

## UPCOMING CHANGE

### New Ticket Kiosks at Two Manhattan Office Locations

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Units in two Manhattan Department locations will begin using a self-service ticket issuing system. The self-service ticket issuing kiosks are expected to launch in late July 2018.

The locations are as follows:

1 Centre Street, 23rd Floor

- Construction Development Inspections
- Electrical Development Inspections
- Plumbing Development Inspections

2 Lafayette Street, 12th Floor

- Building Enforcement Safety Team (BEST)
- Excavation and Interior Demolition
- Scaffold Safety Team

To obtain service at one of these locations, customers will no longer sign-in at the counter; instead customers will follow this process:

1. Scan a DOB ID or a New York or New Jersey-issued driver's license. (If the person does not have an ID, a counter staff person can provide a ticket.)
2. Customer selects the unit they want to visit. A ticket will be printed from the kiosk with a number.
3. Ticket numbers will be shown on monitors in the waiting area and customers should go to the counter when their number is called.

*NOTE: Only one active ticket per service is allowed per customer at a time. A new ticket can be pulled after the old ticket is closed out by the counter staff.*

**Wait times now available online:** Customers can visit the [Department's website](#) to view current wait times at our borough and central offices.

**POST UNTIL: September 30, 2018**