



NYC Parks

# Language Access Plan

City of New York Parks & Recreation

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NYC Parks

## Language Access Implementation Plan

The Language Access Implementation Plan explains how the agency will provide services to people who have limited English proficiency (or LEP).

Agency name: City of New York Parks and Recreation

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Language Access Coordinator title: Chief of Staff to the Assistant Commissioner of Community Outreach and Partnership Development

Published date: May 10, 2024

This Plan includes information about:

1	<a href="#">Agency Mission and Services</a>	
2	<a href="#">Agency Language Access Policy</a>	
3	<a href="#">Language access needs assessment</a>	How the agency assesses the language access needs of the people it serves
4	<a href="#">Notice of the Right to Language Access Services</a>	How the agency notifies the public about their right to language access services
5	<a href="#">Provision of Language Access Services</a>	What language services the agency provides
6	<a href="#">Resource Analysis and Planning</a>	How the agency ensures that it has the internal and external resources to provide language services
7	<a href="#">Training</a>	How the agency trains the staff to provide language services
8	<a href="#">Continuous Improvement Planning</a>	How the agency ensures ongoing improvement of language access
9	<a href="#">Goals and Action Planning</a>	How the agency will put the plan into action

**Signatures**

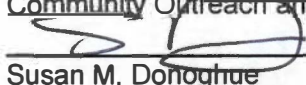
*[NOTE: In this section, include the signature of the LAC and the agency head/ commissioner, and attach LAIP. The signatures signify that agencies will take necessary steps to advance equity and inclusion of individuals with LEP.]*

*Ariana Arancibia*

5/30/2024

Ariana Arancibia  
Chief of Staff to the Assistant Commissioner of  
Community Outreach and Partnership Development

Date



6/3/24

Susan M. Donoghue  
Commissioner, City of New York Parks & Recreation

Date



**NYC Parks**

## **1. Agency Mission and Services**

### Mission

NYC Parks' impact on New York City is considerable and our work is essential to the city's vitality. Our parks improve New Yorkers' health and quality of life, providing oases of beauty, recreation, and relaxation, particularly in communities of need. We empower people through participation and trainings, enhance the public's health from fitness classes to forests, and restore our environment's health and resiliency. Our parks connect and unify diverse constituencies through stewardship, learning and celebration, thereby strengthening and attracting investment to communities, the building blocks of our great city.

Our vision is to create and sustain a restorative and thriving park system for all.

Our mission is to grow, maintain and program a world-class park system prioritizing equity, access, safety and nature.

NYC Parks works to strengthen the health and well-being of individuals, and their communities. The following are the ways we most engage with the public and where Language Access is critical:

### Administrative Headquarters and Borough Offices

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.

### Business Development and Special Events

Within the Special Events and Concessions teams, NYC Parks manages a wide variety of services through private-sector concession agreements such as food carts, tennis bubbles, golf courses, and restaurants – as well as 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.

The Marketing & Development team fosters a strong and positive connection between NYC Parks and the communities it serves through targeted marketing efforts, fundraising initiatives, and creative projects. We oversee citywide marketing campaigns, orchestrate dynamic fundraising efforts, lead innovative in-house design projects, and implement impactful signage in parks across the city.

Waterfront and Marine Operations owns, manages, and maintains Parks' marine facilities including 13 marinas, 5 mooring fields, sailing schools, rowing clubs, dragon boat teams, 40+ floating and shoreline kayak launches, Community Eco Docks, and the Floating Pool Lady Barge. Outside of daily operations, Waterfront and Marine Operations works with partner Parks units and agencies to plan future and more resilient marine assets for the City.

### Capital Projects

NYC Parks designs and builds the best parks in the world. Focusing on equity, accessibility, and sustainability, we offer public spaces and facilities for all New Yorkers and visitors to use and enjoy. One of the ways we achieve this goal is through the development of capital projects. A capital project relies on capital funding, and to be eligible it must include an infrastructure investment greater than \$50,000 that will be in place for more than five years. In partnership with the Borough Offices, Capital Projects conducts Community Input Meetings and follow-up surveys to determine the priorities and park elements for a project site.

### Communications

NYC Parks' Communications team manages all of NYC Parks' public and internal communications, including media relations, the Parks website, and all official social media accounts.

### Community Outreach and Partnership Development

Community Outreach & Partnership Development oversees and coordinates NYC Parks' efforts to foster and grow relationships with constituents, civic groups, elected officials, and our corporate and non-profit partners by shaping and crafting policy and activities geared toward community coordination, development, and management.

They are comprised of some of the most grassroots, public-facing programs within NYC Parks, providing stewardship opportunities, support and services, community engagement programming and experiences, and managing external affairs initiatives that promote sustainable relationships with communities and partners. These programs include: Art & Antiquities, Citywide Legislative Affairs, GreenThumb, Strategic Partnerships, and Partnerships for Parks.

#### Maintenance and Operations

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.

#### Public Programs

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 recreation centers have regular front desk and facility staffing during all open hours.

#### Stewardship and Planning

NYC Parks Stewardship Program engages with volunteers who help with forest and wetland restoration, planting and pruning street trees, harvesting and propagating native seed and monitoring local wildlife.

NYC Parks Planning works to improve and expand New York City's open space network by recommending major improvements to existing parks (beyond just maintenance and repairs) to acquiring and converting new land to open space, to setting and executing neighborhood-wide strategies for open space developments that better serve their surrounding communities. In partnership with the Borough Offices, the Planning team conducts various types of community engagement sessions to gather the community's ideas and thoughts regarding their parks.

#### Urban Park Service and Lifeguards

Through the Parks Enforcement Program (PEP) and our beach and pool lifeguards, Parks enforces rules and addresses quality of life infractions. Within Urban Park Service, our Emergency Management team is responsible for coordinating the agency's response to local and citywide emergencies. The unit also works closely with NYC Emergency Management (NYCEM) and other agency partners to implement and develop plans to address emergencies.

## **2. Agency Language Access Policy**

All individuals, including those with Limited English Proficiency (LEP), who request services from NYC Parks must be treated respectfully and professionally. All individuals with LEP 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.

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

- Provide appropriate Parks signage in Spanish, Russian, Chinese, Polish, Haitian Creole (French), Korean, Italian, Bengali, Arabic, Urdu, and English.
- Provide interpretation services in all available languages, including the Top 10 Spoken Languages in NYC as mentioned above, through Accurate Inc. (Accurate) when requested.
- Phone interpretation services are always available in more than 100 languages currently through Accurate Communications Inc. (Accurate). To access phone interpretation services, staff are directed to call Central Communications and request an interpreter for the language specified by the person.
- In alignment with LL12 and the agency's Disability Access Plan, NYC Parks will provide

Communication Access Realtime Translation (CART) and American Sign Language (ASL) services through Accurate when requested.

- Provide translation services in all available languages, including the Top 10 Spoken Languages in NYC as mentioned above, through Accurate when requested. Utilizing surveys of customers and staff, NYC Parks will determine which materials are the most requested and which languages are the most effective to translate them to.
- Language Identification Posters should be prominently placed at all walk-in facilities (recreation centers, marinas, permit offices, nature centers, administrative buildings). “I speak” cards may also be utilized to inform people that interpretation services are available as well as to help identify the primary language they speak.
- Parks flyers, and other printed materials should be offered in multiple languages. For translations of printed materials, please email [Language@parks.nyc.gov](mailto:Language@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 [Language@parks.nyc.gov](mailto:Language@parks.nyc.gov) with your request.

### **3. Language access needs assessment**

NYC Parks will utilize the US Department of Justice 4-Factor Analysis<sup>1</sup> to guide which LEP populations to prioritize:

- DOJ Factor 1: Based 2017-2021 U.S Census Bureau American Community Survey Public Use Microdata Analysis (PUMA) compiled by the NYC Department of City Planning<sup>2</sup>, 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.
- DOJ Factor 2: Using data from our translation and interpretation vendors, spanning 2021-2023, NYC Parks is able to provide an analysis of most requested and actual demand for language access services.

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<sup>1</sup> Limitation to the 4-Factor Analysis is that Recreation Centers, Parks Enforcement Patrol Officers, and Urban Park Rangers cannot track interactions with people with LEP. These are our agency’s largest point of contacts with the public.

<sup>2</sup> See Appendix for borough community district breakdowns.

<b>Accurate</b>	
<u>Interpretation Requests</u>	<b>#</b>
Spanish	167
Mandarin Chinese	39
Chinese	21
Russian	16
Korean	12
Polish	9
Yue Chinese	8
French	4
Albanian	2
Bengali	2
Japanese	2
American Sign Language (ASL)	6
<u>Document Translation</u>	
Spanish	24
<b>Language Line</b>	
<u>Document Translations</u>	<b>#</b>
Spanish (US)	242
Chinese (Simplified)	100
Russian	52
Bengali	39
Korean	27
Polish	27
French (France)	21
Haitian Creole	21
Italian	21
Urdu	20
English (US)	12

Chinese (Traditional)	9
Arabic	8
Yiddish (US)	7
Greek	5
Albanian	3
Punjabi	3
Vietnamese	3
Hausa	2
Hindi	2
Japanese	2
Hebrew	1
Mixteco	1
Nepali	1
Romanian	1
Tagalog	1
Tibetan	1
Turkish	1
Ukrainian	1
Yoruba	1
<u>Telephonic Interpretation</u>	
Spanish	155
Mandarin	10
Haitian creole	5
Russian	4
Arabic	2
Punjabi	1
Bengali	1
French	1
Uzbek	1
Cantonese	1

NYC Parks will adjust our specific services as necessary to meet actual demand and encourages all Parks staff but especially 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:** As stewards of more than 33,000 acres of land in New York City, NYC Parks provides critical open space, information, and services to the public in a variety of ways, including, but not limited to improving New Yorkers' health and quality of life, providing oases of beauty, recreation, and relaxation, particularly in communities of need. We empower people through participation and trainings, enhance the public's health from fitness classes to forests, and restore our environment's health and resiliency. Our parks connect and unify diverse constituencies through stewardship, learning and celebration, thereby strengthening and attracting investment to communities, the building blocks of our great City. Providing language access services ensures everyone is able to participate in all the above-mentioned resources NYC Parks has to offer.

Utilizing ACS data, as well as input from frontline staff, NYC Parks actively accesses where and when we need to prioritizing language access services to ensure individuals with LEP can enjoy our Parks safely and feel welcomed to attend all of our programming.

- **DOJ Factor 4:** 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 are involved in the development of the Language Access Implementation Plan. Parks will also call upon the diversity of full-time staff to help provide on-site interpretation and translation services as well as serve as human reviewers on an ad hoc basis.

To further support our agency's efforts in language justice, NYC Parks has contracted a language service provider to support with all translation and interpretation services – including CART and ASL. We have budgeted \$500,000 to be utilized over the next 3 Fiscal Years.

#### Additional Data Sources

- NYC Parks Website Data
  - The top 10 webpages visited on our website includes: Online tennis court reservations, Free and low-cost events, Free summer movies, Recreation centers, Jobs at Parks, Learn to swim, Shape Up NYC, Swim programs, Field and Court Permits, and Free Summer Concerts. These webpages are able to be translated via the Google translate button added to our website.

### **4. Notice of the Right to Language Access Services**

To facilitate public awareness regarding the availability of our language access services, NYC Parks will take the following steps:

- On the Accessibility page of our website (<https://www.nycgovparks.org/accessibility>), NYC Parks provides a downloadable link to the Language Access Implementation Plan and the contact information for the Language Access Coordinator.
- 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.
- Continue to provide translated signage with main rules and entry signs in the top 3 languages of each community district, including English. This, in conjunction with LEP posters and “I speak” cards, will ensure a wide public dissemination of these offerings.
- Educate NYC Parks staff on how to let individuals who are LEP know about their right to language access and the free language services they can access by:
  - Train all staff, especially front-line staff at Parks facilities (such as recreation centers, pools, permit offices) and Urban Park Service officers (Parks Enforcement Patrol, Central Communications, and Emergency Management) and Urban Park Rangers to assist individuals with LEP and provide translation and interpretation services in a timely manner. Refresher trainings will be made available on an annual basis as well.
  - Promote the availability of translation and interpretation services to Parks managers, supervisors, and the community engagement arms of our agency. Parks will also highly encourage the development of targeted local signage, program flyers, and other materials based on the specific needs of every community.
  - Continue to work with Park Administrators and licensed non-profit partners to promote language access initiatives in our largest parks.

### **5. Provision of Language Access Services**

#### Interpretation and Translation Services

Requests for translation and interpretation will be managed and received by the office of Community Outreach & Partnership Development via the Parks' Language Access Coordinator. We 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 Spoken Languages in NYC. In alignment with LL12 and the agency's Disability Access Plan, NYC Parks will provide Communication Access Realtime Translation (CART) and American Sign Language (ASL) services through Accurate when requested.

NYC Parks will work to have multilingual staff assigned to front desks at recreation centers and permit offices to the extent possible, matching the Top 10 Spoken Languages in NYC as mentioned above. Parks already possesses a high level of bilingual staff capacity at many centers. We will also provide telephonic access to Accurate at walk-in facilities utilizing handset phones and cellphones. 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.

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 utilizing universal symbols on those boards as well as produce signs at our in-house sign shops and contracted services.

#### Translation of 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.

NYC Parks offers special event and athletic permits through our borough permit offices, which all can be completed via an online application portal on the Parks website. The website has a Google translate feature to translate the application and additional information into the individual's preferred language. For individuals who wish to complete a paper application, they can come to one of our borough offices to complete the form in-person. Most borough offices have permits and FAQs translated in commonly spoken languages in their neighborhoods as well as office staff know how to access our telephonic translation services as well as request any document translation.

#### Digital Communication

All public information on NYC Parks' website is available in multiple languages utilizing the Google Translate feature.

#### 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 easy to read digital maps on our website utilizing universal symbols for features and services like basketball courts or bathrooms. 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.

**Emergency Communications**

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.

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

**Quality Control**

NYC Parks will formally report on the quality of language access at each walk-in facility at least once per year through our Operations and Management Planning (OMP) inspection program as well as our Agency Compliance survey program. The inspection report covers signage, availability of translated materials, and language identification posters. In addition to the inspection programs, we will be using our Language Bank Volunteers to quality control translated documents to ensure accuracy and legibility.

**6. Resource Analysis and Planning**

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

**Bilingual Staff:** Parks will continue to develop its in-house Language Bank using volunteers. During the hiring process, should there be a need for bi- or multi-lingual skills, that will be indicated in the job posting under “preferred qualifications”. As mentioned above, and to the extent possible, we will utilize bilingual staff to support with quality control for services provided by our vendor and serve in public-facing positions such as at recreation centers and permit offices.

**Language Service Vendor Contracts:**

Vendor name	Procurement method	Purpose of the contract	Language(s) provided by the vendor	Period of contract	Total award amount of contract
Accurate Communications Inc.	<a href="#">PASSPort</a>	Written translation, in-person interpretation, virtual interpretation, telephonic interpretation, ASL, and CART.	Accurate provides translation and interpretation services in 174 languages. <sup>3</sup>	January 2024 – January 2027	\$500,000.00

- 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.

**Partnerships for CBOs:** While NYC Parks currently does not partner with Community-based organizations (CBOs) to provide language access services, we often partner with CBOs and small businesses to conduct culturally appropriate programming.

**7. Training**

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<sup>3</sup> Full list of languages in the appendix

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

- The language access implementation plan has been and will continue to be addressed in regular senior-level meetings, including specific senior-level training sessions to discuss the plan and how each division can support its implementation across the agency.
- The language access implementation plan and associated trainings will be created and conducted by the office of Community Outreach and Partnership Development.
  - Language access has been built into Parks standard trainings such as New Employee Orientation, Customer Service, and Voice & Tone trainings, which are mandatory for all new employees, both supervisory and entry-level.
- Targeted training will be created and conducted for divisions that have public touch points, whether those touch points are in-person, over email, or via our website. The trainings will be catered to how each division interacts with the public and what are the resources available for to ensure we are offering high quality customer service to all park patrons, regardless of their language preference.
  - These trainings will be created and conducted by the office of Community Outreach and Partnership Development. Training sessions will be offered on an annual and/or as requested basis. For divisions who wish to conduct a “train-the-trainer” program, the office of Community Outreach and Partnership Development will work closely with that division to create the appropriate program.
- All language access training and distributional materials will be hosted on the Parks Intranet for access by all staff.
  - 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.

## **8. Continuous Improvement Planning**

### **Data Collection and Monitoring**

NYC Parks will continuously collect and maintain accurate and reliable data on relevant demographic data and language services by:

- Continuously reflecting on updated U.S Census Bureau American Community Survey Public Use Microdata Analysis (PUMA) compiled by the NYC Department of City Planning. We will use this data to inform our decision-making on what languages to translate outreach materials to and what language services should be provided for certain public events.
- Utilizing our Language Access Request Form to collect and maintain the agency's language access request data to identify trends in requests – ranging from type of request to languages most requested. This form also tracks costs of each service request, including estimate costs versus actual costs which allows us to plan and project for future budgets.
- Formally report on the quality of language access at each walk-in facility at least once per year through our Operations and Management Planning (OMP) inspection program as well as our Agency Compliance survey program. The inspection report covers signage, availability of translated materials, and language identification posters and will reflect where the agency needs to conduct more education and outreach to frontline staff on best practices.

- Coordinating with customer-facing divisions to gather qualitative data such as “most requested forms” to identify documents that are most in-demand and ensuring easy translation of those documents as needed.

All of this data collected is part of the US Department of Justice 4-Factor Analysis, as stated in Section III of this Language Access Implementation Plan.

**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 Correspondence tracking system.

Official customer correspondence received via our Correspondence tracking system 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 translated into English (via Accurate) so the appropriate party can respond. The response, written in English, is then translated back to the original language of the correspondence and sent to the customer.

Language Access inquiries received via the agency’s Correspondence tracking system is reported to the Parks Language Access Coordinator annually. In 2023 there were 11 correspondences that required language access services. So far in 2024, we have received 2 correspondences that required language access services and we anticipate that number to go up throughout our busy season.

**9. Goals and Action Planning**

NYC Parks’ open spaces and facilities are places where every person, whether they are a native New Yorker or transplant or here on vacation, go to seek respite. And because these spaces are centers of community connection and unification, NYC Parks plans to continue evaluating and evolving our Language Access Program to accommodate the ever-changing needs of our city. Below is a list of goals our agency plans to work on:

<b>Language Access Goal</b>	<b>Action Steps / Milestones</b>	<b>Timeline</b>
NYC Parks will continue to use Accurate to provide translation and interpretation services, with procedures in place for Central Communications to coordinate interpretive services.	<ol style="list-style-type: none"> <li>1. Utilize our Language Access Request Form as the intake center for all requests and the Language Access Coordinator (LAC), in partnership with NYC Parks Budget and Fiscal Management team, will act as a clearinghouse for the financial aspect of these transactions.</li> <li>2. Coordinate with Accurate on standard operation procedures for immediate telephonic interpretation, which will guide Central Communications efforts on addressing these requests.</li> </ol>	Through January 2027, when Accurate' contract ends with NYC Parks.
NYC Parks will continue to update and/or replace existing park and playground rules signs in the top two languages as well as English in a Community District based on ACS data. Signs will include universal symbols to aid in translation.	<ol style="list-style-type: none"> <li>1. The LAC will download and synthesize the ACS language dataset, made available by the NYC Department of Planning.</li> <li>2. The cleaned dataset will be shared with our Marketing team, who manages the agency's signage, to ensure what is existing at our locations is up to date.</li> </ol>	Reassessment will occur when the ACS language dataset is updated (every 5 years) as well as when there is a high-level of community requests for a specific language.

<p>As the agency budget allows, NYC Parks will continue to update and/or replace recreation center signage in the top three languages, including English, in a Community District based on census data.</p>	<ol style="list-style-type: none"> <li>1. The LAC will download and synthesize the ACS language dataset, made available by the NYC Department of Planning.</li> <li>2. The cleaned dataset will be shared with our Marketing team, who manages the agency's signage, to ensure what is existing at our locations is up to date.</li> </ol>	<p>Reassessment will occur when the ACS language dataset is updated (every 5 years) as well as when there is a high-level of community requests for a specific language.</p>
<p>NYC Parks will update training materials to target divisions that have direct interaction with the public, whether those interactions are in-person, over email, or via our website. The trainings will be catered to how each division interacts with the public and what are the resources available for to ensure we are offering high quality customer service to all park patrons, regardless of their language preference.</p>	<ol style="list-style-type: none"> <li>1. Meet with divisions to better understand how they engage with the public</li> <li>2. Generate a training deck that goes over what our agency's legal obligations are and how each division can work towards meeting those obligations through the services available with our Language Access Program. Based on the type of engagement conducted, there will be custom best practices created to better educate and support divisions on this mission.</li> <li>3. In coordination with Parks Academy, our agencies workforce development and training vision, the LAC will work to provide up to date information on the Language Access Program for the New Employee Orientation and Customer Service trainings.</li> </ol>	<p>January 2024 - July 2024</p>
<p>NYC Parks will continue trainings and refresher trainings 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.</p>	<ol style="list-style-type: none"> <li>1. Schedule in-person and virtual training sessions with divisions and offer opportunities to make these trainings on-going / reoccurring as needed.</li> <li>2. For divisions that have their own training programs for their staff, the LAC will work with them to develop a train-the-trainer program so that they can conduct Language Access Trainings</li> <li>3. An outcome of these trainings will likely be more language requests coming in, including unique and reoccurring requests (likely from our Public Programs division). With this anticipated new influx of requests, we will likely see a need for a larger budget for Language Access.</li> </ol>	<p>Once training are finalized, ongoing.</p>
<p>NYC Parks will work to re-instate the agency's Volunteer Language Bank by conducting outreach to staff and fostering interest in participation.</p>	<ol style="list-style-type: none"> <li>1. In coordination with our Legal and Labor Relations departments, the LAC will access the ability to re-instate the Volunteer Language Bank.</li> <li>2. If allowable, the LAC will reach out to the existing list of volunteers to understand their interest in participation.</li> <li>3. If allowable, the LAC will conduct broader outreach across the agency to understand staff interest in participating in the Volunteer Language Bank.</li> <li>4. As part of vetting volunteers, the LAC will also work to identify a certification program to ensure viability of the volunteers' language skills. This will depend on whether our budget allows for purchasing this certification program.</li> </ol>	<p>Will likely begin in Summer of 2024, to the degree possible.</p>
<p>If the Volunteer Language Bank is re-instated, NYC Parks will work to develop Standard Operating Procedures to utilize the agency's Volunteer Language Bank to support quality control of our Language Access Service Provider / Vendor.</p>	<ol style="list-style-type: none"> <li>1. If allowable, build a network of certified Volunteer Language Bank members with a wide range of language skill sets.</li> <li>2. Identify assessment protocols for reviewing translated documents, especially with permits, licenses, and any legal documents.</li> <li>3. Build in the assessment protocols into the larger Language Access Request standard operating procedures.</li> <li>4. Build out a report back system for when discrepancies arise, including how to flag these issues with our Language Access Service Provider / Vendor.</li> </ol>	<p>Will likely begin in 2025, to the degree possible.</p>

If there is strong interest and staff involvement, NYC Parks will work to convene a Language Access Working Group. This working group would include staff from various divisions within the agency who are passionate about moving our agency towards Language Justice.

1. The LAC will conduct outreach to agency staff to garner interest in the working group. This outreach will likely occur during the Language Access Program trainings.
2. If there is strong interest in the working group, the LAC will work to identify possible topics of conversation including but not limited to: Language Access 101, How to improve Language Access in our Agency, Brainstorming better practices to increase / improve Language Access in our Agency, etc.
3. The goal of this working group would be to continue to push our agency towards Language Justice and create stronger agency policies and procedures that ensures we are moving to needle forward.

Will likely begin in 2025.

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**Top 3 Languages Other than English Spoken at Home by the Population 5 Years and over by PUMA  
New York City, 2017-2021**

Rank	Community District	PUMA	Population 5 Years and Over		
			Language	Estimate	Percentage
<b>Bronx</b>					
	<i>BX Community District 8</i>	<i>3701</i>	<i>Total Population</i>	<i>105530</i>	<i>100%</i>
	<i>BX Community District 8</i>	<i>3701</i>	<i>English</i>	<i>47683</i>	<i>45%</i>
1	BX Community District 8	3701	Spanish	44782	42%
2	BX Community District 8	3701	French	1288	1%
3	BX Community District 8	3701	Akan (incl. Twi)	1284	1%
	<i>BX Community District 12</i>	<i>3702</i>	<i>Total Population</i>	<i>145546</i>	<i>100%</i>
	<i>BX Community District 12</i>	<i>3702</i>	<i>English</i>	<i>98900</i>	<i>68%</i>
1	BX Community District 12	3702	Spanish	30627	21%
2	BX Community District 12	3702	Akan (incl. Twi)	2397	2%
3	BX Community District 12	3702	Jamaican Creole English	2132	1%
	<i>BX Community District 10</i>	<i>3703</i>	<i>Total Population</i>	<i>118637</i>	<i>100%</i>
	<i>BX Community District 10</i>	<i>3703</i>	<i>English</i>	<i>70183</i>	<i>59%</i>
1	BX Community District 10	3703	Spanish	34707	29%
2	BX Community District 10	3703	Italian	2212	2%
3	BX Community District 10	3703	Chinese*	1376	1%
	<i>BX Community District 11</i>	<i>3704</i>	<i>Total Population</i>	<i>121322</i>	<i>100%</i>
	<i>BX Community District 11</i>	<i>3704</i>	<i>English</i>	<i>51907</i>	<i>43%</i>
1	BX Community District 11	3704	Spanish	45515	38%
2	BX Community District 11	3704	Albanian	5106	4%
3	BX Community District 11	3704	Bengali	2244	2%
	<i>BX Community Districts 3 &amp; 6</i>	<i>3705</i>	<i>Total Population</i>	<i>160371</i>	<i>100%</i>
	<i>BX Community Districts 3 &amp; 6</i>	<i>3705</i>	<i>English</i>	<i>62931</i>	<i>39%</i>
1	BX Community Districts 3 & 6	3705	Spanish	81474	51%
2	BX Community Districts 3 & 6	3705	French	2990	2%
3	BX Community Districts 3 & 6	3705	Akan (incl. Twi)	2809	2%
	<i>BX Community District 7</i>	<i>3706</i>	<i>Total Population</i>	<i>125863</i>	<i>100%</i>
	<i>BX Community District 7</i>	<i>3706</i>	<i>English</i>	<i>27718</i>	<i>22%</i>
1	BX Community District 7	3706	Spanish	85068	68%
2	BX Community District 7	3706	Bengali	3226	3%
3	BX Community District 7	3706	Albanian	1521	1%
	<i>BX Community District 5</i>	<i>3707</i>	<i>Total Population</i>	<i>130196</i>	<i>100%</i>
	<i>BX Community District 5</i>	<i>3707</i>	<i>English</i>	<i>38221</i>	<i>29%</i>
1	BX Community District 5	3707	Spanish	78998	61%
2	BX Community District 5	3707	Akan (incl. Twi)	3055	2%
3	BX Community District 5	3707	French	2001	2%
	<i>BX Community District 4</i>	<i>3708</i>	<i>Total Population</i>	<i>137829</i>	<i>100%</i>
	<i>BX Community District 4</i>	<i>3708</i>	<i>English</i>	<i>42006</i>	<i>30%</i>
1	BX Community District 4	3708	Spanish	78995	57%
2	BX Community District 4	3708	French	4954	4%
3	BX Community District 4	3708	Akan (incl. Twi)	3430	2%
	<i>BX Community District 9</i>	<i>3709</i>	<i>Total Population</i>	<i>172458</i>	<i>100%</i>
	<i>BX Community District 9</i>	<i>3709</i>	<i>English</i>	<i>67628</i>	<i>39%</i>
1	BX Community District 9	3709	Spanish	81840	47%
2	BX Community District 9	3709	Bengali	10593	6%
3	BX Community District 9	3709	Akan (incl. Twi)	2615	2%
	<i>BX Community Districts 1 &amp; 2</i>	<i>3710</i>	<i>Total Population</i>	<i>147614</i>	<i>100%</i>
	<i>BX Community Districts 1 &amp; 2</i>	<i>3710</i>	<i>English</i>	<i>54931</i>	<i>37%</i>
1	BX Community Districts 1 & 2	3710	Spanish	82952	56%
2	BX Community Districts 1 & 2	3710	French	1591	1%

Rank	Community District	PUMA	Population 5 Years and Over		
			Language	Estimate	Percentage
<b>Manhattan</b>					
	<i>MN Community District 12</i>	<i>3801</i>	<i>Total Population</i>	<i>209968</i>	<i>100%</i>
	<i>MN Community District 12</i>	<i>3801</i>	<i>English</i>	<i>65592</i>	<i>31%</i>
1	MN Community District 12	3801	Spanish	130417	62%
2	MN Community District 12	3801	Russian	1807	1%
3	MN Community District 12	3801	French	1344	1%
	<i>MN Community District 9</i>	<i>3802</i>	<i>Total Population</i>	<i>129136</i>	<i>100%</i>
	<i>MN Community District 9</i>	<i>3802</i>	<i>English</i>	<i>66467</i>	<i>51%</i>
1	MN Community District 9	3802	Spanish	41522	32%
2	MN Community District 9	3802	Chinese*	4281	3%
3	MN Community District 9	3802	French	2917	2%
	<i>MN Community District 10</i>	<i>3803</i>	<i>Total Population</i>	<i>128741</i>	<i>100%</i>
	<i>MN Community District 10</i>	<i>3803</i>	<i>English</i>	<i>85628</i>	<i>67%</i>
1	MN Community District 10	3803	Spanish	24809	19%
2	MN Community District 10	3803	French	6189	5%
3	MN Community District 10	3803	Chinese*	1297	1%
	<i>MN Community District 11</i>	<i>3804</i>	<i>Total Population</i>	<i>115089</i>	<i>100%</i>
	<i>MN Community District 11</i>	<i>3804</i>	<i>English</i>	<i>57759</i>	<i>50%</i>
1	MN Community District 11	3804	Spanish	41692	36%
2	MN Community District 11	3804	Chinese*	4932	4%
3	MN Community District 11	3804	French	2066	2%
	<i>MN Community District 8</i>	<i>3805</i>	<i>Total Population</i>	<i>205896</i>	<i>100%</i>
	<i>MN Community District 8</i>	<i>3805</i>	<i>English</i>	<i>149996</i>	<i>73%</i>
1	MN Community District 8	3805	Spanish	15185	7%
2	MN Community District 8	3805	French	6194	3%
3	MN Community District 8	3805	Chinese*	5749	3%
	<i>MN Community District 7</i>	<i>3806</i>	<i>Total Population</i>	<i>191905</i>	<i>100%</i>
	<i>MN Community District 7</i>	<i>3806</i>	<i>English</i>	<i>137590</i>	<i>72%</i>
1	MN Community District 7	3806	Spanish	21591	11%
2	MN Community District 7	3806	Chinese*	6428	3%
3	MN Community District 7	3806	French	5423	3%
	<i>MN Community Districts 4 &amp; 5</i>	<i>3807</i>	<i>Total Population</i>	<i>159247</i>	<i>100%</i>
	<i>MN Community Districts 4 &amp; 5</i>	<i>3807</i>	<i>English</i>	<i>111076</i>	<i>70%</i>
1	MN Community Districts 4 & 5	3807	Spanish	18506	12%
2	MN Community Districts 4 & 5	3807	Chinese*	8797	6%
3	MN Community Districts 4 & 5	3807	Korean	2311	1%
	<i>MN Community District 6</i>	<i>3808</i>	<i>Total Population</i>	<i>146746</i>	<i>100%</i>
	<i>MN Community District 6</i>	<i>3808</i>	<i>English</i>	<i>109164</i>	<i>74%</i>
1	MN Community District 6	3808	Spanish	10268	7%
2	MN Community District 6	3808	Chinese*	6424	4%
3	MN Community District 6	3808	French	2821	2%
	<i>MN Community District 3</i>	<i>3809</i>	<i>Total Population</i>	<i>154075</i>	<i>100%</i>
	<i>MN Community District 3</i>	<i>3809</i>	<i>English</i>	<i>84631</i>	<i>55%</i>
1	MN Community District 3	3809	Chinese*	36172	23%
2	MN Community District 3	3809	Spanish	23653	15%
3	MN Community District 3	3809	French	2482	2%
	<i>MN Community Districts 1 &amp; 2</i>	<i>3810</i>	<i>Total Population</i>	<i>151051</i>	<i>100%</i>
	<i>MN Community Districts 1 &amp; 2</i>	<i>3810</i>	<i>English</i>	<i>115438</i>	<i>76%</i>
1	MN Community Districts 1 & 2	3810	Chinese*	10714	7%
2	MN Community Districts 1 & 2	3810	Spanish	7011	5%



3 BX Community Districts 1 & 2	3710	Akan (incl. Twi)	1430	1%
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**Staten Island**

SI Community District 3	3901	Total Population	160692	100%
SI Community District 3	3901	English	124735	78%
1 SI Community District 3	3901	Russian	9754	6%
2 SI Community District 3	3901	Spanish	5919	4%
3 SI Community District 3	3901	Italian	5063	3%

SI Community District 2	3902	Total Population	136115	100%
SI Community District 2	3902	English	78834	58%
1 SI Community District 2	3902	Chinese*	11242	8%
2 SI Community District 2	3902	Spanish	10755	8%
3 SI Community District 2	3902	Russian	7782	6%

SI Community District 1	3903	Total Population	168843	100%
SI Community District 1	3903	English	102951	61%
1 SI Community District 1	3903	Spanish	32960	20%
2 SI Community District 1	3903	Chinese*	5619	3%
3 SI Community District 1	3903	Arabic	3392	2%

**Queens**

QN Community District 1	4101	Total Population	157996	100%
QN Community District 1	4101	English	79571	50%
1 QN Community District 1	4101	Spanish	31871	20%
2 QN Community District 1	4101	Greek	8226	5%
3 QN Community District 1	4101	Arabic	5118	3%

QN Community District 3	4102	Total Population	164173	100%
QN Community District 3	4102	English	31625	19%
1 QN Community District 3	4102	Spanish	97624	59%
2 QN Community District 3	4102	Chinese*	7666	5%
3 QN Community District 3	4102	Bengali	7430	5%

QN Community District 7	4103	Total Population	239001	100%
QN Community District 7	4103	English	69923	29%
1 QN Community District 7	4103	Chinese*	86621	36%
2 QN Community District 7	4103	Spanish	35200	15%
3 QN Community District 7	4103	Korean	17323	7%

QN Community District 11	4104	Total Population	119557	100%
QN Community District 11	4104	English	50916	43%
1 QN Community District 11	4104	Chinese*	30598	26%
2 QN Community District 11	4104	Korean	10982	9%
3 QN Community District 11	4104	Spanish	9680	8%

QN Community District 13	4105	Total Population	203023	100%
QN Community District 13	4105	English	132373	65%
1 QN Community District 13	4105	Spanish	21981	11%
2 QN Community District 13	4105	Haitian	13036	6%
3 QN Community District 13	4105	Punjabi	5367	3%

QN Community District 8	4106	Total Population	154295	100%
QN Community District 8	4106	English	62624	41%
1 QN Community District 8	4106	Spanish	23172	15%
2 QN Community District 8	4106	Chinese*	17618	11%
3 QN Community District 8	4106	Bengali	10712	7%

QN Community District 4	4107	Total Population	140487	100%
QN Community District 4	4107	English	21625	15%
1 QN Community District 4	4107	Spanish	71024	51%
2 QN Community District 4	4107	Chinese*	17456	12%
3 QN Community District 4	4107	Bengali	7652	5%

3 MN Community Districts 1 & 2	3810	French	2810	2%
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**Brooklyn**

BK Community District 1	4001	Total Population	158047	100%
BK Community District 1	4001	English	78865	50%
1 BK Community District 1	4001	Spanish	28715	18%
2 BK Community District 1	4001	Yiddish	24580	16%
3 BK Community District 1	4001	Polish	6280	4%

BK Community District 4	4002	Total Population	128373	100%
BK Community District 4	4002	English	63070	49%
1 BK Community District 4	4002	Spanish	53983	42%
2 BK Community District 4	4002	Chinese*	2122	2%
3 BK Community District 4	4002	French	854	1%

BK Community District 3	4003	Total Population	149141	100%
BK Community District 3	4003	English	101420	68%
1 BK Community District 3	4003	Spanish	21309	14%
2 BK Community District 3	4003	Yiddish	14294	10%
3 BK Community District 3	4003	French	2142	1%

BK Community District 2	4004	Total Population	138957	100%
BK Community District 2	4004	English	102467	74%
1 BK Community District 2	4004	Spanish	13457	10%
2 BK Community District 2	4004	Chinese*	6437	5%
3 BK Community District 2	4004	Yiddish	2292	2%

BK Community District 6	4005	Total Population	112858	100%
BK Community District 6	4005	English	86536	77%
1 BK Community District 6	4005	Spanish	11097	10%
2 BK Community District 6	4005	Chinese*	2322	2%
3 BK Community District 6	4005	French	2124	2%

BK Community District 8	4006	Total Population	132906	100%
BK Community District 8	4006	English	107482	81%
1 BK Community District 8	4006	Spanish	10496	8%
2 BK Community District 8	4006	Haitian	2979	2%
3 BK Community District 8	4006	French	2001	2%

BK Community District 16	4007	Total Population	114610	100%
BK Community District 16	4007	English	86333	75%
1 BK Community District 16	4007	Spanish	19912	17%
2 BK Community District 16	4007	Haitian	1386	1%
3 BK Community District 16	4007	French	826	1%

BK Community District 5	4008	Total Population	160852	100%
BK Community District 5	4008	English	93265	58%
1 BK Community District 5	4008	Spanish	50341	31%
2 BK Community District 5	4008	Bengali	4879	3%
3 BK Community District 5	4008	Haitian	1883	1%

BK Community District 18	4009	Total Population	195197	100%
BK Community District 18	4009	English	137479	70%
1 BK Community District 18	4009	Haitian	20121	10%
2 BK Community District 18	4009	Spanish	11641	6%
3 BK Community District 18	4009	Russian	4791	2%

BK Community District 17	4010	Total Population	131441	100%
BK Community District 17	4010	English	104259	79%
1 BK Community District 17	4010	Haitian	12832	10%
2 BK Community District 17	4010	Spanish	6897	5%
3 BK Community District 17	4010	French	1416	1%

BK Community District 9	4011	Total Population	105329	100%
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QN Community District 6	4108	<i>Total Population</i>	114807	100%
QN Community District 6	4108	<i>English</i>	45111	39%
1 QN Community District 6	4108	Chinese*	15556	14%
2 QN Community District 6	4108	Spanish	14377	13%
3 QN Community District 6	4108	Russian	13046	11%
QN Community District 2	4109	<i>Total Population</i>	135425	100%
QN Community District 2	4109	<i>English</i>	43441	32%
1 QN Community District 2	4109	Spanish	35142	26%
2 QN Community District 2	4109	Chinese*	13057	10%
3 QN Community District 2	4109	Bengali	8857	7%
QN Community District 5	4110	<i>Total Population</i>	180539	100%
QN Community District 5	4110	<i>English</i>	75554	42%
1 QN Community District 5	4110	Spanish	52551	29%
2 QN Community District 5	4110	Polish	16510	9%
3 QN Community District 5	4110	Chinese*	7766	4%
QN Community District 9	4111	<i>Total Population</i>	142999	100%
QN Community District 9	4111	<i>English</i>	55465	39%
1 QN Community District 9	4111	Spanish	49932	35%
2 QN Community District 9	4111	Punjabi	7245	5%
3 QN Community District 9	4111	Bengali	6889	5%
QN Community District 12	4112	<i>Total Population</i>	237864	100%
QN Community District 12	4112	<i>English</i>	164478	69%
1 QN Community District 12	4112	Spanish	33085	14%
2 QN Community District 12	4112	Bengali	18149	8%
3 QN Community District 12	4112	Haitian	8607	4%
QN Community District 10	4113	<i>Total Population</i>	134802	100%
QN Community District 10	4113	<i>English</i>	86140	64%
1 QN Community District 10	4113	Spanish	26054	19%
2 QN Community District 10	4113	Bengali	5538	4%
3 QN Community District 10	4113	Punjabi	3780	3%
QN Community District 14	4114	<i>Total Population</i>	124977	100%
QN Community District 14	4114	<i>English</i>	85932	69%
1 QN Community District 14	4114	Spanish	21787	17%
2 QN Community District 14	4114	Russian	2245	2%
3 QN Community District 14	4114	Polish	1374	1%

BK Community District 9	4011	<i>English</i>	79781	76%
1 BK Community District 9	4011	Spanish	7398	7%
2 BK Community District 9	4011	Haitian	6420	6%
3 BK Community District 9	4011	Yiddish	2473	2%
BK Community District 7	4012	<i>Total Population</i>	134172	100%
BK Community District 7	4012	<i>English</i>	39911	30%
1 BK Community District 7	4012	Spanish	45356	34%
2 BK Community District 7	4012	Chinese*	35668	27%
3 BK Community District 7	4012	Russian	2182	2%
BK Community District 10	4013	<i>Total Population</i>	121840	100%
BK Community District 10	4013	<i>English</i>	57477	47%
1 BK Community District 10	4013	Chinese*	20464	17%
2 BK Community District 10	4013	Spanish	14183	12%
3 BK Community District 10	4013	Arabic	9712	8%
BK Community District 12	4014	<i>Total Population</i>	142150	100%
BK Community District 12	4014	<i>English</i>	44077	31%
1 BK Community District 12	4014	Yiddish	45156	32%
2 BK Community District 12	4014	Spanish	13719	10%
3 BK Community District 12	4014	Chinese*	9529	7%
BK Community District 14	4015	<i>Total Population</i>	152240	100%
BK Community District 14	4015	<i>English</i>	79666	52%
1 BK Community District 14	4015	Spanish	17633	12%
2 BK Community District 14	4015	Russian	11632	8%
3 BK Community District 14	4015	Haitian	10743	7%
BK Community District 15	4016	<i>Total Population</i>	147566	100%
BK Community District 15	4016	<i>English</i>	56909	39%
1 BK Community District 15	4016	Russian	37367	25%
2 BK Community District 15	4016	Chinese*	18969	13%
3 BK Community District 15	4016	Spanish	9615	7%
BK Community District 11	4017	<i>Total Population</i>	183718	100%
BK Community District 11	4017	<i>English</i>	48523	26%
1 BK Community District 11	4017	Chinese*	56114	31%
2 BK Community District 11	4017	Spanish	22692	12%
3 BK Community District 11	4017	Russian	18590	10%
BK Community District 13	4018	<i>Total Population</i>	112054	100%
BK Community District 13	4018	<i>English</i>	37249	33%
1 BK Community District 13	4018	Russian	39375	35%
2 BK Community District 13	4018	Spanish	12657	11%
3 BK Community District 13	4018	Chinese*	8701	8%

**Notes:**

PUMAs are statistical geographies that are built out of census tracts and have a minimum population of 100,000

[In New York City, PUMAs loosely approximate Community Districts.](#)

[ACS data are derived from a survey and are subject to sampling variability. Data shown in gray have poor statistical reliability \(guidance on ACS data\).](#)

*Chinese (incl. Mandarin, Cantonese, and Min Nan Chinese)*

**Source:**

U.S. Census Bureau, 2017-2021 American Community Survey 5-Public Use Microdata Sample

Population Division-New York City Department of City Planning

**Accurate Communication Inc. | List of Languages**

**TIER 1 - Executive Order 120 Languages\***

**6**

1	CHINESE ( Cantonese/ Mandarin/ Other)		
2	FRENCH CREOLE		
3	ITALIAN		
4	KOREAN		
5	RUSSIAN		
6	SPANISH		

\* Tier 1 Languages - are not limited to languages listed in Executive Order 120. Additional languages may be added and will be determined by each Agency's clientele

**TIER 2 - Common Languages**

**74**

1	AFGHANI (DARI)	28	HEBREW	54	ROMANIAN
2	AFRIKAANS	29	HINDI	55	SAMOAN
3	ALBANIAN (GHEG & TOSK)	30	HINDUSTANI	56	SANSKRIT
4	ARABIC (ALL DIALECTS)	31	HUNGARIAN	57	SERBIAN
5	ARMENIAN	32	ICELANDIC	58	SHANGHAI (CHINESE)
6	AZERBAIDJANI	33	INDONESIAN	59	SLOVAK
7	BENALI	34	JAPANESE	60	SLOVENE
8	BOSNIAN	35	KHMER	61	SOMALI
9	BULGARIAN	36	KURDISH	62	SWAHILI
10	BELORUSSIAN	37	LAOTIAN	63	SWEDISH
11	BURMESE	38	LATIN	64	TAIWANESE
12	CATALÁN	39	LATVIAN	65	TAMIL (SRI LANKAN & INDIAN)
13	CROATIAN	40	LITHUANIAN	66	THAI
14	CZECH	41	MACEDONIAN	67	TIBETAN
15	DANISH	42	MALAY	68	TURKISH
16	DUTCH	43	MALAYALAN	69	UKRANIAN
17	ESTONIAN	44	MONGOLIAN	70	URDU
18	ETHIOPIAN	45	MYANMAR	71	UZBEK
19	FIJIAN	46	NAVAJO	72	VIETNAMESE
20	FILIPINO	47	NEPALI	73	WELSH
21	FINNISH	48	NORWEGIAN	74	YIDDISH
22	FLEMISH	49	PASHTO		
23	FRENCH	50	PERSIAN (FARSI)		
24	GEORGIAN	51	POLISH		
25	GERMAN	52	PORTUGUESE		
26	GREEK	53	PUNJABI		
27	HAITIAN CREOLE				

**TIER 3 - Esoteric Languages**

**95**

1	ACHOLI	33	HAKKA	65	NUER
2	AKAN	34	HAUSA	66	NUGUNU
3	AMHARIC	35	HMONG	67	NZIMA
4	AMOY	36	IBO	68	OROMO
5	ASANTE	37	IGBO	69	PATOIS
6	ASSYRIAN	38	ILOCANO	70	PIDGIN
7	BAHASA	39	ILONGO	71	PONAPEAN
8	BAMBANANKA	40	JOULAKA	72	PORTUGUESE CREOLE (CAPE VERDIAN CREOLE)
9	BAMBARA	41	KALENJIN	73	PULAAR
10	BASSA	42	KANNADA	74	PUTIEN
11	BERBER	43	KAREN	75	QUECHUA
12	CEBUANO	44	KICONGO	76	QUICHE
13	CHALDEAN	45	KINYARWANDA	77	SARIKOLI
14	CHAOZHOU	46	KONJABOL	78	SINHALESE
15	CHIU-CHOW	47	KRIO (SIERRA LEONE)	79	SONINKE
16	CHUJ	48	LETA	80	SOSO
17	CUTCHI	49	LINGALA	81	SYRIAC
18	DARI	50	LUGANDA	82	TACHEW
19	DIEJIU	51	LUHYA	83	TAGALOG
20	DINKA	52	MALAYALAN	84	TAMASHEK (TUAREC)
21	DIOLA	53	MALINKE	85	TAMAZIGHT
22	EWE	54	MANDINGO	86	TELUGU
23	FANTE	55	MANDINKA	87	TEMNE

24	FORMOSAN	56	MARATHI	88	TIGRINYA
25	FUCHIEN	57	MARSHALLESE	89	TWI
26	FUKIENESE	58	MIEN	90	UKWANI
27	FULANI	59	MIXTECO ALTO	91	UYZHUR
28	FUZHOU	60	MIXTECO BAJO	92	WENZHOU (CHINESE)
29	GA	61	MINANGKABAU	93	WOLOF/OUOLOFF
30	GAELIC	62	MOORE	94	YORUBA
31	GYPSY (ROMANY)	63	NANTONG	95	ZULU
32	GUJARATI	64	NING PO (CHINESE)		