

NYC Customer Service Newsletter - Volume 4 Issue 4 - July 2012

Greetings to all the subscribers of the NYC Customer Service Newsletter. Beginning with this issue, the newsletter will be published in this email format which you can easily forward to other readers in your organization. Thanks to the staff at the Department of Information Technology and Telecommunications for their help in designing this new format.

DYCD Youth Connect Nears 20,000 Subscribers

Good News! DYCD Youth Connect is now connected to over 19,000 New York City youth, residents, and service providers. DYCD Youth Connect is closing in on reaching its goal of 20,000 combined subscribers through its social media platforms. In January 2012, DYCD Youth Connect redesigned the "Youth Connect e-Blast," sharing the same great information and resources, but with a new and fresher look. DYCD also changed both the Facebook and Twitter URLs to NYCyouth to make it easier for youth and service providers to find the great opportunities and events that are available. As of June, DYCD Youth Connect's e-Blast currently has over 11,100 subscribers and its social media networks have reached over 7,900 fans and followers.

DYCD Youth Connect continues to provide information on educational, employment, internship and scholarship opportunities. Information is updated daily on [Facebook](#) and [Twitter](#) and monthly in the Youth Connect e-Blast.

For more information on DYCD Youth Connect, or to subscribe to the DYCD Youth Connect e-Blast, visit www.nyc.gov/dycd

GET Connected.....STAY Connected!



DCAS and other City Agencies Move Forward on Fleet Consolidation with Improved Customer Service in Mind

The Department of Citywide Administrative Services (DCAS) has long served 50 different agency fleets with a wide variety of fleet services. Through Mayoral Executive Order 161, signed in April 2012, DCAS, the Department of Sanitation (DSNY), the Police Department, and the Parks Department will provide comprehensive daily fleet services to other agencies. The goal of this consolidation of services is to reduce costs by eliminating redundant functions and facilities, and at the same time improve customer service by standardizing services and performance measures. Primary oversight of this fleet consolidation initiative is being led by DCAS.

The other agencies involved in this initiative have begun servicing or are preparing to service new customers. Starting this January, DSNY began providing fleet services to the Department of Health and Mental Hygiene and is transitioning to provide similar services to the Department of Education and the Department of Environmental Protection (DEP). The Police Department will soon start servicing light duty vehicles for the Department of Transportation and DEP.

Although City agencies primarily serve the public, they also serve each other as thousands of City employees are involved in providing internal services, such as fleet maintenance and repair, building maintenance, telecommunications, and personnel services. Excellent customer service is as essential to internal customers as it is to external customers.

An internal service like fleet maintenance and repair is a major area of fiscal investment for the City and is critical to DCAS' mission. As such, fleet service must also be a focus area for improving customer service and responsiveness. To this end, City agencies have been developing service level agreements to ensure that a high level of responsiveness and service is achieved. The City also now has its first citywide daily out-of-service report covering the entire 27,000 vehicle fleet of the City. As the program expands, DCAS and agency fleet managers will develop new ways to improve service through better reporting, confirmation emails for fleet repairs, training, and customer feedback on fleet and fueling services.



DOHMH van being serviced in a Sanitation garage
Photo credit: Eric Richardson .

NYC 311 Receives Prestigious Recognition from the United Nations

New York City 311 was recently named winner of the prestigious United Nations Public Service Award for "improving the delivery of public services." Deputy Mayor Cas Holloway, Director of Operations Liz Weinstein and 311 Content Director Catherine Coy accepted the award on behalf of NYC311 at the United Nations General Assembly Hall on June 25.

The award recognizes excellence in public service and rewards creative achievements and contributions of institutions that lead to a more effective and responsive public administration in countries worldwide. The NYC311 submission highlighted 311 and the Bloomberg Administration's ability to evolve service delivery from a one-to-one call center model to a one-to-many, multi-channel information source that serves citizens and improves government. The expansion of non-emergency government information from call center to

online, text, social media, and open data platforms was recognized by the United Nations as “making a significant contribution to improvement of public administration in your country” and serving as “an inspiration and encouragement for others working in public service.”

For more information on the United Nations Public Service Awards visit: www.unpan.org/unpsa. To view a video of how 311 service delivery has evolved search NYC311_UNPSA on You Tube.



President of the General Assembly Dr. Mutlaq Al-Qahtani, Mayor's Office of Operations Director Liz Weinstein, Director of 311 Content Catherine Coy, NYC 311 Executive Director Joe Morrisroe and Mr. Sha Zukang, Under-Secretary General of the United Nations

Department of Building Inspectors Complete New Team Training

2012 marks the first year that new Department of Building inspectors were trained as a team. The graduation of 20 new inspectors represented the culmination of 440 hours of classroom and field training. Their 11-week, intensive education spanned 35 topics — from computer skills to construction accident prevention to law and code enforcement — and sets a new standard of excellence at the Department of Buildings (DOB). The team's accomplishments were recognized at the 2012 Commissioner's Awards for Excellence on June 6 at Cooper Union in Manhattan. Deputy Mayor for Operations Cas Holloway attended and made introductory remarks in recognition of the achievements of the newly-trained inspectors and other DOB staff.



Twenty new DOB inspectors at their graduation ceremony at Cooper Union in Manhattan

Photo credit: Samantha Modell.

Eighteen More City Staff Earn the New Customer Service Professional Certificate

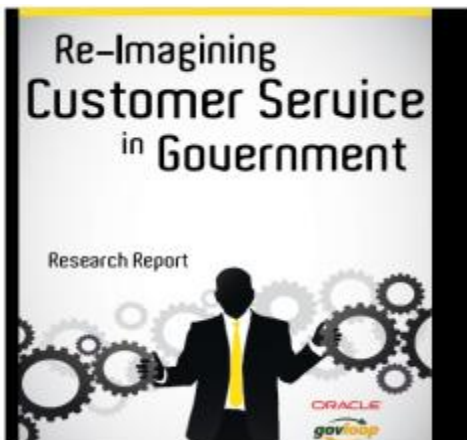
In October of last year, this newsletter featured the first two City employees to earn the new Customer Service Professional Certificate: Beverly Wilson from the Department of Correction and Erwin Robinson from the Department of Transportation. Since then, an additional 18 City employees have put in the hard work to earn this valuable certificate. Earning this certificate, which is signed by the Mayor and the DCAS Commissioner, indicates a strong commitment to providing excellent customer service to New York City's customers.

The DCAS Citywide Training Center and the Mayor's Office of Operations collaborated to create this certificate. The course work includes three required courses -- Making the Connection: Excellence in NYC Customer Service; Customer-Focused Writing for Clear and Effective Communication; and NYC Cultural Appreciation. The fourth course can be selected from a menu of other relevant courses

Congratulations to all the recipients of the Customer Service Professional Certificate! Listed by agency, they are:

DCAS	Brian Liu	DOT	Wendy Javier
DEP	Donna Lamb	DOT	Katina Knight
DOC	Kiosha Bailey	DOT	Jose Ortiz
DOC	Annmarie Howard-Osborne	DOT	Erwin Robinson
DOC	Beverly Wilson	DOT	Monique Walker
DOHMH	Moraima Cruz	DOT	Tiffany Washington
DOITT	Nichelle Corbett	DPR	Terrence Banks
DOITT	Nicole Murray-Bloomfield	HRA	Wilhelmina Lee
DOITT	Angelica Vega	NYCERS	Alegra Armbrister
DOT	Barbara James	NYCERS	Charles King

New York City Featured in Govloop.com's New Study: Re-Imagining Customer Service in Government



In June 2012, the social network for government, www.govloop.com, issued a research report covering customer service issues and strategies for government, "Re-Imagining Customer Service in Government." The report discusses existing challenges, organizational culture hurdles, and technology as an enabler. The report also features New York City's customer service initiatives as a case study. The case study lists 16 significant customer service initiatives launched during the Bloomberg Administration and highlights some of

the challenges faced in implementing a successful customer service program. The report is available at <http://www.govloop.com/page/reimagining-government-customer-service>.

NYCertified Interpreters and Translators Recognition Ceremony

On June 22nd, over 200 people gathered in the Emigrant Savings Bank building on Chambers Street in Manhattan. Most of those people were speaking a foreign language, but all of them came there to celebrate. What was the occasion? A recognition ceremony for City volunteer translators and interpreters who had successfully completed the NYCertified program.



MOIA Commissioner Fatima Shama (far left) and Deputy Mayor Carol Robles-Roman (second from right) with four NYCertified volunteers at the recognition ceremony

The ceremony began at 6:00 PM when the Mayor's Office of Immigrant Affairs Commissioner, Fatima Shama, welcomed the audience in 10 different languages and thanked all those who had participated in the program for their hard work. Deputy Mayor Carol Robles-Roman thanked NYCertified volunteers for their commitment to helping Limited English Proficient (LEP) customers at their agencies and throughout the City. The City's Chief Service Officer, Diahann Billings-Burford, noted the large number of volunteers who joined the NYCertified community within a short period of time and expressed hope that even more City employees would become volunteers during the remaining 500+ days of Mayor Bloomberg's administration.

Since the start of NYCertified, which certifies City staff who volunteer to translate and interpret foreign languages for City agencies, over 1,000 NYCertified volunteer translators and interpreters have been trained, tested, and certified. This success is the result of contributions from many different people - testers who provided assessments, teachers who gave the trainings, supervisors who accommodated the needs of volunteers to get through the program, agency language liaisons who provided a link between the Volunteer Language Bank and their volunteers, the DCAS Citywide Training Center, Management Information Services at the Mayor's Office that provided IT support for the project, and, of course, all the City language volunteers who provide actual language services to the people of the great City of New York.

Cardiac Arrest Survivors meet their Rescuers at the FDNY's Annual "Second Chance Brunch"



Vinette Nunes greets her rescuers at the FDNY's 18th Annual Second Chance Brunch

As first responders to fires, public safety and medical emergencies, disasters, and terrorist acts, the FDNY protects the lives and property of New York City residents and visitors. FDNY members always say that saving lives is just part of the job. But on May 22, they got the rare opportunity to pause and meet some of the lives they saved.

The 18th annual Second Chance Brunch, held at the Fire Academy as part of EMS Week, brought together nine cardiac arrest survivors and their rescuers. "Celebrating this day is one of the true joys of my job," Fire Commissioner Salvatore Cassano said. "We're honoring lives saved and the incredible work done by our paramedics, EMTs, and firefighters every day." Chief of EMS Abdo Nahmod added, "We don't get do-overs in this job. We have to do it right the first time, and all of the members here today did just that."

Among the survivors being honored was sixth grade teacher Cynthia Herbert, who works at the Doctor Rose B. English School in Brooklyn. She was teaching class on Sept. 15, 2011, when she suddenly collapsed. Her students, knowing she had a heart condition, ran out of the classroom and notified other teachers and staff. The Assistant Principal called 911 as physical education teacher Alina Salner-Washington identified that the woman was in cardiac arrest, began CPR, and used the defibrillator, saying, "the training I have just kicked in."

Minutes later, EMTs Raul Perez and Ricardo Otero arrived alongside Paramedics Andre Pierre-Louis and Howard Henry. The EMS members shocked her with the defibrillator and inserted a breathing tube before beginning hypothermia treatment, which involves administering intravenous cooling fluids to preserve brain function during cardiac arrest.

"When we got her back, it was joyful," Paramedic Henry said. Many other FDNY members arrived and continued to help with care as she was transported to Brookdale Hospital.

She went back to teaching just four months later. "I was nervous and scared," one of her students, Joshua Walker, 11, said about the incident, but added that it inspired him to become a paramedic or EMT. Another student in the class, Justin Mills, 11, also said the event made him want to join EMS when he grows up. He said he was relieved to see his teacher doing well, adding, "today, she looks beautiful. Fabulous."

EMT Otero said he thought the job was all in a day's work, but "it's really nice to hear a 'thank you' and meet her here."

Also honored was Anne Perasa, a retired nurse from Brooklyn. She was attending Easter Sunday Mass at Our Lady of Perpetual Help Roman Catholic Church on April 24, 2011, when she collapsed at the pew. She

was planning to attend the 9 a.m. mass, but overslept and went to the noon mass instead.

Also attending the noon mass was Felicia Lim, a nurse at Lutheran Medical Center. She had planned to attend the 7 a.m. mass, but was in the pew behind Ms. Perasa that day. She recognized what happened, told her husband to call 911 and immediately began CPR.

FDNY members quickly arrived, including EMTs Kristina Frangella and Adam Salhany, Lt Michael McCaffrey, and Firefighters Frank Fracchiolla, Joseph Daretany, William Long, and Jorge Cornejo, to care for Ms. Perasa. They restored her heartbeat with two shocks of the defibrillator, and then paramedics arriving from Maimonides Medical Center and FDNY EMS Lt. Anthony Cozzino administered intravenous medication.

She was transported to Maimonides and was able to return to the church for Easter Sunday mass in 2012. Ms. Perasa said she wanted to meet her rescuers for more than a year. When she finally met them, she said, "I don't deserve this. They deserve this. These are ordinary people doing an extraordinary job."

Mayor's Office of Operations

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