NYC DEVELOPMENT HUB

SKYSCRAPER PROJECT

September 12, 2013

NYC
Buildings

SKYSCRAPER PROJECT OVERVIEW – *COLLABORATION AND TECHNOLOGY*

- Enhanced Customer Service
  - Project Director collaborates with project stakeholders and facilitate progress through the inspection lifecycle

- Pilot Inspection Management Web Application
  - Single portal for construction, plumbing, electrical, boilers, and elevators inspection requests
  - Inspection appointment availability is given in real-time
  - Ability to Self-Certify some inspection objections
  - Increased transparency into the inspection lifecycle through automated notifications

- Piloting New Mobile Devices
  - Inspectors equipped with state-of-the-art mobile devices, eliminating paper and providing results in real-time

ENHANCED CUSTOMER SERVICE

- Project Director
  - Single point of contact for all inspection requests (Construction, Plumbing, Electrical, Boilers, Elevators)
  - Collaborates with project stakeholders to map out all required inspections

- 5 Day Service Level Agreement for Inspection Appointments
  - 2x faster than current 10 Day Service Level Agreement

PILOT WEB APPLICATION – *VIDEO DEMONSTRATION*

- System Access for Known Project Stakeholders

- Online Inspection Requests

- View Job/Inspection Status and Notifications

- Self-Certification of Some Inspection Objections

- Electronic Inspection Checklists

PROGRAM PARTICIPATION CRITERIA

Project Eligibility Criteria:

- Job is in Partially Permitted or Permitted status

- Job Type is New Building – High Rise

- Jobs in different stages of construction are desired

Stakeholder Participation Requirements:

- Sub-contractors and any other stakeholders who may request inspections are required to participate for any projects in the program

- Sub-contractors include: Construction / General Contractors, Plumbers, Electricians, Fire Suppression, Standpipe, Sprinklers, Elevators, Boilers

PROGRAM GOALS

- Validate the Business Process:
  - Validate that the business process requirements of the inspection units have been properly understood and implemented within the web application

- Test the Collaborative Approach
  - Testing the Development Hub "model" of one-on-one collaboration with project teams to provide enhanced customer service

- Confirm Electronic Checklists
  - Confirm the accuracy and usability of the electronic checklists for use in the pilot program and long-term

SKYSCRAPER PROJECT PILOT LAUNCH PLAN

Launch Plan Key Dates:

Launch Plan Item	Date(s)
Pilot Participant Kickoff Meeting, Surveys Sent, and Checklists Distributed	8/29/2013
Pilot Participant Project Surveys Due	9/5/2013
DOB Project Director Follow-up with Pilot Participants	Beginning 9/3/2013
Individual Project Kickoff Meetings and Web Application Training with DOB	Beginning 9/5/2013
Pilot Begins	9/9/2013
Bi-weekly Meetings with Pilot Participants	Beginning 9/16/2013