



City Hall Constituent Services Multilingual Line

City Hall Language Access Line is a multiple language line that will connect callers, via interpreters, to all municipal services and opportunities. It is a free service for the community to reach out to City Hall, ask questions about services, voting, forms, register complaints, etc.

How does it work?

Call language access line: (617) 865-2273

Business Hours: Monday-Friday 8:00 AM – 5:00 PM

Select your language from the menu to be connected to an interpreter.



Listen to the language options

- Spanish **1**
- Portuguese **2**
- Haitian Creole **3**
- Mandarin **4**
- Cantonese **5**
- Vietnamese **6**
- Arabic **7**
- Amharic **8**
- Hindi **9**

Other languages, **press 0** or stay on the line, and one of our team members will be there to help you.

Let the interpreter know the reason you are calling, and they will help you connect with the appropriate department. If you already have the department or staff member's number, they will help you make the call.

Report any issues:

info@rosettalanguages.org

Call or text (617) 909-3522



Elena Martinez, Language Access Coordinator

215 Pleasant St, Room 340

Malden, MA 02148

emartinez@cityofmalden.org