

NYC Customer Service Newsletter

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Vehicles Auctioned Top Five Agencies 2011

NYPD	1223
DOS	701
DPR	196
DOT	126
FDNY	123

DCAS Partners with Copart and Property Room to Auction City Vehicles On-line

The City currently operates about 26,000 vehicles, the largest municipal fleet in the nation. Every year, up to 2,500 of these vehicles are replaced by new ones and the old and used vehicles are auctioned to the public. The sales of these vehicles, equipment and parts generate millions of dollars annually. All money raised goes to the City's general fund.

For decades, DCAS has sold used City cars, car parts, trucks and motor scooters at auction every other Wednesday at the Brooklyn Navy Yard (BNY) at 570 Kent Avenue. DCAS posted the list of available vehicles and the public was given the opportunity to inspect

them at the BNY prior to the auction. The auctions were live and in person at the site.

Fleet auction will now join the internet age. DCAS is partnering with Copart and Property Room to auction City vehicles as part of their online auction service. Today, Copart and Property Room auction over 1 million cars and trucks per year nationwide and internationally. Their combined list of over 500,000 registered buyers offers the City a vastly expanded market which should increase revenue.

All auctions will be online at www.copart.com and www.propertyroom.com. While prospective

buyers will be able to inspect vehicles in person at the vendors' facilities, they will not be required to do so and can bid on a vehicle from the convenience of their office or home. Detailed vehicle pictures and information will be available online and the auctions will be anonymous.

The new process benefits City agencies with fleets, as they will no longer need to tow or store vehicles for auction. DCAS also gains as it will no longer run auctions, and so does the Brooklyn Navy Yard, which will be able to use the former auction site for commercial purposes.

PROPERTY ROOM
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Seller: Police & Other Clients

Customer Pick-up: In-Place Auctions

View As: Items per page: 25 Sort by: Ending Soonest Results: 1-6 of 6

1984 GMC Suburban 1500 *No Reserve*	2005 Ford Crown Victoria *\$5,540 Value*	1987 Ford F-800 *No Reserve* (Hinesville, GA)	2003 Ford Crown Victoria *\$3,668 Value*	2008 Ford Crown Victoria *\$7,100 Value*
05h 25m \$875.00	1d 05h \$1,300.00	1d 05h \$5,550.05	2d 05h \$850.00	4d 05h \$2,556.00



FDNY pamphlet in Yiddish on fire safety during the holiday.

FDNY Meets with Jewish Community Leaders to Discuss Fire Safety

On Wednesday, March 28, Fire Commissioner Salvatore Cassano, Chief of Department Edward Kilduff, Brooklyn Borough Commander James Leonard, FDNY Chaplain Rabbi Joseph Potasnik and several Staff Chiefs were joined by more than 30 Jewish leaders at FDNY Headquarters to discuss ways to keep their communities fire safe during the holiday of Pesach. Multiple burn injuries have been reported over the years during the holiday, which includes customs such as bread burning and lighting candles.

"We all have the same

goal today -- to save lives," Commissioner Cassano said. "It's all about working together for fire safety, while still maintaining your rich traditions."

Injuries sustained during Pesach have significantly reduced due to FDNY fire safety initiatives and education programs in the Jewish Community that focus on ways to safely continue traditions and reduce incidents. Only one injury was reported in 2011, and none in 2010.

Chiefs Kilduff and Leonard gave a presentation to

attendees that included photos from fires that occurred during previous holidays, and ways that they could be prevented. "The more of this information we can get into the community and the more we work together, the better off we'll all be," Chief Kilduff said. "We're trying to be sensitive to your needs, but also keep everyone safe."

Members of the Fire Safety Education Unit also attended, and distributed stacks of informational literature in both English and Yiddish.



FDNY Commissioner Salvatore Cassano, First Deputy Commissioner Don Shacknai and Chief of Department Edward Kilduff with representatives from Brooklyn's Jewish community at FDNY headquarters in Brooklyn.



Customer Service Representatives at the 311 Call Center.

NYC311 Partners with Syracuse University Maxwell Program

311 is well known throughout the five boroughs as the single source for government information and services, as being open 24/7 with access to 180 languages, and for customer satisfaction ratings on par with the highest performing private sector companies. Thanks to a unique partnership with the prestigious Maxwell School of Citizenship and Public Affairs at Syracuse University, NYC311 is also well known around the globe.

For the past three years

the Maxwell Program has included NYC311 in its executive training curriculum and as a must-see destination for international students in the program. In February 2012, NYC311 hosted government executives from 12 countries including public officials, policy-makers, IT specialists, and public safety officers. The group was hosted by Executive Director Joe Morrisroe and Communications Associate Linda Ng, and participated in an overview on the evolution of NYC311

from a call center to a multi-channel source for information and services. They also compared best practices for government quality service delivery and discussed New York City's commitment to customer service as part of the "Great City Great Service" initiative. The diverse group of executives represented national or municipal governments from China, Ecuador, India, Iran, Iraq, Kenya, Kyrgyzstan, Latvia, Myanmar, Nepal, Oman, and Pakistan.

Practices Worth Replicating Roundtables

"Practices Worth Replicating" is a brown bag speaker series that aims to improve operations within New York City government by featuring an agency practice that has improved the way the agency carries out its mission. The first session on November 15 featured Assistant Commissioner for Analysis and Planning Peter Bruland describing how the Department of Consumer Affairs improved productivity for some types of inspections by analyzing data at the individual level rather than just using group averages. DCA reported that the new approach has increased total inspections by 50% and resulted in an

even greater increase in violations issued, and that the practice has been replicated in other areas of DCA.

On January 17th NYPD Deputy Commissioner for Strategic Initiatives Mike Farrell described the Department's challenges and successes with Compstat, the Department's data-driven accountability process. Commissioner Farrell pointed out that Compstat was integral to the city's historic declines in crime. He also explored the limitations of the Compstat approach, describing steps the Department is taking to improve overall performance management.

Most recently, the Department of Health and Mental Hygiene's Assistant Commissioner Jesse Singer and data analyst Claudia Pulgarin described how they created a dashboard for primary care providers based on electronic health record data. The dashboard has become a key tool for engaging stakeholders and improving performance in outpatient medical practices in New York City.

Building on the success and interest in this series, the Mayor's Office of Operations looks forward to the next session, scheduled for Wednesday, May 23, 2012, focusing on predictive analytics.

To join the network, contact Annemarie Eimicke at aeimicke@cityhall.nyc.gov.

Signed, Sealed and Delivered: DHS Rolls Out New Enterprise Correspondence System

On Wednesday, April 11, DHS representatives from all divisions began using a new correspondence tracking system. Developed by the Mayor's Office of Operations and the Department of Information Technology & Telecommunications (DoITT), the Enterprise Correspondence (EC) tool will improve and streamline the City's method of responding to correspondence submitted via 311, e-mail, the Web or the U.S. Postal Service.

DHS is the second agency to implement the system, as it continually strives to deliver outstanding customer service to clients and members of the general public.

"This is just one more example of the type of efficiency that the agency has pro-actively employed, similar to

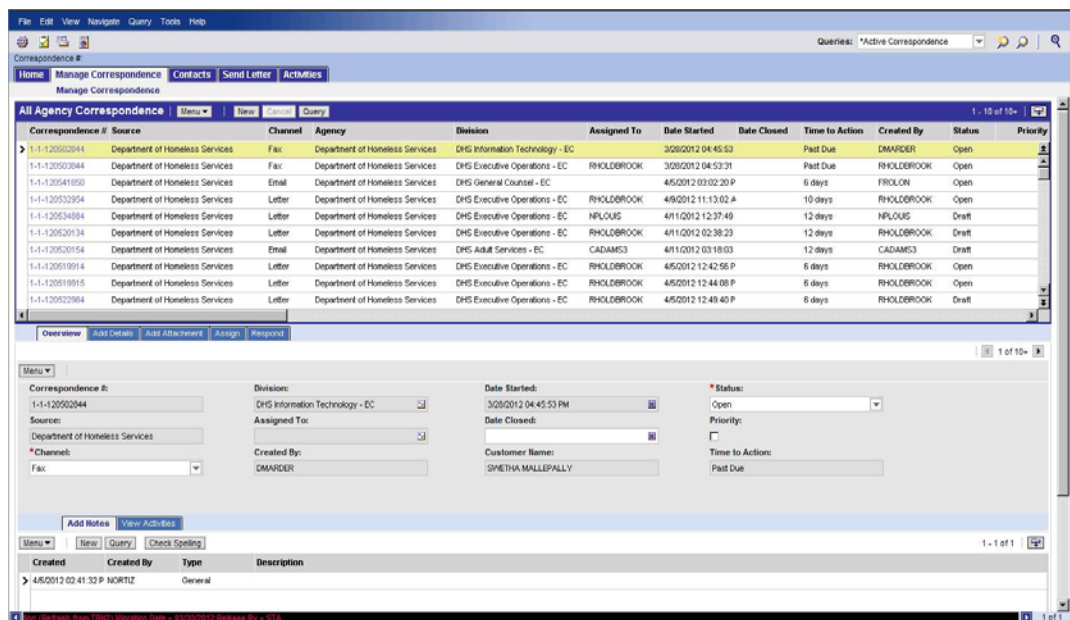
customer service training and the flow management system instituted at the PATH family intake center, to enhance service and improve the overall customer experience," said Pat Martinez, DHS' Senior Project Manager.

Administered by the Executive Operations branch of the Commissioner's Office, with technical assistance from the Office of Information Technology (OIT), the new correspondence system will eliminate unnecessary paperwork, store templates for more consistent responses and enhance the tracking of approaching deadlines. Across the City, agencies have a standard 14-day window to respond to incoming requests. The system will also enable divisions to manage their own queues of inquiries, and document commonly mentioned concerns or

frequently asked questions. Each division will have liaisons to oversee the system and related operations within their area.

"Implementing a revamped correspondence system is one of the many ways that DHS aims to improve customer service and our interactions with the New Yorkers who contact our agency," said Commissioner Diamond. "Efficient and timely responses not only reflect well on DHS, but also on the City as a whole, as we continue to educate the public about the issue of homelessness and the policies and programs we employ every day."

For more information about the Enterprise Correspondence tool, please contact Amy Bishop at the Mayor's Office of Operations at abishop@cityhall.nyc.gov.



Customer Survey Design: Common Rating Scales

When designing customer surveys, one of the challenges encountered by designers is which answer scale to use. Asking the right question is critical but the right choice of answer scale can make a difference in how results are interpreted

and actions taken in response to those answers. Many organizations do not know that there is a list of “common rating scales” that can be applied to many surveys (see below). Rather than start from scratch, when creating

a survey City agencies should look to this list for applicable rating scales. Ideally, agency customer surveys should use the same scales so that responses can be compared across units and over time.

Common Rating Scales

Acceptability: Not at all acceptable, Slightly acceptable, Moderately acceptable, Very acceptable, Completely Acceptable

Agreement: Completely disagree, Disagree, Somewhat disagree, Neither agree nor disagree, Somewhat agree, Agree, Completely agree

Amount of Use: Never use, Almost never, Occasionally/Sometimes, Almost every time, Frequently use

Appropriateness: Absolutely inappropriate, Inappropriate, Slightly inappropriate, Neutral, Slightly appropriate, Appropriate, Absolutely appropriate

Awareness: Not at all aware, Slightly aware, Moderately aware, Very aware, Extremely aware

Beliefs: Not at all true of what I believe, Slightly true of what I believe, Moderately true of what I believe, Very true of what I believe, Completely true of what I believe

Concern: Not at all concerned, Slightly concerned, Moderately concerned, Very concerned, Extremely concerned

Familiarity: Not at all familiar, Slightly familiar, Moderately familiar, Very familiar, Extremely familiar

Frequency: Never, Rarely, Sometimes, Often, Always

Importance: Not at all important, Slightly important, Moderately important, Very important, Extremely important

Influence: Not at all influential, Slightly influential, Moderately influential, Very influential, Extremely influential

Likelihood: Not at all likely, Slightly likely, Moderately likely, Very likely, Completely likely

Priority: Not a priority, Low priority, Medium priority, High priority, Essential

Probability: Not at all probable, Slightly probable, Moderately probable, Very probable, Completely probable

Quality: Very poor, Poor, Fair, Good, Excellent

Reflect Me: Not at all true of me, Slightly true of me, Moderately true of me, Very true of me, Completely true of Me

Satisfaction (bipolar): Completely dissatisfied, Mostly dissatisfied, Somewhat dissatisfied, Neither satisfied or dissatisfied, Somewhat satisfied, Mostly satisfied, Completely satisfied

Satisfaction (unipolar): Not at all satisfied, Slightly satisfied, Moderately satisfied, Very satisfied, Completely satisfied

Source: Vovici Whitepaper, “Survey Rating Scale Best Practices”, <http://blog.vovici.com/blog/bid/21102/Rating-Scale-Best-Practices>

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About the Customer Service Group

The Customer Service Group (CSG) was established by Mayor Bloomberg’s Executive Order 115 to support and implement the mandates of the order. CSG is part of the Mayor’s Office of Operations.

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