

Update on NYC Regulatory Review Recommendation #3: Establish a Business Owner's Bill of Rights

Background:

Local Law 18 requires the Mayor's Office of Operations to develop and agencies to disseminate a Business Owner's Bill of Rights (BoR) before, during, or after an inspection. Many agencies currently distribute the BoR in various inspections and interactions. Operations is developing a renewed distribution effort to increase business owner awareness of the Bill of Rights. There are 1,766 inspectors at 7 agencies that perform 1.7 million inspections a year.

Current Distribution Means by Agencies:

- Central website (www.nyc.gov/bizrights)
- Card handed out during some inspections (DOHMH, FDNY)
- Link available on agency websites (DCA, DEP, DOB, DOHMH, DOT, FDNY, NBAT, SBS)
- Posters placed in walk-in facilities (DCA, DEP, DOB, DOHMH, FDNY, SBS)
- Fliers handed out at walk-in facilities (DCA, DEP, DOHMH, SBS)
- Fliers handed out during events (DCA, DEP)
- Link added to Bureau of Food Safety Inspector Report which is handed to business owners after an inspection (DOHMH)
- Distributed to industry and trade organizations and BIDs (DCA, DEP)
- Included in agency publications (i.e. agency quarterly newsletters, social media) (DCA, DEP)

Enhanced Efforts (May 2012-present):

Completed Tasks:

- Translated Bill of Rights into Spanish
- Posted Bill of Rights in Spanish on nyc.gov
- Designed and printed new, easier to read signage for walk-in centers, and designed new bilingual palm cards (see page 2)
- Put system in place to regularly review customer survey comments and distribute comments to agencies

Next Steps:

- Provide agencies with new signage for service centers
- Print and distribute bilingual palm cards to agencies
- Develop a standard protocol for agencies outlining when and for which inspections the palm cards should be distributed
- Obtain business industry input on additional information regarding rights that would be helpful
- Obtain business industry input on other potential channels for distribution
- Promote customer survey more widely (see p. 3)
- Redesign DEP online inspection request system to include a pop-up window with the BoR

Newly designed poster and palm card



AS A BUSINESS OWNER, YOU HAVE THE RIGHT TO:

1. Courteous and professional treatment by our employees
2. Inspectors who are polite, professionally dressed and properly identified
3. Information about how long inspections will take and the cost of all related fees
4. Knowledgeable inspectors who enforce agency rules uniformly
5. Receive information about agency rules from inspectors or other employees
6. Contest a violation through a hearing, trial or other relevant process
7. Request a review of inspection results or re-inspection as soon as possible
8. Receive explanation from inspectors (if requested) on violation details and instructions for viewing inspection results
9. Access information in languages other than English
10. Comment, anonymously and without fear of retribution, on the performance or conduct of our employees

New York City is committed to providing New Yorkers with excellent customer service. We want to hear from you. To provide feedback and comments, please visit www.nyc.gov/customersurvey.



COMO PROPIETARIO DE UNA EMPRESA, USTED TIENE EL DERECHO A:

1. Trato cortés y profesional por parte de nuestros empleados
2. Que los inspectores sean amables, que vestan profesionalmente y que estén identificados adecuadamente
3. Información sobre cuánto tiempo tardarán las inspecciones y el costo de todas las tarifas relacionadas
4. Inspectores informados que hagan cumplir las reglas de la agencia de manera uniforme
5. Recibir información sobre las reglas de la agencia por parte de los inspectores o de otros empleados
6. Impugnar una violación a través de una audiencia, juicio u otro proceso relevante
7. Solicitar una revisión de los resultados de la inspección o repetición de la inspección tan pronto como sea posible
8. Recibir una explicación por parte de los inspectores (si se solicita) sobre los detalles de la violación e instrucciones para ver los resultados de la inspección
9. Tener acceso a la información en otros idiomas además del inglés
10. Comentar, de manera anónima y sin miedo a represalias, sobre el desempeño o conducta de nuestros empleados

La ciudad de Nueva York está comprometida con proveer a los neoyorquinos un excelente servicio al cliente. Queremos saber de usted. Para proporcionar información y comentarios visite www.nyc.gov/customersurvey.



Customer Feedback Survey:

- Customers can provide general feedback on customer experience at: <http://www.nyc.gov/customersurvey>
- The link will be on the bottom of all posters and palm cards, and on <http://www.nyc.gov/bizrights>

Operations - Customer Survey

First Name

Last Name

Email Address

Phone Number

Agency Name *

What is your primary language? *

☐ English
☐ Spanish
☐ Chinese - Cantonese
☐ Chinese- Mandarin
☐ Russian
☐ Korean
☐ Italian
☐ Haitian Creole
☐ Other (please name your primary language)

Where did you interact with our agency staff? *

Please list the address:

Please rate the professionalism and courtesy of the agent who served you: *

Poor Fair Average Good Excellent

☐ ☐ ☐ ☐ ☐

Please evaluate how clearly the rules and important information were communicated. *

Poor Fair Average Good Excellent

☐ ☐ ☐ ☐ ☐

How would you rate the overall customer service provided? *

Poor Fair Average Good Excellent

☐ ☐ ☐ ☐ ☐

What was the date/time you interacted with this staff person (please respond to the best of your abilities):

Additional Comments