This guideline sets the quality service goals for the inspection division.
A Service Goal of 0% per department for Life-Safety Errors.
A service goal of less than 5% per department for Major Errors.
A Service goal of less than 10% per department for Minor Errors.

Service Goals:
99% of all inspections to be performed within 24 hours of request. 90% of contractors satisfied with inspector performance.
99% of serious life safety complainant responded within 24 hours 99% of all complaints responded to within 20 days.
95% of inspector score a passing grade on inspection audits. 99% of second opinion request responded to within 24 hours.

Non-Inclusive list of Life-safety Error Examples:
- Egress path requirements
- Smoke control systems
- Structural components
- Smoke/CO2 detectors
- Grounding and bonding
- Potable water direct cross connections
- Work without a permit (Life-Safety)

Non-Inclusive list of Major Error Examples:
- Accessibility components
- Construction exceeds the scope of the permit
- Property line / setback Issues
- Backflow prevention.
- Inspections requiring QAA
- Work without a permit (Non life-safety)

Minor Errors:
Inspection items not listed above will be considered minor.