A photograph of a stone arch bridge over a river. The bridge is made of light-colored stone blocks and has several large arches. In the background, a city skyline is visible under a blue sky with some clouds. The water in the river is dark and reflects the sky and the bridge. The text "MINNEAPOLIS REGULATORY SERVICES" is overlaid on the bottom left of the image.

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The Regulatory Services Business Planning Team



Trends and Challenges

- Land management system - \$6.5M in 2010
- Cost recovery model
- Ability to hire skilled interns into permanent positions to hire & maintain highly qualified, diverse workforce (Feeder System – Regulatory Services Aide position)
- Space Plan to be completed for all Regulatory Services divisions
- Traffic Control – competing priorities

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Vision

Regulatory Services' highly qualified, diverse workforce is recognized by the community as a national leader in providing innovative, professional quality services that ensure the vitality of our community now and into the future.

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Goals and Objectives

Goal: Safety - Through preparedness and regulatory enforcement and education, Minneapolis properties (commercial and residential), streets and neighborhoods are safe for residents and visitors

Objectives:

1. Prepare for large scale disasters to minimize loss of human life, reduce injuries, property damage
2. Response will be prompt and effective in an emergency following NIMS protocols
3. Safe intersections for pedestrians, vehicles and other modes of transportation
4. Neighborhoods are free of problem properties (residential and commercial)
5. Parking hazards are promptly ticketed and removed
6. Commercial buildings and housing stock well-maintained
7. Vacant properties residential properties are brought up-to-code and returned to productive use or demolished
8. Construction work meets requirements of building code
9. Housing Maintenance Code enforced
10. Dwellings offered for sale comply with requirements of truth-in-housing (TISH) program
11. Elevators & escalators are maintained in safe operating conditions
12. 911 calls are answered and processed quickly and capably with the necessary information to provide an effective response

Goals and Objectives

Goal: Health - Outdoor and indoor spaces are free of health hazards – air, water, noise

Objectives:

1. Healthy indoor environment for children and families
2. Encourage healthy choices and responsible behaviors
3. Food-borne pathogens and other environmental health hazards minimized
4. Wholesome, locally grown foods available to city resident
5. Clean, healthy natural environment (air, soil, water) free of environmental hazards and pollution

Goal: Livability - Safe neighborhoods for people and pets

Objectives:

1. Safe neighborhoods for people and pets
2. Increase number of pets licensed in Minneapolis
3. Environmental nuisances (noise, odor) are minimized
4. Keep parking available to residents and businesses
5. Neighborhoods are clean and well-maintained
6. Green construction and deconstruction methods supported

Key Measures to Monitor Progress

- 10-15% annual increase of number of pets licensed (Animal Control)
- Number of renewal inspections of businesses conducted (Business Licenses)
- Number of inspections performed (Construction Code Services)
- Number of exercises conducted (Emergency Preparedness)
- Number of total inspections (Environmental Services)

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Key Tactics and Initiatives

- Tier approach for rental licensing inspections
- Pilot project with HR to develop standardized system for performance management
- Administrative citation program for Traffic Control to increase compliance and improve collection of fines
- More effective method to communicate department initiatives to policy makers and the public

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Key Contributions to City Goals

- Healthy homes, welcoming neighborhoods
- Strong commercial corridors, thriving business corridors
- Healthy choices are easy and economical
- High-quality, affordable housing for all ages and stages in every neighborhood

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Highlights from Resource Plans

- Technology – new land management system
- Workforce – training, diversity, performance management
- Finance – overall budget built on cost recovery model
- Space – office space for Construction Code Services and Traffic Control
- Fleet – we have reduced the number of cars by sharing vehicles, reduce mileage with field stations; reduced pollution by purchasing green vehicles

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Questions

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Appendix

Mission

Working to ensure the safety, health and livability of our community through information, education, regulation and enforcement of applicable laws and regulations.

Values

Regulatory Services uses core values as a key piece of our decision-making processes related to:

- Safety
- Health
- Livability
- Accountability

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Appendix – business lines

Administration, Emergency Preparedness and Emergency Communications/911

- Administration – financial management, human resources & technology management as well as business planning
- Emergency Preparedness – plan, prepare, respond & recover for and from natural & human-made disasters
- MECC/911 – receive & disseminate all requests for emergency services; dispatch resources for Police, Fire & emergency medical services

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Appendix – business lines

Inspection Services

- Minneapolis Development Review (MDR) – providing efficient ways for the public to access development or building applications and reviews, permitting, licensing, zoning, and inspections services in one location—in person and on the web
- Construction Code Services—providing quality service related to code & ordinance requirements that ensures safe structures through plan review, inspections & special programs

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Appendix – business lines

Inspection Services (continued)

- **Housing Inspections** - providing quality & consistent enforcement of the Minneapolis Housing Maintenance & other applicable codes to maintain, improve, & protect the housing stock & the livability of the city's housing stock. The Problem Properties Unit provides a multi-departmental, multi-agency initiative to reduce the number & severity of problem properties in the city.

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Appendix – business lines

Licensing & Environmental Services

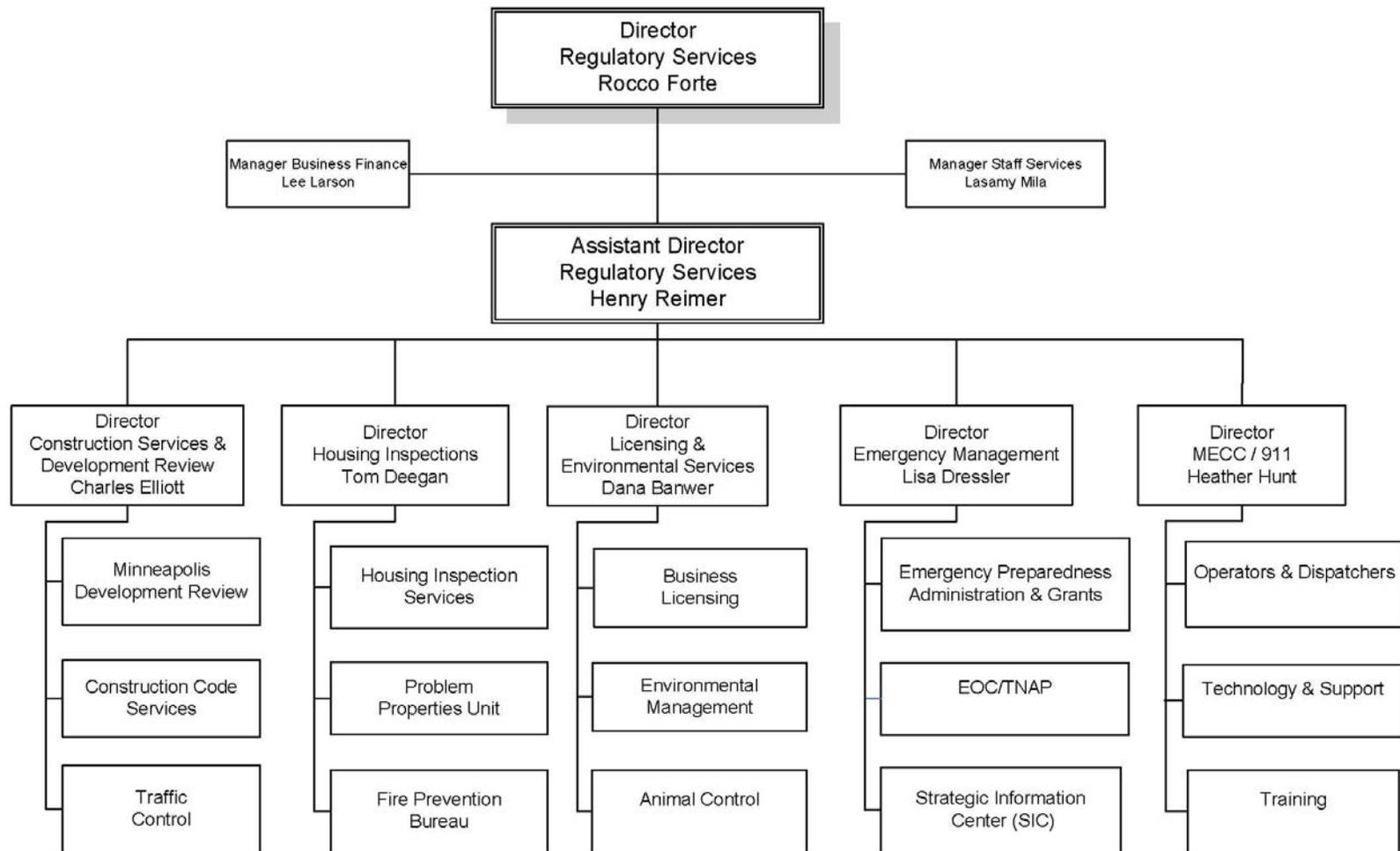
- Business Licensing - providing education & enforcement of the City's codes related to business licensing, including food, liquor, construction trades, taxi cabs & general licenses
- Environmental Management & Safety - providing education & enforcement of the City's codes related to animal control, safe food, air & water quality, and a clean, healthy outdoor environment
- Traffic Control - providing city-wide parking enforcement & traffic flow management for events and other traffic situations

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Appendix – organization chart



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