

CITY OF MINNEAPOLIS

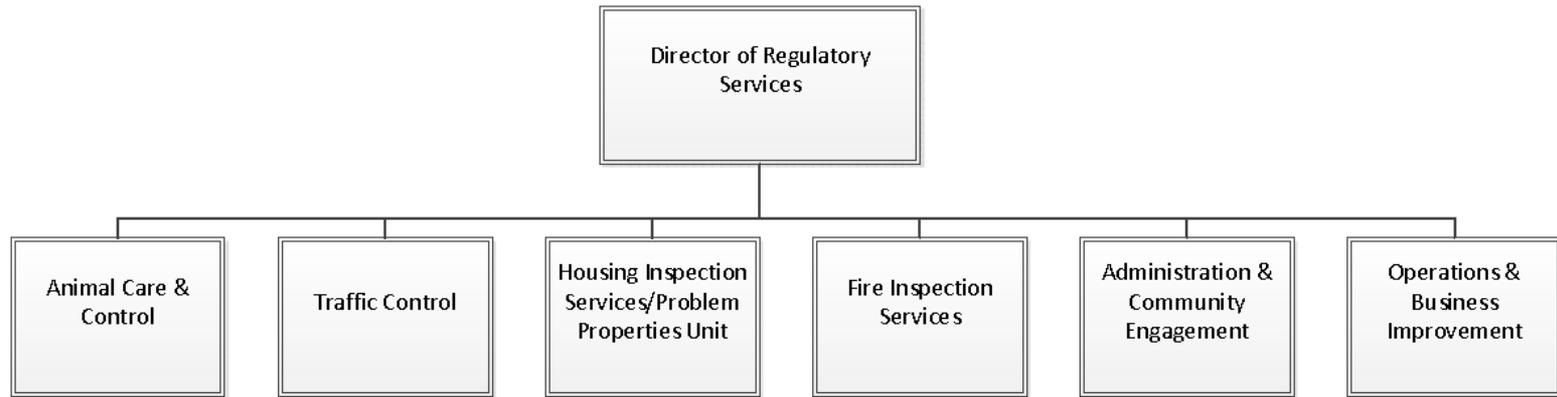
Regulatory Services

2016 Mayor recommended budget

October 8, 2015

Budget Book Pages F244-F254

Department Organizational Chart



“Strengthening communities by partnering with residents, neighborhoods and businesses to make the city safer, healthier and more inviting for all.”

Budget Summary

Program name	2015 adopted		2016 recommended funding		Enhancements (new dollars)		FTEs		Select type of funding
	General fund	Non-general fund	General fund	Non-general fund	General fund	Non-general fund	Current	Add'l	One time
Minneapolis Animal Care & Control	2,957,560	75,000	2,951,644	75,000			24		
Fire Inspection Services	2,440,021		2,516,418				19		
Housing Inspection Services	4,907,881	4,385,217	5,718,195	4,355,845	275,000	275,000	48	6	
Traffic Control	5,769,778		6,101,862		148,000 100,000		46	1	Yes No
Administration & Community Engagement	760,490	477,546	811,033	387,398	100,000		11.5		Yes
Operations & Business Improvement	736,680	259,325	618,012	215,194			8		
Cost Savings					(100,000)				
Total	17,572,410	5,197,088	18,717,164	5,033,437	523,000	275,000	156.5	7	

Core Programs



Minneapolis Animal Care & Control (MACC)

Purpose and Context

MACC helps create 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. This work, in turn, contributes to a pet-friendly city that welcomes animal lovers and promotes increased public and private programs aimed specifically at animal-centered initiatives and amenities.

Services Provided

MACC's dual focus - public safety and shelter care:

- Over 15,000 animal related calls in the field
- Approximately annual 6,000 customers in the shelter
- Promoting sound animal welfare policies such as pet licenses and spay/neuter programs
- Impounding, kenneling and providing proper veterinary care for injured, stray and surrendered animals
- Adopting out pets in search of a forever home
- Conducting rabies quarantines for all bites to humans involving animals
- Working with MPD/City Attorney/non-profit partners to address criminal conduct involving animals
- Collaborating with pertinent state and federal agencies in relation to zoonotic diseases (rabies, avian flu and other outbreaks posing risks to residents and/or animals)

Minneapolis Animal Care & Control (MACC)

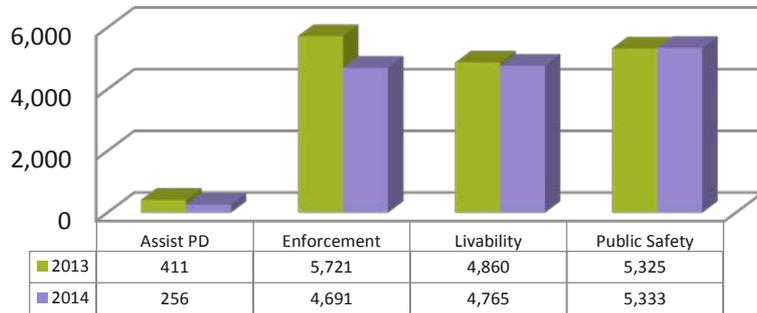
2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$2,957,560	\$75,000	\$2,951,644	\$75,000	24	

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X	X		X	
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X	X	X	X

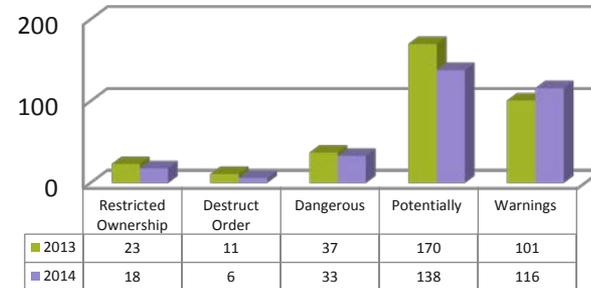


Minneapolis Animal Care & Control (MACC)

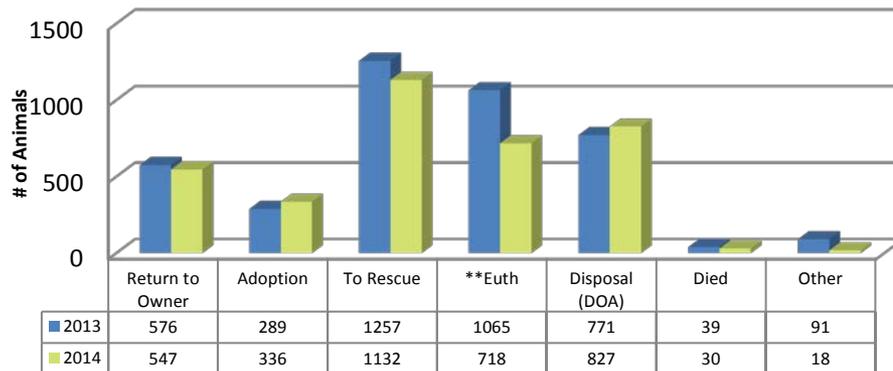
Calls For Service



New Declarations Issued



All Kennel Outcomes



68 animals impounded in 2013 did not leave the shelter until 2014

Accurate data on shelter outcomes has improved over the years, though we did not introduce behavioral testing until mid -2014.

Of the major reasons for euthanasia in 2014:

- 40 – failed behavioral test
- 91 – had behavioral history of aggression/bites excluding them from public adoption
- 203 – exhibited extreme aggression towards shelter staff
- 60 – owner-requested euthanasia
- 31 – feral cats or wildlife
- 162 – had or obtained while at shelter a health condition that could not be managed or treated

Traffic Control

Purpose and Context

Traffic Control maintains traffic flow management for events, emergencies street cleaning, construction and other traffic situations. It also provides city-wide parking enforcement, promoting safety and access in downtown and commercial corridors as well as removing residential hazards and nuisances.

Services Provided

Services provided by Traffic Control include:

- On-site traffic control allowing for safer, more efficient traffic flow during rush hour, special events, around construction sites and during emergencies or natural disasters
- Enforcement of parking regulations including parking meters, limited time parking zones, critical parking zone regulations, rush hour restrictions, fire lane regulations, no parking and no stopping and other non-moving regulations.
- Multi-departmental response coordination (Public Works for street cleaning, construction and snow emergencies; Police and Fire for emergencies; Police for bar closing, Business Licensing for taxis, valets, food vendors, pedicabs etc.)
- Response to 311 parking violation and abandoned vehicle service requests
- Development of additional code enforcement duties

Traffic Control

2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$5,769,778	0	\$6,101,862	0	46	

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X	X		X	
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X	X	X	X



Traffic Control- Enhancement

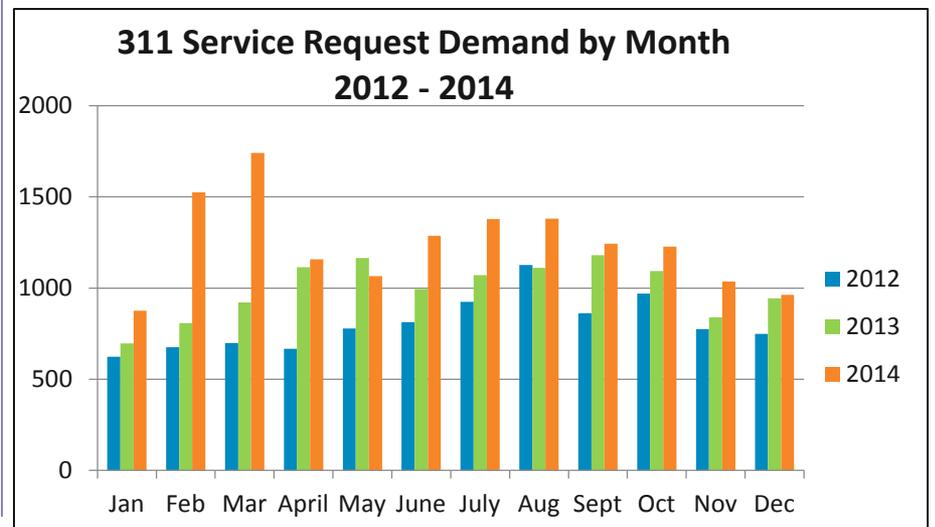
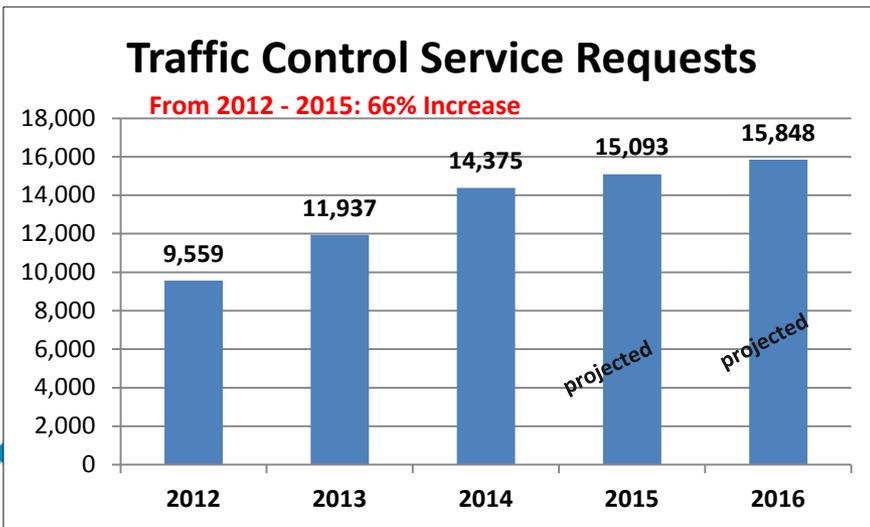
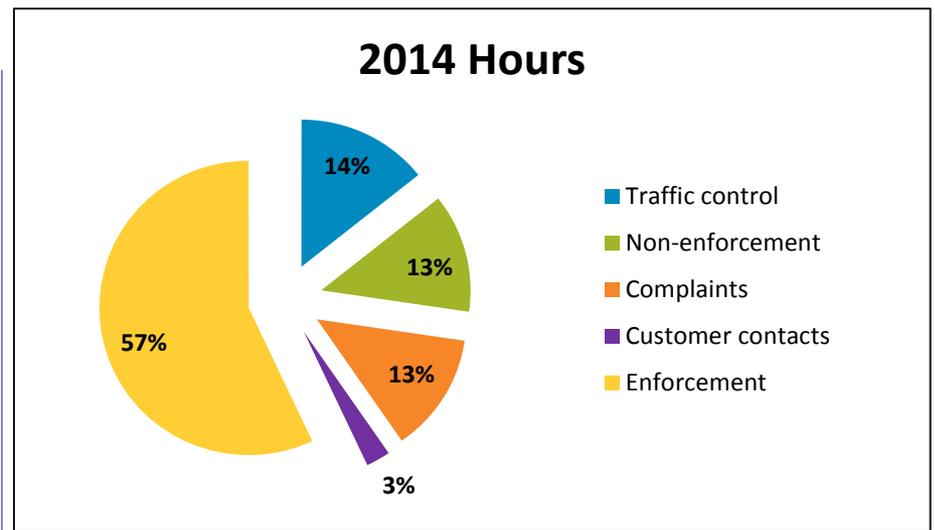
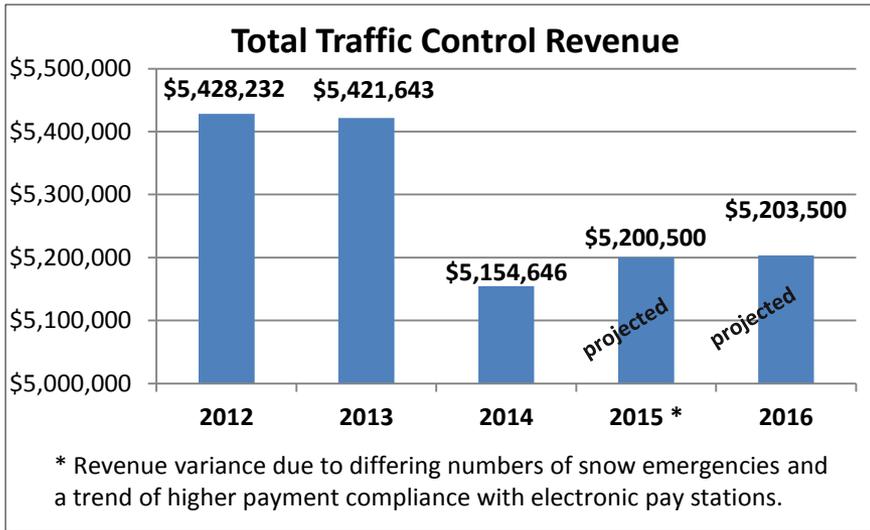
Description

This enhancement would allow for:

- Allocating \$248,000 for traffic control staff to provide additional traffic control services for events that draw in residents and visitors as well-managed traffic control services promotes further growth in business and event opportunities. Continued growth has already increased the need for traffic control services, and this funding would include:
 - \$148,000 for a trained reserve pool of temporary traffic control agents for added events and increased construction projects - \$150,000 related revenue
 - \$100,000 for 1 FTE - analyst (shared with Operations & Business Improvement) to assist with data given high growth in reporting tools and technology such as Auto-Cite, 311, GIS mapping and Cognos

2015 adopted budget		2016 recommended funding		Recommended Enhancements		FTEs		Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	General Fund	Non-General Fund	Current	Additional (if applicable)	One-Time (Yes/No)
\$5,769,778	0	\$6,101,862	0	\$100,000 \$148,000	0	46	1	No Yes

Traffic Control



Fire Inspection Services

Purpose and Context

Fire Inspection Services (FIS) serves all multi-family properties and commercial structures, with a particular focus on our high occupancy rental community, providing tenants an outlet to address complaints and safety issues in an environment targeted toward compliance. Fire Inspection Services delivers quality and consistent enforcement of the fire code and works in conjunction with CPED's Construction Code Services and Development Review divisions.

Services Provided

Services provided by FIS include:

- Inspections of all multi-family residential properties (4+ units)
- Commercial inspections and management of Commercial Vacant & Boarded Registration
- Daycare/foster care facility Inspections
- Regulation of facilities that store or handle hazardous materials and their inventory
- Management of all fire suppression and protection permits, including plan review and site inspections
- Oversight of special events, including those with fireworks, pyrotechnics and flame events

Fire Inspection Services

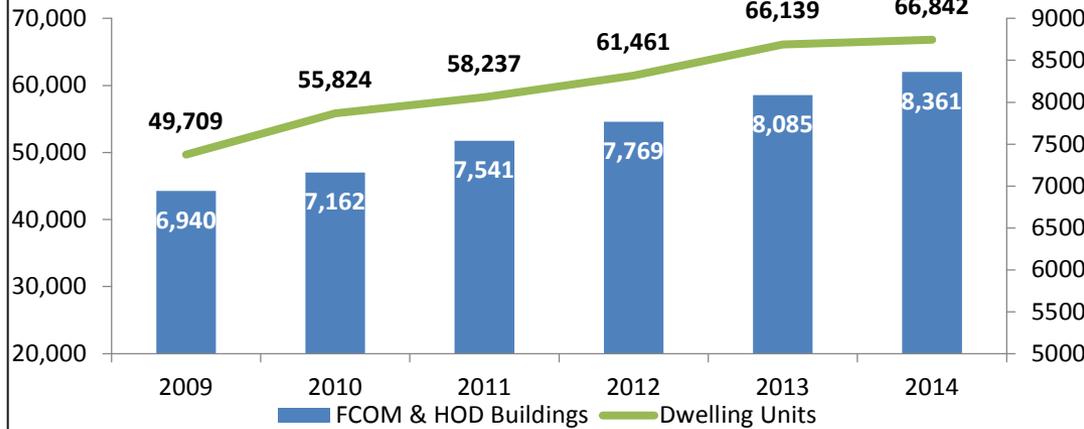
2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$2,440,021	0	\$2,516,418	0	19	

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X	X	X		
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X	X	X	X

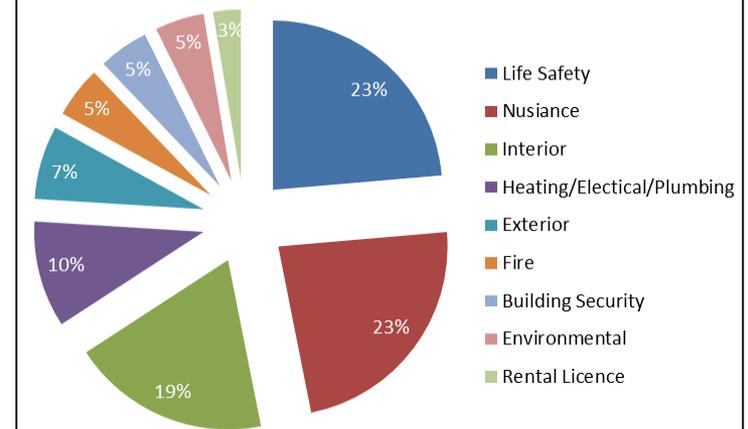


Fire Inspection Services

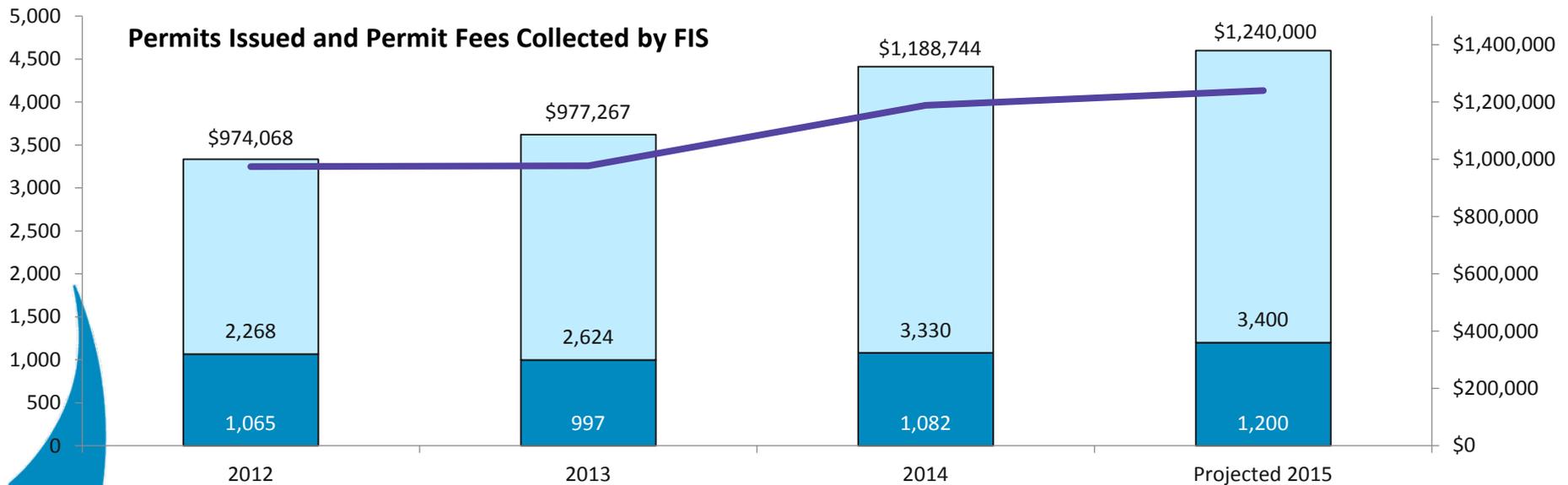
Rental Buildings with Units Subject to Inspection



FIS 311 Complaints in HODs 2014



Permits Issued and Permit Fees Collected by FIS



Notes: *Suppression and Alarm Detection Systems includes Fire Alarm (BFA) and Fire Suppression (BFS and BFSS).
Operational Permits are: Daily Permits, Hood Cleaning, and Hazardous Materials.
2015 Projected Values are based on permits issued and fees collected from Jan. 1 to April 30, 2015.*

■ Suppression and Alarm Detection Systems
■ Operational Permits
— Total Fees Collected

Housing Inspection Services

Purpose and Context

Housing Inspection Services (HIS) provides quality and consistent enforcement of the Minneapolis Housing Maintenance Code and other applicable codes to maintain, improve, and preserve the city's existing housing stock and promote neighborhood stabilization. This program includes the Problem Properties Unit (PPU), which identifies and resolves condemned, boarded and vacant buildings, conducts emergency board ups, performs expedited post-fire evaluation of structural fires to contain or remove any immediate health/safety hazards followed by pursuing repairs/rehab or demolition.

This program's targeted, tiered approach to inspections, proactive neighborhood engagement, and broad strategies to address vacant and abandoned properties allows for efficient deployment of resources and results-driven compliance outcomes, where all residents have a safe and healthy environment. Our targeted and data-driven focus on rental property holds landlords accountable for maintaining safe and healthy homes for all renters, free of reprisal or retaliation.

Services Provided

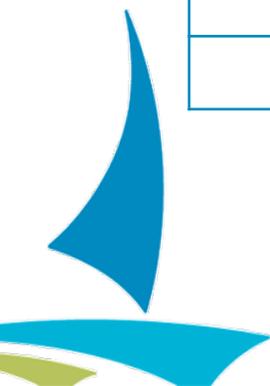
Services provided by HIS include

- Proactive and complaint-based inspections of the housing maintenance code and rental licensing standards
- Active enforcement of state and local nuisance laws
- Collaborative case management approach to problem properties, including community engagement and rehabilitation or demolition strategies
- Maintenance of the Vacant Building Registration program
- Expedited post-fire evaluation of structural fire to contain or remove any immediate health/safety hazards

Housing Inspection Services

2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$4,907,881	\$4,385,217	\$5,718,195	\$4,355,845	48	

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X		X	X	
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X	X	X	X



Housing Inspections Services/Problem Properties- Enhancement

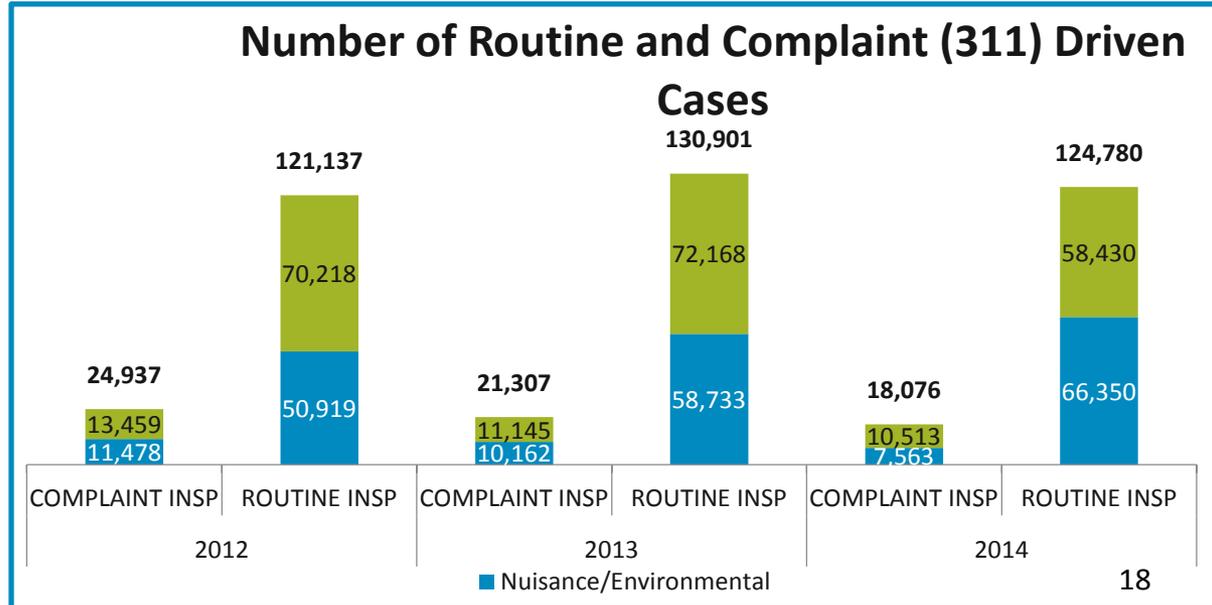
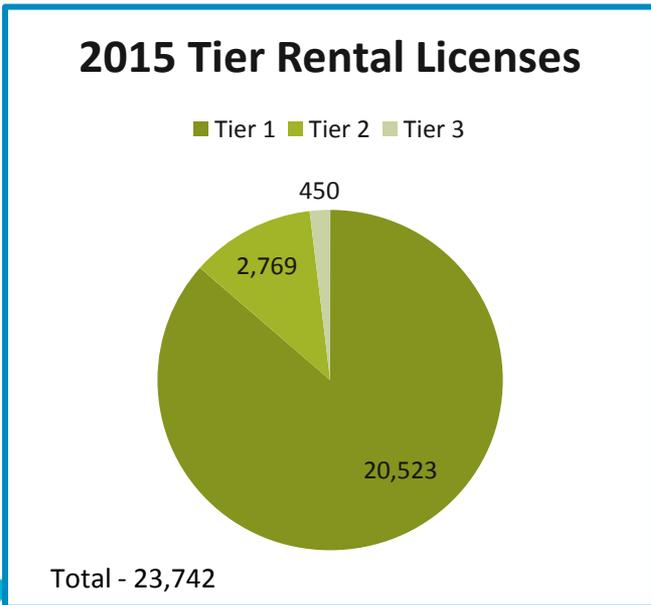
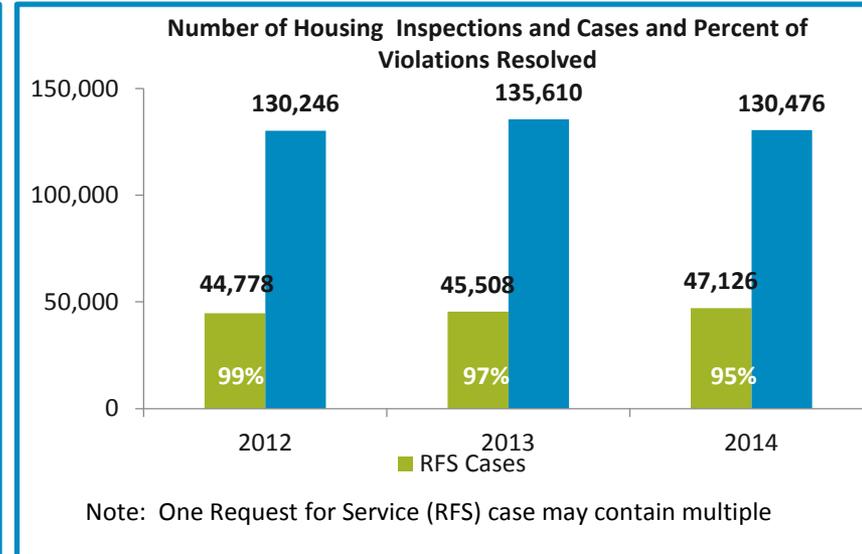
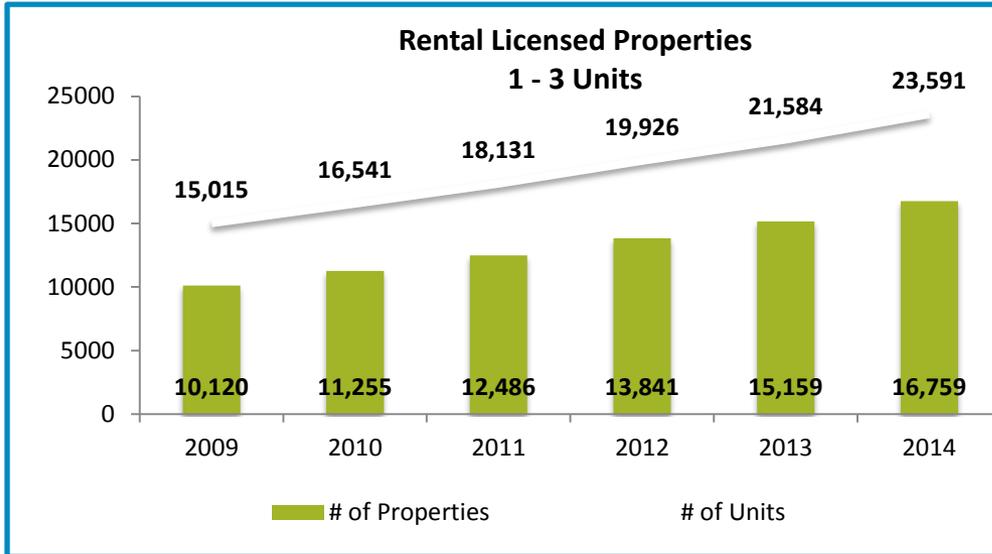
Description

This enhancement would allow for:

- Allocating \$550,000 for additional resources for Housing Inspection Services, including:
 - Four housing inspectors that would allow sufficient coverage as needed to ensure full inspections compliance with tiering cycle, ongoing and cluster-driven nuisance inspections and complaint-driven inspections in an ever-growing rental/residential community -- in 1-3 unit properties, licensed units have grown 57% since 2009 and continue expanding, as have conversions
 - Two office support staff related to housing inspections. In the past, there have been increases to the number of housing inspectors, but administrative support has not been increased, which diverts inspector resources from their field duties. Increased and more complex enforcement activity has also driven our administrative needs up tremendously in the past few years.

2015 adopted budget		2016 recommended funding		Recommended Enhancements		FTEs		Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	General Fund	Non-General Fund	Current	Additional (if applicable)	One-Time (Yes/No)
\$4,907,881	\$4,385,217	\$5,718,195	\$4,355,845	\$275,000	\$275,000	48	6	No

Housing Inspection Services



Administration & Community Engagement

Purpose and Context

Our Administration & Community Engagement program ensures that all aspects of enforcement activity (from generating violation notices to managing the city's nearly 24,000 licenses) are processed with a deliberate commitment to data accuracy and quality. Such commitment allows us to provide an evidence-based platform for fair and equitable resource management, delivery and policy implementation. This program also focuses internally on staff development and advancement.

This program delivers a focused and robust outreach to residents through a broad variety of lenses including a racial equity lens, a youth lens, and a multi-faceted lens employed by our Homeowner Navigation section that works to identify the unique needs of our senior, disabled and low-income populations as they work to meet compliance goals.

Services Provided

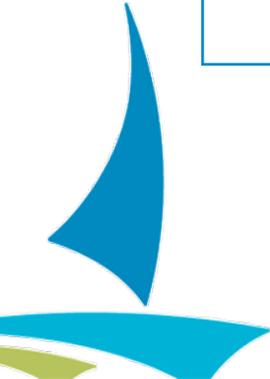
This program is responsible for:

- Oversight and management of data quality
- Administrative enforcement
- Employee engagement and professional development
- Effective and equitable community engagement
- Homeowner navigation, providing services for residents needing help with City resources

Administration & Community Engagement

2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$760,490	\$477,546	\$811,033	\$387,398	11.5	

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X				X
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X	X	X	X



Administration and Community Engagement- Enhancement

Description
<p>This enhancement would allow for:</p> <ul style="list-style-type: none"> • \$100,000 for HOME Line service for tenants who are provided assistance (CDBG request). When applicable, the assistance is available in several languages using interpreters. This funding would allow non-English speaking tenants to have equitable access to information regarding their rights as tenants.

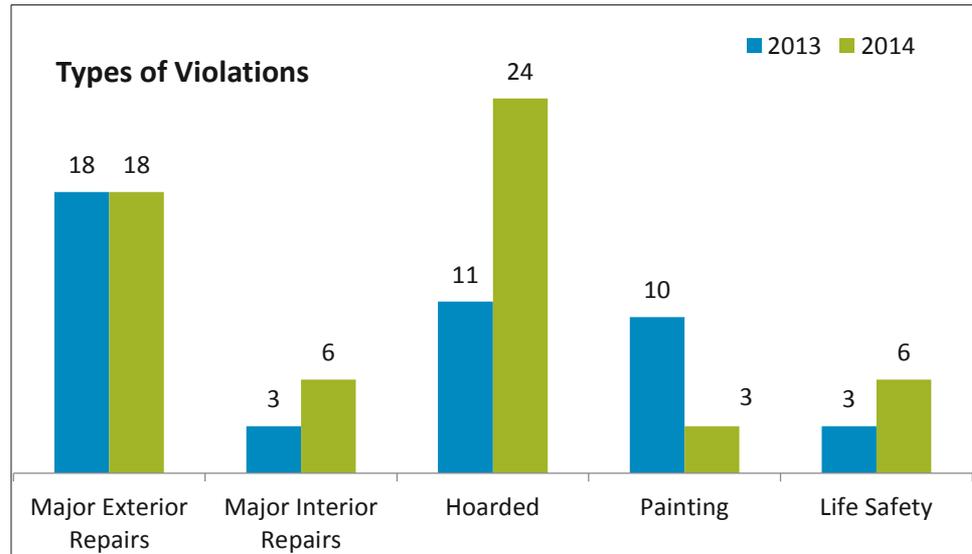
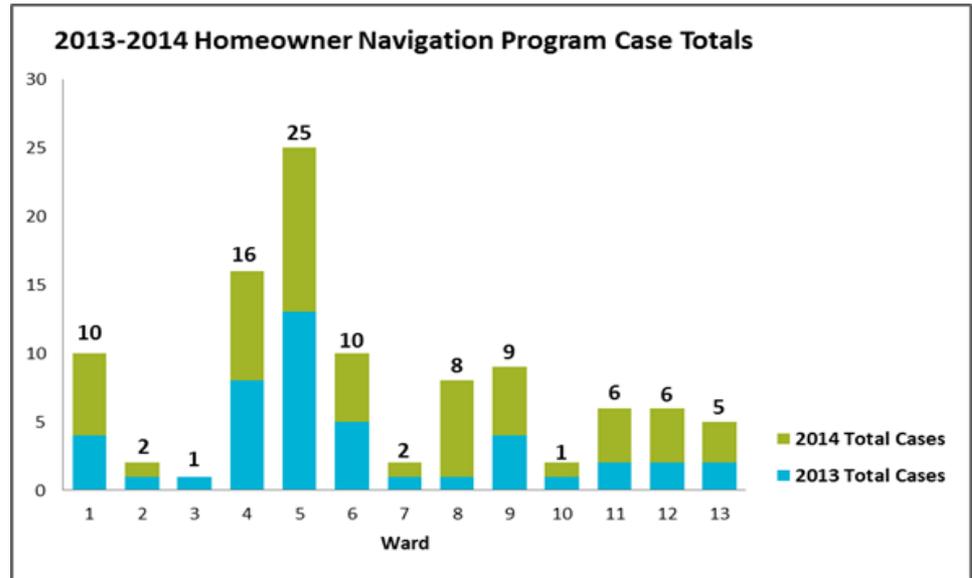
2015 adopted budget		2016 recommended funding		Recommended Enhancements		FTEs		Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	General Fund	Non-General Fund	Current	Additional (if applicable)	One-Time (Yes/No)
\$760,490	\$477,546	\$811,033	\$387,398	\$100,000		11.5	0	Yes



Administration & Community Engagement

Homeowner Navigation Program

- Approximately 20 cases referred per quarter
- Addition of new staff in 2015 to meet demand and develop additional systems and resources
- Average length of incompliance prior to Homeowner Navigation program resolution is 3.8 years
- Aging population and commitment to keeping seniors in their homes



Operations & Business Improvement

Purpose and Context

The Operations and Business Improvement program delivers critical data analysis that helps to shape and inform our policies and regulations. The program facilitates identification of more efficient and effective service delivery models, efficient and timely interdepartmental collaboration, assists policy makers in responding to policy and constituent needs, provides a public-facing intake opportunity for appeals of citations and assessments and allows us to facilitate public access to vital information impacting neighborhoods, residents and businesses. As one of its main focuses, this program provides services directly to department staff critical to identification of equity opportunities and/or disparate effects of existing policy measures. Additionally, the program provides a one-stop forum for policymakers, the media, non-profit organizations and all residents to request information, data and maps.

Services Provided

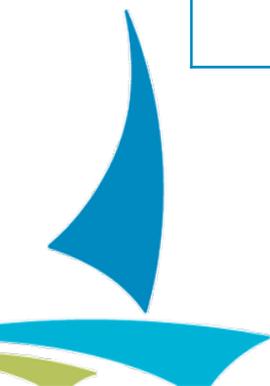
Operations & Business Improvements Program provides the following services:

- Department-wide support for business planning, process improvement, performance measurement, and organizational development
- Oversight of data analysis program
- Oversight of administrative hearing program
- Coordination of legislative efforts
- Responsibility for coordination of department and enterprise projects, public policy process and implementation, committee actions and council process

Operations & Business Improvement

2015 adopted budget		2016 recommended funding		FTEs	Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	Current	One-Time (Yes/No)
\$736,680	\$259,325	\$618,012	\$215,194	8	No

Goals					
Living Well	One Minneapolis	A Hub of Innovation and Activity	Great Places	A City that Works	
X	X	X		X	
Values					
Equity	Safety	Health	Vitality	Connectedness	Growth
X	X	X		X	



Operations & Business Improvement

Responded to over 300 data requests

- Complexity varied from single property info to drill down analysis of owner portfolios
- Includes media requests, council requests, neighborhood association requests, & legal request

Created over 50 community reports

- At a Glance series – completed 7 wards and 44 neighborhoods

Supported business lines objectives by providing critical data to new initiatives

- Developed criteria and scoring for good cause and tiered licensing

Handled appeals of administrative citations and special assessments issued by staff from CPED, Health, Police, Public Works and Regulatory Services

Moved appeal process online to enhance customer service and updated departmental web site

Planned for new hearing room, including development of new hearing officer handbook and training program for hearing officers

Began reviewing hearing process and implemented initial process improvements with Regulatory Services and enterprise staff to better serve the public

Ward 9 Profile as of 10/22/14

Total Parcels		Land Use Assessor (when descriptions available)	
	Count	Count	%
Parcels w/ land use detail	7042	31	0.44%
Rental licenses	2153	14	0.20%
Parcels with Rental Licenses	1904		
Rental units	5402	54	0.77%
Average rental units	2.51	59	0.84%
Rentals / total residential	32%	89	1.26%
		41	0.58%
		26	0.37%
		36	0.51%
		13	0.18%
		3	0.04%
		1697	24.10%
		4264	60.55%
		11	0.16%
		299	4.25%
		382	5.42%
		2071	100.0

All violations & police calls	Parcels	Violations
Interior violations	1306	5100
Exterior violations	579	2278
Fire violations	349	762
Nuisance violations	2925	5962
All violations	3617	18409
Total police calls	3818	35389

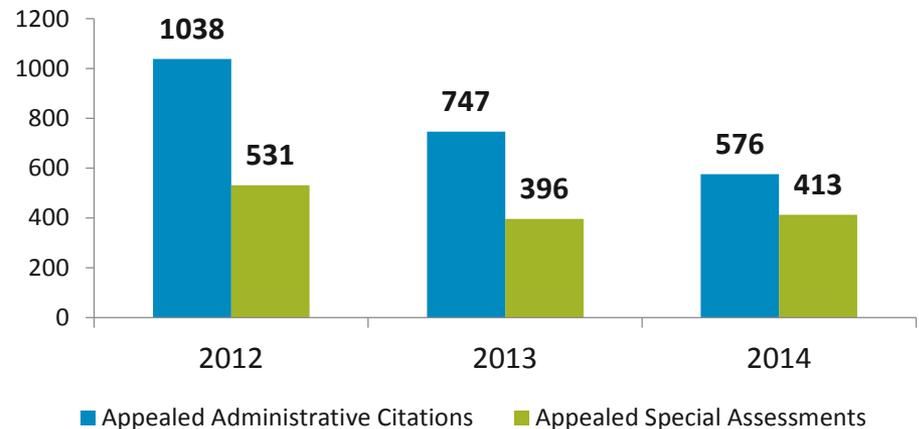
Parcels with Serious Flags	Past 2 years	Current
VBR	117	64
Condemned	51	38
Illegal Occupancy	194	89
PPU	10	5
Good Cause 7+ scores	20	20
COP	42	37
Abate list	950 (in month)	404

Rental Licenses by Unit Count	Count	%	%
1	862	44.09%	44.09%
2	640	32.74%	76.83%
3	93	4.8%	81.59%
4-5	219	11.20%	92.79%
6-10	59	3.02%	95.81%
11-15	50	2.56%	98.36%
16-20	14	0.72%	99.08%
21-30	08	0.41%	99.49%
31+	10	0.51%	100.00%
Grand Total	1955	100.0%	100%

Rental License Breakdown by Type



2012-2014 Appeals for Administrative Citations and Special Assessments



Operating Capital Request - CARS



Operating capital request - CARS

- Mobile devices required for ELMS - \$200,000
- Electronic Chalking Software - \$125,000
- Citation Writer Hardware and interface to ELMS-\$75,000
- License Plate Recognition Upgrade - \$125,000
- State Traffic Citation data solution in COGNOS - \$250,000

Total CARS - \$775,000



CITY OF MINNEAPOLIS

Questions?

THANK YOU

