

# REGULATORY SERVICES

---

## **MISSION**

The Minneapolis Regulatory Services Department strengthens communities by partnering with residents, neighborhoods and businesses to make the city safer, healthier and more inviting for all.

## **BUSINESS LINES**

### **Housing Inspection Services**

Housing Inspection Services provides quality and consistent enforcement of the Minneapolis Housing Maintenance and other applicable codes to maintain, improve, and preserve the city's existing housing stock and promote neighborhood stabilization. The services include the Problem Properties Unit which identifies and resolves problem properties, conducts emergency board ups, and manages condemned, boarded, and vacant buildings in a multi-departmental, multi-agency case management approach.

### **Fire Inspections Services**

Fire Inspections Services delivers quality and consistent enforcement of the fire code, conducts life safety and housing inspections of residential buildings with greater than three units, and administers the Commercial Building Registration and Commercial Vacant Building Registration programs.

### **Traffic Control & Parking Enforcement Services**

Traffic Control & Parking Enforcement Services maintains traffic flow management for events, emergencies and other traffic situations and city-wide parking enforcement, promoting safety and access in downtown and commercial corridors as well as removing residential hazards and nuisances.

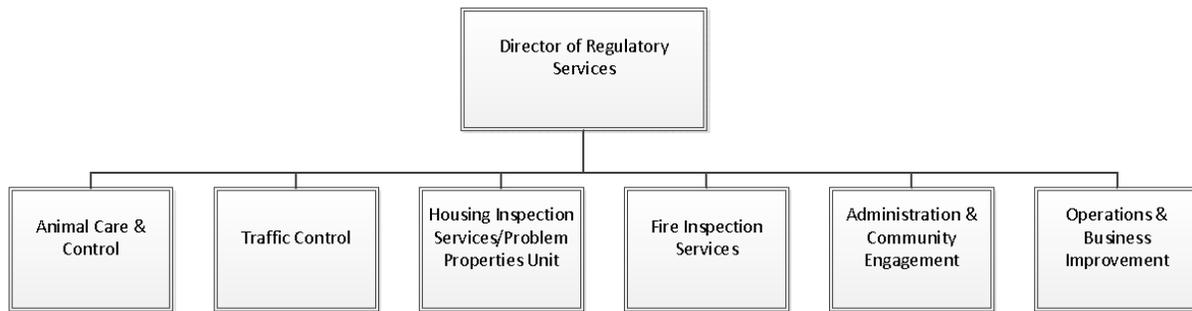
### **Animal Care and Control**

Minneapolis Animal Care and control creates safe and healthy communities for people and animals through shelter care and adoption, investigation of dangerous animal and animal cruelty cases, public education, issuance of agricultural permits and pet licenses, and enforcement of statutes and local ordinances.

### **Administration**

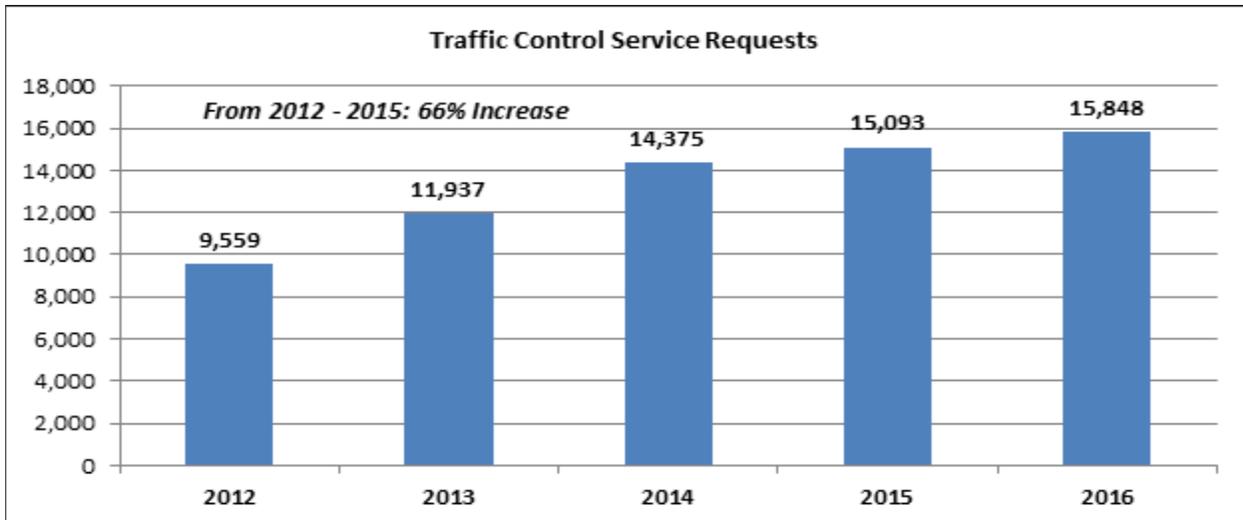
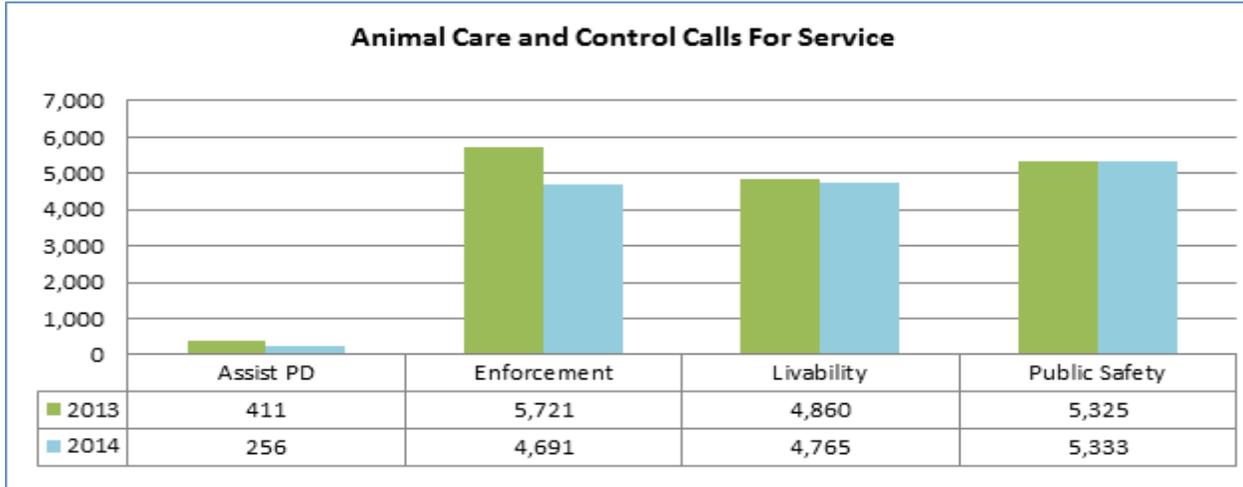
Regulatory Services administration includes both the Administration & Community Engagement division and Operations & Business Improvements division. These divisions manage general administrative and operational policies and functions including customer services, community engagement, enterprise initiatives and data analysis functions for the department.

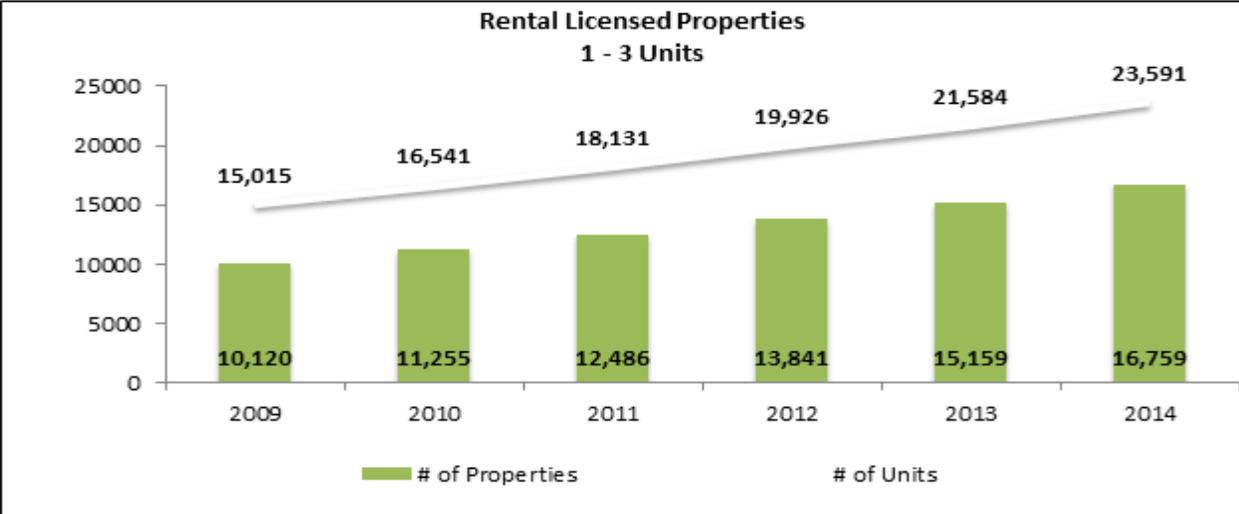
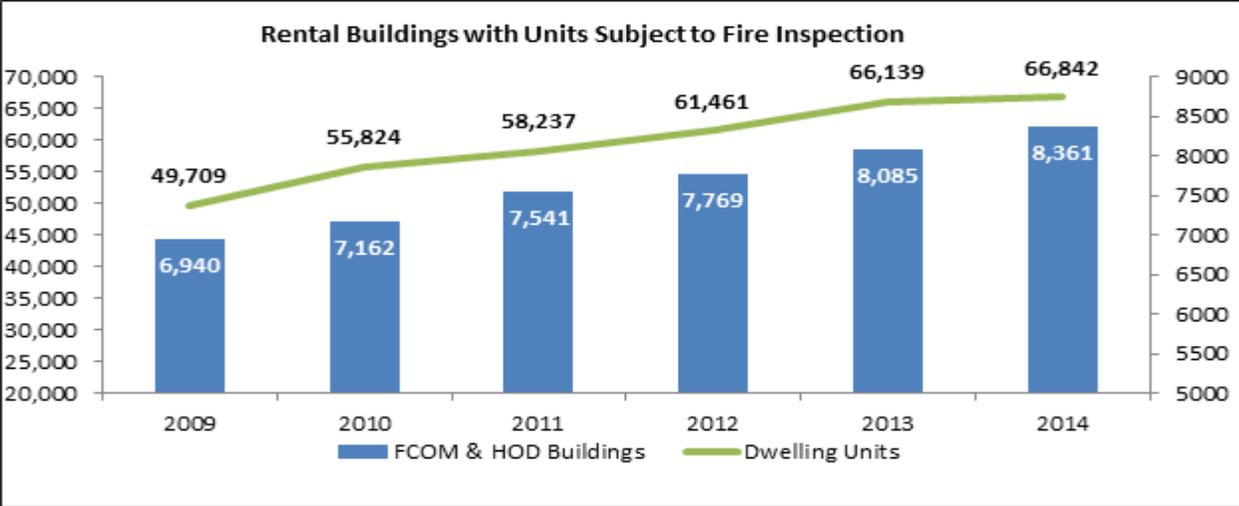
# ORGANIZATION CHART



Department of Regulatory Services  
June 2014

## SELECTED RESULTS MINNEAPOLIS MEASURES





## **Living Well**

### **Minneapolis Animal Care & Control (MACC)**

General Fund: \$2,951,644

Other Funds: \$75,000

Minneapolis Animal Care & Control (MACC) has a dual focus on public safety and shelter care that allows for a holistic view of animal welfare. MACC works with MPD, City Attorney, and non-profit partners to address criminal conduct involving animals. MACC promotes sound animal welfare policies such as pet licenses and spay and neuter programs, impounding, kenneling and providing proper veterinary care for injured, stray or surrendered animals, and adopting out pets in search of forever homes. MACC also conducts rabies quarantines for all bites to humans involving animals.

### **Fire Inspection Services (FIS)**

General Fund: \$2,516,418

Fire Inspection Services is a Division of Housing Inspection Services. Fire Inspection Services(FIS) is responsible for managing all Fire Suppression/Protection Permits including plan review and site inspections, conducting commercial and residential inspections in partnership with the Minneapolis Fire Department and managing the City's Hazardous Materials facilities inventory and inspections. The Fire Inspection Services Division also reviews and inspects thousands of fire suppression systems and supports and answers complex fire code questions. Fire Inspection Services inspect high-occupancy residential dwelling units and conducts hundreds of commercial inspections annually. This service was previously provided by the Minneapolis Fire Department

### **Housing Inspections Services**

General Fund: \$5,718,195

Other Funds: \$4,355,845

Housing Inspections provides a range of programs and activities designed to ensure safe and quality properties. Mandated activities include enforcement of those portions of the International Property Maintenance Code pertaining to rental licensing, removal of hazardous structures, and legal due process requirements for special assessments. The Housing Inspections Division is responsible for managing the City's housing stock through enforcement of licensing standards and consistent enforcement of the Housing Maintenance Code. It is also responsible for code enforcement in rental properties, all vacant buildings enforcement, and removing substandard housing through demolition activity as well as creating incentives to rehab vacant properties by using and managing redevelopment thorough restoration agreements. This division conducted approximately 100,000 inspections in 2012.

### **Traffic Control**

General Fund: \$6,101,862

This program provides for on-site traffic control to assist traffic flow at intersections by providing for additional throughput on lights, allow for additional turns and pedestrian movement. This

allows for safer, more efficient traffic flow during rush hour, special events, around construction sites and during emergencies and natural disasters. It also coordinates with public works for street cleaning operations and snow emergencies. Traffic control also responds to 311 - reported parking violation and abandoned vehicle service requests both of which are always in the City's Top 10 in terms of volume.

**Administration and Community Engagement**

General Fund: \$811,033  
Other Funds \$387,398

This program is responsible for oversight and management of data quality, administrative enforcement, employee engagement and professional development, and effective and equitable community outreach/ engagement. This includes our Homeowner Navigation program (successfully piloted this year in partnership with Neighborhood and Community Relations) that works to identify the unique needs of our senior, disabled and low-income population as they work to meet compliance goals.

**Operations and Business Improvement**

General Fund: \$618,012  
Other Funds \$215,194

This program provides department-wide support for business planning, process improvement, performance measurement and workforce planning. It oversees data analysis program and administrative hearing program, and is responsible for coordination of projects, public policy process and implementation, committee actions and council process.

**FINANCIAL ANALYSIS**

**Expenditure**

For 2016, the Department of Regulatory Services budget is \$23.8 million, an increase of 4.4% over the 2015 budget of \$22.8 million. The General Fund portion of the department's budget is increasing by 6.5%, or \$1.1 million, reflecting routine inflationary operating increases and internal service charges, as well as additional staffing resources added as part of the Mayor's budget recommendation. Special revenue funded expenditures are budgeted to decrease by 3.1% for community engagement activities.

**Revenue**

General Fund revenues associated with Regulatory Services' activities are budgeted to increase by 2.0% or \$275,000 over the 2015 level. Nearly all of this increase may be attributed to increased activity levels in housing and licensing-related activities associated with the need for additional housing inspection staff. The projected general fund revenue for 2016 is \$13.8 million. The department's Special Revenue Funds revenues are projected to decline by 4.5%, primarily due to a projected reduction in special assessments. Special Revenue Fund revenue is projected at \$4.9 million.

**Fund Allocation**

This department is funded primarily by the General Fund, with the remainder of the department's funding found in the special revenue funds.

**Mayor's Recommended Budget**

The Mayor recommended an additional ongoing General Fund appropriation of \$275,000 (3 FTE's), additional \$275,000 (3 FTE's) appropriation from the Regulatory Services Special Revenue Fund for Housing Inspection Services, and \$100,000 (1 FTE) from the General Fund for a data analyst. The Mayor also recommended a one-time general fund appropriation of \$148,000 to train a reserve pool of temporary traffic control agents, and \$100,000 for HOME-Line service and interpreters for non-English speaking tenants. In addition, the Mayor recommends reorganization with a cost savings of \$100,000 as part of the budget rightsizing exercise. The Mayor also directed Regulatory Services to work in conjunction with Public Works, Health and the Police Departments to provide services to support up to eight events associated with the Open Streets program within existing budget resources.

**REGULATORY SERVICES  
EXPENSE AND REVENUE INFORMATION**

EXPENSE	2013 Actual	2014 Actual	2015 Adopted	2016 Mayor's Recommended	Percent Change	Change
<b>GENERAL</b>						
SALARIES AND WAGES	6,571,676	7,780,076	8,124,962	9,044,751	11.3%	919,790
FRINGE BENEFITS	2,566,883	3,230,763	3,663,017	3,941,403	7.6%	278,386
CONTRACTUAL SERVICES	2,784,770	2,912,724	3,429,708	3,858,714	12.5%	429,006
OPERATING COSTS	1,378,512	1,700,775	2,179,723	1,097,296	-49.7%	(1,082,427)
CAPITAL	18,131	113,000	175,000	775,000	342.9%	600,000
<b>TOTAL GENERAL</b>	<b>13,319,973</b>	<b>15,737,337</b>	<b>17,572,410</b>	<b>18,717,164</b>	<b>6.5%</b>	<b>1,144,754</b>
<b>SPECIAL REVENUE</b>						
SALARIES AND WAGES	1,705,053	1,698,425	2,340,025	2,278,942	-2.6%	(61,083)
FRINGE BENEFITS	605,673	621,154	678,602	752,007	10.8%	73,405
CONTRACTUAL SERVICES	948,356	1,191,119	1,583,333	1,531,558	-3.3%	(51,774)
OPERATING COSTS	168,886	42,670	103,383	45,929	-55.6%	(57,454)
CAPITAL	148,369	201,295	491,745	425,000	-13.6%	(66,745)
TRANSFERS	168					0
<b>TOTAL SPECIAL REVENUE</b>	<b>3,576,505</b>	<b>3,754,663</b>	<b>5,197,088</b>	<b>5,033,437</b>	<b>-3.1%</b>	<b>(163,652)</b>
<b>TOTAL EXPENSE</b>	<b>16,896,478</b>	<b>19,492,000</b>	<b>22,769,498</b>	<b>23,750,601</b>	<b>4.3%</b>	<b>981,102</b>

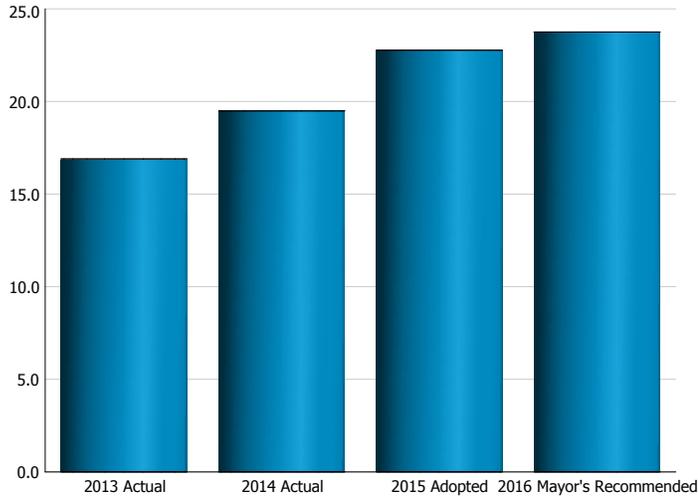
REVENUE	2013 Actual	2014 Actual	2015 Adopted	2016 Mayor's Recommended	Percent Change	Change
<b>GENERAL</b>						
CHARGES FOR SALES	10				0.0%	0
CHARGES FOR SERVICES	584,278	550,537	625,000	596,000	-4.6%	(29,000)
CONTRIBUTIONS		15			0.0%	0
FINES AND FORFEITS	5,362,585	5,171,464	5,092,000	5,319,500	4.5%	227,500
LICENSE AND PERMITS	5,977,334	6,438,550	6,180,000	6,612,000	7.0%	432,000
OTHER MISC REVENUES	135,447	197,164	285,000	286,000	0.4%	1,000
SPECIAL ASSESSMENTS	1,313,436	922,078	1,297,500	941,000	-27.5%	(356,500)
<b>GENERAL</b>	<b>13,373,090</b>	<b>13,279,809</b>	<b>13,479,500</b>	<b>13,754,500</b>	<b>2.0%</b>	<b>275,000</b>
<b>SPECIAL REVENUE</b>						
CHARGES FOR SERVICES	98,300	147,003	147,000	146,000	-0.7%	(1,000)
CONTRIBUTIONS	38,698	77,897	25,000	25,000	0.0%	0
FEDERAL GOVERNMENT	(23,147)				0.0%	0
FINES AND FORFEITS	6,948	3,052	5,000	3,000	-40.0%	(2,000)
LICENSE AND PERMITS		156,801			0.0%	0
LONG TERM LIABILITIES PROCEEDS			1,512,988	2,020,155	33.5%	507,167
OTHER MISC REVENUES	16,232	4,763			0.0%	0
SPECIAL ASSESSMENTS	3,513,368	3,042,201	3,419,000	2,684,000	-21.5%	(735,000)
STATE GOVERNMENT	3,151	(6,899)			0.0%	0
TRANSFERS IN	168				0.0%	0
<b>SPECIAL REVENUE</b>	<b>3,653,717</b>	<b>3,424,817</b>	<b>5,108,988</b>	<b>4,878,155</b>	<b>-4.5%</b>	<b>(230,833)</b>

**REGULATORY SERVICES  
EXPENSE AND REVENUE INFORMATION**

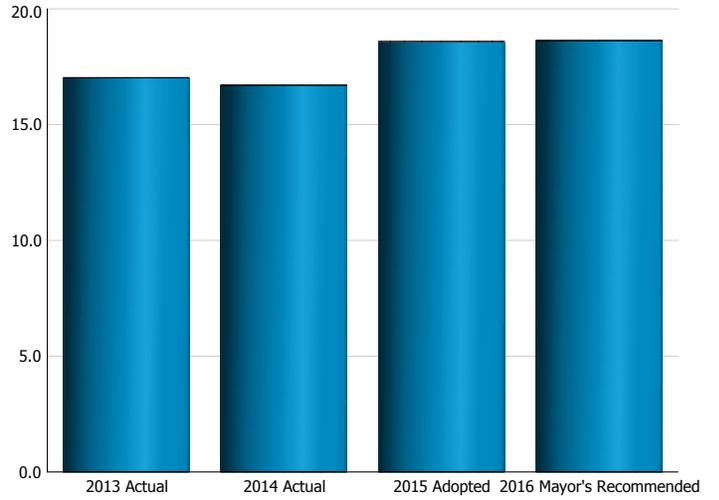
<b>REVENUE</b>	<b>2013 Actual</b>	<b>2014 Actual</b>	<b>2015 Adopted</b>	<b>2016 Mayor's Recommended</b>	<b>Percent Change</b>	<b>Change</b>
<b>TOTAL REVENUE</b>	<b>17,026,807</b>	<b>16,704,627</b>	<b>18,588,488</b>	<b>18,632,655</b>	<b>0.2%</b>	<b>44,167</b>

## REGULATORY SERVICES EXPENSE AND REVENUE INFORMATION

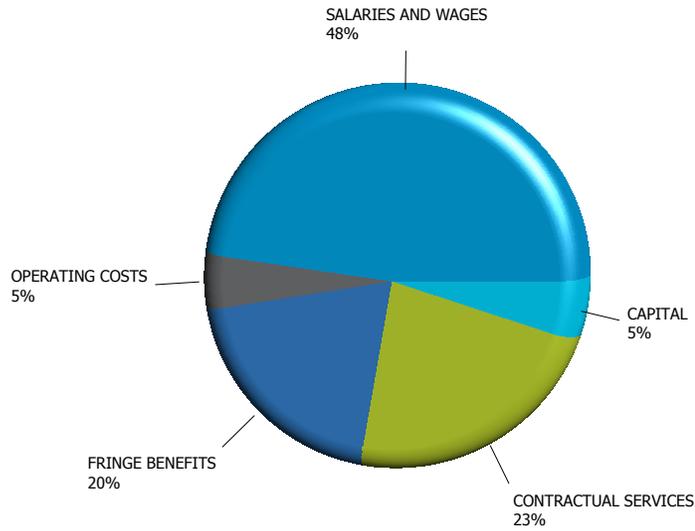
**Expense 2013 - 2016**  
In Millions



**Revenue 2013 - 2016**  
In Millions



**Expense by Category**



# REGULATORY SERVICES

## Staffing Information

Division	2013 Budget	2014 Budget	2015 Budget	2016 Mayor's Recommended	% Change	Change
ADMIN AND COMMUNITY ENGAGEMENT			11.50	11.50	0.0%	0
ADMINISTRATION	6.00	7.00	6.00	6.00	0.0%	0
ANIMAL CONTROL	20.00	20.00	23.00	23.00	0.0%	0
Fire Inspections	13.00	15.00	18.00	18.00	0.0%	0
HOUSING INSPECTIONS	58.00	49.00	36.00	42.00	16.7%	6.00
OPS & BUSINESS PROCESS IMPROVEMENT			8.00	8.00	0.0%	0
PROBLEM PROPERTIES		11.50	10.00	0.00	0.0%	0
TRAFFIC CONTROL	44.00	44.00	44.00	45.00	2.3%	1.00
Overall	141.00	146.50	156.50	163.50	4.5%	7.00

## Positions 2013-2016

