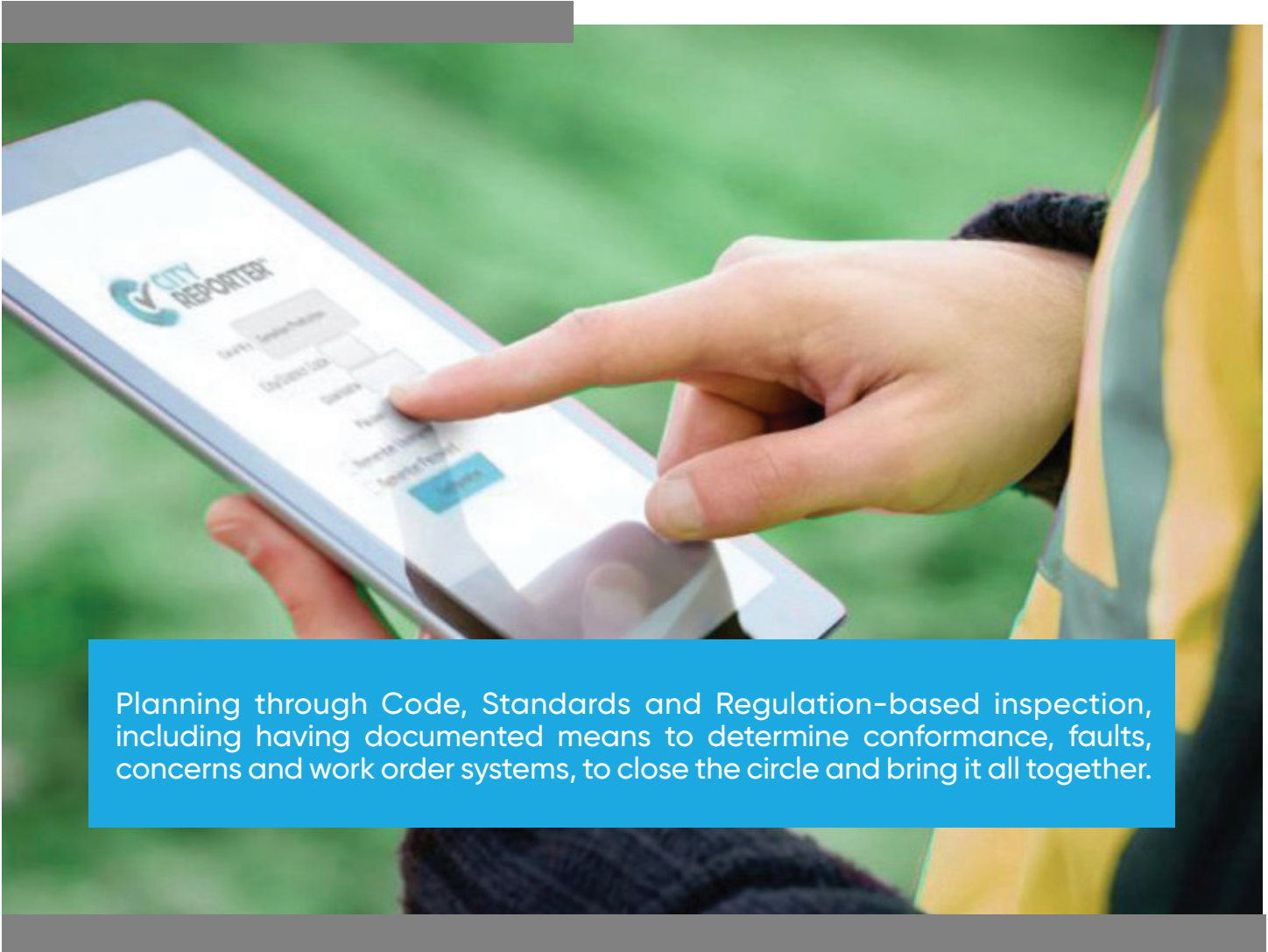




# Information Gathering, Risk Management, Inspections & Work Orders

Coming Full Circle: A New Perspective On Public Works  
& Work Management Systems



Planning through Code, Standards and Regulation-based inspection, including having documented means to determine conformance, faults, concerns and work order systems, to close the circle and bring it all together.

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## INTRODUCTION

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The information gathering process for all Public Works Departments to determine what should be inspected should follow a set of designated rules and steps. This will allow the Public Works Department to put together a list of areas, based on an in depth inspection or audit, sometimes called a risk analysis. To help determine the requirement for inspections, what should be inspected, as well as what the outcomes should be, in regard to inspections that produce concerns, faults or code, standard or regulation-based recommendations.

All inspection programs should be based on an acceptable operations or safety standard, whether it be for Injury prevention or loss mitigation for processes, operations, or facilities.

This is where an in-depth analysis of your operations should be completed. This information gathering process will help guide the inspection and work order system moving forward. This will ensure any faults or concerns noted will be addressed and repaired as soon as possible. This will also provide less exposure to the Public Works Department from a personal injury or a process, operations or facility claim.

## PRODUCT/SERVICE/METHODOLOGY

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The Risk Assessment Process, sometimes referred to as the Risk Process, is your best bet to ensure all areas of operations are taken into account and particular areas are noted for inspection, based use, potential exposures, location and overall condition.

### Risk Assessment Process

1. Identify Hazards.
2. Decide who might be harmed and how this could occur.
3. Evaluate the risks (hazards) and decide on the precautions.
4. Record your findings and implement them.
5. Review your assessment and update if necessary.



## KEY STEPS #1

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### Identify The Hazards



The responsibilities for Public Works Departments can range from facilities, buildings, recreational operations, swimming pools, highways, water systems, sewer systems, sidewalks or all of the above. We need to determine what your Public Works department is responsible for.

Once an assessment has been completed, we can determine what potential risks/hazards the department is responsible for and how they minimize their exposures?



## KEY STEPS #2

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### Decide Who Might Be Harmed And How



When putting together an inspection or audit process with the Codes and standards or regulations you're inspecting, it is key to be very clear in outlining the areas you are covering. This preliminary work will allow you, the inspector, to ensure you are covering all areas of concern when performing the inspections and determine who may be impacted by the equipment, facility, or operation utilized.

Is it a roadway that needs to be maintained to a certain "Highways and Transportation" standard? Perhaps you are inspecting a playground or park that families, the public, and children will utilize, which will have its own base Codes, standards and regulations to follow as well. In terms of transportation, some roads may need to be maintained to a higher standard than others, while playgrounds need to be kept safe to minimize exposure to injury for children and persons using the facilities.

## KEY STEPS #3

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### Evaluate The Risks (Hazards) And Decide On The Precautions



The best inspection and risk management analysis system will utilize a codes, standards and regulation-based format, preferably a digital-based format, for easier record keeping, follow up and reporting.

Built-in downloadable faults and recommendations are a way to save time and ensure in advance that the code, standards and regulations that you are inspecting are noted full, up-to-date inspections.

## KEY STEPS #4

### Record Your Findings And Implement Them



The inspection format is the first phase of determining what risks/hazards you may be exposed to as a Public Works organization. It will also outline what you need to do to repair a situation or fault to minimize exposure to the Public Works Department as part of your local community. Finally, it reduces the exposure of injury to persons driving on your roads or playing on your playgrounds.

A digital inspection system utilizing a tablet or Smart Phone for inspections will allow you to complete your inspections in the field. It will allow you to file the inspection once completed and start the process of mitigation, repairing or changing, implementing a recommendation in order to minimize exposures and prevent injury. An integrated work order system can also be utilized in this key step. This will allow you to notify those involved of a fault, a need for a repair or fix, and in some cases, the need to order updated equipment.



## KEY STEPS #5

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### Review Your Assessment And Update As Necessary



Reviewing your assessments is an essential part of all risk management and loss control—reviewing inspection programs. Once a fault is noted in the field, and a fix is provided to mitigate that fault, there needs to be an ongoing inspection process to ensure that the fix that was created is actually working and the fault is being addressed. Many inspection systems implement a fix that is based on several choices, but they do not follow up to ensure those fixes are working.

## AREAS OF RESPONSIBILITY: Development of a Risk Management & Loss Prevention Program

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### Codes and Standards



Several Code Standard examples come to mind as areas that we discuss on a regular and ongoing basis. The Fire Code requires that all owners of buildings shall be responsible for carrying out the provisions of the Fire Code regardless of local Fire Commissioner, Fire Inspector or other AHJ (authority having jurisdiction) inspections. Various Water Work standards, Highways and Transportation standards, Playground & Sports field standards refer to the minimum recommended practices for inspections, audits, and maintenance regarding playgrounds and play spaces.

### Preventive Maintenance: Predicting A Problem Before It Happens



Whenever there are cutbacks, preventive maintenance usually takes a hit. The need to provide a regular, digitally documented preventative maintenance program cannot be overstated. How do we know how long our equipment will operate? What condition is the equipment in? What maintenance and testing should be provided if we don't develop a digitally documented inspection program?

## What Applies In Buildings And Facilities – Inspections



**1. Safety Inspections** – Emergency Exiting of Buildings, Fire Protection Equipment, Fire Alarm Systems, Storage Concerns, Fire Planning, Fire Drills, Fire Code Requirements, etc.

**2. Preventive Maintenance Inspections** – Filter Changes, Trash Can Inspections, Mechanical Inspections, Boilers, HVAC, Geo-Thermal, Electrical Systems, Roofs, Building Envelope Inspections, etc.

**3. Interior Safety** – Applies to Hallways, Steps and Stairs, Storage, Hazardous Occupancies (Shops, Repair Facilities), etc.

**4. Exterior Safety** – Applies to Playgrounds, Sports Fields, Sidewalks, Steps and Stairs, Parking Lots, Dumpsters, etc.

## Your Responsibilities



- 1.** You are required to inspect your buildings, operations and facilities.
- 2.** You are required to maintain a record of inspection for any AHJ's review.
- 3.** You are required to inspect air movement systems, filters, boilers, electrical equipment, HVAC systems, etc.
- 4.** You are required to inspect all fire protection equipment (fire extinguishers, fire suppression systems, fire alarms systems, sprinkler systems, standpipes, etc.).

## What Inspection Requirements Should Encompass



A regular (monthly) inspection program, preferably digital, should be developed and put into place to cover the following areas as a minimum:

- a)** All rooms, hallways, means of egress, exterior exit stairs, pathways and fire exits;
- b)** All mechanical systems, heating, electrical, plumbing;
- c)** Fire safety systems, fire alarms, sprinkler systems, fire extinguishers, fire suppression systems, etc.;
- d)** Hazardous Processes and Operations-specific to shops, repair facilities, etc.;
- e)** All exterior areas including playgrounds, sports fields parking lots, sidewalks, steps, stairs and walkways.

## Conclusion



Remember the following:

- 1.** It is your building, facility or operation - you are required to keep it operational and safe.
- 2.** Identify all areas to be inspected. This makes it easier to determine specific ways of developing an inspection Program that will meet your requirements.
- 3.** Develop a Monthly Inspection program. Monitor progress. Make changes if needed.
- 4.** Stay informed.
- 5.** Talk to risk management professionals, industry peers, staff and various other organizations.





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Ensure you cover all your bases when it comes to a risk management or loss control program designed to evaluate what you have, what you could be exposed to, what you should inspect, and what actions you need to take in the event of a fault or other situation.

A full risk analysis should be provided for your operation. What are you responsible for? As discussed previously, Public Works departments, depending on community size and location, can be in charge of roads, sewer systems, water systems, sidewalks, recreational facilities, ice arenas, swimming pools or all of the above.

## KEY TAKEAWAYS

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1. Determine what you should be inspecting by providing a risk analysis of your operations by utilizing best practices including codes, standards and regulations. Emphasize your analysis safety areas first such as exposures to the public, people with disabilities, children and others. Building and facility condition should also be taken into account, but safety should always be paramount.
2. Put together your inspection program, daily, weekly, monthly, annual, based on the areas of concern noted, the exposures as they pertain to safety, and the need to follow up on inspections after they have been completed.
3. Implement a digitally-based inspection program that is easy to use, provides in depth reporting and filing capabilities. The inspection system should incorporate the latest in info-gathering functions, be up-to-date to date on current codes, standards and regulations. This system should be easy to use and user friendly for all stakeholders.
4. Talk to risk management professionals, people in your industry, staff and various other organizations.

## CONTACT

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