

Permitting and inspection, augmented with AI

PH360™ Spruce carries an application from a business owner through office review to a field inspection.

Environmental health has never had a system of its own. Spruce is one place for the whole permit: the owner applies and pays, the health agent reviews a file that is already prepared, and the inspector arrives briefed and works offline. Here is the same permit seen from all three sides.

BUSINESS OWNER Apply, pay, renew

Start your application online.

Spruce pre-fills what you gave at signup.

Answer what applies to you.

Spruce shows only the fields your answers call for.

Upload documents and pay.

Spruce lists what is required and totals the fee.

Renew before the permit expires.

Spruce carries last year forward for you to confirm.

HEALTH AGENT Review and decide

Open your day.

Spruce proposes an order for you to accept or change.

Open a submitted application.

Spruce has the reviewer file ready: documents read, risk proposed.

Approve, return, or deny.

Spruce records the action and the rationale you give.

Request a pre-opening inspection.

Spruce holds approval until that inspection passes.

FIELD INSPECTOR Arrive, log, cite

Open the visit, on or offline.

Spruce briefs you on past visits and prior citations.

Log temperatures and observations.

Spruce offers the equipment and products seen here before.

Confirm or edit each finding.

Spruce drafts the code reference, the source, and a plain summary.

Close the visit.

Spruce proposes the follow-up and prepares the report.

Purple means AI In Spruce, anything purple is drafted by AI and waits on a person.

Configurable

Every health department sets these differently, and none of them require a code change.

Establishment categories

Required documents

Fees and fee tiers

Offline access window

Pre-opening inspection rule

Priority levels

Correction deadlines

Renewal carry-over



Grounded in your code

The FDA Food Code is built in, and your own adopted rules, forms, and fee schedule sit alongside it. Spruce works from those, not the open web, and shows the source and its confidence every time. When it has no grounded source, it says so instead of guessing.

What is PH360?

An AI-native operating system built for public health departments. Spruce is the environmental health app on it, and it shares one public health reasoning engine with the rest of the platform, so the same grounded logic runs behind case management, licensing, and the other work a department carries. Built for Public Health, by Public Health.

See it on your own permits

Scan to set up a demo · fandtlabs.com/ph360

PH360



See Spruce in action

The review file as the health agent sees it, then the day plan, a field citation, the permit, and a renewal. **Anything in purple is drafted by AI and waits on a person.**

REVIEWER FILE

DRAFTED FOR REVIEW, NOT A DECISION
A new food service application for Cedar Hollow Kitchen; 5 of 5 required documents read.
A pre-operational inspection is the normal step before a first permit. Risk category 3 — 3 routine inspections a year.

COMPLETENESS
5 of 5 required documents read

DOCUMENT FINDINGS

- Reads fine** Floor plan: Layout and the 43 seats on the application agree.
- Reads fine** Menu: Every page legible.
- Reads fine** Plan review application: Every page legible.
- Reads fine** Water test result: Every page legible.
- Reads fine** Certified Food Protection Manager certificate: Certificate readable and current; matches the person in charge.

RISK CLASSIFICATION
Risk category 3 — 3 routine inspections a year

- Reheats food for hot holding — cooling and reheating are the steps most often out of control
- Handles raw animal foods — cross-contamination and cooking temperatures to check
- Holds time/temperature control for safety food cold

SUGGESTED NEXT STEP
Request a pre-operational inspection

Prepared by Spruce - you decide

APPLICATION DATA
Submitted by the applicant; shown as received.

ESTABLISHMENT TYPE
Restaurant - 43 seats

OPERATOR / APPLICANT
Elena Vasquez (Vasquez Hospitality LLC)

STATUS
Submitted

Set by the system per the application lifecycle. Reviewers act; they do not set status directly.

Unassigned

Begin review **Assign to me**

DECISION
Every action is recorded with your name. Return, Pre-Op and Deny each require a rationale.

Approve

Available — no inspection gate on this application.

Return for Additional Info

Sends it back to the applicant. Nothing is denied or deleted.

Request Pre-Operational Inspection

Schedules a pre-opening inspection before approval.

Deny

Final decision. Requires a clear, non-punitive rationale.

No pre-operational inspection is required for this application, so Approve is available. If one is requested, Approve is held by the system until the inspection is recorded as passed.

WHY THIS MATTERS

← **The file is ready when the application lands**, not when someone finds an afternoon to build it.

WHY THIS MATTERS

← **Every document is read and cross-checked** against the application, so a mismatch surfaces before the review starts.

WHY THIS MATTERS

← **Approve, return, or deny stays with the agent**, under their name, with the rationale recorded.

The reviewer file, prepared at submission. Documents read and cross-checked, completeness scored, a risk classification and a next step proposed. The header says it plainly: drafted for review, not a decision.

PROPOSED DAY PLAN

PROPOSED ORDER — YOU DECIDE
Stops are ordered by risk category, with anything cited before flagged to check first. Accepting changes nothing on the record — it is your day.

- 10:30 AM — Mill Pond Café**
Risk category 3 — 3 visits a year · items 16, 55 cited before — check them first · scheduled 10:30 AM.
- 11:00 AM — Kell & Sons Market**
Risk category 2 — 2 visits a year · item 28 cited once before — check it first · scheduled 11:00 AM.

Accept this order

Time/Temperature Control for Safety Food, Hot and Cold Holding
FDA Food Code 2013 · Confidence: Strong

THE CODE SAYS
"Time/temperature control for safety food shall be maintained at 41°F (5°C) or less, except during preparation, cooking, or cooling, or when time is used as the public health control."
§3-501.16(A)(2)

PLAIN-LANGUAGE SUMMARY · GENERATED ON THIS PHONE
Cold TCS food is held at 41°F or less.
The provision above is the authority. This is a restatement of it.

Town of Ashland Board of Health
101 Main Street · Ashland, MA 01721 · (508) 555-0121

FOOD ESTABLISHMENT PERMIT

PERMIT NUMBER
FS-2026-0188

A proposed order for the day. Sequenced by risk and by what was cited before. Accepting changes nothing on the record.

A drafted finding. Code reference, source, confidence, and the rule in plain language. The inspector is the one who cites it.

Approved, then printable. Once the agent approves, the certificate is ready for the department file and for the owner to post.

RENEW PERMIT FS-2025-0151

Sudbury River Diner
Expires October 10, 2026 · 45 days left

WHAT CHANGED SINCE LAST YEAR

Seats: 52 → 54
Seating drives the fee tier and the anti-choking requirement at 25 or more seats.

[Back to your home](#)

Renewals show only what changed. Prior details carry forward, and the difference is called out for the owner and the agent alike, with the reason it matters.

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HIPAA · complies with the Privacy & Security Rules with a signed BAA

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Built for public health; by public health

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