

UPCOMING CHANGE

Improved Customer Service + Q-Matic System Enhancements

We're improving our customer service ticketing and queue management processes – to better manage and provide quicker and more reliable service levels.

Beginning with the Staten Island Borough Office in September 2015, the Department will implement an enhanced Q-Matic system. Staten Island service areas to be upgraded include: Application Processing, Certificate of Occupancy, Property Research, Records, Express Cashier, Fast App, Fee Adjustments, Enforcement and Development Inspections. Ultimately, the system will be implemented throughout the agency.

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
- Improved visual displays for customer status in the queue
- Better tracking of service needs for the public.

Customers without a DOB ID may continue to obtain service tickets from borough customer service representatives.

Expected Staten Island Borough Office Launch Date: Friday September 18th, 2015
Launch dates for borough and central offices will be announced in the coming weeks.

POST UNTIL: January 31, 2016