

UPCOMING CHANGE

Improved Customer Service + Q-Matic System Enhancements

The Department is improving our customer service ticketing and queue management processes to better manage and provide quicker and more reliable service levels.

Our Central offices are implementing an enhanced Q-Matic system. Service Areas that are being upgraded include: Elevators, Boilers, Facades, Central Cashiers, LAA/Permit Renewal, BEST, Cranes & Derricks, AEU, and Licensing. These units will now provide tickets through the same system that was rolled out in borough offices over the last six months.

The enhanced Q-Matic system will improve access to customer service windows and includes the following features:

- Self-service kiosks for ticket issuance;
- Service tickets issued upon valid scan of a DOB-issued ID or a NY or NJ Driver's License for anyone who does not have a DOB ID;
- Improved visual displays for customer status in the queue;
- Better tracking of service needs for the public;
- 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.

Customers with a DOB ID must use that ID. Customers who do not have a DOB ID may scan their driver's license (NY or NJ only). If the customer does not have a DOB ID or an NY/NJ Driver's License, a ticket may be obtained by seeing a DOB Customer Service Representative.

- Staten Island Borough Office Launch Date: **Friday November 6, 2015**
- Bronx Borough Office Launch Date: **Friday November 20, 2015**
- Manhattan Borough Office Launch Date: **Friday, December 4, 2015**
- Queens Borough Office Launch Date: **Friday, January 8, 2016**
- Brooklyn Borough Office Launch Date: **Friday, January 15, 2016**
- Expected Central Units Launch Date: **Friday, May 6, 2016**

POST UNTIL: August 31, 2016

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