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:

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