

EMPLOYEE EXPECTATIONS

APPOINTMENTS

All scheduled appointments are to be kept by the inspector. If the inspector is out that day, the supervisor/or designee will assign the inspection to an alternate inspector. In these situations, the alternate inspector will explain the reasons for their involvement and assure the customer that the initially assigned inspector will be handling the case from that point on, should there be a need for any subsequent inspections. Suppose there is no one available to keep the appointment. In that case, the customer shall be contacted no later than 8:30 am and offered the next available appointment on the initially assigned inspector's schedule. The assigned inspector shall confirm all next-day appointments between 4 pm and 5 pm and be noted in BIS daily. If the inspector cannot confirm the appointment during this time, the inspector shall confirm the appointment no later than 8:30 am on the appointment day. If the inspector is absent on the appointment day, the supervisor or clerk will make the confirmation call(s).

TRAINING AND MEETINGS

It is mandatory that the Pen Tablet's front-facing camera be on and facing the inspector during any virtual meeting. Microphones shall be muted when they are not being used to address the presenter for questions or conversations. Pen Tablets are required to be used for any mandatory online State CE training.

NO SHOW APPOINTMENTS

Inspectors shall be on time for every appointment and provide a fifteen (15) minute grace period for the customer to arrive. If an inspector is running late or cannot make the appointment, the inspector or supervisor shall notify the customer. If the appointment cannot be kept, the customer shall be offered the next available appointment on the inspector's schedule. For appointments where the inspector finds no one at home, the inspector will call the customer and leave a business card and a door hanger to advertise the attempt to inspect.

ENTRY INTO A DWELLING UNIT

Inspectors shall not enter a dwelling unit where children under eighteen (18) years of age are at home alone (NY RPL § 235-f.). Nor shall the inspector enter the property with the owner or property manager under this same condition.

IDENTIFICATION

The inspection staff shall be issued the following items for identification to the public in performing their duties:

- 1) A uniform with an outer top garment, the inspector's name, and the City of Rochester logo. All clothing shall be worn in accordance with the City's Dress Guidelines Policy;
- 2) A City issued picture ID badge including the inspector's name and title;
- 3) Business cards with the City of Rochester's emblem, department, inspector's name, title, business address, business telephone number, and business email address.

SAFETY GEAR

Whenever an inspector enters a construction site, they shall wear the following City issued safety gear required by the City's Training and Safety Bureau and DOSH Public Employee Safety & Health (PESH):

- Steel-toed shoes
- Hard-Hat
- Safety Glasses
- Long Pants

When conducting inspections at vacant properties, high grass and weeds surveys, trash and debris surveys, and all construction projects:

- Hi-visibility vest

CASE MANAGEMENT & INSPECTION RECORDING

All inspectors shall be provided a Pen Tablet to perform inspections. The inspection results for all cases assigned by the Inspection System shall be recorded in the Inspection System case utilizing the Pen Tablet. This requirement shall include all contact information and attempts to contact the customer. Cases assigned thru the Inspection System shall be acted on that day. All actions will be documented in the BIS case notes the day it appears on the inspector's Property List unless the inspector is absent that day and must be acted on no less than every thirty business days after that. This may include: citing violations, violation abatements, issuing a K-1 letter, issuing a ticket, conducting an inspection of previously cited violations without abatement, or merely contacting or attempting to contact the responsible party and schedule as necessary. All violations cited or abated must be entered in the Inspection System on the day of the occurrence.

CUSTOMER CONTACT

In each case, the Bureau of Code Enforcement's goal is to gain voluntary compliance and, if required, finalize a permit. Over time, it has been proven that the single most effective means for accomplishing this goal is through proper communication on the part of both the inspector and the responsible party. For this reason,

the expectation is that inspectors will make every reasonable attempt to contact the customer. Contact can be made in person, by telephone, by letter, or by combining these methods. Except for our bureau templates, all letters: courtesy, entry, or final, must be approved by the supervisor. It is essential that inspectors thoroughly document their contact attempts with the customer in the BIS case event notes.

In dealing with the public, inspectors are expected to be courteous and provide the highest customer service level. It is a departmental policy that all inspectors will work cooperatively with owners to elicit voluntary code compliance.

All phone messages should be returned as soon as possible, but no later than the next workday.

ATTENDANCE

Inspectors reporting to work after their regularly scheduled starting time are considered tardy. Inspectors must return to the office at the end of the workday unless otherwise authorized by their supervisor. Time off requests must be submitted through Kronos to the supervisor for approval. Before submitting a request, the inspector will ensure that all appointments on their schedule for the day(s) in question have been rescheduled. Upon approval, the inspector will block the appropriate time off on their Outlook calendar. A sick day request must be phoned in before starting that workday to the mainline, 428-6520, and the inspector's supervisor's work phone. The supervisor will add the sick day to the employee's time card in Kronos that same morning, assuming they have the appropriate time in their timebank. In the event an inspector must leave work during the workday, they must inform their supervisor immediately. Unless otherwise changed according to the Collective Bargaining Agreement or approved by the Manager of Code Enforcement, all inspectors' workday shall be from 8 am until 5 pm.

All inspectors shall update their voicemail and email to reflect any scheduled or unscheduled absence of more than two days.

SATURDAY WORKDAY

Inspectors scheduled to work on Saturday will report to City Hall at the regularly scheduled starting time. The inspector will call 311 to notify them that they are on duty and give 311 their cell phone and work numbers. The inspector will be responsible for their supervisor's assigned work and any complaint calls that come in from 311. All inspectors' workdays shall be from 8 am until 5 pm.

LONE OPERATOR POLICY

- On weekends everyone entering the facility must sign in on a log that annotates their time in/out, location, and phone number of the area they are working.
- On weekends or after regular weekly workday hours, the Lone Operator will sign in using the facility employee log sheet at the City Hall Link Desk.

- When in the building, the Lone Operator will call the City Hall Link Desk at (585) 428-6369, or if no answer, call (585) 428-8636, the 24 Security Operations Center located at 945 Mt Read Blvd. each hour to report their status.
- The Security Officer will log this call on their DAR or daily activity report log.

Note: If the Security Officer does not receive a call each hour, they will call the lone operator's location. If there is no answer, the Security Officer will notify their Security Supervisor that they will leave their post to check on a Lone Operator in the building. The Security Department will follow its standard protocols. The responding officer will note all activities on their DAR.

LUNCH HOUR

Every full-time employee shall take a lunch hour each day. Unless otherwise directed by the supervisor, each inspector will have their lunch hour from 12 noon until 1 pm. If a necessary work assignment is scheduled during that time, the lunch hour shall be taken from 1 pm until 2 pm.

OVERTIME

The Manager of Code Enforcement must approve all requests for overtime via email confirmation after consultation with the Director. This approval must take place before the overtime being logged on the employee's Kronos time card. Once approved, the overtime will be entered on the employee's time card by the supervisor. Overtime work is subject to attendance rules.

SIGN-IN/SIGN-OUT SHEETS

All employees are required to complete the sign-in/sign-out sheets for each day they report to work. The initial "time in" column shall contain the time you arrived at work that day, and the last time out column shall list the time you left the facility to end your workday. As per the Attendance section above, all inspectors must return to City Hall each workday unless authorized by their supervisor. If you are assigned to start and complete the day from an NSC office, you must sign in/out from that facility. If you have been approved to end your day from the field due to a 4 o'clock appointment, the last time-out column shall list 4, and the destination of that appointment shall be added to the destination category.

Employee Contact Information Policy

- The City of Rochester will provide the Code Enforcement Officer, Code Enforcement Officer Trainee, Rehabilitation Specialist, Plumbing Inspector, Electrical Inspector, and Elevator Inspectors with a Zoom phone through the Zoom application on their assigned pen-tablets.
- The assigned pen tablet must be with the employee, and the Zoom Phone turned on at all times during work hours.

- Management will contact the inspectors by calling their assigned number on their Zoom Phone when in the field.
- The failure of an employee to comply with the requirement to carry their pen-tablet and keep their Zoom Phone on during working hours may result in disciplinary action.
- Employees will provide the supervisor and Department with the Zoom Phone number.
- Calls must be answered within the hour of the call from the Department.
- Phone calls forwarded to voicemail must be returned within 24 hours of the call, and notes of the call's outcome recorded in the open case event notes, if necessary.
- Employees are required to use City reimbursed cell phones for calling or returning messages to owners and tenants.
- All City business-related communication (verbal, written, or other) must meet professional conduct standards.
- Zoom phone transmissions cannot be regarded as being secure. Employees must use discretion in relaying confidential or sensitive information over cell phones.
- Open records laws, including Freedom of Information Law (FOIL), apply to all City business records kept on, received, or transmitted from the Cell Phone; all such records may be subject to disclosure.

CITY OF ROCHESTER EMPLOYEE CODE OF ETHICS & STANDARDS OF CONDUCT

"No City officer or employee shall own in person or through an agent or broker, or be a principal in any corporation, partnership or business entity which owns, any real property within the City of Rochester that violates City or State laws or regulations. Property shall be deemed to be in violation when a reasonable and proper notice and order to correct violations duly issued has not been obeyed in a timely manner."

- A City of Rochester, NY property purchased by an employee of this Bureau must report the purchase to the Manager of Code Enforcement with 30 days of the purchase.
- If a bureau employee purchases a property located in their assigned area, the employee must notify the supervisor and immediately remove the property from their direct oversight.
- When a bureau employee owns a City property deemed to be in violation, where a reasonable and proper notice and order to correct the violation(s) has properly been issued, the violation(s) can only be abated by the employee's supervisor or the Code Compliance Coordinator when the violation(s) has been corrected.

- No inspection of or clearance of violations on a bureau employee's City property can be performed by anyone other than the employee's supervisor or the Code Compliance Coordinator.