

DOITT Releases Annual Open Data Report

DOITT and the Mayor's Office of Data Analytics released its [annual update](#) on *Open Data for All* and the NYC Open Data Plan, which this year pulls back the curtain on digital government to show how the City collects data, how data powers city operations, and how publishing that data publicly creates value in communities across the five boroughs. See the press release [here](#).

NYC Health + Hospitals/Bellevue Opens Expanded Adult Primary Care Clinic

Expansion improves access to care for patients and significantly reduces wait time for appointments. The recently expanded clinic, located on the second floor of the Ambulatory Care Building, has added 12 patient exam rooms and increased available space by 2,200 square feet to 13,300 square feet. Click [here](#) for more details.

The Department of Correction's New Bail Window in Queens

To give the public an additional site to pay bails for loved ones, on September 10, 2018 DOC opened a new bail window at the Queens Detention Center. The window will be open 24/7 making it more convenient for those who need it to have bail payments made.

ACS Pop Up Shop

ACS and the [Glam4Good Foundation](#) joined forces to host the City first ever pop-up shop for vulnerable youth. Over 100 children in foster care and youth involved in juvenile justice shopped for back-to-school clothes and more. The [#Getschooled](#) initiative sent 150 ACS involved youth back to school in style with clothes, accessories and other essentials.

DCA Student Loan Day of Action

As part of City Hall in Your Borough: Brooklyn, Commissioner Lorelei Salas and DCA employees participated in Student Loan Day of Action in targeted Brooklyn neighborhoods with high default rates. DCA distributed tips to educate New Yorkers about resources available to those struggling with student loan debt. Read tips [here](#).

Customer Service Week, October 1st thru 5th, 2018

A number of agencies participated in this year's National Customer Service Week. These agencies took the time to honor and recognize the staff that works so hard every day to meet our customers' needs. Agencies held recognition luncheons and breakfasts, played games and hosted parties, all in honor of their frontline and support staff.

Check out what some agencies did for Customer Service Week!

NYC DOT CUSTOMER SERVICE WEEK
OCTOBER 01-05, 2018

11th Annual National Celebration









MON • OCT 01	TUE • OCT 02	WED • OCT 03	THU • OCT 04	FRI • OCT 05
<p>11th Annual Customer Service Week Citywide</p> <ul style="list-style-type: none"> • Language Access • Online Recognition • Public Service Centers • Mayor's Office Awardees • Language Bank Volunteers • Translation Requesters <p>Manhattan B/C Office</p> <ul style="list-style-type: none"> • Breakfast for Clerical Staff 9:00AM <p>Litigation & Records</p> <ul style="list-style-type: none"> • Breakfast 59 Maiden Lane <p>Special Events</p> <ul style="list-style-type: none"> • Staff Recognition Day Luncheon 2:00PM 	<p>Manhattan B/C Office</p> <ul style="list-style-type: none"> • Wellness Walk 59 Maiden Lane 12:30PM-1:30PM <p>Permits & Customer Service</p> <ul style="list-style-type: none"> • CORE Mayor's Excellence Award • Authorized Parking Application Presentation hosted by IT • Staff Recognition Day Luncheon 30-30 Thomson Ave 1:00PM 	<p>OCMC & Permit Mgt</p> <ul style="list-style-type: none"> • Staff Recognition Day • CORE Mayor's Excellence Award - Permit Mgt <p>Strategic Communications</p> <ul style="list-style-type: none"> • Digital Appreciation Day 1:30PM <p>FOIL</p> <ul style="list-style-type: none"> • Breakfast 55 Water St, 4th Flr <p style="text-align: center;">WED • OCT 24</p> <p>Sidewalk Inspection & Management (SIM)</p> <ul style="list-style-type: none"> • Staff Recognition Day BID Room 9:00AM • CORE Mayor's Excellence Award - HIQA 	<div style="background-color: #ffc107; padding: 5px; margin-bottom: 5px;"> <p>Congratulations DOT Street Lighting for Agency Plain Language Initiatives</p> </div> <div style="background-color: #e91e63; color: white; padding: 5px;"> <p>Mayor's Office of Immigrant Affairs, DOT Street Ambassadors, Customer Service/ Language Access & NYC Votes</p> <p>Celebrate "National Voter Registration Day" Brooklyn College West Quad Bldg 12:15PM-2:15PM</p> </div>	<p>Commissioner's Correspondence Unit (CCU)/ARTS</p> <ul style="list-style-type: none"> • Appreciation Lunch BID Room 12:00PM-2:30PM <p>SI Ferry Passenger Office</p> <ul style="list-style-type: none"> • Luncheon Wellness Walk 1 Ferry Terminal Drive TBD

OTHER EVENTS: Making Strides Against Breast Cancer Bake Sale (TBD)



Customer Service Week 2018

Paint and Sip Thursday, September 20 th 4:40 p.m.		Game Night Thursday, September 27 th 4:40 p.m.		Construction Saturday, September 29 th 10:00 a.m.	
MONDAY October 1 st	TUESDAY October 2 nd	WEDNESDAY October 3 rd	THURSDAY October 4 th	FRIDAY October 5 th	
<p>Excellence</p> <p>5th Annual Bake-off! Put your baking skills to the test.</p>	<p>Transformation</p> <p>Mentor Breakfast Join students from the Williamsburg High School for Architecture and Design for a panel discussion about how zoning defined the shape of NYC's skyline.</p> <p>Followed by presentations from Buildings' staff members on careers at Buildings.</p>	<p>Appreciation</p> <p>Customer Service Atrium Ribbon Cutting Ceremony</p> <p>Senior and Executive Staff on the front lines as they experience customer service first hand while interacting with our customers.</p>	<p>Empowerment</p> <p>Are you a Buildings' Scholar? Take the quiz to find out.</p> <p>Language Access Volunteers and Coordinators thank you event.</p> <p>One Mile Dash Join the Commissioner for a run in Lower Manhattan followed by a celebratory Happy Hour.</p>	<p>Teamwork</p> <p>Demonstrate your DOB pride and team spirit by wearing Blue today!</p> <p>Visit the Selfie Booth to take individual and team photos wearing your DOB Blue!</p>	

Visit the Intranet for more information, daily customer service quotes, acknowledgements and a message from Commissioner Chandler.





Bureau of Customer Services
 Customer Service Week 2018
 October 1 - 5, 2018
 Nancy C. Cianflone, Deputy Commissioner



Date		Events					
Monday 10/1/18	Customer Service Week Kick Off Message Commissioner Sapienza & Deputy Commissioner Cianflone	Continental Breakfast - All locations	Daily Customer Service Affirmations	Daily Trivia Questions No Questions between 12:00 -2:00	Daily Customer Service Puzzles & Tips of the Day	Luncheon for Manhattan	Daily Call Center Mystery Caller. A Committee member will call with specific account questions.
Tuesday 10/2/18	Wellness Day. Health & Wellness Gifts	Wellness events- all locations				Luncheon for Staten Island	
Wednesday 10/3/18	Day of Giving. Donation drop-off at the Borough Offices & Central 7 th & 13 th fl	Pick a Color Day. Each unit wear a different color.				Luncheon for Bronx	
Thursday 10/4/18	Billing For the Future Day (BFF) Highlights BCS's new billing system	Black Shirt Day. (Attire must be office appropriate)				Luncheon for Queens, Central & Meter Testing Facility	
Friday 10/5/18	Breakfast with Deputy Commissioner Cianflone Rego Park Center 9:30 - 11:30 a.m. Snacks Day	Twin Day. Collaborate with your fellow colleagues to wear matching attire. (Attire must be office appropriate)				Luncheon for Brooklyn	

And here are some photos from Customer Service Week activities!



ACS Commissioner David Hansell addresses staff at Customer Service Week Breakfast



DOT staff displays gift packages given in recognition for their services



DOB staff enjoys game night during Customer Service Week

Mayor's Office of Operations (OPS)

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