



**PHILIPPINE CONSULATE GENERAL
P R E S S R E L E A S E**

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EXPANSION OF NYC'S 311 SERVICE

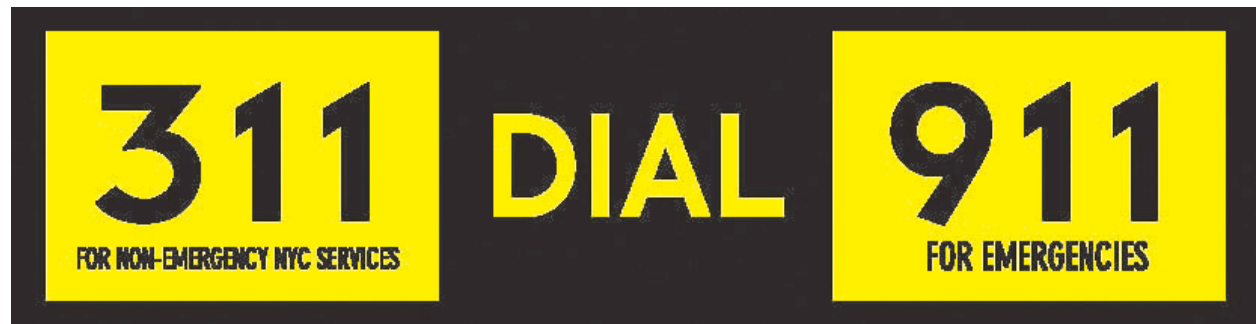
NEW YORK – The Philippine Consulate General New York was recently informed by the Office of the Mayor that the City of New York has expanded their 311 Customer Service Center, providing access to non-emergency government information, 24 hours a day, 7 days a week, in 170 languages, including Filipino.

According to Nick Sbordone of New York City's 311, to improve their ability to serve the needs of non-English speaking New Yorkers, they continue to increase the number of foreign languages they can engage in, with the help of a foreign language interpretation service, that provides on-call interpreters. The system was described by Mr. Sbordone as follows:

- A call received by 311 from a non-English speaking client
- The receiver calls in an interpreter, who joins in a three-way conference call
- The receiver and the caller are able to communicate through the interpreter, facilitating easy communication between all parties, and successfully implementing public service without language barriers.

Consul General Cecilia B. Rebong was happy to note the inclusion of Filipino in the list of languages, saying that this "will make it easier for our countrymen to ask for services from the City, without having to be concerned that they would not be understood."

The Philippine Consulate General New York encourages the community to make use of New York City's 311 service, for any non-emergency need. END



Labanan ang Kahirapan

Ramdam ang Kaunlaran

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