

**Bureau of Fire Services**  
**Statistical Report on Complaints and Investigations**  
**For Fiscal Year 2019**

(Pursuant to Section 514 of Public Act 60 of 2019)

**December 17, 2019**

Prepared by

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Director/State Fire Marshal

**Bureau of Fire Services**



GRETCHEN WHITMER  
GOVERNOR



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DIRECTOR

## REPORT AUTHORITY

Section 514 of 2019 PA 60, the appropriations act for the Department of Licensing and Regulatory Affairs, making appropriations for fiscal year 2020.

Sec. 514. From the appropriations in part 1, the bureau of community and health systems; bureau of construction codes; bureau of fire services; bureau of professional licensing; corporations, securities, and commercial licensing bureau; and marijuana regulatory agency must submit reports to the subcommittees, senate and house fiscal agencies, and state budget director by December 31. The reports must include all of the following information for the prior fiscal year for each agency or bureau:

- (a) The number of complaints received by facility type or training that the bureau regulates.

The Bureau of Fire Services (BFS) does not have any professions or licenses that we regulate. We do receive complaints on facilities we regulate and training we provide to fire fighters.

There were 74 complaints received during the last fiscal year against facilities regulated by BFS.

- Schools (25)
- Hospitals (10)
- Adult Foster Care (6)
- Home for the Aged (3)
- College/Dorms (5)
- Free Standing Outpatient Facilities (2)
- State Office Building (1)
- Penal (1)
- County Bldg. (2)
- FOP Lodge (1)
- Fireworks (13)

There were 5 complaints received about training which is provided to fire fighters.

- (b) A description of the process used to resolve complaints.

Once a facility complaint has been received, an inspector is assigned to complete a complaint inspection. The results are placed into a written report and any deficiencies found are followed-up until compliance is achieved.

When a training complaint is received by the region coordinator, it is investigated, and facts are gathered. A written recommendation is forwarded to the Deputy Director and State Fire Marshal for the final decision.

For a fireworks complaint we follow-up with an inspection.

(c) A description of the types of complaints received with total counts of the number of complaints of that type received.

Complaints fall into the following categories:

- i. Reported violations of fire safety rules 28
- ii. Complaints initiated following fires in regulated facilities 28
- iii. Complaints initiated following other incidents at regulated facilities that impacted the building operation 0
- iv. The practical test given to students 1
- v. Assessment needed for County Training Coordinator 1
- vi. Shortened class hours 2
- vii. Certification removal 1
- viii. Illegal sale of fireworks 13

(d) The number of investigations initiated, and the number of investigations closed.

<b>Investigations Initiated</b>	<b>Investigations Closed</b>
98	94

(e) The number and type of enforcement actions taken against licensees and metrics regarding any adverse actions taken against licensees including license revocations, suspensions, and fines.

<b>Licensing Action Taken</b>	<b>Number of Actions Taken</b>
Certificates Revoked (Fireworks)	3
Citations (Fireworks)	17
Fines (Fireworks)	\$55,000
Certification Removal (Training)	1
Instructor Suspensions (Training)	2