

SERVICE UPDATE

Interactive Voice Response (IVR) Phone System Expands: Building Enforcement Safety Team Added

The Department has expanded its IVR phone system to include the Building Enforcement Safety Team (BEST). Enhancements were also added to the IVR system to improve service for customers who call the Department's citywide units located in Manhattan.

IVR features include:

- **NEW:** Customers will be offered the option when we are experiencing high call volumes to leave their number and receive a call back when a team member is available.
- Customers can call the Department's main number at (212) 566-5000 to select the unit they want to speak to and hear basic information about each unit.
- Customers will be advised when there are long wait times, when the unit is closed, or when the Department is closed for a holiday.

The IVR phone system is in use at the following units:

- Administrative Enforcement Unit (AEU) (212) 393-2405
- BIS Hotline (212) 393-2260
- Boilers Unit..... (212) 393-2661
- **Building Enforcement Safety Team (BEST)..... (212) 393-2404**
- Customer Service (212) 393-2550
- Cranes & Derricks Unit (C&D) (212) 393-2411
- Development HUB (212) 393-2850
- Electrical Enforcement Unit (212) 393-2417
- Elevators & Elevator Application Units (212) 393-2144/2555
- HUB Full-Service & HUB Self-Service (212) 393-2850
- HUB Inspections Unit..... (212) 393-2999/2993
- LAA/Permit Renewal & HUB Authentication Unit..... (212) 393-2406
- Licensing & Exams Unit..... (212) 393-2259
- Office of Internal Affairs & Discipline (IAD)..... (212) 393-2900
- Plumbing Enforcement Unit (212) 393-2557

Phone service for all other units remains the same. For a full list of units and contact information, please visit our [website](#).

POST UNTIL: October 31, 2017