



Department of Safety and Inspections

We are open for business to support construction and business activity amid COVID-19 concerns. We are adapting how we do our work in alignment with public health guidance to ensure the health and safety of all of us.

The City of Saint Paul continues to monitor the spread of the COVID-19 coronavirus in our community and we are coordinating with our partners at Ramsey County Public Health and the Minnesota Department of Health to mitigate the impacts of COVID-19 on our employees, residents and businesses.

The Department of Public Safety and Inspections (DSI) is committed to doing all we can to support construction and business activity in Saint Paul while following public health guidelines to ensure the health and safety of our staff and customers.

DSI Front Counter Operating During Normal Business Hours

We ask that you call 651-266-8989 before traveling downtown to determine if you need to come to our offices to conduct your business.

Effective immediately, DSI will be conducting business without face-to-face interactions. Customers will be able to drop off paperwork and payments and pick up plans by using a drop box at our office. Those who have questions or need to discuss any matter with DSI staff may do so by calling 651-266-8989. We also encourage you to check out alternate ways to work with DSI online, through its [website](#), or by using fax, phone or mail.

Consider these options:

- Many transactions can be carried out successfully online, including through the [DSI website](#), and by using email, fax and phone.
- Permits and license applications can be faxed in.
- Finalized permits and receipts will be mailed or emailed to customers.
- Emailed permit or license applications should not include confidential or financial information, such as credit card numbers. Confidential and credit card information should be faxed or dropped off.

How to Contact DSI

- For questions or to talk with DSI staff, call 651-266-8989 (7:30 a.m. – 4:30 p.m.)
- The DSI fax line is 651-266-9124
- Email: DSIComplaints@ci.stpaul.mn.us

Field Inspections Continue Uninterrupted

Field inspections and complaint follow ups are ongoing, in alignment with official public health guidance. DSI continues to provide field inspections and respond to calls. We recognize this is a rapidly evolving situation and our department is prepared to respond to changing circumstances as needed.

If we need to change how we handle or provide field inspections, we will update the public through our website, email blasts to customers, and other available channels. Please visit our website or call us at 651-266-8989.