2020

DEPARTMENT

results
minneapolis

Regulatory Services

Performance Summary

Enterprise Priorities (page 4): Workforce Diversity, Spending with Diverse Suppliers
Department Priorities (page 5): Renter-focused work

Trend Key

🟢 Year-over-year (YoY) increase by more than 5%	🟡 Less than 5% YoY change
🔴 YoY decrease by more than 5%	No trend

Budget Program	2019 Budget	Performance Measure	2019 Performance	Trend from Prior Year	Trend: Red/Yellow/Green
Housing Inspection Services	$9.9M	1. Percent of Exterior nuisance Percent of 311 resolved within SLA 2. Percent of Housing condition (1-3 unit building) complaints resolved within SLA 3. Percent of 311 Strategic Inspection Group callbacks resolved within SLA 4. Percent of 311 Unpermitted work complaints resolved within SLA 5. Percent of 311 Vacant building complaints resolved within SLA 6. Overall number of housing inspections 7. Overall number of housing code violations found 8. Number of properties on Vacant Building Registration (VBR) list 9. Median length of time properties were on the Vacant Building Registration (VBR) list 4 10. Number of properties on Restoration Agreement 11. Median length of time properties were on the Restoration Agreement	1. 85% 2. 88% 3. 65% 4. 81% 5. 91% 6. 50937 7. 39812 8. 487 properties 9. 18 months 10. 72 properties 11. 7 months	1. No Trend 2. No Trend 3. No Trend 4. No Trend 5. No Trend 6. Increase 7. Stable 8. Stable 9. Increase 10. Stable 11. Stable	1. ⚪ 2. ⚪ 3. ⚪ 4. ⚪ 5. ⚪ 6. 🟢 7. 🟡 8. 🟡 9. 🟢 10. 🟡 11. 🟡
Traffic Control	$6M	1. Percent of 311 Abandoned Vehicle complaints resolved within SLA 2. Percent of 311 Illegal snow dumping complaints resolved within SLA 3. Percent of 311 Inoperable vehicle complaints resolved within SLA 4. Percent of 311 Parking violations complaints resolved within SLA 5. Percent of 311 Traffic Control officer complaints resolved within SLA 6. Traffic control tickets issued 7. Traffic control work hours 8. Parking violation warnings issued	1. 86% 2. 70% 3. N/A 4. 92% 5. 84% 6. 219412 7. 9161 8. 2222	1. No Trend 2. No Trend 3. No trend 4. No Trend 5. No Trend 6. Decrease 7. Decrease 8. Increase	1. ⚪ 2. ⚪ 3. ⚪ 4. ⚪ 5. ⚪ 6. 🔴 7. 🔴 8. 🟢

Performance Summary

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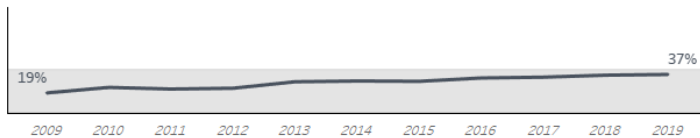| Budget Program	2019 Budget	Performance Measure	2019 Performance	Trend from Prior Year	Trend: Red/Yellow/Green
Operations + Engagement	$5M	1. Number of citation appeals (Citywide) 2. Percent of Regulatory Services citations appealed 3. Number of Homeowner Navigation Program cases closed 4. Number of Homeowner Navigation Program cases opened 5. Number of community events 6. Tenant Remedy Actions (TRAs) and Conditions	1. 236 2. 9% 3. 62 4. 95 5. 88 6. 42	1. Decrease 2. Stable 3. Increase 4. Increase 5. Stable 6. Increase	1. 🟢 2. 🟡 3. 🟢 4. 🟢 5. 🟡 6. 🟢
Animal Care and Control	$3.4M	1. Number of cats and dogs returned to owner or adopted 2. Number of dogs that bit, declared dangerous and did not bite again. 3. Percent of 311 Animal - Livability complaints resolved within SLA 4. Percent of 311 Animal - Public Health complaints resolved within SLA	1. 828 2. 116 3. 100% 4. 100%	1. Increased 2. Decrease 3. Stable 4. Stable	1. 🟢 2. 🟢 3. 🟢 4. 🟢
Fire Inspection Services	$3.3M	1. Percent of 311 Commercial/mixed use complaints resolved within SLA 2. Percent of 311 Exterior nuisance (4+ unit building) complaints resolved within SLA 3. Percent of 311 Housing conditions (4+ unit building) complaints resolved within SLA 4. Overall number of fire inspections (excluding nuisance inspections) 5. Overall number of fire code violations found 6. Number of Fire Inspection Services permits issued by type 7. Number of hazardous materials licenses issued	1. 84% 2. 98% 3. 71% 4. 8441 5. 8748 6. 3274 7. 802	1. Decrease 2. Stable 3. Increase 4. Stable 5. Increase 6. Increase 7. Increase	1. ⚪ 2. ⚪ 3. ⚪ 4. 🟢 5. 🟢 6. 🟡 7. 🟢

Enterprise Priorities

Workforce Diversity

- **Does not meet** enterprise goal of 41% people of color
- **Exceeds** enterprise goal of 45% women

- Diverse hiring panel with focus on application review, required experience or skills, and equity-related interview questions.
- Enhanced internal program geared towards employees at a grade 9 or lower and people of color, indigenous heritage and women. Emphasis on strengths assessment, interviewing skills, career exploration and network building.
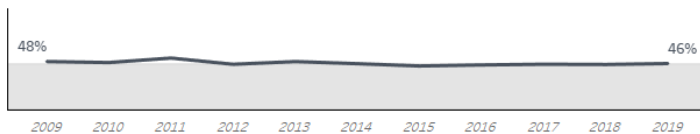
Workforce diversity (2009-2019)
Regulatory Services

People of color

19%   37%

2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

Women

48%   46%

2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

Notes:
(1) Grey shading indicates enterprise goals (41% people of color and 45% women).
(2) In 2011, 911 was folded into the Regulatory Services department. In January 2012, 911 was split out of Regulatory Services back into their own department. Prior to 2012, Emergency Management was also part of the Regulatory Services department.

Definition for Regular City Workforce:
(a) Includes: all regular full-time, regular part-time, regular intermittent, and seasonal full-time City employees.
(b) Excludes: ACA seasonal and all temporary City employees including individuals on permit, outside trades, Election Judges, METP Summer Youth, and contractors.

Spending With Diverse Suppliers

- **Exceeds** Citywide percent diverse spending OF 16%
- **Exceeds** Citywide percent spending with minority-owned suppliers of 7%
- **Exceeds** Citywide percent spending with non-minority women-owned suppliers of 9%

- Raise of cap for formal bids pushes nearly all of Regulatory Services suppliers into the Target Market Program, which focuses on business size and geographic locations.
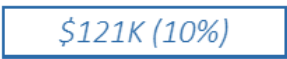
Summary

Total supplier spending* over selected years
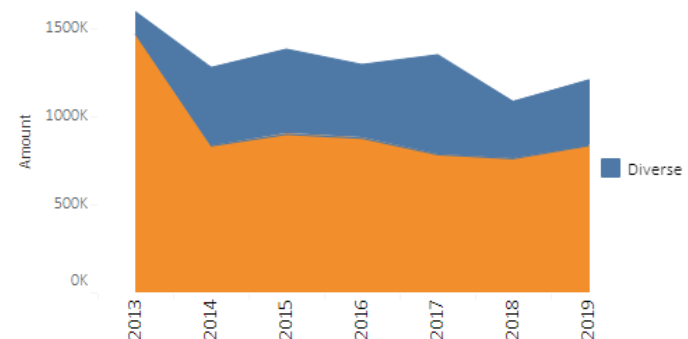
$1.2M
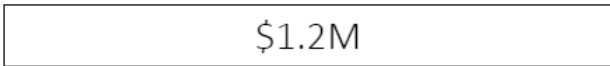
Amount spent with diverse suppliers over selected years

$373K (31%)

Minority-owned

$121K (10%)

Non-minority women

$253K (21%)

Share of diverse spending* (all years)

1500K

1000K

Amount

500K

0K

2013 2014 2015 2016 2017 2018 2019

■ Diverse

4

Department Priority

Renter-focused work

Regulatory Service work is guided by three major pieces of policy affecting rental housing, all developed in 2019. Recent ordinances and initiatives also support these overarching policies. The department is working in partnership with internal and external stakeholders, engaging them to both develop and understand the potential impacts of specific activities.

By developing activities that align with all three policies, Regulatory Services will ensure our work is focused and the change is embedded into how we work. Staff have been integral in threading these concepts into both how the department functions internally and how we partner with community, creating a true culture shift.

Renter-First

Strategic & Racial Equity Action Plan

Inspections study

Outreach
Engagement
Education
Accountability

Policy creation that represents our values

Intentional shift of prioritizing the individual affected by the code

Alternative education and enforcement to raise and standardize rental housing conditions and norms
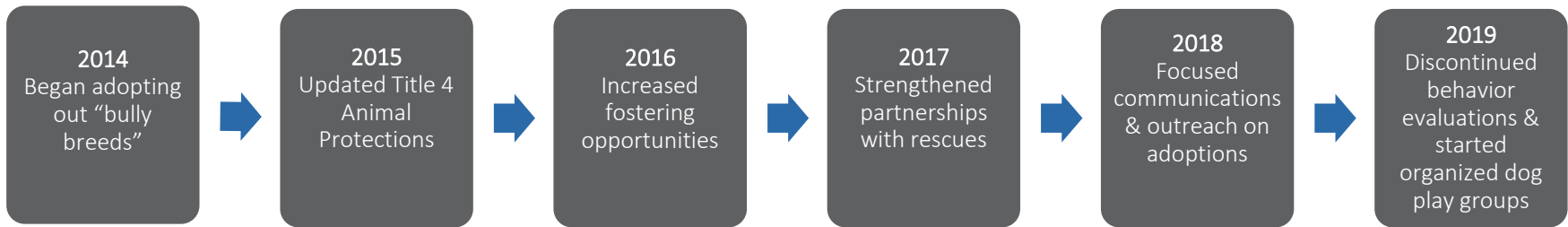
Department Priority

Live Release Rates

Animal Care and Control serves and protects the public by promoting a safer community through responsible pet ownership and humane care. Animal Care and Control (MACC) has strategically worked over the last five years to improve process that ensure the community is safe and that animals have the very best opportunity to have a forever home.

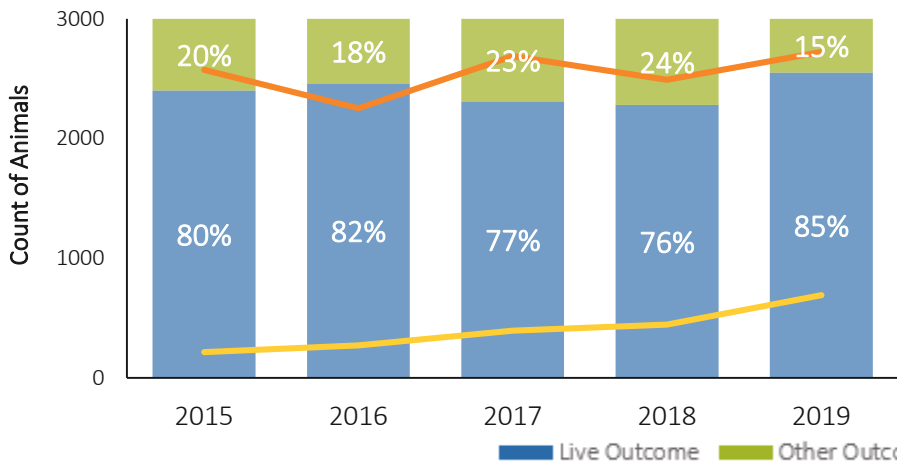Through these improvements, MACC became the largest municipal shelter in the region to reach a no-kill threshold.
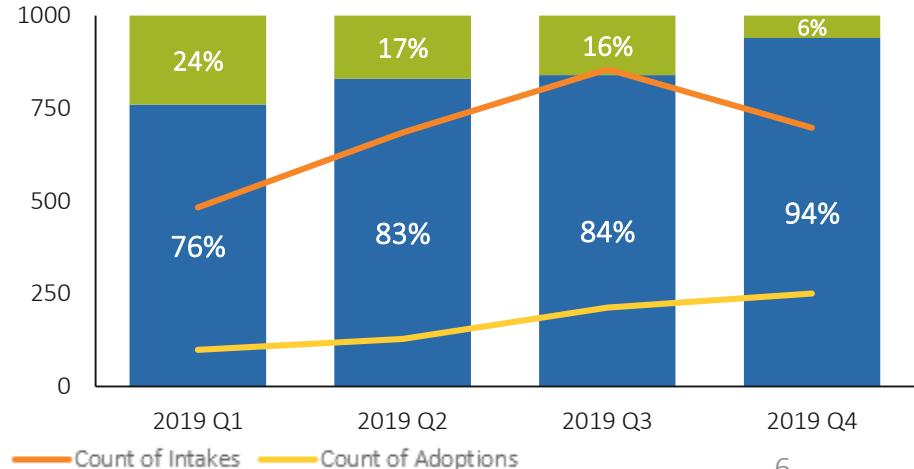

Playgroup photo

Programmatic Changes

2014 Began adopting out "bully breeds"	2015 Updated Title 4 Animal Protections	2016 Increased fostering opportunities	2017 Strengthened partnerships with rescues	2018 Focused communications & outreach on adoptions	2019 Discontinued behavior evaluations & started organized dog play groups

Five Year Trend Live Release Rate (cats and dogs)

2019 Live Release Rate (cats and dogs)

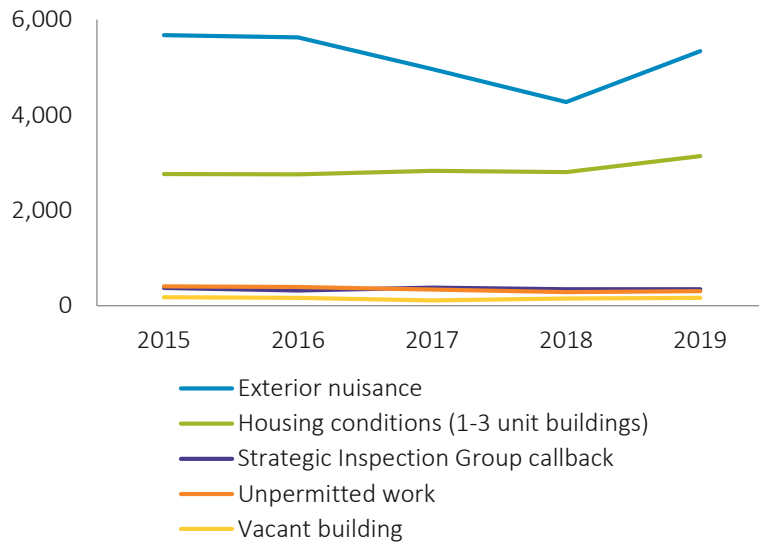Legend: Live Outcome | Other Outcome | Count of Intakes | Count of Adoptions

Housing Inspection Services

Program Description: Housing Inspection Services is responsible for maintaining the city's housing stock through enforcement of licensing standards and the Housing Maintenance Code. It is also responsible for code enforcement and renter protections in rental properties of 1-3 units, vacant residential buildings, removing substandard housing through demolitions and creating incentives to rehab vacant properties through restoration agreements.
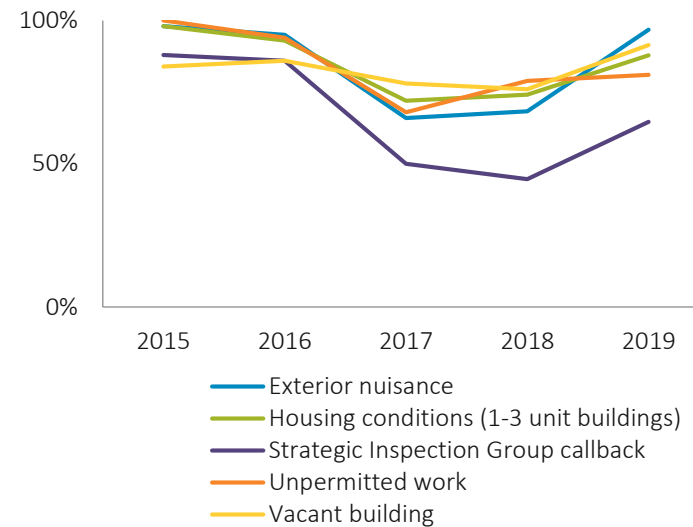
Performance Measures

Number of Service Requests

- Exterior nuisance
- Housing conditions (1-3 unit buildings)
- Strategic Inspection Group callback
- Unpermitted work
- Vacant building

Percent of 311 Complaints Resolved within Service Level Agreement

- Exterior nuisance
- Housing conditions (1-3 unit buildings)
- Strategic Inspection Group callback
- Unpermitted work
- Vacant building

Note: SLA calculation change in 2019

Definition:
- Residents and visitors will call 311 with a complaint that encompasses conditions at residential properties and nuisance conditions. Call volume is contingent upon incoming calls. In collaboration with Minneapolis 311, complaint types and length of time for compliance with a Service Level Agreement is agreed upon. This helps to measure workload and how quickly inspectors can respond to the requests as well as allowing staff a way to prioritize their response.
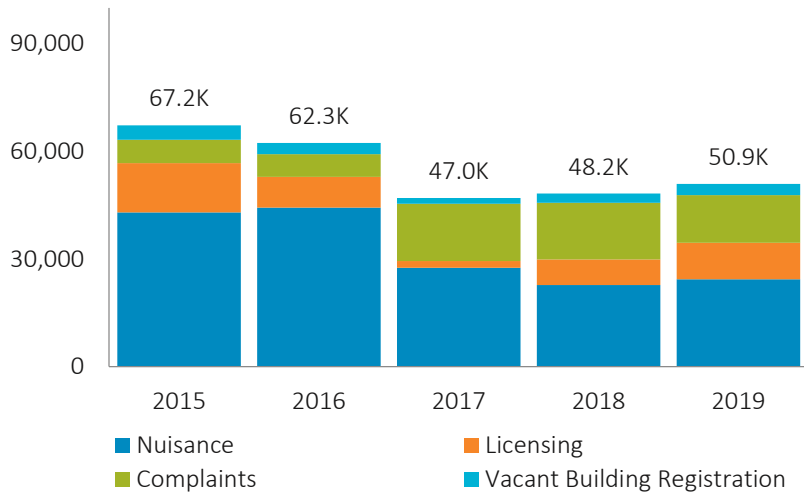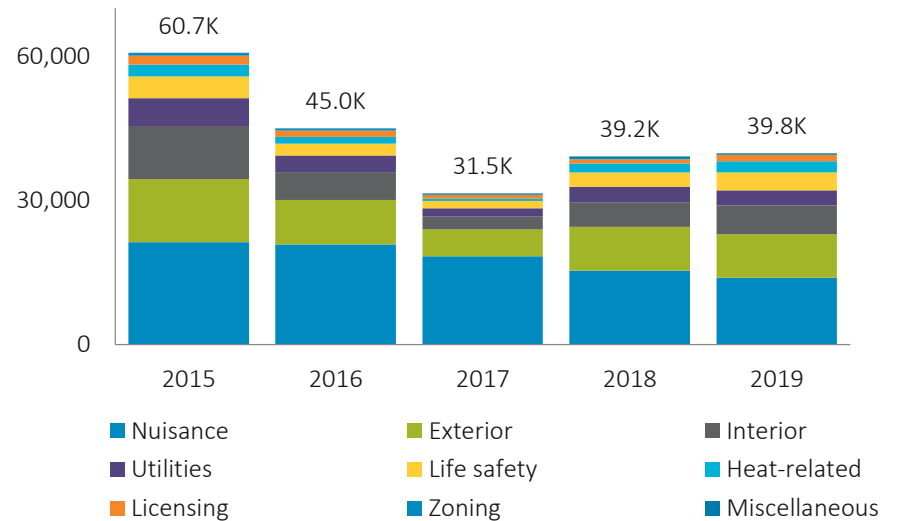
Definition:
- This metric is an indicator as to how efficiently staff can prioritize and respond to the complaints amongst their other job duties. This is helpful to be able to make staffing decisions and set overall priorities for the department.

Housing Inspection Services (continued)

Program Description: Housing Inspection Services is responsible for maintaining the city's housing stock through enforcement of licensing standards and the Housing Maintenance Code. It is also responsible for code enforcement and renter protections in rental properties of 1-3 units, vacant residential buildings, removing substandard housing through demolitions and creating incentives to rehab vacant properties through restoration agreements.

Performance Measures

Overall Number of Housing Inspections

Legend: Nuisance, Licensing, Complaints, Vacant Building Registration

Values: 2015 – 67.2K, 2016 – 62.3K, 2017 – 47.0K, 2018 – 48.2K, 2019 – 50.9K

Overall Number of Housing Code Violations Found

Legend: Nuisance, Exterior, Interior, Utilities, Life safety, Heat-related, Licensing, Zoning, Miscellaneous

Values: 2015 – 60.7K, 2016 – 45.0K, 2017 – 31.5K, 2018 – 39.2K, 2019 – 39.8K

Definition:
- The number of field inspections completed for initial rental licensing inspection and re-inspection, interior and exterior residential structure complaints (from 311), environmental nuisance complaints (from 311) and proactive sweeps to help manage and assess overall workload and determine appropriate resources and deployment of staff.
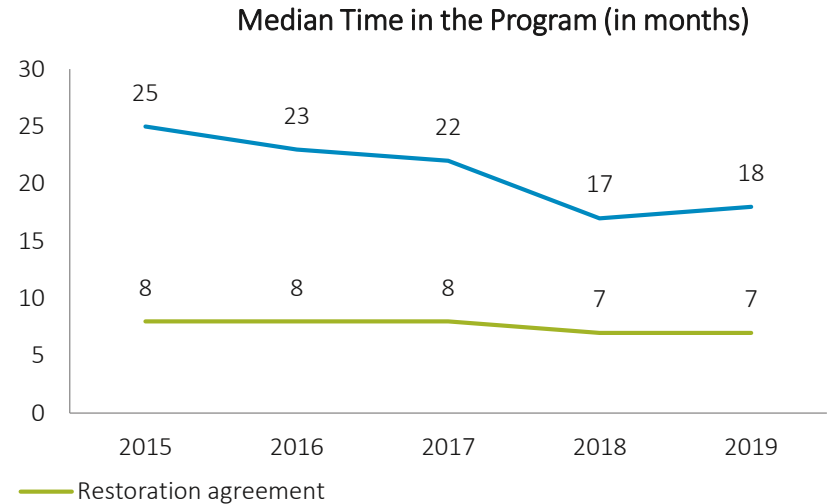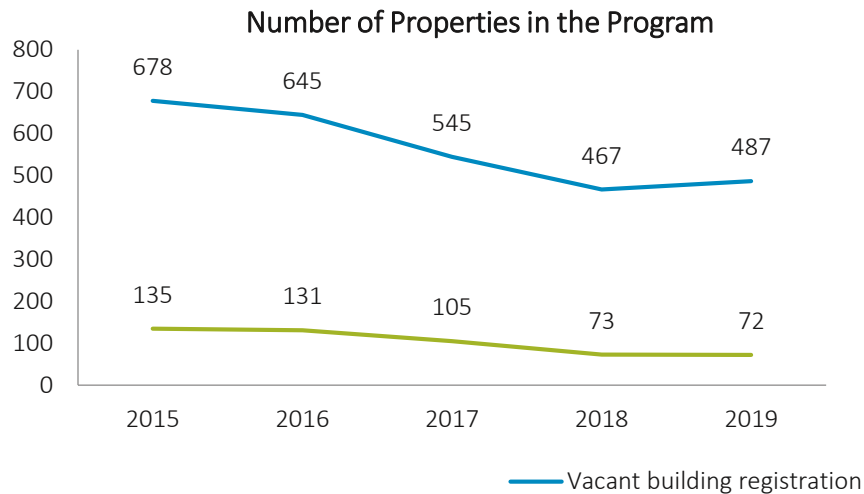
Definition:
- Code violations are used to determine the overall condition of a building and the relative safety and habitability of the residential unit. Code violations can also be issued for auxiliary structures, such as garages and sheds as well as violations of zoning and environmental codes. The seriousness and number of code violations over a 24-month lookback are important criteria in the property's Tier. Having this data helps to guide staffing resources and appropriate enforcement actions that will resolve issues and hold the owners accountable with minimal impact on renters.

Note: Effective in 2016, violation codes were reviewed and condensed

Housing Inspection Services (continued)

Program Description: Housing Inspection Services is responsible for maintaining the city's housing stock through enforcement of licensing standards and the Housing Maintenance Code. It is also responsible for code enforcement and renter protections in rental properties of 1-3 units, vacant residential buildings, removing substandard housing through demolitions and creating incentives to rehab vacant properties through restoration agreements.

Performance Measures

Number of Properties in the Program

Year	Vacant building registration	Restoration agreement
2015	678	135
2016	645	131
2017	545	105
2018	467	73
2019	487	72

Median Time in the Program (in months)

Year	Vacant building registration	Restoration agreement
2015	25	8
2016	23	8
2017	22	8
2018	17	7
2019	18	7

━━━ Vacant building registration   ━━━ Restoration agreement

Definition:
- Residential vacant and boarded buildings are part of the Vacant Building Registration Program (VBR). Properties on the list have a history of being unoccupied as well as unsecured, condemned and/or have unresolved code violations. Managing and monitoring vacant structures is important for public safety and neighborhood livability. Vacant and boarded buildings are correlated with increased crime and structure fires. Returning vacant buildings to occupied status improves the desirability of our communities and increases options in a tight housing market.
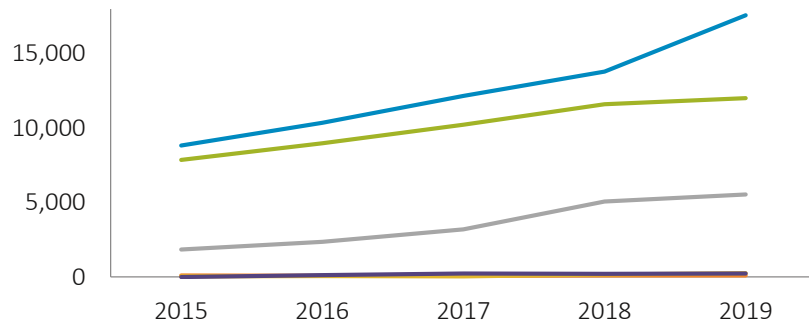
Definition:
- For a given year, this metric looks at the typical number of months a property will either remain in the VBR program or have a restoration agreement in place. The overall goal is to get the vacant building habitable and back into the market.

Traffic Control

Program Description: Traffic Control provides parking enforcement and intersection control to assist traffic flow at intersections. This allows for safer, more efficient pedestrian and vehicle flow during rush hour, special events, around construction sites and during emergencies and natural disasters. Traffic Control coordinates with Public Works for street cleaning operations and snow emergencies.

Performance Measures

Number of Service Requests and 911 calls

Legend:
- Parking violation
- Abandoned vehicle
- Traffic Control Officer complaint
- Illegal snow dumping
- Inoperable vehicle
- Urgent complaints

Definition:
- Residents, business owners, and visitors will call 311 to make a complaint about a parking violation, abandoned vehicles, agent complaints, illegal snow dumping and an inoperable vehicle in neighborhoods, among others. Call volume is based upon those incoming calls. In collaboration with Minneapolis 311, complaint types and length of time for compliance with a Service Level Agreement is agreed upon. This helps to measure workload and how quickly agents can respond to the requests and allows staff a way to prioritize their response.

Percent of 311 Complaints Resolved within Service Level Agreement
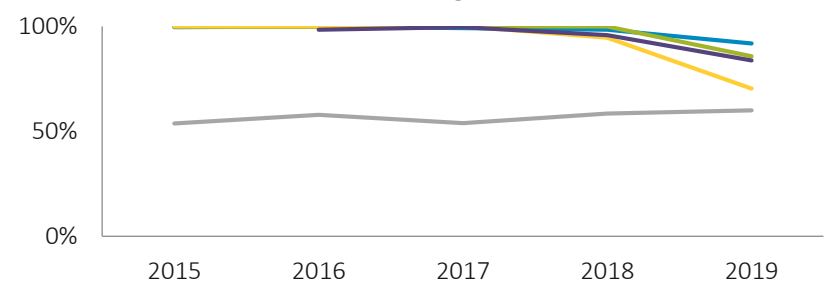
Legend:
- Parking violation
- Abandoned vehicle
- Illegal snow dumping
- Inoperable vehicle
- Urgent complaints

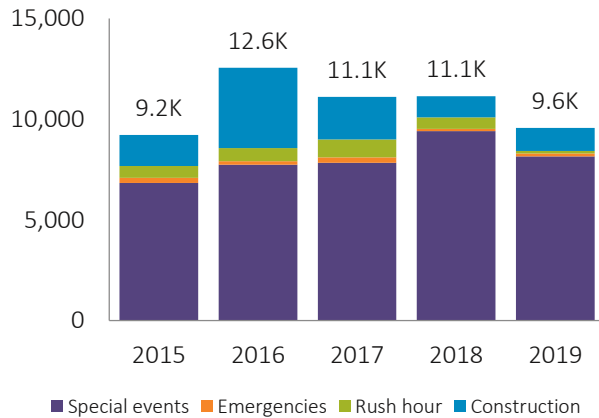*Note: SLA calculation change in 2019*

Definition:
- This metric is an indicator as to how efficiently staff can prioritize and respond to the complaints amongst their other job duties. This is helpful to be able to make staffing decisions and set overall priorities for the department.

Traffic Control (continued)

Program Description: Traffic Control provides parking enforcement and intersection control to assist traffic flow at intersections. This allows for safer, more efficient pedestrian and vehicle flow during rush hour, special events, around construction sites and during emergencies and natural disasters. Traffic Control coordinates with Public Works for street cleaning operations and snow emergencies.

Performance Measures

Work hours by Activity

Legend: Special events, Emergencies, Rush hour, Construction

Values: 2015: 9.2K, 2016: 12.6K, 2017: 11.1K, 2018: 11.1K, 2019: 9.6K

Tickets Issued by Type

Legend: Meter enforcement, Other parking, Safety related, Registration, Snow emergency, Abandoned vehicles

Values: 2015: 242.5K, 2016: 237.6K, 2017: 224.1K, 2018: 235.9K, 2019: 219.4K

Parking Violation Warnings Issued

Values: 2017: 195, 2018: 2.0K, 2019: 2.2K

Definition:

- This is the amount of time Traffic Control Agents spend controlling traffic for special events, emergencies, during rush hour, and around construction sites. This is one function for agents that has an impact on staffing when there are larger scaled events, such as the Super Bowl or when there are multiple events going on at the same time in one day. Reviewing the hours over time can assist with making staffing decisions and prioritizing work functions.
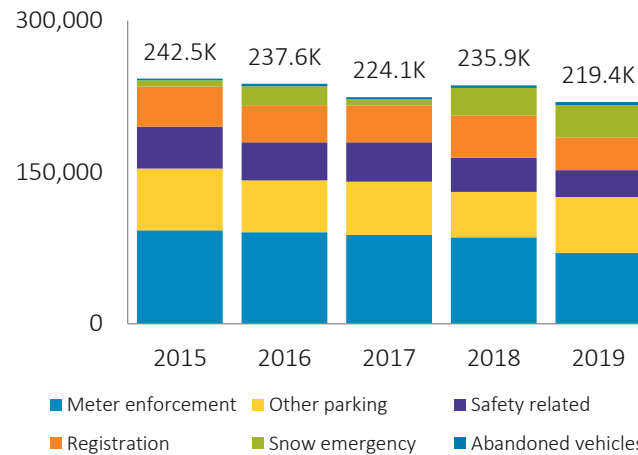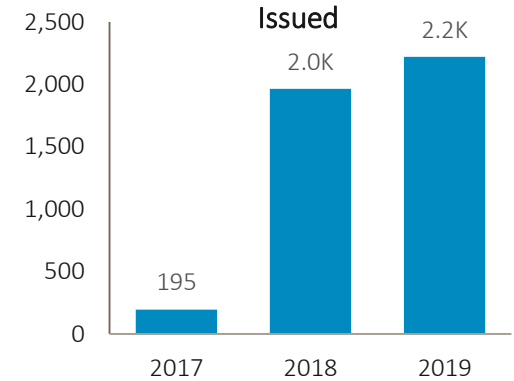
Definition:

- When issuing a parking ticket, Traffic Control Agents take the opportunity to educate the recipient or violator why the violation is important, in hopes of avoiding future violations. This metric is not indicative of the amount of staff time it takes to issue a ticket nor the revenue collected from tickets.

  Note: In 2018, tickets changed to have multiple violations per ticket

Definition:

- In November 2017, the software Traffic Control agents use was upgraded, allowing for warnings to be issued. They have done so for special circumstances, including implementation of a new critical parking area and education students during the first week of a new school year. This initiative was started to provide people information when there are changing parking circumstances.

  Note: 2017 represents 1.5 months worth of data

Operations + Engagement

Program Description: Operations + Engagement provides department-wide leadership and support for internal services including business planning, process improvement, finance, IT, space, employee engagement, community engagement and workforce planning, including the development and implementation of cultural agility programming. It is responsible for management of data quality and analytics, administrative enforcement and hearing program, public policy and committee actions on an enterprise level.

Performance Measures

Citywide Citation Appeals and Outcomes

Legend: ■ Dismissed ■ Resolved without hearing ■ Cancelled ■ Imposed

Citations Appealed
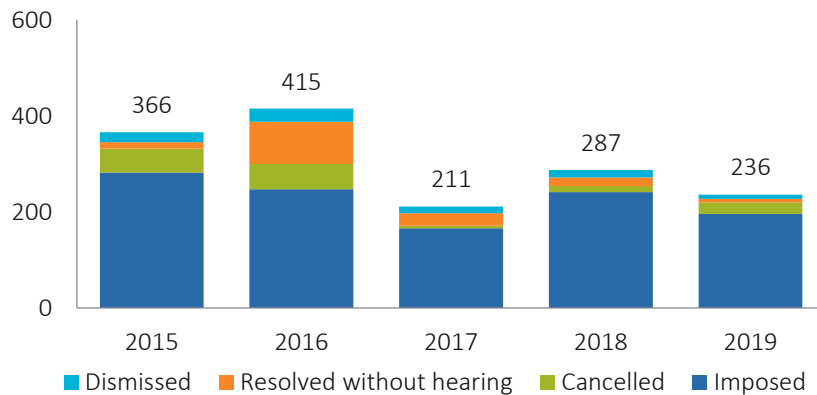
Definition:
• The administrative enforcement and hearing process is in place to adjudicate administrative citations in a way that ensures due process and is easier to access than the court system. Hearings are held before administrative hearing officers, who are attorneys in private practice and not employees or representatives of the City. Hearing officers can impose, dismiss, or cancel administrative citations. Currently the program serves Civil Rights (Labor Standards), Community Planning and Economic Development, Health, Minneapolis Police Licensing, and Public Works.
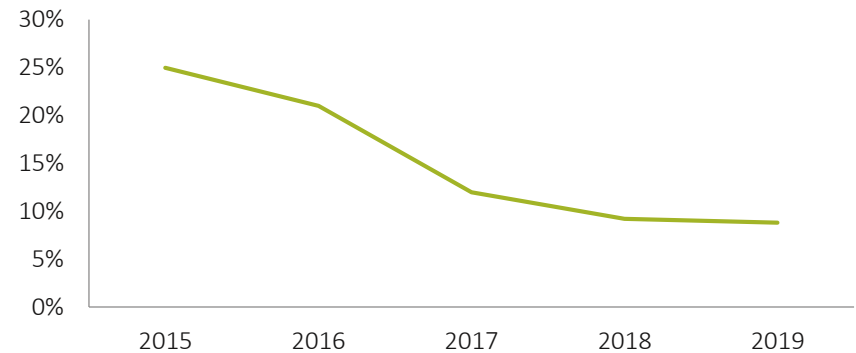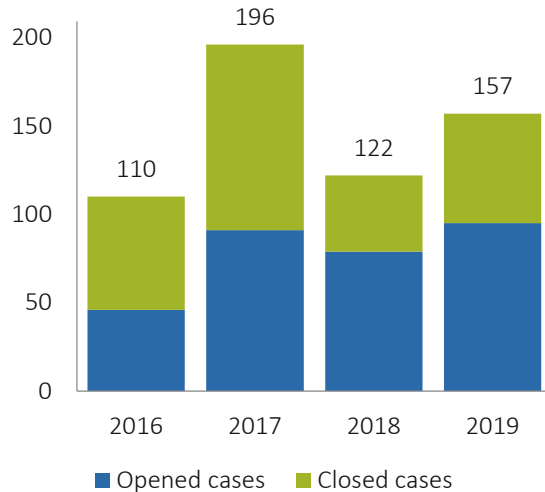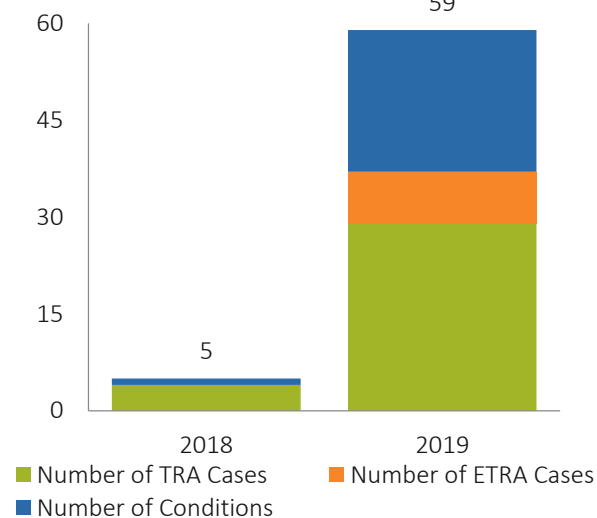
Definition:
• Inspectors conduct inspections and issue orders on violations of the housing and fire code. Upon re-inspection, if the violation still exists, the inspector may issue a citation which is able to be appealed to an administrative hearing officer.

Operations + Engagement (continued)

Program Description: Operations + Engagement provides department-wide leadership and support for internal services including business planning, process improvement, finance, IT, space, employee engagement, community engagement and workforce planning, including the development and implementation of cultural agility programming. It is responsible for management of data quality and analytics, administrative enforcement and hearing program, public policy and committee actions on an enterprise level.

Performance Measures

Homeowner Navigation: Number of Cases Each Year

Tenant Remedy Actions (TRAs) and Conditions

Number of Community Events Attended

Definition:
- Since 2013, the Homeowner Navigator Program (HNP) has assisted seniors, veterans, and disabled homeowners in addressing open housing orders, deferred property maintenance and in-home safety hazards using a variety of community resources. The work is done in partnership with community groups, other government agencies, non-profit organizations, and homeowners. Without HNP assistance, the homeowners would face additional citations and potential condemnation and home loss. This program works to stabilize the residents and maintain the stability of their housing.
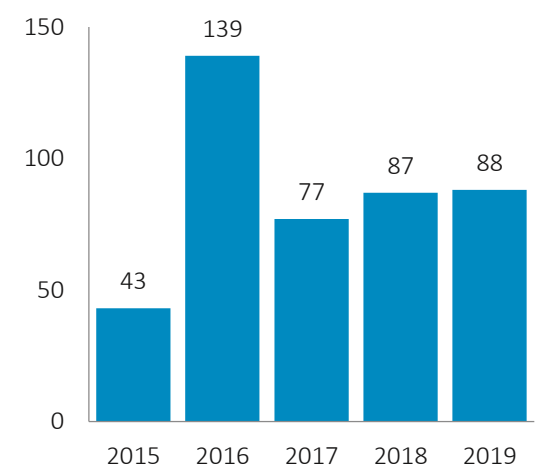
Definition:
- Tenant Remedy Actions are a type of lawsuit authorized by Minnesota State Statute, which authorizes the City to hire an administer to abate code violations.
- Rental Licensing Conditions is a tool used when there are significant or repeat violations on a property. Maintaining the rental license is contingent upon meeting the conditions.

Note: TRA/ETRA were implemented in the department in Fall 2018
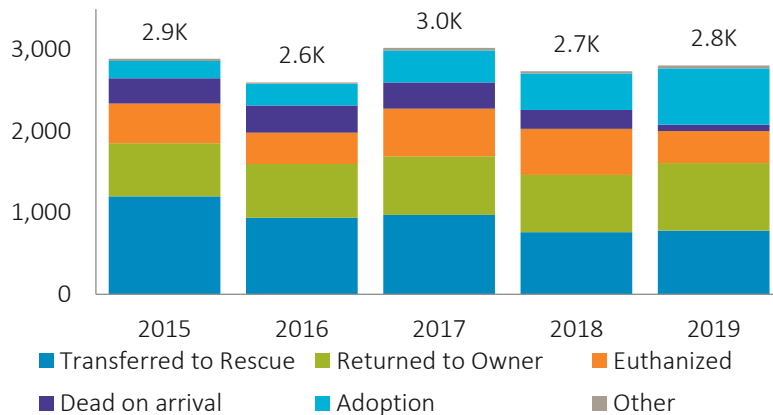
Definition:
- Attending community events, including neighborhood meetings, open streets and cultural events has proven to be an instrumental way to have face time with the community in a non-enforcement role. Additionally, it aids in making policy and programmatic changes based upon community needs and wants.

Animal Care and Control

Program Description: Focused on public health and safety, shelter care, animal placement, welfare policy, and adoption, Minneapolis Animal Care and Control (MACC) takes a holistic approach to animal welfare. MACC's investigation team includes law enforcement agencies in the prosecution of criminal conduct. MACC works closely with partners to ensure the public health of the City is secure and animals are treated with care and dignity.
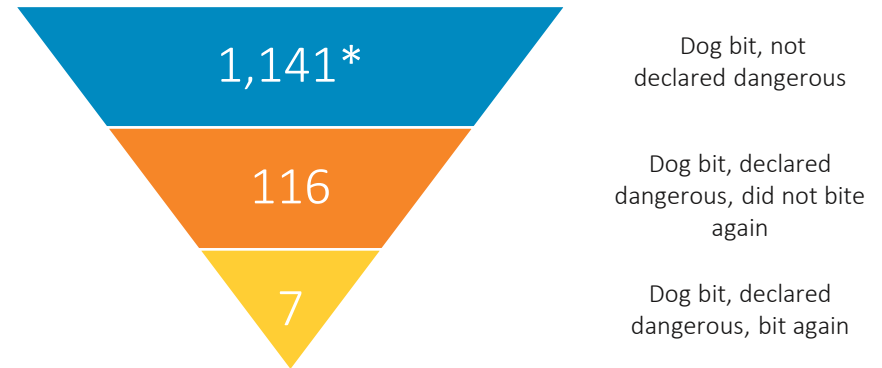
Performance Measures

Shelter Outcomes (cats and dogs)

Legend: ■ Transferred to Rescue ■ Returned to Owner ■ Euthanized ■ Dead on arrival ■ Adoption ■ Other

Dog Bite Outcomes (2015-2019)

1,141* — Dog bit, not declared dangerous

116 — Dog bit, declared dangerous, did not bite again

7 — Dog bit, declared dangerous, bit again

Definition:

• Minneapolis Animal Care and Control (MACC)'s policy is to find new homes for all animals in its custody that are behaviorally and medically treatable or able to be rehabilitated. MACC is an open admission shelter. That means it will take in all animals regardless of temperament, illness, injury or legal status. This is essential to maintain public safety so animals that pose a public threat through their behavior or exposure to rabies or other diseases transmittable to humans are kept away from people. MACC staff triage the animals to determine the best outcome for each animal. Animals determined to be a public safety hazard or those that are ill or injured to the point that a veterinarian recommends euthanasia to prevent pain and suffering are not offered to the public for placement.

Definition:

• Following City Ordinance and Minnesota State Statute, dogs that have bitten or demonstrated aggression are assessed to determine if the animal is a threat to public safety. Animals that bite could be declared potentially dangerous or dangerous based on the following criteria:
   • The severity, provocation and number of bites
   • Animal's ability and likelihood to inflict serious bodily injury or death
   • Previous documented history of aggression

Owners must comply with restrictions to safeguard against future attacks or aggression. Bi-annual compliance checks and strict enforcement help to ensure requirements are being met.

Note: This includes dogs that have been declared potentially dangerous and dogs that have received a warning as an outcome for their bite.

Animal Care and Control (continued)

Program Description: Focused on public health and safety, shelter care, animal placement, welfare policy, and adoption, Minneapolis Animal Care and Control (MACC) takes a holistic approach to animal welfare. MACC's investigation team includes law enforcement agencies in the prosecution of criminal conduct. MACC works closely with partners to ensure the public health of the City is secure and animals are treated with care and dignity.
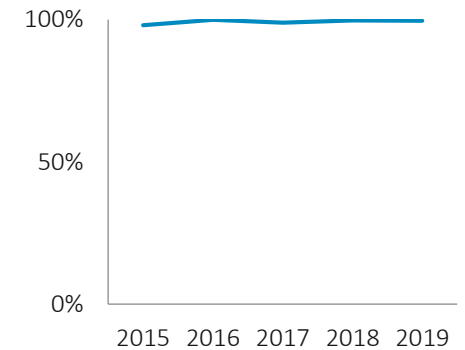
Performance Measures

Number of Service Requests
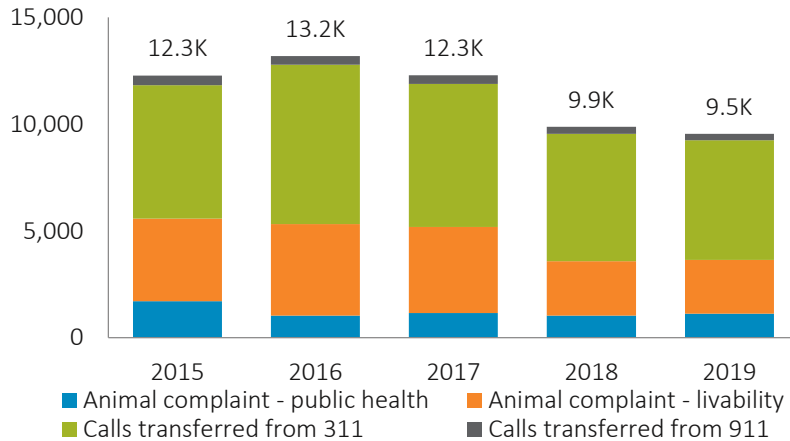
Animal Complaint – Livability Achieved Within Service Level Agreement
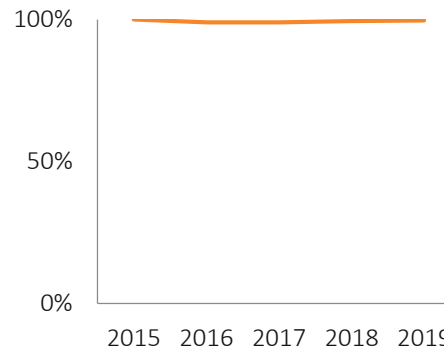
Animal Complaint – Public Health Achieved Within Service Level Agreement

Definition:
• Residents and visitors will call 311 with an animal complaint that is indicative of a public health or livability issue. Call volume is contingent upon those incoming calls. In collaboration with Minneapolis 311, complaint types and length of time for compliance with a Service Level Agreement is agreed upon. This helps to measure a portion of MACC's workload and how quickly officers can respond to the requests as well as allowing staff a way to prioritize their response.
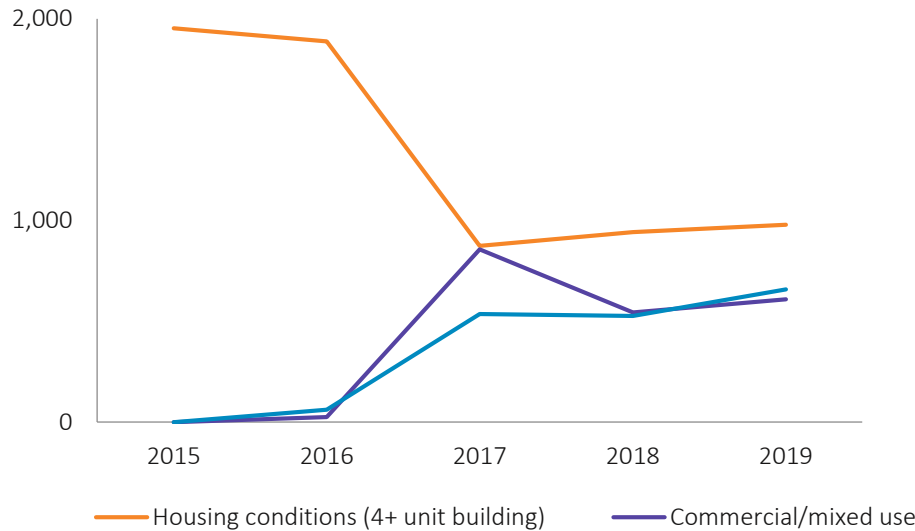
Definition:
• This metric is developed in collaboration with 311 and is an indicator as to how efficiently staff can prioritize and respond to the complaints amongst their other job duties. This is helpful to be able to make staffing decisions and set overall priorities for the department.
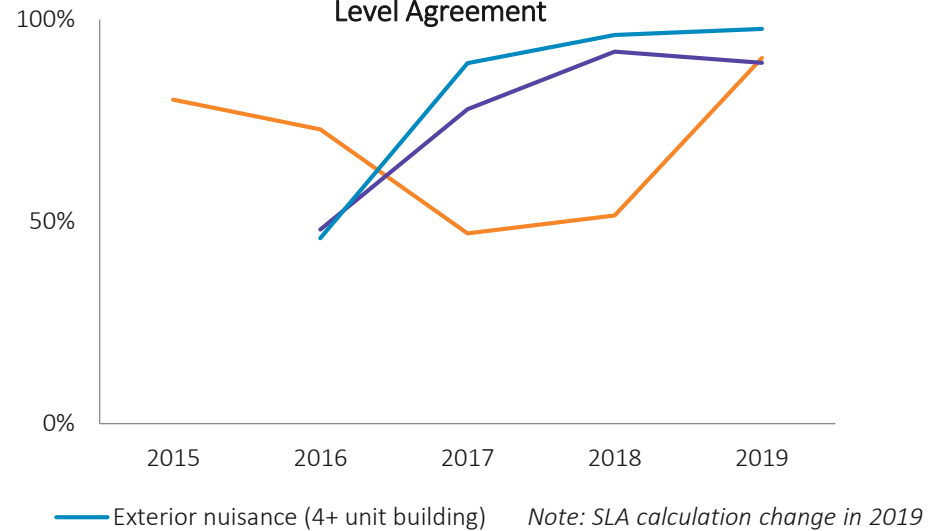
Fire Inspection Services

Program Description: Fire Inspection Services (FIS) is responsible for maintaining the city's high occupancy residential dwelling units through the enforcement of the Housing Maintenance and State Fire Codes. It is responsible for code enforcement and renter protections in rental properties of 4 or more units. FIS also responds to 311 complaints including no/low heat and tenant concerns inclusive to the Renters First Policy. FIS reviews the plans for fire alarm and suppression systems and undertakes thousands of inspections each year. FIS conducts hundreds of commercial and hazardous material facility inspections annually.

Performance Measures

Number of Service Requests

Percent of 311 Complaints Resolved Within Service Level Agreement

— Housing conditions (4+ unit building)   — Commercial/mixed use   — Exterior nuisance (4+ unit building)   *Note: SLA calculation change in 2019*

Definition:
- Residents and visitors call 311 with a complaint that encompasses conditions at residential properties with four or more units (HOD), commercial and mixed-use buildings and nuisance conditions. Call volume is contingent upon incoming calls. In collaboration with Minneapolis 311, complaint types and length of time for compliance with a Service Level Agreement is agreed upon. This helps to measure workload and how quickly inspectors can respond to the requests as well as allowing staff a way to prioritize their response.
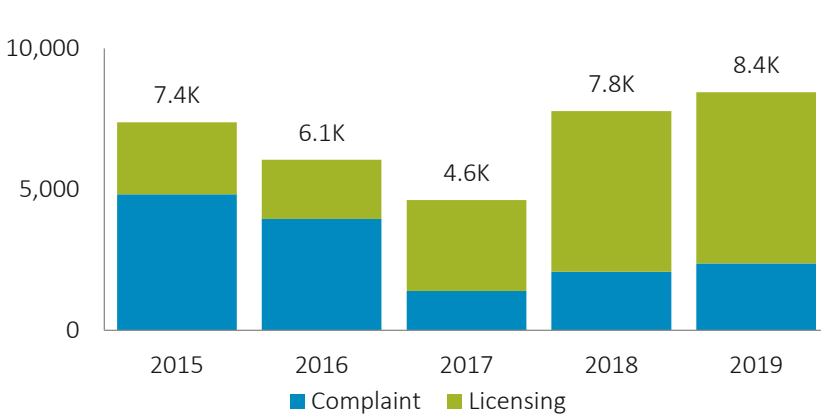
Definition:
- This metric is an indicator as to how efficiently staff can prioritize and respond to the complaints amongst their other job duties. This is helpful to be able to make staffing decisions and set overall priorities for the department.

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Fire Inspection Services (continued)

Program Description: Fire Inspection Services (FIS) is responsible for maintaining the city's high occupancy residential dwelling units through the enforcement of the Housing Maintenance and State Fire Codes. It is responsible for code enforcement and renter protections in rental properties of 4 or more units. FIS also responds to 311 complaints including no/low heat and tenant concerns inclusive to the Renters First Policy. FIS reviews the plans for fire alarm and suppression systems and undertakes thousands of inspections each year. FIS conducts hundreds of commercial and hazardous material facility inspections annually.

Performance Measures

Number of fire Inspections by Type

Overall Number of Fire Code Violations Found
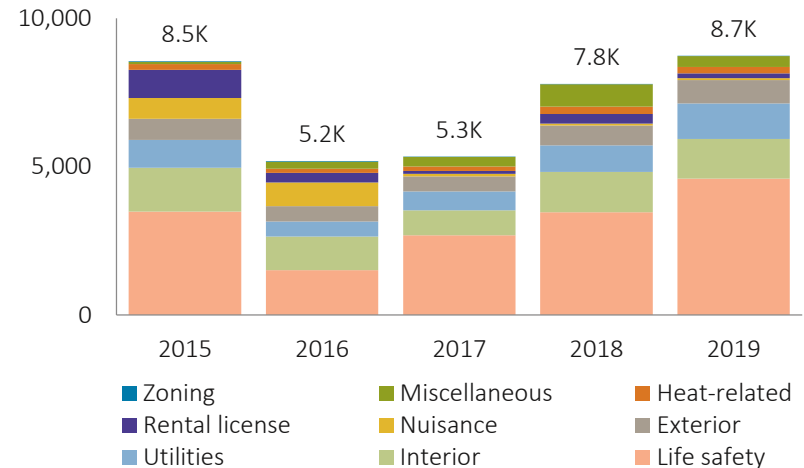
Definition:
- The number of field inspections completed for initial rental licensing inspection and re-inspection, interior and exterior HOD, commercial and mixed-use buildings and environmental nuisance complaints (from 311) to help manage and assess overall workload and determine appropriate resources and deployment of staff.
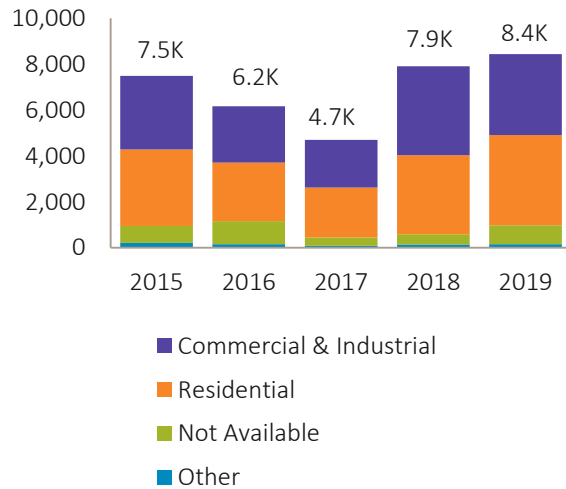
Definition:
- Code violations are used to determine the overall condition of a building and the relative safety and habitability of the HOD, commercial and mixed-use buildings. Code violations can also be issued for auxiliary structures, such as garages and fences, retaining walls and sheds as well as violations of zoning and environmental codes. The seriousness and number of code violations over a 24-month lookback are important criteria in the property's Tier. Having this data helps to guide staffing resources and appropriate enforcement actions that will resolve the issues and hold the owners accountable with minimal impact on the renters.
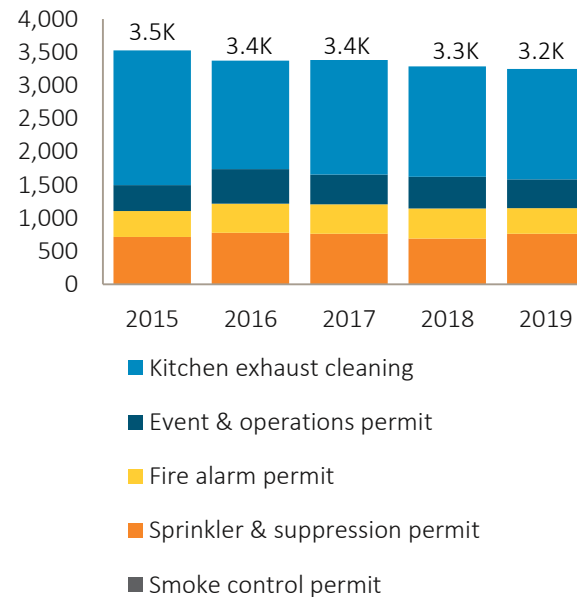
Fire Inspection Services (continued)

Program Description: Fire Inspection Services (FIS) is responsible for maintaining the city's high occupancy residential dwelling units through the enforcement of the Housing Maintenance and State Fire Codes. It is responsible for code enforcement and renter protections in rental properties of 4 or more units. FIS also responds to 311 complaints including no/low heat and tenant concerns inclusive to the Renters First Policy. FIS reviews the plans for fire alarm and suppression systems and undertakes thousands of inspections each year. FIS conducts hundreds of commercial and hazardous material facility inspections annually.
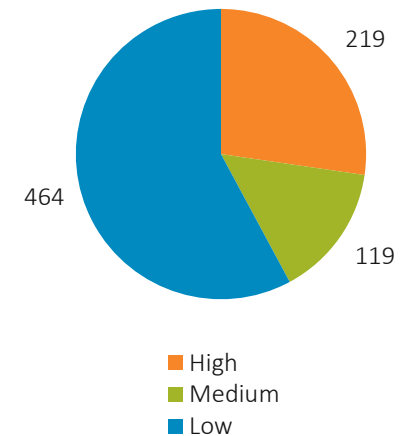
Performance Measures

Overall Number of Fire Inspections by Building Type

Legend:
- Commercial & Industrial
- Residential
- Not Available
- Other

Fire Inspection Services Permits Issued by Type

Legend:
- Kitchen exhaust cleaning
- Event & operations permit
- Fire alarm permit
- Sprinkler & suppression permit
- Smoke control permit

Number of Hazardous Materials Licenses Issued (2019)

219, 119, 464

Legend:
- High
- Medium
- Low

Definition:
- Early identification and correction of code violations is a critical element in ensuring safe and healthy living conditions and reducing building fires.

Definition:
- Permits are required for the install, modification or augmentation of fire and life safety systems such as sprinklers, fire alarms, kitchen exhaust cleaning, and special events. Review of permits, plan submittals and performing onsite inspections are required to ensure installations practices comply with local and national codes.

Definition:
- Licenses are required to identify types, volumes and storage locations of hazardous materials. Permitted properties are classified as low, medium and high risks and are included in annual licensed inspections.