

The Compliance Engine (TCE) - FAQ

1.) What is The Compliance Engine (TCE)?

TCE is a simple, web-based service for Fire Prevention Bureaus to track and drive code compliance, reduce false alarm activity, and provide safer communities through third party inspection reporting and maintenance.

Raleigh Fire Marshal's Office started using a software system in 2015 called "The Compliance Engine" (TCE). This keeps track of third-party contractor reports for routine fire protection system inspections (such as Fire Alarm, Hood Suppression, Hood Cleaning, Sprinkler, Private Fire Hydrant, Spray booth, etc...). This software system will send out renewal, deficient and late notices automatically to your business or responsible party listed.

After the Contractor completes their routine fire protection inspections they must submit all their reports on TCE every time they come to complete an inspection. Your business will be out of compliance until the Fire Protection Company submits the report in TCE. Also, the contractor is responsible for submitting any repair reports that they have completed. If you had a routine inspection completed or a repair made and still are getting these notices, then contact your fire protection company to make sure they are submitting the information on TCE in a timely manner. If you have further questions regarding TCE or notices that you are receiving, please let me know.

Please visit TCE website at www.thecomplianceengine.com

You can also visit our website for more information at www.raleighnc.gov/fire

2.) How to RECEIVE or STOP the Automatic Notices?

TCE will send out renewal, deficient and late notices automatically to your business or responsible party listed. Our office requires an email for all updates in TCE records, if you would like to be added or taken off a property address then please email fireprevention@raleighnc.gov. TCE has records under property addresses and property business name. If you have several properties that you manage/no longer responsible for in Raleigh district then please email with a list of all those property addresses.

3.) Can I email, fax or mail the Fire Protection report to Fire Dept?

The Raleigh Fire Department is no longer accepting reports in our office. Fire Protection reports must be uploaded into The Compliance Engine (TCE) software by the contractor that preformed the inspection, testing, install or repair.

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Your contractor must submit the report onto “TCE”. Please let them know that this is a **REQUIREMENT**. If they want more information you can tell them to visit our website at www.raleighnc.gov and look under “Office of the Fire Marshal” then look under “TCE”. A copy of the City Ordinance No. 2015-492 for TCE is available online. They need to log on www.thecomplianceengine.com and register with them ASAP. They can also sign up for Training with Brycer to learn more about TCE system.

4.) REPORTS STILL LISTED AS OPEN

A report in “OPEN” status means it hasn’t been fully submitted and the Fire Marshal’s Office can’t see it. All the contractor needs to do is go into their "Open Reports" click on the IRN number and hit the “Submit to AHJ”.

If your report is still in “Open Reports” that means it’s been created by the contractor but has not been submitted or was rejected with comments as to why. Also, there is an overnight billing process the report must go through before the Fire Marshal Office can review it. Please reach out to your contractor directly for more guidance.

5.) Who lists the Deficiencies in TCE and do I have to use the same contractor to make repairs?

The deficiencies listed in The Compliance Engine (TCE) are from the contractor that entered your report. After the contractor enters a deficient report a notice will automatically be sent to the responsible party for the property and the Deputy Fire Marshal over that district. If a property manager/owner/tenant has issues with the deficiencies listed then please contact your contractor directly. You can choose another contractor to make repairs, however they must submit a “deficiency repair” report in TCE. Also, please note that contractors cannot see each other’s information in the TCE software. The property must relay the deficiencies to the new Contractor.

Reasons to contact your Deputy Fire Marshal:

- If you have concerns whether a deficiency needs to be repaired by a certified contractor or your maintenance repair man can fix it per Fire Code it might not be allowed. **Example: Painted sprinkler heads need to be replaced by a certified Contractor. Your repair man cannot just scrape off the paint.*
- If you believe the deficiency is in error or just a comment and not a true deficiency.
- If you need more time to get repairs made. (See next question).

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6.) Can I have more time to fix the deficiencies listed on the notice?

The Deputy Fire Marshal is assigned to all deficiencies listed in The Compliance Engine (TCE) records and is notified when you are via automatic notices. Unless a Deputy Fire Marshal asked for this information directly there is no need to inform us via email. **If you receive a deficiency notice, please take care of the issue ASAP and make sure that the repairs are uploaded into TCE.** If it is not resolved before the Deputy Fire Marshal completes an inspection of your business, he/she may add it to their report. You will receive a fine if the Deputy Fire Marshal believes that it is necessary. For example, if the issue that hasn't been resolved over an extended period or if it's a major issue that needs to be resolved immediately.

7.) How do I access my reports?

- **Fire Marshal Reports & Fire/ Incident Reports**

The Public can access Raleigh Fire Department reports online for free at www.rfdreports.net. This is automatically generated from our internal "Firehouse" software and updates overnight. Your Deputy Fire Marshal may have added a violation from TCE records to make sure that you are aware of the issue. The Deputy Fire Marshal must be notified to clear out violation that you repaired. If he/she isn't notified the violation will carry over until the Fire Marshal clears it during the next inspection.

- **Contractor reports for Fire Protection Systems.**

The Compliance Engine (TCE) keeps track of Fire Protection inspection such as Fire Alarm, Fire Sprinkler, Private Fire Hydrants, Hoods, etc. and is available to the responsible party for the business, the Contractor and the Fire Marshal staff online at www.thecomplianceengine.com. These inspections are things that we enforce but we do not provide these services. Once given access to view your property online, it will show all deficiencies that the contractor noted when they submitted the report to the Fire Marshal's office for review. The contractor is responsible for clearing out deficiencies in TCE only if they made the repairs or a replacement.

8.) How can I access "TCE" to view my properties?

Raleigh Fire Marshal's Office requires an email to be sent to fireprevention@raleighnc.gov with a list of all property addresses that you manage in the Raleigh jurisdiction that have Fire Protection systems. We must go into each property address in TCE and send you an email invitation from TCE directly. You will then create only 1 (ONE) login and have VIEW ONLY access on www.thecomplianceengine.com. This will give you access to view all fire protection reports that are submitted to the Fire Marshal's Office for review. Also, this will

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allow you to see “current status” of any deficiencies listed. This is to ensure that your records are accurate in our system and that the contractor is submitting your reports in a timely manner. If you need something modified or have questions please contact your contractor or the Fire Marshal’s Office to update these records in TCE.

Reasons the responsible party should view their property in TCE

- To make sure your reports & repairs are being submitted accurately and promptly.
- To keep track of deficiencies “current status” and make sure all reports are cleared in the system since 2015.
- To make sure the contact information is correct for notices.

9.) Who can clear out deficiencies in TCE?

Make sure the repair company is aware of TCE process BEFORE they make your repairs. **The company that makes the repairs is responsible for clearing them out in TCE.** They must register with TCE and upload a “deficiency repair” report. If the property is having issues getting the contractor to upload the repairs in TCE records, The Fire Marshal’s Office staff has access to clear out deficiencies, if given the proper documentation. Your initial inspection company may not be able to clear out the deficiencies per policy because they could be liable. **Please note if you chose to use a different contractor then you must provide the deficiencies listed because the contractors cannot see each other reports.**

10.) How do I update the contact for Billing/ Notices?

Raleigh Fire Department has two software systems that we use.” TCE” is used to keep track of fire protection report from contractors and the other software system is called “Firehouse” that is used to keep track of all the Fire Marshal reports and invoices for your routine fire inspections between 1-3 years depending on the building type. **We need to know the responsible party for both locations** and if they are different or the same. Please provide the company name, employees name, address, phone number and email of responsible party. If you have multiple addresses, please provide all of them that are in Raleigh’s district. **This information MUST be sent in writing via email (fireprevention@raleighnc.gov) or postal mail to the Office of the Fire Marshal. We will not make changes over the phone.**

Firehouse (FH) has a responsible party for **billing & reports** from your Fire Marshal. TCE (TCE) has a responsible party for these **automatic notices** to let you know when there’s an issue or when a service is due.

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11.) Do I need to hire a Contractor to inspect our Private Fire Hydrants?

The Raleigh Fire Department has been authorized to enforce requirements of the North Carolina Fire Prevention Code and Raleigh City Code concerning inspection, testing, maintenance and repair of private fire hydrant systems. The Fire Prevention Code 507.5 requires that fire hydrant systems be flow tested at least once a year and maintained in an operative condition at all times. As the property owner, you are responsible for ensuring any deficiencies, damaged parts or impairments found during any test or inspection are promptly corrected and repaired. Corrections and repairs must be performed by a licensed and qualified contractor. The NC State Board of Examiners for Plumbing, Heating and Fire Sprinkler Contractors maintains a list of licensed sprinkler contractors; you may reach the Board at (919) 875-3612 or through its website www.nclicensing.org. All mandatory permits must be obtained before making any repairs or alterations.

12.) How do we know these are private (property maintained) hydrants?

Public Utilities Department maintains a map with controlled access. Public Utilities and the Fire Marshal's Office staff can see if a hydrant is public or private according to the map. **Since, there are several factors to determine a hydrant is public or private please reach out to Public Utilities directly with any questions/concerns.**

13.) Can I get a map of all Private Fire Hydrants on my property and the Hydrant ID#?

YES! Public Utilities or the Fire Marshal's Office can provide a map to the responsible party or contractor when requested. Email fireprevention@raleighnc.gov if you would like a private fire hydrant map or access to view these in TCE and include your contact information, your title and properties that you are responsible for on the email.

We are currently working on a project to get all private fire hydrant maps and private fire hydrant identification numbers uploaded in TCE for property managers & contractors to access at any time. However, there are over 5 thousand private fire hydrants in Raleigh district. **Please note Public Utilities Department is working on a project to paint all PUBLIC Fire Hydrants in City of Raleigh YELLOW.** Private Fire Hydrants will remain red for identification purposes. *Citizens are ONLY allowed to paint hydrants that are private, and they must remain safety red.*

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14.) Why do I have so many records in TCE?

TCE tracks the Fire Protection systems and sends out automatic notices according to the contact attached to the record. These must be submitted per system, per building, per year. Hood suppression must be submitted every 6 months and hood cleanings depend on the type of cooking and the frequency of use.

TCE is set up according to the property name and location address. We will separate the records in TCE if there is a different responsible party that maintains each system.

Example: Hoods for a restaurant would have its own record and the main systems such as fire alarm and/or fire sprinkler would be under a main record for the property manager/owner to maintain.

15.) What about new Fire Protection Systems installs or replacements?

When a new fire protection system is installed the contractor must upload "Acceptance Testing Documentation" in TCE. The contractor that is filling out the report is responsible for uploading that documentation in TCE software. **This documentation only applies for new construction or remodels for the entire building. A suite getting remodeled does not interfere with the annual Fire Alarm or Sprinkler inspection.**

This software will automatically update the renewal dates after this report is submitted. Also, this report lets the Fire Marshal Office know to clear out all the old deficiencies because they no longer apply when the new system was installed. The previous deficiencies will be cleared when the Fire Marshal's Office receives the acceptance testing documentation in TCE records. The new system will start with a complaint record. Brycer, LLC does not charge Contractors for uploading an "Acceptance Testing Documentation". They are charged a fee of \$10- \$12 per initial report submitted such as "Annual - Fire Alarm", "Annual - Private Fire Hydrant", etc. **They do not charge for deficiencies repairs or acceptance testing reports that are entered.**

16.) Who to contact for updates in TCE or issues with TCE.

- **UPDATE CONTACT/ INFO:** The Raleigh Fire Marshal's Office can update business names, property addresses & contacts for the notices. This information **MUST** be sent in writing via email (fireprevention@raleighnc.gov) or postal mail to the Office of the Fire Marshal. We will not make changes over the phone.
- **MOVE REPORT/ MERGE PROPERTY:** Please contact TCE Coordinator if a report needs to be moved to different a record or properties need to be merge/ delete in TCE. TCE Coordinator must submit this request to Brycer to make the change. However, Brycer will not make changes without OFM approval.

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- **FIRE CODE QUESTION:** For questions regarding the deficiencies listed then contact your Deputy Fire Marshal or your Contractor directly.
- **ISSUES WITH TCE:** For issues with TCE software such as glitches in the system then contact Brycer directly because they manage the software program.

Glossary of Key Terms

- **Brycer, LLC** is the company that owns and manages TCE software.
- **Contractor** is the company that preforms your Fire Protection inspections such as Private Fire Hydrant, Fire Alarm, Sprinkler, Hood Cleanings, Hood Suppression inspections, etc...
- **Responsible Party** is the employee that is responsible for scheduling and maintaining the fire protection systems. It could be a Tenant, Business Owner, Property Manager, Maintenance Staff, etc...
- **The Fire Marshal's Office staff** includes Deputy Fire Marshals, Asst. Fire Marshals, the Fire Marshal (Asst. Fire Chief) and Marissa (OFM Admin).
- **IRN:** Inspection Report Number
- **AHJ:** Authority Having Jurisdiction

Thank you,

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