

2PAC Meeting Notes for January 11, 2010

Compiled by Gary Steele

The meeting was moved to the Precinct Roll call room, as the laptop and projector were available in that room.

Chair Ranallo called the meeting to order at 6:17 p.m. 22 people were present.

The minutes were reviewed and passed. MC

The Treasurer's Report was given by Lisa Moore of \$518.74. Passed. MC

-Angie Haugen presented Housing Inspection Services; Complaints, Reporting to 311 and Commitment to Accountability. Angie previously worked on SAFE, and now as the Housing Inspector Supervisor, she is assigned to the following neighborhoods; McKinley and Hawthorne in North, and Bottineau, Sheridan, St. Anthony West, St. Anthony East, Beltrami, Nicollet Island East Bank in Northeast, Marcy Holmes and Como in Southeast.

-She discussed the old system prior to 2006. She discussed that although Housing Inspections were generally good about 80% of the time, there was no systematic tracking of complaint phone calls. Since 2006, the 311 system utilizes the following approach; the neighbor calls a complaint into 311, and the operator asks the following questions; What is the issue? Where and when is it occurring? Follow up contact info. Determines correct City department. Gives caller general info, and a general timeline. This is a 92+% improvement from 2006 process. For instance, from 1/108 to 10/30/08, Housing Inspections totaled 81, 932 cases.

-This 311 Report is sent to the supervisor weekly by Ward, then Neighborhood showing address and inspection date.

-Here is the Inspections Process; Citizen calls in a complaint. (unpainted garage used as example). 311 takes the citizen complaint, and enters the case. Inspections support staff print out weekly complaints for Inspections, sorting them and placing them in each Inspections assigned area mailbox. Inspector receives report and drives to the property. They observe violation and write up violation paperwork, then place it in support staff's mailbox. Support staff has many type entries including complaints, and then create an order (LETORD). USPO delivers the violation letter to the owner. Time passes usually 30 to 60 days after initial inspection. After the due date expires, support staff prints re-inspections, and then the Inspector drives back to the property to see if work is abated. If not abated, photographs of violation are taken as evidence. Inspector writes up paperwork requesting a citation, and places citation paperwork in support staff's box, and they enter data and create an administrative citation. This citation is again delivered by USPO to the owner, with every 25 days owners receiving citation that double the amount (\$200, \$440, \$800, \$1600 up to \$2000. After the third citation, (\$800), the Inspector calls the owner to explain the citation and appeal process. Owner may make a written appeal to Housing, and support staff creates an evidence package to Inspectors and Supervisors, and also send it to the owner a by USPO. Then the owner and Inspections representatives appear before an impartial Hearing Officer and present their case, and Hearing Officer makes an impartial decision. Support staff enters the Hearing results and mail it to the owner by USPO, and print re-inspections. Inspector reinspects again after the final due date of the Hearing Officer. Hopefully. Violation is abated by the owner. If so, support staff closes out the case.

-A number of residents asked Angie many questions and also made inquiries after the presentation.

-Crime is down -11% from this time last year. Non random shooting at 300 block of California Street, victim was uncooperative. S.E Minneapolis and Jax had theft from motor vehicles. Possible cougar sighting by Norm Moser on Marshall and St. Anthony Parkway. Report given by Lt. Kathy Waite.

The Precinct expressed enormous appreciation for the Holiday dinner on Christmas Eve, and the 2nd Precinct is the only Precinct that businesses and citizens sponsor this event. 2PAC has sponsored this event for 10 years.

No new business. -Meeting adjourned at 7:35 p.m.