

## KEY TRACKING ITEMS FOR ACCREDITED MUNICIPALITIES

The Privatized Safety Codes Industry is entering its 17<sup>th</sup> year and for the most part, the privatization has been a success. Superior Safety Codes, recommends that certain pertinent information be tracked on an ongoing basis by Accredited Municipalities.

This list of key tracking items was created to assist municipalities reduce their exposure to liability from inadequate levels of compliance monitoring. If followed, it will help the municipality avoid “finding out too late”. Municipalities who administer a hands off approach to Safety Codes Service providers have been adversely effected in the past by agencies not performing their duties adequately and subsequently becoming insolvent.

Unfortunately, many municipalities believe that the audit process carried out by the Safety Codes Council is adequate. Although helpful, the present audit system does not audit a number of key indicators. There are numerous additional checks that should be carried out on a regular basis. Some of the most important checks and balances are as follows:

- Municipal Remittance – If the municipal service provider is issuing permits on behalf of a municipality, the municipality should check the report for sequentially and confirm all permits that have been issued have been remitted. The sequentially check confirms permit numbers are not missing.
- Issued versus Open Permits – Municipalities should confirm back logs of open permits are not growing at a faster rate than issuance.
- No Entry Closure Report – How many permits were closed by the Agency because of a “No-Entry” situation. No Entry Closure should ever be greater than 1% of the total permits closed in any given month. Any percentage higher than 1% indicates the service provider is neglecting to properly arrange for inspections.
- Permits Expired – Municipalities should receive reports on any permits that were closed because of expiry. The report should include the permit number and the date the permit is over one year old.
- Contract Expiry – Municipalities should always be cognizant of expiry dates and never operate without a contract in place. Options for service delivery should be investigated three months before expiry. Non expiring contracts should be reviewed annually.
- Customer Service Surveys – Random Customer Service Surveys should take place every four months. These do not have to be exhaustive and the questions should be kept simple.
- Adequate Insurance / Errors and Omissions – Municipalities should confirm coverage is in place and that the coverage amounts are in accordance with the contract. This should be done on a semi-annual basis. Certificates of insurance should be requested.

- Inspector or Municipal Contact Person Change – Most service providers designate Inspectors to certain municipalities. If there is a change to Inspector areas, the municipality should know immediately. Likewise, if the municipal contact person changes, the municipality should be informed.
- File Return – It is recommended that closed files be returned to municipalities on a monthly basis.

If you would like more information regarding Key Tracking Items for Accredited Municipalities call Terry Booth @ 1-866-999-4777.