



DEPARTMENT OF BUILDINGS
EXECUTIVE OFFICES
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Issuance # 269

OPERATIONS
POLICY AND PROCEDURE NOTICE # 24/90

To: ~~Distribution~~
From: Barry G. Cox
Date: November 30, 1990
Subject: Plan Examination Appointments

Superseded:

Operations Policy and Procedure Notice # 2/87. Issuance # 35, dated July 30, 1987. Memo of June 4, 1980 - Automatic Plan Examination Appointments for New Buildings and Major Alterations.

Purpose:

To standardize the method for scheduling plan examination appointments and to expand the automatic appointment system to all boroughs and for all appointments on New Building (NB) and Alteration Type 1 applications.

Effective Date:

December 3, 1990

Procedure:

All plan examination appointments shall be scheduled in 20 minute intervals. These appointments shall take place for a four hour period between 8:30 a.m. and 1:00 p.m. (For NB examinations, applicants may be scheduled for two consecutive appointment slots i.e.: 40 minutes).

A) New Building Type I Alterations:

- . All NB and Alteration Type I appointments shall be made automatically until the job is approved.
- . The examiner may schedule not less than six (6) nor more than eight (8) of his/her morning appointments through automatic scheduling. The remaining slots shall be left open for call and walk-in appointments.
- . After the first review, an appointment card/letter shall be forwarded to the applicant along with the "Objection Sheet". If the appointment can not be kept by the applicant, he/she may reschedule the appointment by calling five (5) days prior to the scheduled appointment.
- . At each subsequent appointment the plan examiner shall determine if another appointment is necessary and, where appropriate, shall schedule an appointment with the applicant or his/her representative approximately two weeks from that date. At the examiner's discretion, more or less time may be allowed between appointments.
- . No phone appointments shall be made for any NB or Type I Alterations for which an appointment has already been scheduled.

B) Non-Directive 14/75, Alteration Type IIs and IIIs, Miscellaneous Applications Post-Approval Amendments and Other Appointments:

- . These appointments shall be scheduled by calling the borough office from 2:00 to 2:30 p.m. daily.
- . The scheduling clerk may schedule appointments up to 10 work days in advance for any open slots that exist in this period.
- . The scheduling clerk may schedule up to (3) three appointments per caller with the same examiner or three (3) separate examiners. However, only two (2) consecutive appointments (ie:40 minutes) shall be scheduled with the same examiner per day.

C) Directive 14/75:

- . Calls for Directive 14/75 appointments shall be accepted from 2:30 to 4:00 p.m. daily.
- . Each borough shall assign a definitive number of examiners to review Directive 14/75 applications. While day-to-day changes may occur according to workload, a monthly

reassessment of the number of Directive 14/75 examiners shall be made by the Chief Plan Examiner and the Deputy Borough Superintendent. A monthly report shall be forwarded to the Assistant Commissioner for Borough Operations to state any reallocation of personnel to the Directive 14/75 examination section.

D) Walk-ins:

Only one appointment slot per day per examiner shall be set aside for this purpose. Should any applicant fail to appear for a scheduled appointment, that slot, at the supervisor's discretion, may be used to accommodate any walk-in applicant wishing to see an examiner. Applicants may obtain a walk-in appointment the same day by coming in to the borough office and placing their name on the appointment list. If an examiner has an open appointment slot for that day the applicant may be seen.

Applicant:

The scheduling clerk shall schedule appointments for Directive 14/75, from 2:30 to 4:00 p.m. and for Non-Directive 14/75, Alteration Types IIs and IIIs, Miscellaneous applications and post-approval amendments, etc. from 2:00 to 2:30pm.

Appointments shall be scheduled by calling the appropriate telephone number in each borough: (Bronx: (212) 579-6936; Brooklyn: (718) 643-7837/7860/7197/7198/7199; Manhattan: (212) 669-3222 (four lines); Queens: (718) 575-2380 x 3241; Staten Island: (718) 390-5136). The scheduling clerk shall request the following information from the caller: which examiner, the name of the applicant or representative, the application number, the name of the organization (if applicable), and a telephone number where the caller can be reached.

The scheduling clerk or plan desk shall accept appointment cancellations at least 24 hours in advance of the appointment.

Afternoon appointments shall be handled on an exception basis only. Upon the advance written approval of the direct supervisor, such appointments shall be recorded on the Appointment Schedule Sheet.

Forms:

Plan Examination Appointment Schedule - Form 100 TE (3/87)

Scheduling Clerk:

The scheduling clerk shall be responsible for maintenance of the daily Plan Examination Appointment Schedule at central reception area. The Scheduling Clerk shall photocopy schedules each day and distribute to the Plan Examiners by 8:30 a.m. for the current

day's appointments. The Scheduling Clerk shall be responsible for maintaining files of Plan Examination Appointment Schedules and for submitting copies of the schedules to the Inspector General.

To the extent possible, the scheduling clerk shall make certain that callers are not trying to bypass the automatic scheduling system. Prior to scheduling a "call-in" appointment, the clerk shall try to determine that the applicant or his/her representative has not already been given an automatic appointment by an examiner for the same application.

Plan Examiner:

Plan Examiners shall receive from the Scheduling Clerk their current day's appointments by 8:30 each day or prior to the first scheduled appointment. The examiners shall be responsible for conducting examinations on a timely basis. Examiners must verify that the plan being examined is, in fact, the one scheduled. If not, the examiner should refuse to do the examination and so mark the incident on his schedule. If time permits, other applications may be reviewed.

As the examiner schedules appointments he/she shall note them on his/her appointment schedule. At 1:00 p.m. each day, each plan examiner must deliver to the scheduling clerk his/her schedules for the next 10 work days.

Direct Supervisor (Plan Examination):

The direct supervisor shall review completed Appointment Schedule Sheets for completeness, correctness and adherence to this procedure. The supervisor should also monitor the automatic scheduling of appointments to make certain that preference is not being given by a plan examiner to any applicant or his/her representative. Review and approval shall be indicated by the supervisor by signing and dating the form. When authorizing afternoon appointments, the supervisor must initial and check each such appointment in the appropriate column. The direct supervisor shall forward all approved forms to the Scheduling Clerk for filing, copying and forwarding.

Interim Applications -- NB and Alteration Type I:

For those applications which are already past first review the examiner shall begin automatic scheduling immediately with the next appointment.

BGC:JMc:yaj