

# Renewal Ordinance Amendment

- All license renewals will be moved to one chapter.
- License renewal requirements are now in 58 chapters.
- Businesses with no changes will use a streamlined application.
- Renewal date will be moved to 30 days before expiration.
- A consistent late penalty will be imposed the first day after due date and charged at 20% of the license fee.
- An inspection will be conducted 30 to 60 days before license expiration.
- Renewal of businesses with violation will be placed on on hold until problem is abated.
- Requires businesses to comply with conditions they agreed to abide by. The amendment will allow Licensing to issue citations when businesses violate the conditions.

# Business Process Improvement Team

Renewal



**Linda Roberts**, Team Coordinator

**Diana Roman**, Team Coordinator

**Angie Hugen**, Team Member

**Mohamed Ismail**, Team Member

**Patty Murzyn**, Team Member

**Carol Stejskal**, Team Member

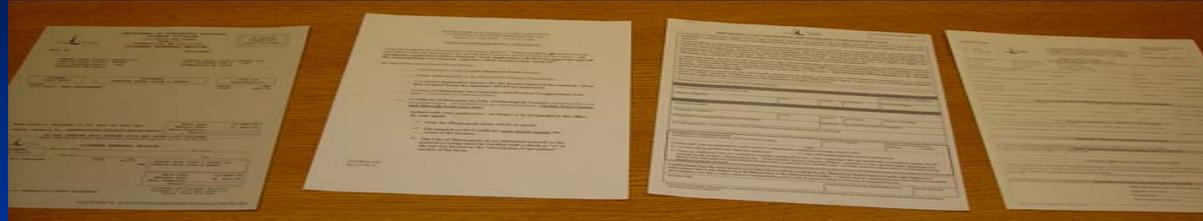
**Jose Velez**, Team Member

**Jodi Molenaar-Hanson**, Team Advisor

**Jolanta Sears**, Team Advisor

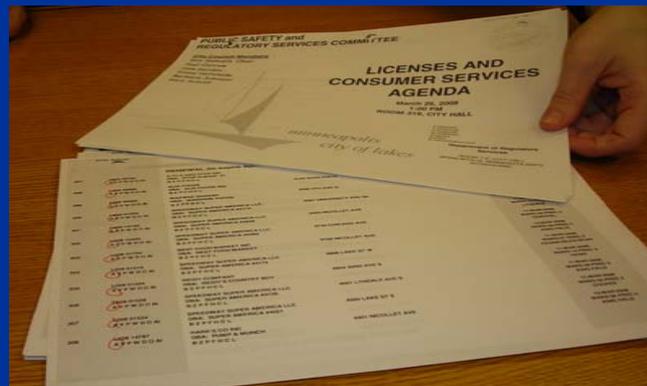
**Ricardo Cervantes**, Team Sponsor

# We identified our widgets...



License Certificate

## Renewal Paperwork



Marked Agendas

License Number	Business Name	Address
L028 38792 A P W D O A I	A TO Z GAS STOP INC DBA: STORESHOP #1	3056 1ST AVE S
L028 30088 A P W D O A I	ALDI FOODS	3120 PENN AVE N
L028 30052 A P W D O A I	WAZWAZ GHASAN DBA: SUNSHINE FOODS	3500 4TH AVE S
L028 01503 A P W D O A I	SPEEDWAY SUPER AMERICA LLC DBA: SUPER AMERICA #4173	3357 UNIVERSITY AVE SE
L028 10185 A P W D O A I	SPEEDWAY SUPER AMERICA LLC DBA: SUPER AMERICA #4232	3455 NICOLLET AVE
L028 10422 A P W D O A I	SPEEDWAY SUPER AMERICA LLC DBA: SUPER AMERICA #4382	3744 CHICAGO AVE
L028 41754 A P W D O A I	BEST FOOD MARKET INC DBA: BEST FOOD MARKET	3756 NICOLLET A
L028 01519 A P W D O A I	SPEEDWAY SUPER AMERICA LLC DBA: SUPER AMERICA #4172	3806 LAKE ST N
L028 01524 A P W D O A I	REIDY COMPANY DBA: REIDY'S COUNTRY BOY	3904 42ND A
L028 01528 A P W D O A I	SPEEDWAY SUPER AMERICA LLC DBA: SUPER AMERICA #4135	4001 LYN

# And then talked to our customer.



Why do I need to fill this out every year?

Paper agendas:  
Example of government waste



We ignore the certificate because it is not current.

# The Current Process Has a Major Pain Point

Each annual renewal  
now takes 6 months  
to process.



# We Developed a New Process Based on Customer Focus Groups

- The BPI team made 23 recommendations to make the process better, cheaper, faster. Ten recommendations are captured in this amendment.
- The new process time will be approximately 30 days.

# Related to Ordinance Amendments

1. Renewals accepted for businesses with no changes
2. Administrative issuance of renewals
3. Change renewal due date to 30 days before license expiration
4. New business applications received in last quarter will be approved for upcoming renewal period (1 quarter plus 12 months)
5. Stringent penalties for providing false information when renewing license
6. One page renewal - invoice
7. Customers may use insurance accord form
8. Coordinated multi-divisional inspections of business before renewal notice
9. Use KIVA BLBB list to generate RFS for upcoming renewal  
Inspections
10. Educate customers, city staff, and policymakers about licensing criteria

# Chapter 259 Amendments Will...

- Include all license renewal information in one chapter.
- Allow businesses with no changes to use streamlined application.
- Move renewal date to 30 days before expiration.
- Allow the imposition of a consistent late penalty on the first day after due date, to be charged at 20% of the license fee.
- Require an inspection 30 to 60 days before license expiration.
- Allow Licensing to put the renewal of businesses with violations on hold until problems are abated.
- Require businesses to comply with conditions they agreed to abide by. The amendment will allow Licensing to issue citations when businesses violate the conditions.