

**Number:** 2002 - 03  
**Date:** August 30, 2002

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**Subject:** Establishment of the On-Call Manager List and Standard Rules and Procedures for On-Call Managers.

**Purpose:** Establish a schedule for on-call managers to handle off-hours service calls and emergencies.

**General Considerations:** Boston Inspectional Services personnel are charged with legal responsibility and public trust in ensuring the well being of the public health, welfare and safety. ISD must maintain the capability to respond to this duty 24-hours a day seven days a week.

**Note:** For the purpose of clarity and brevity, the pronouns "He" and "His" are used editorially throughout this rule and should be interpreted as gender neutral. .

**ESTABLISHMENT OF ON-CALL MANAGER LIST AND THE STANDARD RULES AN PROCEDURES FOR ON CALL MANAGERS.**

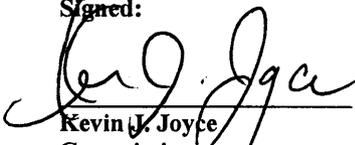
**§ 1. On-call manager-** ISD shall have an on-call manager available everyday for weekend and after hours emergencies. The on-call manager shall be the primary contact for other city agencies and departments, including the Mayor's 24 hour service, when ISD is needed during non-business hours.

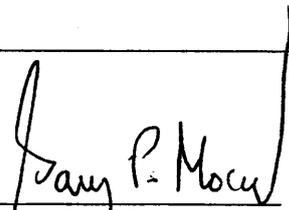
**§ 2. Schedule-** All on call manager shifts shall begin on Friday of each week at 4:00 p.m. and end the following Friday at 4:00 p.m. When the shift changes each week, the previous manager shall contact the succeeding manager to formally notify that manager the shift has started. All managers shall have on their person at all times either a Department issued Nextel phone or a beeper. All calls for ISD service to any on-call manager should be returned immediately. To this end, managers should have with them at all times a means for being contacted which is known to other ISD on-call staff and the Mayor's 24 hour service.

**§ 3. Designation as on-call managers-** All Deputy Commissioners, Assistant Commissioners, Directors and principal inspectors shall qualify as on-call managers once appointed by the Commissioner. Any person holding one of these positions shall be placed on the on-call manager list, which will have a standardized weekly rotation assigning the duty subject approval by the Commissioner. .

**§ 4. Duties and Responsibilities-** On-call managers shall function as "managers" by managing calls for service, using discretion as to the type of response needed and ensuring the service needed is delivered and followed up during the next business day as needed. On-call managers shall also be responsible for ensuring the safety of ISD personnel sent into the field at the on-call managers direction. ISD on-call managers may also be required to respond on--scene to some incidents and therefore shall travel to any location more than 1 hour in travel time from the City of Boston when on duty. In responding to calls for service all managers shall adhere to the protocol outlined in the On-Call Manager's Manual. This manual shall be the controlling protocol for all after-hours situations. Deviation from these protocols may only be authorized by the Director of Special Operations or the Commissioner's Office, unless there are clear and substantial reasons requiring such deviation.

Signed:

  
Kevin J. Joyce  
Commissioner  
Inspectional Service Department  
Date:

  
Gary P. Moccia  
Inspector of Building  
Date: