



DEPARTMENT OF BUILDINGS
EXECUTIVE OFFICES
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OPERATIONS
POLICY AND PROCEDURE NOTICE # 7/90

To: Distribution
From: Peter Franconeri *Bo*
Date: March 13, 1990
Subject: Supervisory Controls

Effective: March 19, 1990

Amended: Operations Policy and Procedures Notice Numbers 18/87, 11/89, 12/89, 14/89, 15/89, 1/90.

Purpose: To provide management with improved control of inspection resources.

Specifics: This procedure establishes the supervisory controls described below:

1. Specifies Daily call-in time for all inspectors, requires call-in location written in the log, and describes required action by supervisors when call-ins are not properly completed.
2. Requires elevator inspectors and boiler inspectors to write the time of inspection on certificates, in addition to the date.
3. Provides for issuing belt pagers (beepers) to all inspectors.
4. Increases unscheduled, unannounced training visits and describes required action by supervisors when an inspector fails to show for a training visit.
5. Establishes office hours for all inspectors.
6. Establishes sign-out procedure for all inspectors.

DAILY CALL-IN LOG

Inspectors in all divisions will telephone their office immediately after visiting the first stop on the route sheet.

Daily call-in log sheets will show the location the inspector called-in from.

If an inspector fails to call-in or the supervisor cannot complete a call-back on the call-in, the supervisor writes an explanatory note on the log after speaking to the inspector. The supervisor writes this note in the space designated for the phone number and address.

ELEVATOR AND BOILER CARDS

Inspectors in the Elevator Division and Boiler Division will write the time each inspection was completed on the Elevator Card or Boiler Card, in addition to the date.

BELT PAGERS (BEEPERS)

Inspectors in all Divisions will be issued belt-pagers (beepers) to maintain contact with supervisors. Each inspector is responsible for his or her beeper. The inspector tests the beeper at the start of every work day to make sure it is turned on and the battery is not dead.

TRAINING VISITS

Training Visits are unscheduled and unannounced field visits where the supervisor meets the inspector to conduct on-site training.

Each supervisor must complete three (3) Training Visits each week. These Training Visits must be rotated in a random manner between inspectors and type. The two (2) types of Training Visits are:

1. First-Stop Training Visits
2. Mid-Day Training Visits

Training Visit types may be rotated in any order. However, every week at least one (1) First-Stop Training Visit and one (1) Mid-Day Training Visit must be completed. The third Training Visit may be either a First-Stop or a Mid-Day Training Visit.

First-Stop Training Visit Procedure:

1. Each inspector has a designated first stop on his route sheet.
2. The inspector starts each work day at his designated first stop.

3. The Supervisor selects an inspector who will receive a First-Stop Training Visit.
4. The Supervisor travels to the designated first stop location to arrive there at the start of the inspector's work day.

Mid-Day Training Visit Procedure:

1. The supervisor selects an inspector who will receive a Mid-Day Training Visit
2. The supervisor travels to a location close to the location of the inspector's area.
3. Using a phone that can easily be called back, the supervisor contacts the inspector via belt pager (beeper) and enters his phone number.
4. The inspector calls back the supervisor.
5. The supervisor instructs the inspector to remain at the location he is calling from until the supervisor arrives or for 20 minutes. If the supervisor does not arrive within a reasonable time, the inspector calls the office to notify them that he waited and the supervisor did not arrive. The inspector then continues with the next scheduled stop on his route sheet.
6. Supervisor meets the inspector at the inspector's location.

Supervisor's Report:

If an inspector fails to appear at an unscheduled, unannounced training visit inspection stop, or fails to return a supervisor's belt pager (beeper) call, the supervisor takes the following action:

1. Supervisor writes a report of the incident indicating the address, date time and inspector's name.
2. Supervisor asks inspector for a written report explaining why he did not show up.
3. If the inspector fails to provide a report within two (2) weeks, the supervisor prepares a report and makes a written record of this on his report.
4. Supervisor sends copies of Supervisor's Report, Inspector's Report, Supervisor's Route Sheet, and Inspector's Route Sheet to the Executive Chief Inspector.
5. The Executive Chief Inspector reviews the report with the Assistant Commissioner for Operations and they refer the case to the Investigations/Disciplinary Unit, if necessary.

OFFICE HOURS FOR INSPECTORS

Office hours for inspectors in the Construction Division and Plumbing Division will follow the schedule provided below.

Construction Division and Plumbing Division:

Tuesday 1:00 p.m. to end of work day
Friday 1:00 p.m. to end of work day

Elevator Division and Place of Assembly Division:

Thursday 1:00 p.m. to end of work day (Elevator Division)
or
Friday 1:00 p.m. to end of work day

Boiler Division and Bureau of Electrical Control:

Pay Day Friday 1:00 p.m. to end of work day

BEST Squad:

Tuesday 1:00 p.m. to end of work day
Friday 8:30 a.m. to noon

SIGN-OUT

All inspectors return to a designated office location to sign out at the end of each work day. The sign-out locations for each inspection division are provided below.

Construction Division and Plumbing Division:

On Monday, Wednesday and Thursday, inspectors in the Construction and Plumbing Divisions return to their Borough Office at the end of the work day and sign-out.

BEST Squad, Boiler Division, Bureau of Electrical Control, Elevator Division and Place of Assembly Division:

At the end of every work day that they do not return to their centralized office, inspectors in the divisions return to the Borough Office where they made their last inspection and sign-out in the Borough Manager's Office.

Inspectors Using City Vehicles:

If the inspectors are using city vehicles that must be returned at the end of the work day, they sign-out in the office where the vehicles are assigned to.