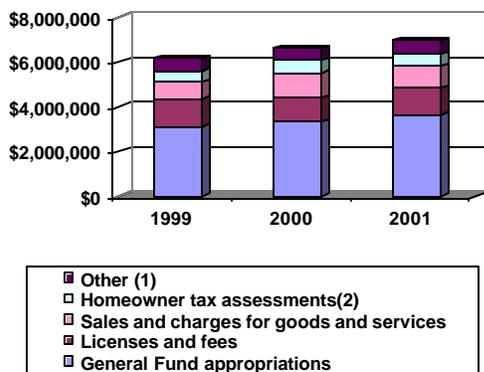


Department of Building and Fire Safety

Services: The Department of Building and Fire Safety operates with three programs: the State Fire Marshal, Manufactured Housing, and Administration. **1) State Fire Marshal**—Enforces the State Fire Code by conducting fire safety inspections of state, county, and university buildings and public, charter, and private school buildings; and provides training and education for fire personnel. **2) Manufactured Housing**—Inspects manufactured homes, factory-built buildings, and recreational vehicles as they are constructed to ensure they adhere to federal- or state-approved design plans; inspects mobile homes installed in the State to ensure they are properly installed. **3) Administration**—Provides administrative services to all programs, licenses manufactured housing manufacturers, dealers, brokers, salespersons, and installers; issues manufactured housing installation permits; assists the Office of Manufactured Housing in investigating consumer complaints.

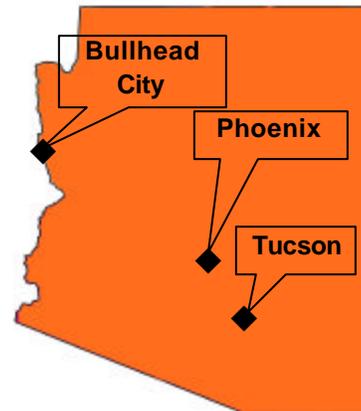
Revenue: \$ 6.95 million (fiscal year 2001)



- (1) Includes intergovernmental and interest revenues.
- (2) Assessed on mobile homeowners who rent the land their mobile homes are located on. These taxes are deposited in the Mobile Home Relocation Fund.

Department Office Locations^a:

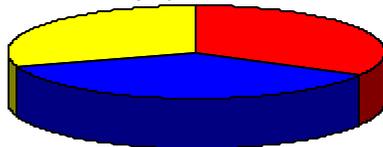
1 State owned; 2 Leased



^a Additional inspection staff for the Manufactured Housing and the State Fire Marshal programs work from their homes in Prescott Valley, Williams, the Village of Oak Creek, and St. Johns.

Personnel: 76.5 full-time staff

Office of the State Fire Marshal (23) Office of Administration (25.5)



Office of Manufactured Housing (28)

The Department also consists of the nine-member Board of Manufactured Housing, and the seven-member State Fire Safety Committee.

Equipment: While the Department mainly uses general office equipment, it also leases 53 state vehicles, consisting of sedans, pickups, half-ton trucks, SUVs, and minivans. These vehicles were leased from the Department of Administration at a cost of more than \$300,000 during fiscal year 2001.

Program Goals (Fiscal Years 2001-2003):**Fire Marshal :**

- To increase life safety and property conservation through fire code enforcement and firefighting training.
- To ensure public safety in the removal of petroleum tanks under DEQ requirements.

Manufactured Housing:

- To ensure safe products for consumers of manufactured/mobile homes, recreational vehicles, and factory-built buildings.

Administration:

- To be responsive and accurate in response to internal and external requests for administrative services.
- To expedite licensing of qualified applicants.
- To rapidly and accurately investigate alleged illegal conduct within the manufactured housing industry.

Adequacy of Goals and Performance Measures:

The Department should consider revising some of its goals and adding some performance measures.

Currently, the Department has established goals that are overly broad and combine separate program activities. For example:

- Only one goal covers all Manufactured Housing program functions, including reviewing and approving manufactured housing plans and inspecting manufactured housing plants and installations.

- Only one goal covers the State Fire Marshal's responsibilities for providing training to Arizona firefighters and conducting fire safety inspections of public buildings.

Developing separate goals for these various functions might create more useful information for oversight bodies and the public.

Further, the Manufactured Housing and State Fire Marshal programs should establish additional outcome, efficiency, and quality performance measures for many of their program functions. For example:

- The Manufactured Housing program should adopt outcome measures that report the results of its housing plan review and plant inspection efforts, efficiency measures that report on the timeliness of these reviews, and quality measures that reflect customer satisfaction with the Department's services.
- The State Fire Marshal program should establish output, outcome, and efficiency measures covering its critical follow-up inspection activities, which ensure that violations of the State Fire Code have been corrected. Additionally, it should establish outcome measures reporting on the results of its fire safety inspections, efficiency measures reporting how efficiently fire safety inspections are conducted, and quality measures for both the firefighter training and fire safety inspection functions.