

UPCOMING CHANGE

Improved Customer Service + Q-Matic System Enhancements

We're improving our customer service ticketing and queue management to provide you with quicker and more reliable service.

Our borough offices are implementing an enhanced Q-Matic system to ease your visit to DOB for Application Processing, Certificate of Occupancy, Property Research, Records, Express Cashier, Fast App, Fee Adjustments, and Enforcement and Development Inspections. Ultimately, the system will be implemented throughout the agency.

The system will improve access to customer service windows with the following features:

- Tickets will be issued at self-service kiosks
- Improved visual displays will let you know your position in the queue
- Better tracking of service requests will help reduce wait times

Service tickets will be issued upon valid scan of a DOB-issued ID. Customers without a DOB ID may continue to obtain service tickets from borough customer service representatives.

Only one active ticket per service is allowed per customer at a time. A new ticket can be pulled after the old ticket is closed out by the clerk. Certain types of tickets (Application Processing, Cashier, and Fast App) will allow more than one transaction per ticket.

Staten Island Borough Office -- Launched November 6, 2015

Bronx Borough Office -- Launched November 20, 2015

Manhattan Borough Office -- Launched December 4, 2015

Expected Queens Borough Office Launch Date: Friday, January 8, 2016

Expected Brooklyn Borough Office Launch Date: Friday, January 15, 2016

Launch dates for central offices will be announced in the coming weeks.

POST UNTIL: April 30, 2016

Bill de Blasio, Mayor
Rick D. Chandler, P.E., Commissioner

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