

Definitions of Priorities:

Priority 1 complaints are those that present a direct risk exposing the public to an unacceptable risk of injury. These are to be addressed within 24 hours where practical but may take up to 7 days on average currently.

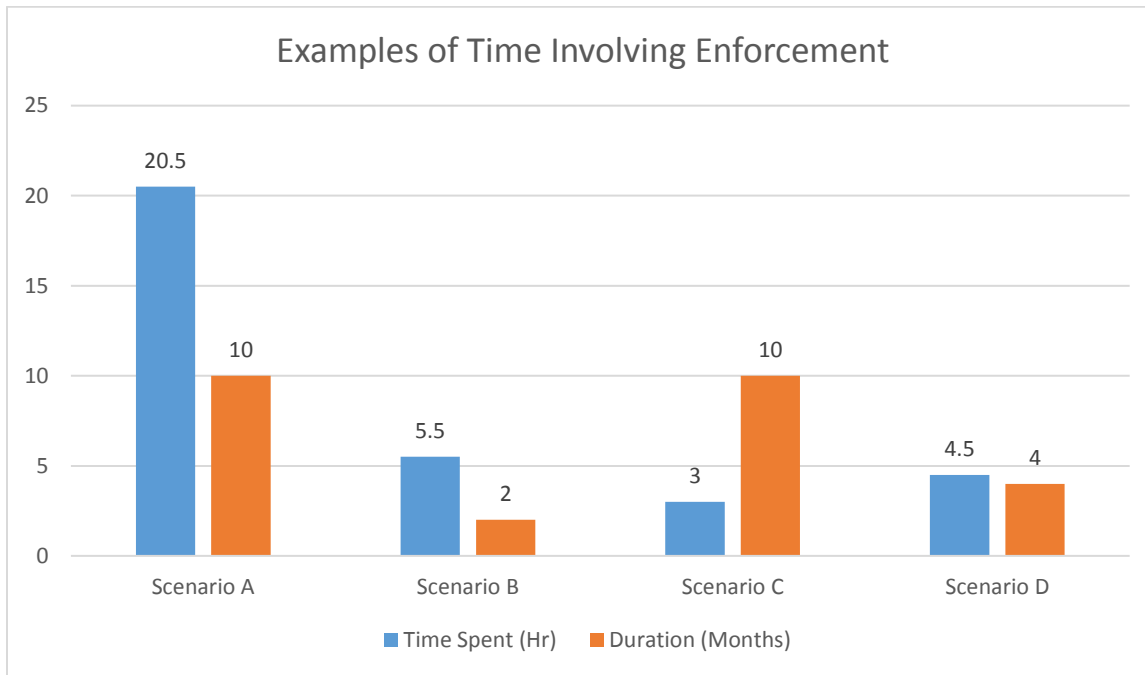
Priority 2 complaints are those that present a limited risk to an unacceptable risk of injury to persons, or related to a building exposed to an unacceptable risk to cause damage. These are to be addressed within 48 hours where practical but may take up to 30 days on average currently.

Priority 3 complaints are those that present a negligible risk to injury to persons or causing damage to a building, but otherwise create a nuisance and are addressed when practical but on average is taking 141 days currently.

Time spent on the complaints and getting compliance varies due to the extent of compliance by the owner or enforcement required by the fire inspector to achieve compliance.

On average, a complaint with compliance by an owner which (may or may not) includes travel time, report writing, logging photographs, phone conversations, follow up correspondence and the final re-inspection was found to be 2 hours. Each complaint varies from the shortest time taking 20 minutes to the longest time spent being beyond the 2 hours.

The following chart demonstrates the time spent and the duration of the complaint to completion on actual complaints conducted by fire inspectors.



Scenario A is a priority 1 order that started out with an initial inspection resulting in an order to have the structure assessed, the assessment was then conducted by the fire inspector due to non-compliance, repair order then followed the assessment report received by the fire inspector from the engineer, the repair order was not complied with which resulted in a demolition order being issued on the property and the final step for compliance was the demolition being initiated by SFD.

Scenario B is a priority 3 order where an initial inspection resulted in an order being issued due to history of non-compliance, the order was not complied with and a clean-up was conducted at the initiation of SFD.

Scenario C is a Priority 3 order where the initial inspection resulted in an order being written due to the amount of issues with the lack of maintenance with the single family dwelling unit and the yard being full of priority 3 items. The order was appealed, an appeal hearing occurred and the decision date given by the appeal board is factored into the time for compliance.

Scenario D is a violation ticket issued for a Priority 3 issue at the property where the initial inspection was conducted, non-compliance at re-inspection resulted in violation ticket being issued, the ticket and the PMNAB issue was before the judge in court so court time is factored into the complaint and the final re-inspection where compliance was met.