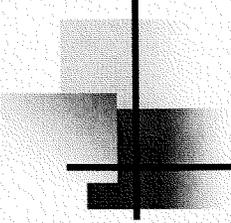
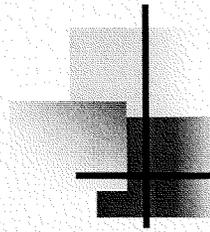


Minneapolis Development Review

Council Update August 2006

- 
-
- Organizational structure
 - Systems, standards, measures & timeframes
 - Initiatives & operational improvements



Organizational structure

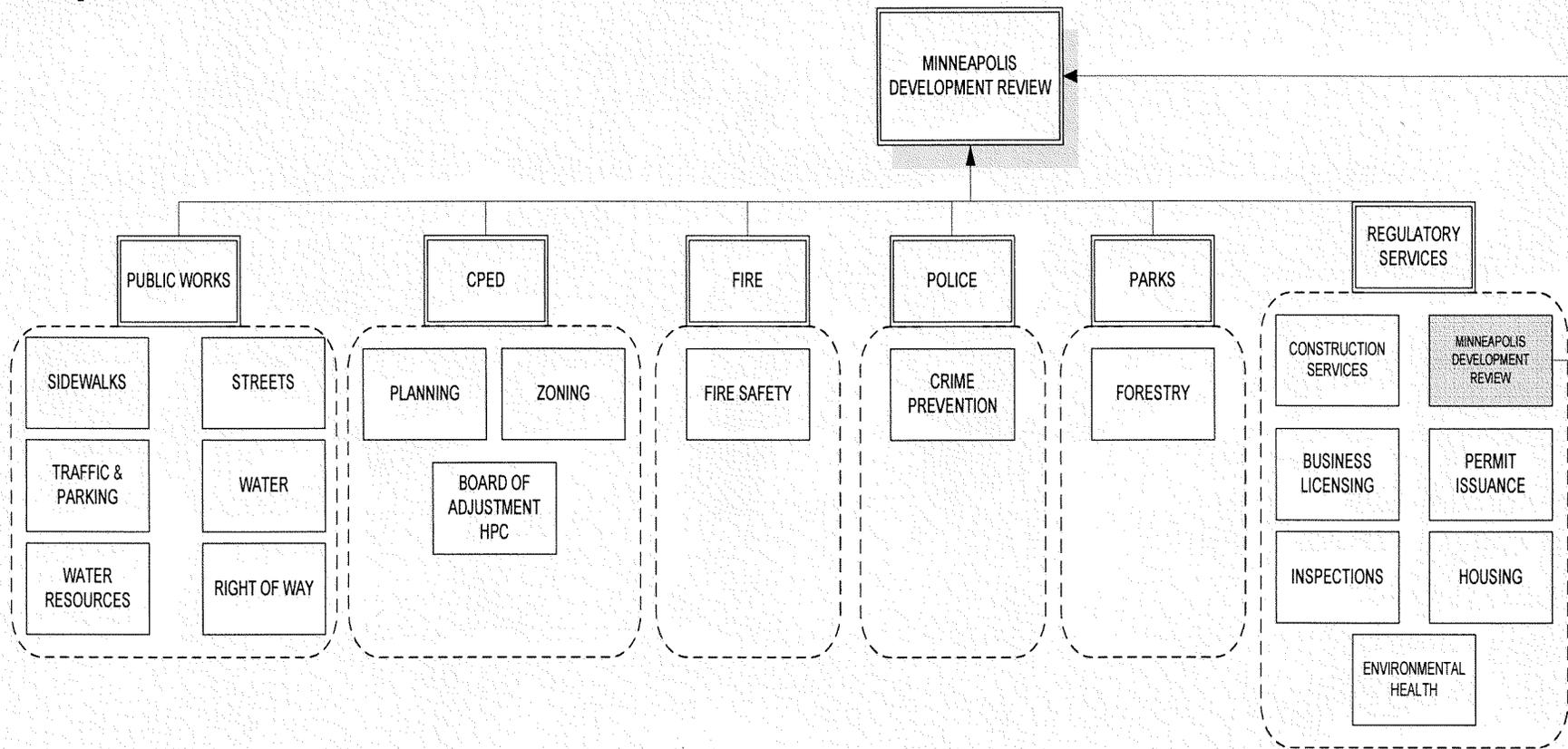
- Council staff direction
 - One clear line of authority and accountability
 - Authority to compel decisions, standards & timeframes

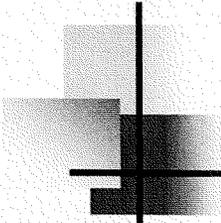
- Options considered:
 - Status quo
 - Traditional
 - Matrix

- Name - Minneapolis One Stop?

Matrix Organization

Functional model

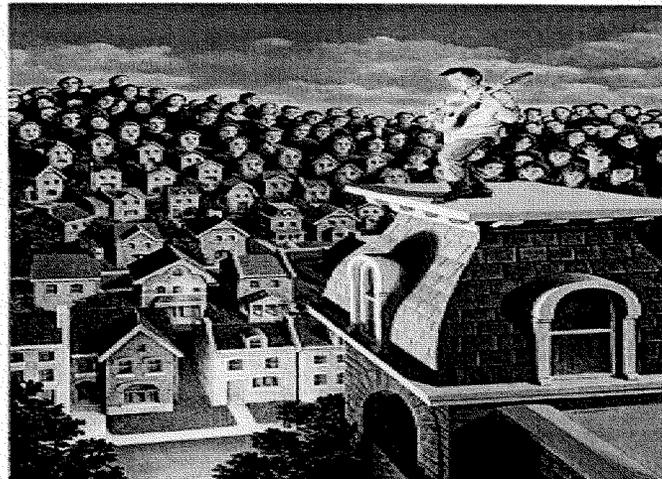




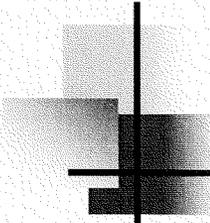
Organizational governance

- Director of Minneapolis Development Review
- Executive committee
- Multi-departmental work team

Development Coordinators

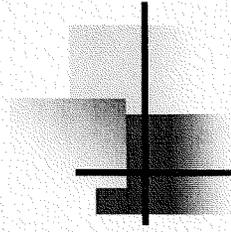


- Provide one point of contact - navigator for the customer through the more complex processes
- Focus on customer and city goals - business and residential
- Integrator of city departments processes and customer information



Culture change

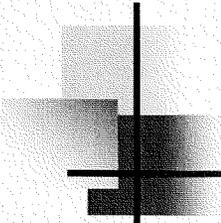
- Enterprise organization
- Customer focused, Performance driven, Outcome based
- Core values: Safety, Health, Livability & Accountability



Engagement

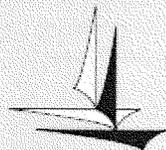
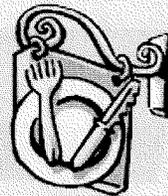
- Business Advisory Committee
- Minneapolis Consortium of Community Developers

- Xcel Energy
- Kraus Anderson
- Innovent
- City staff
- Customer comment cards



MCCCD Recommendations

- City Council oversight
- Establish a more permanent, sustainable organizational structure with adequate staffing and funding
- Stronger role for Development Review Coordinators
- Focus on neighborhood food businesses, particularly new arrival business owners



City of Minneapolis
Community Planning &
Economic Development



Starting and Expanding a Food Business in Minneapolis

A seminar for food business owners
and the business service professionals
who work with them.

What you need to know about
licenses, permits and inspections
for restaurants, coffee shops, grocery stores
and other food businesses in Minneapolis.

Tuesday, June 13



7 to 9 p.m.

**Midtown YWCA
2121 E. Lake St.**

Co-sponsored by

City of Minneapolis Department of Regulatory Services

City of Minneapolis Community Planning and Economic Development,
Business Finance Division

Minneapolis Consortium of Community Developers

For more information, contact

Iric Nathanson,

Minneapolis Consortium of Community Developers

612-789-7337, x14

inathanson@mn.rr.com

or

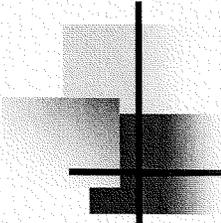
Susan Thompson,

City of Minneapolis CPED

612-673-5232

susan.thompson@ci.minneapolis.mn.us





MCCD Recommendations

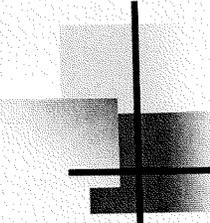
- Engage in seminars to provide a general orientation to the city's regulatory processes
- Market One Stop more effectively
- Improve the city's web site
- Coordinate preliminary development review
- Review and simplify regulatory ordinances

Processes, Criteria, Standards and Timeframes

- Development Coordination
- Centralized plan check-in
- Timeframes established for Construction Plan Review
- System in place to resolve conflicting code interpretations
- 48 hour permit entry
- Sidewalks and boulevards
- PW appeals/review process
- Food business review process

Additional operational changes and initiatives

- E permits
- Remote inspector program
- Applicant now invited to attend PDR meeting
- Consolidated check in process, and eliminated unnecessary, redundant and time consuming steps
- Cross training counter staff to improve knowledge base, coordination and consistency
- Administrative license issuance
- Systematic review of informational handouts
- Remote offices
- 311 integration
- Web based Truth in Sale of Housing program



What's next

- Establishment of timelines for every development review decision type
- Documented standards and criteria for every development review decision type
- E permit expansion
- Space plan
- Technology plan
- Comprehensive ordinance reviews
- Business Licensing presence at permit counter
- Communications plan
- Expand food business seminars
- Continue with customer focused culture change
- Continue to improve the way we all work together