



DEPARTMENT OF BUILDINGS

EXECUTIVE OFFICES


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OPERATIONS
POLICY AND PROCEDURE NOTICE # 11/89

To: Distribution
From: Peter Franconeri 
Date: August 31, 1989
Subject: Inspectorial Duties: Elevators

Referenced: Field Inspector's Call-In Procedure
Operations PPN # 18/87

Superseded: Memorandum, July 28, 1970, P. 389
Directive 10 of 1971, June 9, 1971 P. 4525
Directive 11 of 1971, August 11, 1971 P. 553
Memorandum, April 8, 1976, P. 1178
Memorandum, June 8, 1976, P. 1183-5

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

Supervising Inspector:

The Director, Elevator Division assigns Area Chiefs to four inspectorial areas throughout the City of New York. Within each area, Supervising Inspectors are assigned to inspectorial districts. The boundaries of these districts are set in a manner to equalize the workloads of the Supervising Inspectors and the Elevator Inspectors. The Supervising Inspector is responsible for the quality and the performance of the work of the Elevator Inspectors under his direct supervision.

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The following procedures must be adhered to:

1. **Inspector General:** Once a week the tentative route sheets for the next week and the completed route sheets from the previous week are forwarded 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 records 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 is duly noted in the log book.
3. **Office Hours:** Inspectors must return to the office on Thursday afternoon from 1:00 p.m. to 4:00 p.m. or Friday mornings from 8:30 a.m. to 12:00 noon. Daily route sheets from the previous week are collected and the next weeks route sheets are handed out. All office work including reports is completed at this time.
4. **Route Sheets:** Periodic route sheet inspections are scheduled geographically by computer, to minimize travel time for each inspector.

Priority A and B complaints, violation reinspections and Elevator Application inspections are routed by hand. They are scheduled geographically, as well. After incorporation into the Complaint System, Priority C and D complaints will be routed by the computer. They will appear on the next periodic route sheet.

5. **Field Visits:** The route sheets contain a designated first stop (8:30 a.m.) and a designated last stop where the inspector may meet the Supervising Inspector for field training. These training visits are unscheduled and unannounced. In any case, the inspector is required to remain at the last stop until 4:00 in anticipation of the Supervising Inspector's visit.

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 "Remarks" column. "TV" is an abbreviation for "training visit". The Supervising Inspectors also initial the Elevator Inspector's route sheet, indicating the premises/device where the training was done.

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Area Chiefs:

The Area Chief is responsible for periodic review of the individual route sheets and assuring that field training visits are performed by each Supervising Inspector.

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