




DEPARTMENT OF BUILDINGS
EXECUTIVE OFFICES
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Issuance # 192

OPERATIONS
POLICY AND PROCEDURE NOTICE # 14/89

To: Distribution
From: Peter Franconeri 
Date: September 6, 1989
Subject: Inspectorial Duties: Construction.

Superseded: Operations Policy and Procedure Notice # 17/88,
Issuance # 113, from Fredric J. Pocci, dated
June 13, 1988, pages 2425-2427.

Purpose: To provide for efficient routing and to increase
levels of field training by Supervising Inspectors.

Supervising Inspector:

The Administrative Chief Inspector will assign Supervising Inspectors to inspectorial districts within the borough. The boundaries of these districts are to be set in a manner to equalize the workloads of the Supervising Inspectors and the Construction Inspectors. The Supervising Inspector is responsible for the quality and the performance of the work of the Construction Inspectors under his direct supervision.

The following procedures must be adhered to:

1. **Inspector General:** At least twice a week, on Tuesday and Friday, the tentative route sheets for the next week will be forwarded to the Inspector General's Office by hand or facsimile transmittal. Once every two weeks (i.e. every time pay checks are picked up) the completed route sheets must be delivered to the Inspector General's Office by hand.

2. **Daily Call-In:** Daily call-in, twice a day, must be made by field inspectors to a designated liaison who will record the time of the call, location, and telephone number on a daily log. At least one inspector from each Supervising Inspectors Group must be called back at that number daily, which must be duly noted in the log book.
3. **Office Hours:** Office hours will be held on Tuesday afternoon from 12:00 noon to 4:30 p.m. and Friday mornings from 8:30 a.m. to 12:00 noon. Daily route sheet from the previous days will be completed at this time. Questions from the public will also be entertained during these hours.
4. **Route Sheets:** Route sheet inspections will be scheduled geographically to minimize travel time and to allow for a variety of inspections to be performed daily by each inspector. Included on every daily route sheet must be at least one scheduled inspection for a Permanent Inspection Record (PIR) card.
5. **Field Visits:** The route sheets will contain a designated first stop (8:30 a.m.) and a designated last stop (3:45 p.m.) where the inspector may meet the Supervising Inspector for field training. These training and review visits will be unscheduled. The inspector should remain at the first stop until 8:45 a.m. or the completion of the inspection, whichever is later. The last stop may be scheduled earlier if the inspection is for a Certificate of Occupancy or a scheduled (PIR) inspection. In any case the inspector is required to remain at the site until 4:00 in anticipation of the Supervising Inspector's visit. These times are based on working hours of 8:30 a.m. to 4:00 p.m. For inspectors working other hours, the times should be adjusted appropriately.

The designated last stop should be a different type of inspection every day, whenever possible, so that training in a variety of areas can be completed.

Each Supervising Inspector must complete at least two field training visits every week, one of which must be a "last stop".

The Supervising Inspectors record these training visits on their daily route sheet by writing "TV/ (Inspector's Name)" in the "Coded Comments" column. "TV" is an abbreviation for "training visit". They also initial the field inspectors route sheet, indicating the premises where the training was done.

6. **Community Board:** Each Supervising Inspector is responsible for maintaining communications with the Community Boards within their assigned inspectorial district. The Community Boards may call Priority A complaints directly to the Supervising Inspector. If the Supervising Inspector is out, they should contact the Administrative Chief Inspector. However, other Community Board complaints (Priority B, C or D) must be submitted in writing to the complaint clerk.

At least once each month the Supervising Inspector must meet with each Community Board either by attending the Community Board Meeting or by visiting the office. If a waiver of this requirement is requested for specific Community Boards, the Borough Superintendent must submit a request to the Assistant Commissioner of Operations.

Administrative Chief Inspector:

The Administrative Chief Inspector is responsible for periodic review of the individual route sheets to assure that different types of work (C of O inspections, scheduled inspections, violation reinspections and complaints) are being assigned on a daily basis. The designated last stop should also be checked to ensure that it is varied daily, whenever possible. The Administrative Chief Inspector shall review the records to see that field training visits are performed by each Supervising Inspector.

The Administrative Chief Inspector must review all outstanding complaints on the computer system and see that all Priority A, Community Board and elected official complaints are answered promptly.

The Administrative Chief Inspector should be prepared to discuss the aforementioned items at the monthly Administrative Chief Meeting. This discussion will include items such as the number of sites requiring scheduled inspections, the number of scheduled inspections completed for each site, the number of complaints received, their priority designation and response time, complaints received from the Community Board, their priority designation and response time, and/or the number of C of O inspections completed and the number sign-off on.

PF:HG:mh