managed recreation centers, pools, and permit offices through signage, translated documents, and interpretation services.

To better assist LEP persons and to understand the goals and tools involved with this plan, we continue provide mandatory language access training for all newly hired staff, (especially those at recreation centers, pools and permit offices). Agency Parks Opportunity Program participants (POP workers) also receive training in language access services as

part of their onboarding. We now provide annual language access training for current public facing staff in Public Programs including Recreation, Urban Parks Service (Rangers), Parks Enforcement Patrol (PEP), Aquatics, Education and Wildlife, and Media and Education. We continue to train and/or provide a refresher courses in language access services to all front-line staff where needed, and the Director of Training at NYC Parks will manage this effort.

To promote the availability of interpretation services at our in house managed facilities utilized by the public, we have provided and posted updated standard language access signage developed by the Mayor's Office of Immigrant Affairs.

We continue to promote the availability of translation services to Parks' managers and supervisors and encourage the development of targeted local signage, program flyers, and other materials based on the needs of specific communities.

We continue to translate our most commonly distributed documents into the 10 designated citywide languages, translate main rules signs, facility information and volunteer information into multiple languages, and to host translated material on the NYC Parks website.

We continue to encourage more staff to sign up to be volunteer translators. There are currently 11 Parks employees serving in the Volunteer Language Bank; of those, 5 have received NYC Certification by the Mayor's Volunteer Language Bank.

V. LEP Population Assessment

NYC Parks will take the following steps to assess the LEP populations we serve and to offer the widest level of language access possible:

NYC Parks will provide park, playground, recreation center, and pool and beach signs in Spanish, Russian, Chinese, Polish, French/Haitian Creole, Korean, Italian, Bengali, Arabic, Urdu, and English.

NYC Parks will provide interpretation services in all available languages, including Spanish, Russian, Chinese, Polish, French/Haitian Creole, Korean, Italian, Bengali, Arabic, Urdu, and English, through its in-house Language Bank, Accurate Communications, and/or Voiance (where more than 100 languages are available telephonically).

NYC Parks will provide translation services in all available languages, including Spanish, Russian, Chinese, Polish, French/Haitian Creole, Korean, Italian, Bengali, Arabic, and English, through its in-house Language Bank and/or Language Line.

For other translated materials, NYC Parks will use surveys of customers and staff, and specific requests, to determine which materials and languages are the most effective to translate.

NYC Parks will utilize the US Department of Justice "Four Factor Analysis" to guide which LEP populations to prioritize:

- DOJ Factor 1: Based 2010-2014 U.S Census Bureau American Community Survey Public Use Microdata Analysis (PUMA) compiled by the NYC Department of City Planning, NYC Parks has summarized for park and facility managers the percentage of LEP populations in each community district. Park sites and facilities are open to the general public for free or minimal cost and we estimate that our service populations mirror the demographics of the general public in these community districts. Accordingly, Parks uses this information to target translation services and local signage in each borough. *See Appendices 1 – 5 for borough community district breakdowns.*

- DOJ Factor 2: NYC Parks will use data from translation/interpretation vendor usage, customer and staff requests, and other requests to determine actual demand for language access services. NYC Parks will adjust our specific services as necessary to meet actual demand and encourages park managers, administrators and outreach coordinators to meet with local community and partnership groups to tailor access services in local parks and communities.

- DOJ Factor 3: NYC Parks will and has been assessing the nature and importance of services in prioritizing language access services. As stewards of more than 33,000 acres of land in New York City, we provide critical open space, information and services to the public in a variety of ways, including, but not limited to:

  • Public programs and an abundance of free services for our youngest through oldest New Yorkers services

  • Citywide Special Events and local permits

  • Public/Community engagement events, town halls, and meetings.

- DOJ Factor 4: As discussed more below, NYC Parks will leverage its current scope and diversity of resources to expand language access services. NYC Parks has its own sign-making shops, new media offices, partnerships and community outreach programs, central communications, telecommunications, and training divisions. All of these resources and more will be involved in the Language Access Implementation Plan. Parks will also call upon the diversity of full-time staff to help provide on-site and Language Bank interpretation and translation services. Parks will coordinate with other City agencies and our non-profit partners to improve these services as well.

  In recognition of the importance of these services to the civic participation of all the communities of our City, NYC Parks, through this Language Access Implementation Plan, lays out how it will ensure New Yorkers with Limited English Proficiency have meaningful access to its information and services.

VI. Provision of Language Access Services

Translation and Interpretation Services and Access to Languages Beyond Top 10:

Requests for translation and interpretation will be managed and received by the office of Community Outreach & Partnership Development/Parks' Language Access Coordinator.

NYC Parks will work to have multilingual staff assigned to front desks at recreation centers and permit offices to the extent possible, matching the most in-demand languages, including Spanish, Russian, Chinese, Polish, French/Haitian Creole, Korean, Italian, Bengali, Arabic, and Urdu. Parks already possesses a high level of bilingual staff capacity at many centers.

NYC Parks will continue to provide interpretation and translation services at public events by request, as well as preemptively where possible. When requested in advance, NYC Parks will provide interpretation and translation services in languages beyond the top 10 designated Citywide languages established by LL30 of 2017.

NYC Parks will continue to develop its internal Language Bank by soliciting volunteers from employees throughout the agency.

NYC Parks will also provide access to Voiance at walk-in facilities utilizing handset phones. Central Communications will act as a clearinghouse for these requests as well, ensuring a one-stop location for attaining interpretation services.

NYC Parks will continue use of "I speak" cards and Language Identification posters to identify the primary language of LEP persons and will instruct staff on how to communicate that primary language effectively to Central Communications if resources outside the facility are needed.

Language Access in Agency Communication and Use of Plain Language

NYC Parks' list of essential documents for implementation in this plan include: licenses, permits, registrations and application instructions; targeted special event notices; key information in the service, facility and FAQ materials.

To the extent possible and in consultation with the Parks Legal Office, NYC Parks will work to simplify documents using plain language, symbols, and other graphics to make information as readily accessible as possible. Parks will work to provide access to maps through our website utilizing symbols for features and services like basketball courts or bathrooms in each park. Parks' Language Access training and Voice and Tone Guidelines specifically addresses the importance of utilizing plain language in correspondence and public facing documents and provides access to additional plain language tools/resources.

Parks will target for implementation translations of documents and languages determined in surveys of staff and customers to be most critical and likely to be utilized.

NYC Parks has contracts for interpretation services with Voiance and Accurate Communications, translation services with Language Line, and also provides translation services and quality control using its internal Language Bank.

NYC Parks provides interpretation services for public engagement/community outreach meetings both proactively and upon request. All public information on NYC Parks' website is available in multiple languages utilizing the Google Translate feature.

Free Interpretation Signage:

NYC Parks produces its own signs at in-house sign shops and also through sign contract services. NYC Parks will continue to produce signage in the following eleven languages: English, Spanish, Russian, Chinese, Polish, French/Haitian Creole, Korean, Italian, Bengali, Arabic, and Urdu, and incorporate utilization of universal symbols.

NYC Parks will use "I speak" cards and Language Identification posters at walk-in facilities, and also post standard signage developed by other agencies to promote the presence of interpretation services.

NYC Parks has installed enclosed post boards at over 500 outdoor park locations. Under the supervision of local park managers, Parks will continue to post appropriate foreign language event notices and other materials on those boards.

NYC Parks will take the following steps to create public awareness of language assistance services, and to reach out to LEP communities:

Parks has translated its main rules and entry signs in the most common languages, including English. This, in conjunction with LEP posters and "I speak" cards, will ensure a wide public dissemination of these offerings.

NYC Parks includes language access in training for all staff, especially staff at recreation centers, pools and permit offices, as both a refresher training and ongoing customer service training.

NYC Parks will include language access training as a part of agency EEO training, and annual recertification training for Urban Park Service Parks Enforcement staff, and as well as Park Rangers.

NYC Parks will continue to work with its Park Administrators and non-profit partner organizations to promote language access initiatives in our largest parks and will encourage all park managers and outreach coordinators to meet with local community and partnership groups to promote the availability of these services in local parks and communities.

NYC Parks will work with the Partnerships for Parks program to promote language access services and encourage and support volunteerism by LEPs.

NYC Parks will promote language access through multilingual special events and public programs.

Emergency Preparedness & Response

In the event of an emergency declared by NYC Emergency Management (NYCEM), Parks will communicate and continue to provide services to LEP customers by updating our website with directions and content distributed by NYCEM.

NYC Parks provides access to website translation, and where possible, will send multilingual staff to provide onsite services and facilitate effective communications. If additional signage or services in unsupported languages are needed at an emergency site, NYCEM will handle the request and ensure these services are provided.

For emergency calls that come into our Central Communications office, we will use our current telephonic language access vendor (Voiance) to provide interpretation accordingly.

Licenses, Permits, and Registrations

To the extent possible and in consultation with the Parks Legal Office, NYC Parks will work to simplify documents using plain language, symbols, and other graphics to make information as readily accessible as possible.

NYC Parks will provide courtesy translated copies of Parks-issued licenses, permits and/or registrations (LPRs), as well as application instructions upon request. The information in this courtesy copy of the aforementioned documents will be translated from the official, English language document, which will be provided along with the courtesy copy. Some translated information may not precisely match the intended meaning in the official document. Therefore, **only the English-language** document **is official**. If there is any conflict between the courtesy copy and the official version, then the official version shall govern.

VII. Training

Parks will take the following steps to introduce the Language Access Plan to staff including frontline teams, and will incorporate language access into our long-term training efforts:

- Through Parks Public Programs and Training divisions, recreation center and permit office managers, supervisors and front desk staff receive training and hands-on practice in implementing language access including interpretation services, using "I speak" cards and Language Identification posters, requesting translation services, and required signage.

- Language access has been built into Parks standard Field Operations Training, which is mandatory for all new full-time field employees, both supervisory and entry-level. Language access will be a component of an expanded customer service section.

- Language access will be taught to all Public Programs employees as part of Parks Training Academy's Customer Service Training program. Parks will re-train all Public Programs staff, as well as other agency staff, in the revised customer-service training curriculum.

- Broadcast emails and/or the Parks Plant will provide an introduction, updates, and information about our Language Access Plan to all staff.

- All language access training and distributional materials will be hosted on the Parks Intranet for access by all staff.

- A monthly health and safety topic will be written to address language access and solicit participation in the agency language bank. All field staff currently participate in monthly health and safety topic reviews, and language access will be a topic one month per year.

- Targeted training and orientation will be provided for Central Communications, Public Program managers and Language Bank volunteers regarding the operation of Language Line and the internal Language Bank.

- The language access plan has been and will continue to be addressed in regular senior-level meetings.

- Parks' EEO office currently conducts cultural sensitivity training as part of mandatory EEO training for all staff. Parks will work to incorporate language access into that training as well.

Timeline:

- Parks' Deputy Commissioner for Urban Park Services & Public Programs organizes ongoing training for Urban Parks Services Staff and Public Programs staff at recreation centers and permit offices upon hire, as well as annual staff summits and mandatory recertification.

- Parks' Director of Training has revised our Field Operations and Customer Service training curriculum and implements customer service and language access training on an ongoing basis.

- Parks' Assistant Commissioner for Equal Employment Opportunity will work to incorporate language access into ongoing mandatory training for Parks staff and new hires.

- Parks' Assistant Commissioner for Compliance and the Director of Health and Safety will prepare and finalize a health and safety topic addressing language access for all field staff and implement by Spring/Summer 2022.

- All general promotion and instruction regarding the program, including the posting of intranet materials, will be ongoing through the office of Community Outreach & Partnership Development.

VIII. Record Keeping and Evaluation

Parks will take the following steps to ensure the quality of language access services:

- Parks will utilize Language Bank volunteers and community-based organizations to quality check translated materials. Parks will focus on translating documents that will most be in demand and will use surveys to determine these areas of most demand.

- Parks will formally report on the quality of language access at each walk-in facility at least once per year. Parks has developed an inspection report to cover signage, availability of translated materials, and language identification posters, and added this to our Operations and Management Planning (OMP) inspection program, as well as to our Agency Compliance survey program.

- Parks will work with community-based organizations to check the effectiveness of language access at walk-in facilities.

Parks will maintain the following records:

- Parks will track all language line interpretation and translation services and costs through our Central Communications and Community Outreach offices. This will be reported internally on a quarterly basis.

- Parks will track the number and type of translated signs produced annually.

- Parks Community Outreach division will, to the extent practical, maintain digital copies of all translated documents and record the number of translated documents.

Parks will monitor overall compliance with the local law by:

- The annual assessment and inspection of language access at walk-in centers.

- An annual review of translated sign production.

- Annual review of correspondence received via 311 LEP reporting.

IX. Resource Analysis and Planning

Parks will take the following steps to implement this plan using existing agency and interagency resources:

> Parks' in-house sign shop will prepare and produce all signage within the current signs budget.

> Parks will continue to develop its in-house Language Bank using volunteers and rewarding staff through incentives, awards, training opportunities and events.

> Parks will use "I speak" cards, Language Identification posters, and other materials in its program.

> Parks will use City contracts with Voiance, Accurate Communications, and Language Line, or an equivalent, to augment translation services and provide back-up interpretation services. To monitor costs, only Parks Central Communications and Community Outreach are able to directly spend against the contract. All Language Access vendor invoices will be sent to the Language Access Coordinator in the Office of Community Outreach. Parks will monitor monthly costs for this contract and assess program implementation accordingly. Parks will work to identify the most potential in-demand essential documents and languages and will prioritize translations accordingly.

> Parks will work with the Mayor's Office of Immigrant Affairs to access any available citywide resources to assist in its language access efforts.

X. Outreach and Public Awareness of Language Access Services

With New York City as one of the most heavily populated and diverse cities in the world, NYC Parks is committed to emphasizing cultural inclusion in its policies and operations, including providing language assistive services. To facilitate public awareness regarding the availability of our language access services, NYC Parks will take the following steps:

- Parks will continue to use "I speak" cards, and post Language Identification posters and Free Interpretation posters in plain view at its public facilities.

- Parks will continue to train all staff, especially front-line staff at recreation centers, pools and permit offices, to assist LEP persons, and provide translation services in a timely manner.

- Parks will continue to promote the availability of translation services to Parks managers and supervisors, and encourage the development of targeted local signage, program flyers, and other materials based on the needs of specific communities.

- Parks will continue to translate essential documents into 10 languages, translate main rules signs, facility information and volunteer information into multiple languages, and to host this material on the Parks website.

- Parks will continue to work with the Partnerships for Parks program to promote language access services and encourage and support volunteerism by LEPs.

- Parks will continue to promote language access through multilingual special events and public programs.

XI. Language Access Complaints

NYC Parks monitors and responds to public complaints, inquiries, and comments about language access submitted via 311, as well as other internal complaint processes, via our agency's Commissioner's Correspondence tracking system.

Official customer correspondences received by our Commissioner's office are fielded to the appropriate Parks division for an appropriate resolution/response. Should the correspondence inquiry arrive in a language other than English, the correspondence is forwarded to the current written translation vendor, Geneva Worldwide. Upon completion of the correspondence's translation by the vendor, the agency response is returned to the customer in the original language identified or requested.

Language Access inquiries received via the Commissioner's Correspondence tracking system is reported to the agency's Language Access Coordinator annually.

XII. Implementation Plan Logistics

NYC Parks is hard at work on many aspects of the language access plan. These include translating signage, and regular trainings for both new and experienced staff.

Language Access Goal	Milestone	Deadline
NYC Parks will continue to use Language Line, Voiance, Accurate Communications, and an internal Language Bank to provide translation and interpretation services, with procedures in place for its Central Communication division to coordinate these interpretive services.	Ongoing	Annually (fiscal year)
NYC Parks will continue to update and/or replace existing park and playground rules signs in the top two languages in a Community Board based on census data, as well as English. Signs will include universal symbols to aid in translation.	Ongoing	Annually (fiscal year)
As the agency budget allows, NYC Parks will continue to update and/or replace walk-in center signage in the top two languages in a Community Board based on census data, as well as English.	Ongoing	Annually (fiscal year)
NYC Parks will continue training and refresher training for all staff, especially staff at recreation centers, pools, and permit offices, to assist LEP persons and to understand the goals and tools involved with this plan.	Ongoing	Annually (calendar year)
NYC Parks will continue formal training in language access to field-level staff as part of ongoing customer service training. The timeline for this can be found under Section V "Training.	Ongoing	Annually (calendar year)
NYC Parks will work with our Information Technology and Innovation Performance Management divisions to develop a database that will assist in tracking staff trained in language access services, documents most commonly requested for translation, and number of translation requests in the top 10 designated citywide languages, etc.	Fall 2021	End of FY23

NYC Parks has assigned the Chief of Staff for Community Outreach & Partnership Development to serve as our agency Language Access Coordinator. Working with the Deputy Commissioner for Urban Parks Service and Public Programs, the Deputy Commissioner for Operations, the Deputy Commissioner for Administration, the Assistant Commissioner for

Agency Communications, the Assistant Commissioner for Compliance, Assistant Commissioner for Budget, Fiscal Management and Personnel, and the Agency Chief Contracting Officer, the Language Access Coordinator will monitor implementation of the language access plan with the Director of Training, New Media office, the Signage Upgrade program, and other relevant staff and units. Throughout this plan, Parks has indicated the offices and/or staff titles responsible for implementing specific parts of the plan.

Top Languages by New York City, Borough, PUMAs/Community Districts: Manhattan
Universe: Population 5 years and over
2010-2014 American Community Survey Public Use Microdata 5-Year Sample

PUMA 3801: Manhattan Community District 12--Washington Heights, Inwood & Marble Hill

	Total	Percent
Total	201,826	100.0%
English Only	54,728	27.1%
Language other than English	147,098	72.9%
LEP	80,625	39.9%
Spanish	76,590	37.9%
Chinese*	945	0.5%
Russian	608	0.3%
Greek	365	0.2%
Japanese	348	0.2%
Other LEP	1,769	0.9%

PUMA 3802: Manhattan Community District 9--Hamilton Heights, Manhattanville & West Harlem

	Total	Percent
Total	125,102	100.0%
English Only	61,985	49.5%
Language other than English	63,117	50.5%
LEP	25,278	20.2%
Spanish	20,298	16.2%
Chinese*	1,596	1.3%
French	623	0.5%
Korean	341	0.3%
Fulani	312	0.2%
Other LEP	2,108	1.7%

PUMA 3803: Manhattan Community District 10--Central Harlem

	Total	Percent
Total	120,922	100.0%
English Only	84,145	69.6%
Language other than English	36,777	30.4%
LEP	13,297	11.0%
Spanish	8,285	6.9%
French	1,513	1.3%
Fulani	751	0.6%
Chinese*	556	0.5%
French Creole	438	0.4%
Other LEP	1,754	1.5%

PUMA 3804: Manhattan Community District 11--East Harlem

	Total	Percent
Total	113,343	100.0%
English Only	52,861	46.6%
Language other than English	60,482	53.4%
LEP	23,214	20.5%
Spanish	18,455	16.3%
Chinese*	2,158	1.9%
French	611	0.5%
Japanese	270	0.2%
Fulani	238	0.2%
Other LEP	1,482	1.3%

PUMA 3805: Manhattan Community District 8--Upper East Side

	Total	Percent
Total	207,726	100.0%
English Only	154,121	74.2%
Language other than English	53,605	25.8%
LEP	11,698	5.6%
Spanish	3,332	1.6%
Chinese*	2,046	1.0%
French	832	0.4%
Japanese	746	0.4%
Korean	475	0.2%
Other LEP	4,267	2.1%

PUMA 3806: Manhattan Community District 7--Upper West Side & West Side

	Total	Percent
Total	184,183	100.0%
English Only	132,653	72.0%
Language other than English	51,530	28.0%
LEP	14,168	7.7%
Spanish	6,627	3.6%
Chinese*	2,114	1.1%
Japanese	879	0.5%
French	619	0.3%
Russian	449	0.2%
Other LEP	3,480	1.9%

PUMA 3807: Manhattan Community District 4 & 5--Chelsea, Clinton & Midtown Business District

	Total	Percent
Total	140,315	100.0%
English Only	96,856	69.0%
Language other than English	43,459	31.0%
LEP	13,191	9.4%
Spanish	5,265	3.8%
Chinese*	2,380	1.7%
Korean	1,480	1.1%
Japanese	799	0.6%
Russian	686	0.5%
Other LEP	2,581	1.8%

PUMA 3808: Manhattan Community District 6--Murray Hill, Gramercy & Stuyvesant Town

	Total	Percent
Total	140,373	100.0%
English Only	102,747	73.2%
Language other than English	37,626	26.8%
LEP	8,355	6.0%
Chinese*	1,643	1.2%
Spanish	1,581	1.1%
Japanese	1,238	0.9%
French	635	0.5%
Korean	604	0.4%
Other LEP	2,654	1.9%

PUMA 3809: Manhattan Community District 3--Chinatown & Lower East Side

	Total	Percent
Total	157,698	100.0%
English Only	72,404	45.9%
Language other than English	85,294	54.1%
LEP	44,537	28.2%
Chinese*	30,466	19.3%
Spanish	10,708	6.8%
Polish	397	0.3%
Japanese	380	0.2%
Bengali	371	0.2%
Other LEP	2,215	1.4%

PUMA 3810: Manhattan Community District 1 & 2--Battery Park City, Greenwich Village & Soho

	Total	Percent
Total	143,876	100.0%
English Only	106,269	73.9%
Language other than English	37,607	26.1%
LEP	10,206	7.1%
Chinese*	4,510	3.1%
Spanish	2,347	1.6%
Japanese	578	0.4%
Korean	393	0.3%
Polish	346	0.2%
Other LEP	2,032	1.4%

* Includes Chinese, Cantonese, Mandarin, and Formosan

Top Languages by New York City, Borough, PUMAs/Community Districts: The Bronx
Universe: Population 5 years and over
2010-2014 American Community Survey Public Use Microdata 5-Year Sample

PUMA 3701: Bronx Community District 8--Riverdale, Fieldston & Kingsbridge

	Total	Percent
Total	100,792	100.0%
English Only	47,196	46.8%
Language other than English	53,596	53.2%
LEP	19,976	19.8%
Spanish	15,105	15.0%
Russian	793	0.8%
Chinese*	622	0.6%
Korean	615	0.6%
Albanian	271	0.3%
Other LEP	2,570	2.5%

PUMA 3702: Bronx Community District 12--Wakefield, Williamsbridge & Woodlawn

	Total	Percent
Total	131,973	100.0%
English Only	96,033	72.8%
Language other than English	35,940	27.2%
LEP	12,341	9.4%
Spanish	8,484	6.4%
Kru, Ibo, Yoruba	790	0.6%
French Creole	508	0.4%
French	417	0.3%
Italian	370	0.3%
Other LEP	1,772	1.3%

PUMA 3703: Bronx Community District 10--Co-op City, Pelham Bay & Schuylerville

	Total	Percent
Total	118,201	100.0%
English Only	71,448	60.4%
Language other than English	46,753	39.6%
LEP	11,810	10.0%
Spanish	7,666	6.5%
Italian	1,336	1.1%
Chinese*	505	0.4%
Greek	390	0.3%
Albanian	362	0.3%
Other LEP	1,551	1.3%

PUMA 3704: Bronx Community District 11--Pelham Parkway, Morris Park & Laconia

	Total	Percent
Total	121,562	100.0%
English Only	51,120	42.1%
Language other than English	70,442	57.9%
LEP	28,336	23.3%
Spanish	17,245	14.2%
Albanian	2,714	2.2%
Italian	1,664	1.4%
Chinese*	1,025	0.8%
Vietnamese	950	0.8%
Other LEP	4,738	3.9%

PUMA 3705: Bronx Community District 3 & 6--Belmont, Crotona Park East & East Tremont

	Total	Percent
Total	151,589	100.0%
English Only	57,499	37.9%
Language other than English	94,090	62.1%
LEP	40,068	26.4%
Spanish	35,091	23.1%
French	930	0.6%
Mande	826	0.5%
Kru, Ibo, Yoruba	634	0.4%
Albanian	415	0.3%
Other LEP	2,172	1.4%

PUMA 3706: Bronx Community District 7--Bedford Park, Fordham North & Norwood

	Total	Percent
Total	115,372	100.0%
English Only	32,351	28.0%
Language other than English	83,021	72.0%
LEP	40,229	34.9%
Spanish	33,516	29.1%
Bengali	1,704	1.5%
Arabic	783	0.7%
French	431	0.4%
Amharic	379	0.3%
Other LEP	3,416	3.0%

PUMA 3707: Bronx Community District 5--Morris Heights, Fordham South & Mount Hope

	Total	Percent
Total	121,291	100.0%
English Only	33,458	27.6%
Language other than English	87,833	72.4%
LEP	45,101	37.2%
Spanish	40,447	33.3%
Kru, Ibo, Yoruba	1,947	1.6%
Mande	859	0.7%
French	473	0.4%
Fulani	444	0.4%
Other LEP	931	0.8%

PUMA 3708: Bronx Community District 4--Concourse, Highbridge & Mount Eden

	Total	Percent
Total	130,039	100.0%
English Only	38,389	29.5%
Language other than English	91,650	70.5%
LEP	44,793	34.4%
Spanish	39,427	30.3%
French	1,536	1.2%
Kru, Ibo, Yoruba	1,161	0.9%
Mande	710	0.5%
Chinese*	491	0.4%
Other LEP	1,468	1.1%

PUMA 3709: Bronx Community District 9--Castle Hill, Clason Point & Parkchester

	Total	Percent
Total	172,412	100.0%
English Only	73,451	42.6%
Language other than English	98,961	57.4%
LEP	44,881	26.0%
Spanish	36,473	21.2%
Bengali	3,234	1.9%
Chinese*	689	0.4%
French	671	0.4%
Arabic	668	0.4%
Other LEP	3,146	1.8%

PUMA 3710: Bronx Community District 1 & 2--Hunts Point, Longwood & Melrose

	Total	Percent
Total	144,662	100.0%
English Only	49,415	34.2%
Language other than English	95,247	65.8%
LEP	49,750	34.4%
Spanish	45,898	31.7%
French	641	0.4%
Fulani	632	0.4%
Mande	549	0.4%
Kru, Ibo, Yoruba	426	0.3%
Other LEP	1,604	1.1%

* Includes Chinese, Cantonese, Mandarin, and Formosan

Sources: U. S. Census Bureau, 2010-2014 American Community Survey Public Use Microdata 5-Year Sample
Population Division – New York City Department of City Planning (March 2016)

Top Languages by New York City, Borough, PUMAs/Community Districts: Brooklyn
Universe: Population 5 years and over
2010-2014 American Community Survey Public Use Microdata 5-Year Sample

PUMA 4001: Brooklyn Community District 1--Greenpoint & Williamsburg

	Total	Percent
Total	137,114	100.0%
English Only	61,937	45.2%
Language other than English	75,177	54.8%
LEP	32,316	23.6%
Spanish	13,272	9.7%
Yiddish	8,470	6.2%
Polish	5,362	3.9%
Chinese*	2,294	1.7%
Hebrew	389	0.3%
Other LEP	2,529	1.8%

PUMA 4002: Brooklyn Community District 4--Bushwick

	Total	Percent
Total	129,357	100.0%
English Only	47,702	36.9%
Language other than English	81,655	63.1%
LEP	43,199	33.4%
Spanish	39,567	30.6%
Chinese*	1,267	1.0%
French Creole	574	0.4%
Arabic	240	0.2%
Tagalog	232	0.2%
Other LEP	1,319	1.0%

PUMA 4003: Brooklyn Community District 3--Bedford-Stuyvesant

	Total	Percent
Total	125,985	100.0%
English Only	86,242	68.5%
Language other than English	39,743	31.5%
LEP	15,615	12.4%
Spanish	8,899	7.1%
Yiddish	3,403	2.7%
French Creole	567	0.5%
Chinese*	535	0.4%
French	433	0.3%
Other LEP	1,778	1.4%

PUMA 4004: Brooklyn Community District 2--Brooklyn Heights & Fort Greene

	Total	Percent
Total	121,193	100.0%
English Only	85,855	70.8%
Language other than English	35,338	29.2%
LEP	12,365	10.2%
Spanish	6,603	5.4%
Chinese*	1,935	1.6%
Yiddish	655	0.5%
French Creole	475	0.4%
Arabic	421	0.3%
Other LEP	2,276	1.9%

PUMA 4005: Brooklyn Community District 6--Park Slope, Carroll Gardens & Red Hook

	Total	Percent
Total	106,776	100.0%
English Only	76,321	71.5%
Language other than English	30,455	28.5%
LEP	9,305	8.7%
Spanish	5,970	5.6%
Chinese*	712	0.7%
Russian	375	0.4%
Japanese	354	0.3%
Italian	293	0.3%
Other LEP	1,601	1.5%

PUMA 4006: Brooklyn Community District 8--Crown Heights North & Prospect Heights

	Total	Percent
Total	114,944	100.0%
English Only	89,569	77.9%
Language other than English	25,375	22.1%
LEP	9,771	8.5%
Spanish	4,378	3.8%
French Creole	1,333	1.2%
Chinese*	817	0.7%
Arabic	763	0.7%
Hebrew	441	0.4%
Other LEP	2,039	1.8%

PUMA 4007: Brooklyn Community District 16--Brownsville & Ocean Hill

	Total	Percent
Total	113,790	100.0%
English Only	87,850	77.2%
Language other than English	25,940	22.8%
LEP	9,286	8.2%
Spanish	6,983	6.1%
French Creole	750	0.7%
Chinese*	348	0.3%
Kru, Ibo, Yoruba	318	0.3%
French	311	0.3%
Other LEP	576	0.5%

PUMA 4008: Brooklyn Community District 5--East New York & Starrett City

	Total	Percent
Total	139,519	100.0%
English Only	80,547	57.7%
Language other than English	58,972	42.3%
LEP	20,975	15.0%
Spanish	15,125	10.8%
Russian	1,708	1.2%
Bengali	1,404	1.0%
Chinese*	968	0.7%
French Creole	608	0.4%
Other LEP	1,162	0.8%

PUMA 4009: Brooklyn Community District 18--Canarsie & Flatlands

	Total	Percent
Total	195,897	100.0%
English Only	135,420	69.1%
Language other than English	60,477	30.9%
LEP	29,250	14.9%
French Creole	13,337	6.8%
Spanish	4,971	2.5%
Chinese*	1,912	1.0%
Russian	1,764	0.9%
Urdu	1,146	0.6%
Other LEP	6,120	3.1%

PUMA 4010: Brooklyn Community District 17--East Flatbush, Farragut & Rugby

	Total	Percent
Total	127,458	100.0%
English Only	100,932	79.2%
Language other than English	26,526	20.8%
LEP	11,418	9.0%
French Creole	6,849	5.4%
Spanish	2,571	2.0%
French	815	0.6%
Urdu	224	0.2%
Kru, Ibo, Yoruba	170	0.1%
Other LEP	789	0.6%

PUMA 4011: Brooklyn Community District 9--Crown Heights South, Prospect Lefferts & Wingate

	Total	Percent
Total	102,791	100.0%
English Only	71,307	69.4%
Language other than English	31,484	30.6%
LEP	12,181	11.9%
French Creole	5,268	5.1%
Spanish	3,021	2.9%
French	824	0.8%
Hebrew	760	0.7%
Arabic	538	0.5%
Other LEP	1,770	1.7%

PUMA 4012: Brooklyn Community District 7--Sunset Park & Windsor Terrace

	Total	Percent
Total	139,228	100.0%
English Only	34,408	24.7%
Language other than English	104,820	75.3%
LEP	67,473	48.5%
Chinese*	30,338	21.8%
Spanish	29,865	21.5%
Russian	1,239	0.9%
Polish	1,113	0.8%
Bengali	852	0.6%
Other LEP	4,066	2.9%

PUMA 4013: Brooklyn Community District 10--Bay Ridge & Dyker Heights

	Total	Percent
Total	122,691	100.0%
English Only	54,828	44.7%
Language other than English	67,863	55.3%
LEP	34,489	28.1%
Chinese*	14,849	12.1%
Spanish	4,816	3.9%
Arabic	4,067	3.3%
Russian	2,461	2.0%
Italian	1,684	1.4%
Other LEP	6,612	5.4%

PUMA 4014: Brooklyn Community District 12--Borough Park, Kensington & Ocean Parkway

	Total	Percent
Total	146,776	100.0%
English Only	44,841	30.6%
Language other than English	101,935	69.4%
LEP	50,323	34.3%
Yiddish	11,446	7.8%
Spanish	9,896	6.7%
Chinese*	8,913	6.1%
Russian	6,337	4.3%
Bengali	3,797	2.6%
Other LEP	9,934	6.8%

PUMA 4015: Brooklyn Community District 14--Flatbush & Midwood

	Total	Percent
Total	146,214	100.0%
English Only	73,993	50.6%
Language other than Engli	72,221	49.4%
LEP	41,862	28.6%
Spanish	10,752	7.4%
Russian	9,401	6.4%
French Creole	6,405	4.4%
Urdu	2,676	1.8%
Chinese*	1,872	1.3%
Other LEP	10,756	7.4%

PUMA 4016: Brooklyn Community District 15--Sheepshead Bay, Gerritsen Beach & Homecrest

	Total	Percent
Total	138,284	100.0%
English Only	59,568	43.1%
Language other than English	78,716	56.9%
LEP	43,800	31.7%
Russian	20,679	15.0%
Chinese*	8,908	6.4%
Spanish	3,227	2.3%
Arabic	1,667	1.2%
Turkish	1,058	0.8%
Other LEP	8,261	6.0%

PUMA 4017: Brooklyn Community District 11--Bensonhurst & Bath Beach

	Total	Percent
Total	173,784	100.0%
English Only	47,023	27.1%
Language other than English	126,761	72.9%
LEP	83,626	48.1%
Chinese*	38,128	21.9%
Russian	15,739	9.1%
Spanish	11,701	6.7%
Italian	5,077	2.9%
Arabic	2,533	1.5%
Other LEP	10,448	6.0%

PUMA 4018: Brooklyn Community District 13--Brighton Beach & Coney Island

	Total	Percent
Total	100,450	100.0%
English Only	30,745	30.6%
Language other than English	69,705	69.4%
LEP	46,943	46.7%
Russian	26,977	26.9%
Chinese*	6,370	6.3%
Spanish	6,218	6.2%
Urdu	1,106	1.1%
Italian	899	0.9%
Other LEP	5,373	5.3%

* Includes Chinese, Cantonese, Mandarin, and Formosan

Top Languages by New York City, Borough, PUMAs/Community Districts: Queens
Universe: Population 5 years and over
2010-2014 American Community Survey Public Use Microdata 5-Year Sample

PUMA 4101: Queens Community District 1--Astoria & Long Island City

	Total	Percent
Total	164,639	100.0%
English Only	67,230	40.8%
Language other than English	97,409	59.2%
LEP	42,188	25.6%
Spanish	19,472	11.8%
Greek	3,998	2.4%
Bengali	2,628	1.6%
Chinese*	2,278	1.4%
Korean	1,565	1.0%
Other LEP	12,247	7.4%

PUMA 4102: Queens Community District 3--Jackson Heights & North Corona

	Total	Percent
Total	168,613	100.0%
English Only	26,740	15.9%
Language other than English	141,873	84.1%
LEP	80,837	47.9%
Spanish	63,419	37.6%
Chinese*	5,031	3.0%
Bengali	3,303	2.0%
Urdu	1,001	0.6%
Punjabi	851	0.5%
Other LEP	7,232	4.3%

PUMA 4103: Queens Community District 7--Flushing, Murray Hill & Whitestone

	Total	Percent
Total	237,331	100.0%
English Only	66,046	27.8%
Language other than English	171,285	72.2%
LEP	110,670	46.6%
Chinese*	61,417	25.9%
Spanish	18,525	7.8%
Korean	15,128	6.4%
Italian	2,480	1.0%
Greek	1,825	0.8%
Other LEP	11,295	4.8%

PUMA 4104: Queens Community District 11--Bayside, Douglaston & Little Neck

	Total	Percent
Total	114,406	100.0%
English Only	45,756	40.0%
Language other than English	68,650	60.0%
LEP	34,105	29.8%
Chinese*	14,560	12.7%
Korean	9,370	8.2%
Spanish	3,696	3.2%
Greek	2,007	1.8%
Italian	844	0.7%
Other LEP	3,628	3.2%

PUMA 4105: Queens Community District 13--Queens Village, Cambria Heights & Rosedale

	Total	Percent
Total	189,273	100.0%
English Only	125,743	66.4%
Language other than English	63,530	33.6%
LEP	23,128	12.2%
Spanish	6,688	3.5%
French Creole	4,631	2.4%
Punjabi	2,075	1.1%
Chinese*	1,220	0.6%
Bengali	1,007	0.5%
Other LEP	7,507	4.0%

PUMA 4106: Queens Community District 8--Briarwood, Fresh Meadows & Hillcrest

	Total	Percent
Total	145,275	100.0%
English Only	56,729	39.0%
Language other than English	88,546	61.0%
LEP	38,641	26.6%
Chinese*	10,384	7.1%
Spanish	8,762	6.0%
Bengali	4,502	3.1%
Russian	3,120	2.1%
Urdu	2,016	1.4%
Other LEP	9,857	6.8%

PUMA 4107: Queens Community District 4--Elmhurst & South Corona

	Total	Percent
Total	134,413	100.0%
English Only	20,612	15.3%
Language other than English	113,801	84.7%
LEP	69,072	51.4%
Spanish	39,009	29.0%
Chinese*	13,951	10.4%
Bengali	3,288	2.4%
Tagalog	2,536	1.9%
Korean	1,241	0.9%
Other LEP	9,047	6.7%

PUMA 4108: Queens Community District 6--Forest Hills & Rego Park

	Total	Percent
Total	104,913	100.0%
English Only	39,461	37.6%
Language other than English	65,452	62.4%
LEP	27,325	26.0%
Russian	8,238	7.9%
Chinese*	7,023	6.7%
Spanish	4,671	4.5%
Hindi	880	0.8%
Japanese	560	0.5%
Other LEP	5,953	5.7%

PUMA 4109: Queens Community District 2--Sunnyside & Woodside

	Total	Percent
Total	128,949	100.0%
English Only	34,352	26.6%
Language other than English	94,597	73.4%
LEP	51,074	39.6%
Spanish	22,300	17.3%
Chinese*	7,340	5.7%
Bengali	4,231	3.3%
Korean	2,916	2.3%
Nepali	1,620	1.3%
Other LEP	12,667	9.8%

PUMA 4110: Queens Community District 5--Ridgewood, Glendale & Middle Village

	Total	Percent
Total	157,704	100.0%
English Only	75,867	48.1%
Language other than English	81,837	51.9%
LEP	35,532	22.5%
Spanish	15,741	10.0%
Polish	5,927	3.8%
Chinese*	3,638	2.3%
Italian	2,704	1.7%
Romanian	1,273	0.8%
Other LEP	6,249	4.0%

PUMA 4111: Queens Community District 9--Richmond Hill & Woodhaven

	Total	Percent
Total	138,302	100.0%
English Only	55,603	40.2%
Language other than English	82,699	59.8%
LEP	35,670	25.8%
Spanish	19,350	14.0%
Punjabi	3,237	2.3%
Chinese*	3,048	2.2%
Bengali	2,952	2.1%
Russian	1,038	0.8%
Other LEP	6,045	4.4%

PUMA 4112: Queens Community District 12--Jamaica, Hollis & St. Albans

	Total	Percent
Total	221,173	100.0%
English Only	157,780	71.3%
Language other than English	63,393	28.7%
LEP	32,672	14.8%
Spanish	18,485	8.4%
Bengali	5,570	2.5%
French Creole	3,139	1.4%
Chinese*	870	0.4%
French	770	0.3%
Other LEP	3,838	1.7%

PUMA 4113: Queens Community District 10--Howard Beach & Ozone Park

	Total	Percent
Total	126,772	100.0%
English Only	83,381	65.8%
Language other than English	43,391	34.2%
LEP	15,952	12.6%
Spanish	8,835	7.0%
Bengali	1,251	1.0%
Italian	1,221	1.0%
Punjabi	1,141	0.9%
Chinese*	749	0.6%
Other LEP	2,755	2.2%

PUMA 4114: Queens Community District 14--Far Rockaway, Breezy Point & Broad Channel

	Total	Percent
Total	107,645	100.0%
English Only	74,618	69.3%
Language other than English	33,027	30.7%
LEP	14,976	13.9%
Spanish	9,290	8.6%
Russian	1,756	1.6%
Polish	807	0.7%
Chinese*	647	0.6%
Amharic	389	0.4%
Other LEP	2,087	1.9%

* Includes Chinese, Cantonese, Mandarin, and Formosan

Sources: U. S. Census Bureau, 2010-2014 American Community Survey Public Use Microdata 5-Year Sample
Population Division – New York City Department of City Planning (March 2016)

Top Languages by New York City, Borough, PUMAs/Community Districts: Staten Island

Universe: Population 5 years and over

2010-2014 American Community Survey Public Use Microdata 5-Year Sample

PUMA 3901: Staten Island Community District 3-- Tottenville, Great Kills & Annadale

	Total	Percent
Total	157,474	100.0%
English Only	121,295	77.0%
Language other than English	36,179	23.0%
LEP	11,802	7.5%
Italian	2,605	1.7%
Russian	2,499	1.6%
Spanish	2,004	1.3%
Chinese*	1,390	0.9%
Arabic	866	0.5%
Other LEP	2,438	1.5%

PUMA 3902: Staten Island Community District 2--New Springville & South Beach

	Total	Percent
Total	124,859	100.0%
English Only	79,344	63.5%
Language other than English	45,515	36.5%
LEP	17,238	13.8%
Chinese*	3,378	2.7%
Spanish	3,084	2.5%
Russian	2,954	2.4%
Italian	1,141	0.9%
Albanian	1,002	0.8%
Other LEP	5,679	4.5%

PUMA 3903: Staten Island Community District 1--Port Richmond, Stapleton & Mariner's Harbor

	Total	Percent
Total	161,182	100.0%
English Only	106,327	66.0%
Language other than English	54,855	34.0%
LEP	20,133	12.5%
Spanish	12,029	7.5%
Chinese*	1,622	1.0%
Arabic	942	0.6%
Russian	766	0.5%
Albanian	629	0.4%
Other LEP	4,145	2.6%

* Includes Chinese, Cantonese, Mandarin, and Formosan

Sources: U. S. Census Bureau, 2010-2014 American Community Survey Public Use Microdata 5-Year Sample

Population Division – New York City Department of City Planning (March 2016)