

## NEWS FROM NYC MAYOR'S OFFICE OF OPERATIONS

### NYC Customer Service Newsletter Volume 8 Issue 2 - July 2017

#### Probation Launches New Training to Improve Service Delivery

The Department of Probation (DOP) launched a new two-day training program for Client Service Representatives to provide them with skills and information to effectively assist people on probation, with a specific emphasis on improving services in DOP waiting areas. Training topics include: Cultural Diversity, Client Interaction and Office Safety, Conflict Resolution & Work Place Violence Prevention and Cardio-Pulmonary Resuscitation (CPR).



DOP Client Service Representatives complete a new training program aimed at improving customer service.

In the first class session, participants shared their experiences on the job and how they have dealt with individual differences and conflict situations. DOP Training Instructor John Leviness emphasized the importance of using voice, paying attention to surroundings and the emotions of others. "You cannot control

people's feelings, but you can be aware of people's voice and body language," said Leviness. Client Service Representatives represent the agency's front-line of customer service, and "along with the critical work of Probation Officers, are key to meeting DOP's mission of Strengthening Communities and Changing Lives," said Commissioner Ana M. Bermudez.

### Children's Wait Space at DHS PATH Family Intake Center Celebrates First Anniversary

The Children's Wait Space at PATH, the Department of Homeless Services' Bronx intake center that provides services to all New York City families with children who are applying for shelter, celebrated its first anniversary this spring. Since the Wait Space's inauguration last spring, it has served more than 1,500 families and 2,400 children by providing meaningful art, reading, math and science experiences, all in a welcoming and relaxing space where children can learn and play while their parents access services at PATH.



DHS staff and guests from WNET celebrate the one-year anniversary of the Children's Wait Space at the PATH Family Intake Center in the Bronx.

At the one-year celebration, Department of Social Services Commissioner Steven Banks, Associate Commissioner for PATH/Family Intake Center Joslyn Carter and WNET Vice President of Education Carole Wacey, gave remarks to commemorate the occasion. They praised the strong partnerships and the dedication of the whole team working behind the scenes at the center for its great success.

"The upgrades to the Children's Wait Space at PATH, including new educational and arts programming, are a testament to what we can do through collaboration to improve the experience for families with children facing homelessness," said Commissioner Banks. "Creating and enhancing supportive resources like this offers families a measure of stability during challenging times. By expanding our partnerships, we're continuing to bring new opportunities for children to learn and play to this space."

"Through our partnership with the Department of Homeless Services, we continue our commitment to support New York City parents and their children," said WNET's Wacey.

[News 12 Bronx](#) covered the event.

## DOT's Customer Service International Impact

### DOT's Street Design Manual Receives International Attention

Customers from Chile, China and Canada have expressed interest in DOT's Street Design Manual (SDM), the City's comprehensive resource for street design standards, guidelines and policies. Comparing web hits from 2014 to 2016, the number of downloads of DOT's SDM has increased by 628%. Customers say they find the street design features and guidance, ranging from traffic-calming treatments to approved landscaping materials, very useful. In fact, a regional urban planning group in China translated the Manual into Simplified Chinese. Another group from Latin America posted an online article summarizing the contents of the manual in Spanish that has generated additional comments in Spanish. Building on its "Partners in Process" model, DOT Customer Service/Language Access is partnering with the DOT Urban Design + Art + Wayfinding Unit to conduct a Chinese translation review of the *"2015 Street Design Manual,"* which is the Second Edition.



The First Edition, published in 2009, was the culmination of more than two years of work involving more than a dozen agencies led by DOT. Around that time, following Executive Orders 115 and 120, DOT Customer Service/Language Access was developing best practices and incorporated the Manual's glossary of transportation terms into the agency's "working glossaries" in the top three languages: Spanish, Russian and Chinese.

All versions of the Manual, including the current 2015 version and soon-to-be-released Third Edition, reflect

DOT's street designs and focus on creating a "vibrant public realm, where people of all ability levels feel comfortable to stay in New York City and where there are safety, health and economic benefits for all." The Manual is an essential resource written with both internal and external customers in mind.

The 2017 SDM will build on the successes of earlier versions and will continue to bring into focus through vivid photos and clear language guidelines for creating a sustainable, resilient and safe public realm for all. The playbook is available at and customers are encouraged to ask questions or provide feedback about the Manual by emailing [streetdesignmanual@dot.nyc.gov](mailto:streetdesignmanual@dot.nyc.gov).

### **DOT Customer Service Unit Provides Support to Youngster in Scotland**

In September of 2016, a concerned mother from Scotland, Elaine Urquhart, reached out to the Department of Transportation in the hopes of getting New York City memorabilia to cheer up her son, Martin, who has persevered through many challenges during his life. Life has not been easy for Martin. Ms. Urquhart explained that Martin has a wonderful fascination with New York City and regularly watches New York City tourist webcams as a way to cheer himself up. He even went so far as to decorate his room with a wall mural of New York City.

Ms. Urquhart was directed to the Commissioner's Customer Service Unit (CSU), where she communicated with Roseann Caruana, Executive Director. She had a simple request - to get any New York City memorabilia, including NYPD police cars, FDNY fire trucks and other DOT-related information in the form of booklets, maps or pictures. Roseann assigned the task to Esau Reyes-Pesante.

Esau, like many of the CSU staff, went above and beyond to satisfy Martin. Using his own money, Esau purchased him an NYPD hat, posters, and an FDNY toy truck from the City Store, which he promptly mailed to Martin. Shortly after sending Martin the care package, CSU received a wonderful email thanking Esau with a picture of Martin showing off his new NYC souvenirs. This is just one of the many beautiful stories that occur every day at CSU. We are all incredibly proud of Esau.

**"Martin is so happy with what you kindly sent, it's amazing! He will cherish these items. ---- Thank you from the bottom of my heart for being so kind, it's greatly appreciated."  
Elaine Urquhart**



**Martin Urquhart of Scotland with some of his NYC souvenirs courtesy of DOT's Esau Reyes-Pesante.**

## DCAS Diversity and Equal Employment Opportunity Team Wins Award!

Congratulations go out to the Department's Citywide Diversity and Equal Employment Opportunity (CDEEO) team for their Winds of Change Award! The Forum on Workplace Inclusion, which "recognizes outstanding individuals and organizations for achievements in diversity and inclusion in the workplace," recognized the excellent customer service provided by the CDEEO team in its efforts to increase diversity and promote inclusion in the workforce at the largest municipal government employer in the country and in the most ethnically and culturally diverse city in America. DCAS continues to lead the way in providing training on diversity and inclusion and Equal Employment Opportunity rights to City employees. By developing more computerized training classes to better meet the needs of our customers, DCAS has provided training to over 16,000 city employees in FY2017 to date, and expects to meet its goal of training 20,000 NYC employees.



The CDEEO Team, front to back: Jodi Bryon, Jocelyn Tan Lobo, Belinda French, Danielle Barrett, R. Fenimore Fisher, Sharon Phillip, Jin Yu Guan, Jerzy Warman, Raymond Vinuesa

## FDNY Launches New Program to Encourage Language Access to Immigrant Business Community

The FDNY partnered up with the Asian American Council to launch its first ever Certificate of Fitness community outreach workshop on April 12, 2017. The FDNY issues Certificates of Fitness for various types of potentially dangerous occupations and provides study materials and tests to ensure employees know how to safely use, store and handle dangerous materials in the workplace.

More than 170 interested participants came out to the Kum Gan San Restaurant and Manor in Queens to attend. This first workshop was held for the Korean community and focused on preparation for the G60/F60 Hot Works Operations Certificate of Fitness exams

"These newly launched community outreach workshops continue to promote our goal of fire safety and fire prevention education for every New Yorker, especially in the work place," said Fire Commissioner Daniel

Nigro. "By enhancing communication with the public and providing outreach to all diverse communities, we know we will reach many more people and companies throughout our city to ensure that employees of small businesses are properly trained, prepared and certified to handle dangerous materials."



Attendees at Certificate of Fitness community outreach workshop.

"These newly launched community outreach workshops continue to promote our goal of fire safety and fire prevention education for every New Yorker, especially in the work place."

As part of the FDNY's effort to increase access for non-English speakers, the Asian American Council provided a Korean translator on-site as well as translated documents and a presentation to aid in supplementing the study materials booklet for the exams.

"English is not their native language, so we summarized the material to better prepare the attendees for their tests. It is about creating economic opportunities with safety in New York City," said Director of Licensing Steven Ertrachter. "In an effort to provide safety and service, we created a presentation with shorter language and used pictures to make the technical information easier to understand."

"We hope to continue to reach out to immigrant communities by putting on similar workshops," said Asian American Council Executive Director Michael Limb. "There are plans to hold outreach events for the Chinese, Pakistani and Bangladeshi community in the near future."

The FDNY is committed to holding workshops in additional languages for other communities in all five boroughs.

"These workshops promote the FDNY's dedication to language accessibility to the public," said Chief of Fire Prevention Ronald Spadafora. "Our priority will be to ensure that all New Yorkers have the ability to learn how to stay safe."

For more information about future workshops or how to organize one for your group, contact the Public Certification Unit at [pubcert@fdny.nyc.gov](mailto:pubcert@fdny.nyc.gov). [Get more photos from the workshop.](#)

## Empowering Public Assistance Clients with the NYC ACCESS HRA Mobile App

New Yorkers who apply for or receive benefits like the Supplemental Nutrition Assistance Program (SNAP, formerly called Food Stamps) and Cash Assistance have a powerful new tool to manage their benefits on the go. The NYC Human Resources Administration (HRA)'s new NYC ACCESS HRA app for smartphones and tablets lets clients check their application status and digitally submit documents needed for their application. It's easy to apply online at the ACCESS HRA website: [nyc.gov/accesshra](http://nyc.gov/accesshra).

**MANAGE YOUR SNAP OR CASH ASSISTANCE CASE, RECEIVE IMPORTANT UPDATES, AND UPLOAD DOCUMENTS ON THE GO WITH NYC ACCESS HRA!**

- 1 DOWNLOAD**  
Screenshot of the app's App Store listing, showing the 'HRA Your Way' logo and 'NYC ACCESS HRA' title.
- 2 LOG IN**  
Screenshot of the 'ACCESS HRA Login' screen with fields for email and password, and a 'Log In' button.
- 3 CONNECT**  
Screenshot of the 'Connect to My Case' screen, prompting users to enter information for the head of case or applicant.
- 4 MANAGE**  
Screenshot of the 'Home' dashboard, displaying case status, appointments, alerts, and next payment information.

Download 'NYC ACCESS HRA' for free on iOS or Android devices!

Once their application is approved, clients can look up information on their case, check their remaining SNAP and CA balances, receive alerts about upcoming appointments and deadlines, and more. Smartphones have become a vital way we interact with organizations and each other across all income levels. With ACCESS HRA, the Human Resources Administration is bringing the same flexibility, convenience and ease-of-use

people associate with mobile technology to our customers and the benefits that help them make ends meet.

### Business Owner Customer Feedback Survey Surpasses Goal

The last issue of the newsletter highlighted the new and enhanced Business Owner Customer Feedback Survey. This new survey was created to help meet the mandate of Local Law 67 of 2015 of receiving a minimum of 500 submissions from business owners every two years. With the help of a survey vendor, the Mayor's Office of Operations, in collaboration with the Department of Small Business Services (SBS), developed a survey that asks business owners questions about their interaction with the City at service centers, during inspections and when receiving a consultation from SBS. The goal is to receive business owners' responses, including open-ended feedback, and take action to improve services.

Since the survey was launched in September 2016, business owners have submitted 1008 surveys in 10 months, more than double the number required to be received in 24 months by Local Law 67. Business owners from a variety of industries have submitted responses, including restaurants, day care centers and dry cleaners, for example, and clearly business owners see the need for this type of feedback. Business owners rate or report on, among other things, how well inspectors communicated with them, how long they waited in line and whether they needed language interpretation. Feedback indicating serious issues is forwarded to agencies for action.



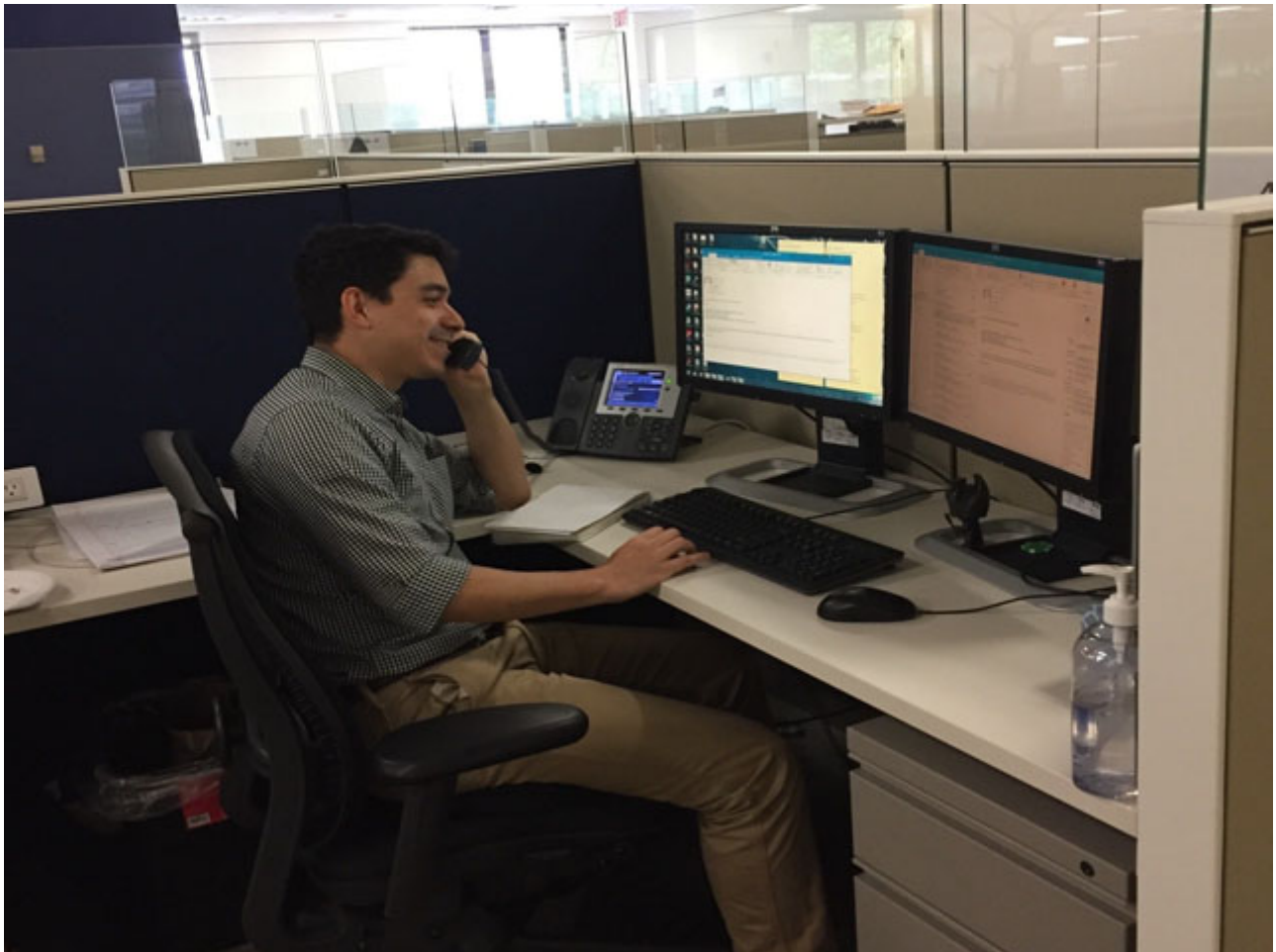
SBS staff working with business to explain procedures.

The Mayor's Office of Operations and SBS will use business owners' responses and feedback to identify areas where service improvements are needed as well as best practices that can be replicated. The goal is to use this valuable information to improve service to business owners from the City in general and from SBS' Small Business First initiative in particular. The survey link is here - [www.nyc.gov/customersurvey](http://www.nyc.gov/customersurvey). The survey is also available on the SBS Small Business portal at <https://www1.nyc.gov/nycbusiness/topicpage/support-for-businesses>, at the bottom of the page under "Contact Us."



## DoITT's Service Management Division Ready and Able to Serve Agency Customers

Twenty-first century cities run on technology-and so does 21st century city government. Some of our City's technology is complex and sophisticated, like the multi-platform NYC Well initiative, which allows trained professionals to text, talk to, or have an online chat 24/7 with New Yorkers in need of free, confidential mental health support. Some of it is simple and basic, like making a phone call or sending an email. Whatever the technological case, odds are the Department of Information Technology and Telecommunications (DoITT) helps make it happen.



Christopher Cruzcosa, an Agency Relations Manager at DoITT'S Service Management Division, assisting agency customers.

Of course, with technology comes the inevitable need for tech support, whether to fix a problem, to source a new technological tool to get the job done, or something else entirely-and DoITT is ready to help. Under the leadership of Commissioner Anne Roest, DoITT has created a new Service Management division, which is home to nearly 100 employees dedicated to ensuring that their City colleagues get the tech support they need, when they need it. Here's how DoITT can best help you and your agency:

If you're a City employee and you're having a problem with hardware (e.g. your computer won't turn on) or software (e.g. your email won't work), go to your agency's IT help desk first. If your IT help desk cannot assist, reach out to the City's 24/7 service desk at 212-NYC-HELP (212-692-4357) who can directly help or connect you to the right team.

Employees can also make use of [My Desk](#) to report an incident (e.g. if your phone has no dial tone), or to make a request for service (e.g. you need a new mouse).

Agencies can also request anything within DoITT's [Service Catalog](#), which is a one-stop shop for a whole host

of offerings, including:

- Application services – such as website and mobile design and build
- IT security – such as identity management, software security assurance and more to ensure compliance with citywide security policies, standards and best practices
- Telecom – such as provisioning an office phone, setting up video conferencing, and more
- Infrastructure Provisioning – such as virtual servers, databases and other infrastructure components, plus maintenance and support
- Cloud Review services – to ensure that agencies' use of cloud services is technically and administratively viable and secure

When an agency submits a request for a service in the Catalog, the Service Management team jumps on it to swiftly and efficiently address the customer's needs. But sometimes an agency needs something "off the menu," and in that case DoITT's Enterprise and Solution Architecture (EaSA) team will be put on the case to devise a solution, working closely with the agency to understand the precise business needs. And if DoITT's own offerings can't be sculpted to the solution, we will provide other recommendations about how and where to get that solution, possibly from a 3rd party vendor or even another agency.

The bottom line: New Yorkers need City services from you, and you might need DoITT to provide the technology that can help deliver them. We're here to help make the greatest city in the world even greater. Just reach out when you need us.

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