

Mega Multifamily Inspection Team Program Requirements

Part 1: project readiness

The Mega Multi-Family Team concept won't work unless projects are ready for inspection, best described in "Best Practice – Contractor - item 4" (*), as follows;

- *Prior to placing request for inspection, contractor's qualified individual checks area to be inspected and verifies inspection readiness using inspection checklist (Dept's most common defects list) as appropriate.*
- *Does not call for inspection until work is verified complete and code compliant in accordance with the approved plans.*

(*) refers to AE-GC-Builder Task Force Final Report (2/10/2015), Appendix 4.

To assure this happens, the Mega Multi-Family Team will have program participation requirements as well as tools for managing contractors who do not adhere to those program requirements, as follows. Other participating agencies (CFD, etc) may have substituting rules for their work only.

1.1. Program Requirements

- Contractor must deliver project schedule to the Department at project start and updates at predetermined intervals through "look ahead" discussions with the inspections team.
 - The base line for these meeting intervals will be a minimum of every 2 weeks, with the interval reducing to 1 week or expanding to 3-4 weeks, as mutually agreed upon by the construction team and inspections team leadership. **These discussions should focus on schedule of upcoming inspection needs and any other critical path concerns.**
 - Commentary; ideally the "look ahead" meeting regimen would include;
 - Present construction schedule at project's team coordination or pre-construction meeting. Show the timeline of the project and identify "**heavy volume**" inspection demand periods.
 - GC updates inspection team on operation schedule/progress on monthly basis. Can be general summary by email, but needs to indicate where **heavy inspection** periods will occur.
 - Two weeks before **heavy inspection** period, contractor notifies both the CEM and inspector (not just the inspector) on upcoming details, requirements and time frame for these inspections. **Inspection team confirms and indicates any additional documentation/information that may be required.** This information transfer preferably occurs in a bi-weekly meeting. During heavy inspection periods, the contractor further updates the CEM on project status as appropriate.
 - Inspection team confirms and indicates any additional documentation/information that may be required.
 - If something changes and GC will not be ready, then notify-cancel the inspection a minimum of 48 hours before scheduled start; the inspection will be rescheduled contingent on time being available.
 - Exception; the above 48 hour notice requirement does not apply to weather related construction or soil based construction. On these, the contractor is expected to give notice of inspection schedule change no later than 4pm on the day before the inspection.
 - The Inspection Team shall do the same for the GC if they are not able be at the scheduled inspection and reschedule at the earliest possible time.
 - Department reciprocates by confirming the inspection schedule and works with the customer's project team to provide resources sufficient to inspect work which is ready for inspections.
 - The GC must conduct "pre-walks" of the initial units being delivered, confirming typical code compliance concerns.
 - Owners must provide e-mail contact and be automatically registered for notification of project activity (inspection results, holds, etc.) unless the owner themselves opt out.
 - Job sites must be available 7am to 7pm, Monday thru Friday, for regular (no charge) inspections.

1.2. Inspections workload metrics & use of AE observation

1.2.1. Base inspections workload metrics

- Projects without AE observation will have a workload base of 2-2.5 hours or 10,000 sq. ft./task.

1.2.2. Voluntary option - inspections workload metrics with use of AE observation

- Projects with AE observation verifying the specific inspection request, which have been checked for inspection readiness, will have a workload base of 3-3.5 hours or 20,000 sq. ft./task.
 - The term “AE observation” in this section is meant to offer the owner’s team the voluntary option of using an NC Licensed AE (not necessarily the AE of record) to check selected parts of a project for inspection readiness, before calling for inspection. It does not mean the project is required to engage AE’s in full construction observation as described, for example, in AIA B101-2007, section 3.6 (construction phase services).
 - AE’s participating in inspection readiness verification work must attend the “pre-walk” session noted in 1.1 above.
 - When contractors correct defects noted, seeking immediate approval (requesting the inspector to double back on the trip), the sq. ft. work load base will be suspended for that trip.
- Under section 107.4 of the NC Administrative Code, the Department will also accept an NC licensed AE inspection of selected work as verification of code compliance, provided;
 - The AE is approved by the Department in advance.
 - The scope of work is limited to that allowed in 107.4(1) and 107.4(2).
 - The permit holder and AE comply with the reporting requirements and other limits described in section 107.4.
- Owners voluntarily using AE observation, or inspection per NC Administrative Code section 107.4, must confirm this strategy with the Department in advance, ideally in the preconstruction meeting.

1.3. Tools for managing poor performers

- Contractors breaking an agreed on “project not ready” inspection threshold, will incur special requirements.
 - May be triggered by either “three strikes and you’re out” on excessive inspection defect counts attributed to a specific contractor or MEP trade.
 - “Excessive inspection defects” will be described as ten different defects per trade (exclusive of the same defect on a similar unit) within the first 20-30 minutes of inspection.
 - “Three strikes and you’re out” is applied to a particular inspection task, limited to either a project permit or phase, within a 30 day window (time limit).
 - Or an individual contractor/MEP trade failure rate above the 40% threshold defined in the Building-Development Ordinance (BDO), calculated on a monthly basis, for that specific project.
- Such events automatically trigger owner notification, whether or not the owner opted out.
- BDO section 108.10(F.2.2) will apply, requiring extra verification steps assuring future work is inspection ready.
- BDO section 108.10 (F.2.3) will apply, providing failing contractors with a path of relief from the requirements of BDO section 108.10 (F.2.2).
 - In applying 108.10 (F.2.3) to these program requirements, the time period specified in F2.3.2 will be revised to 30 days, to align with the data collection period noted below (**)
- Contractors and owners will have access to the following tools to manage their inspection pass/fail performance and their MEP contractor’s inspection pass/fail performance.
 - Inspection pass/fail rates calculated on a per project basis, reported every 30 days (**).
 - Access to contractor inspection pass/fail status on daily basis

Part 2: measuring team effectiveness

For the proposed Mega Multi-Family Team, communication and inspection pass rate are far more important than inspection response time (IRT). The goal of this service stream should be regular advance communication regarding project inspection needs by the contractor to the Department, with the Department reciprocating by confirming the inspection schedule and working with the customer’s project team to provide resources sufficient to inspect work which is ready for inspections.