

REGULATORY SERVICES

MISSION

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

BUSINESS LINES

Administration and Operations

- **Administration** -human resources management and business planning.
- **Operations** -financial management, citation management, technology management, internet management, grant management, travel management, fleet management and project management.

Inspections Services

- **Development Review Services (formerly Minneapolis One Stop)**—provides efficient ways for the public to work with the City to obtain development or building applications and reviews, permitting, licensing, zoning, and inspections services in one location, both in person and on the Web.
- **Construction Code Services**—provides quality plan review and construction inspection services to citizens, businesses, developers, contractors, and design professionals.
- **Traffic Control**—provides traffic flow management for events and other traffic situations, as well as parking enforcement.

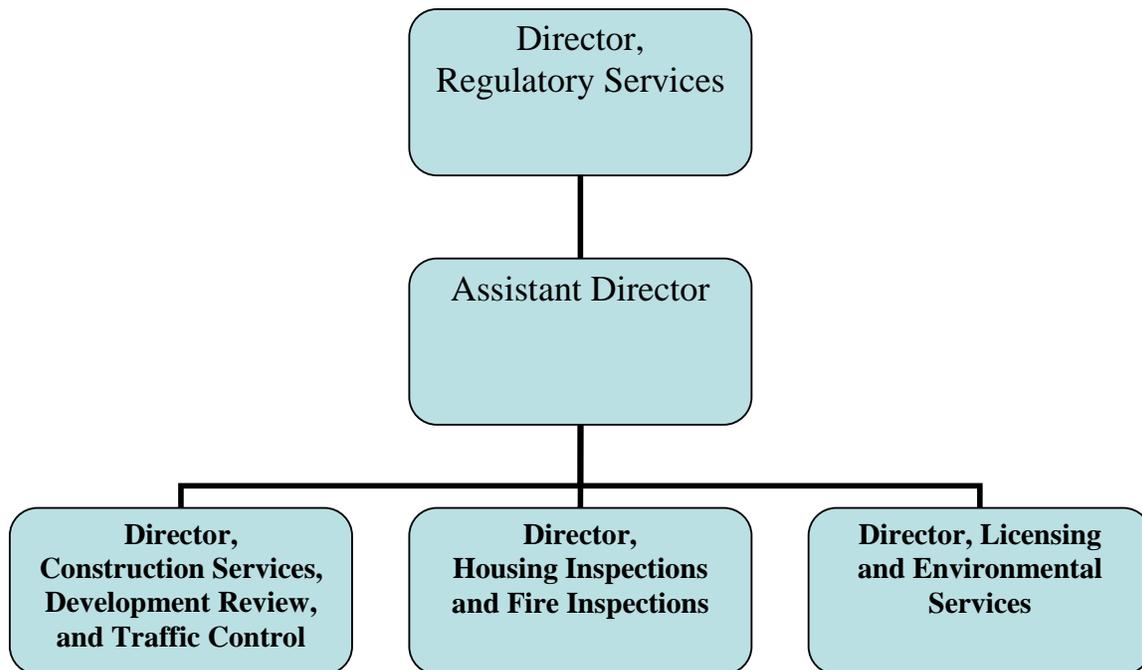
Housing Inspection Services

- **Housing Inspection Services**—provides quality education and consistent enforcement of Minneapolis Housing Maintenance and other applicable codes to maintain, improve, and protect the housing stock and the livability of the City's housing. The Problem Properties Unit provides a multi-departmental, multi-agency initiative to reduce the number and severity of problem properties in the city.
- **Fire Inspection Services**—provides quality education and consistent enforcement of Fire Inspection codes to maintain, improve, and protect commercial and housing stock.

Licenses and Environmental Services

- **Business Licensing Services**—provides education and enforcement of the City's codes related to business licensing, including food, liquor, construction trades, and taxi cabs.
- **Environmental Management & Safety**—provides education and enforcement of the City's codes related to animal control, safe food, air and water quality, and a clean, healthy outdoor environment.

ORGANIZATION CHART



Construction Code Services (CCS)

Regulatory Services

General Fund: \$8,770,952

Other Funds: \$563,500

Construction Code Services (CCS) consists of the two main functions of plan review and inspections with the goal of public safety. Both of these functions are mandated by State law to be performed under the direction of the building official. Plan reviews are done to ensure that the work proposed meets the intent of all codes and ordinances. The reviews performed by CCS take place as part of an extensive review process coordinated by Minneapolis Development Review (MDR). Approximately 85% of the reviews performed are done in 30 minutes or less with the customer present. Larger and more complex reviews can take up to 30 days to complete. In 2010, approximately 7,000 plans were reviewed by CCS.

Once the plan review is complete a permit is issued. Upon issuance of a permit, the inspection process begins. Inspections are conducted to ensure work is being performed according to building code and the approved plan. All general construction, elevator, mechanical, and plumbing work receives one or more inspections during the progress of the work. There were over 75,000 inspections performed in 2010. During these inspections, many code related safety issues are encountered and corrected.

Measure: Code and Safety compliance rates

On-site Traffic Control & Parking Enforcement Services

General Fund: \$4,291,846

Regulatory Services

Provide on-site traffic control to assist traffic flow at intersections by providing for additional throughput on lights, allow for additional turns and pedestrian movement. This allows for safer, more efficient traffic flow during rush hour, special events, around construction sites and during emergencies and natural disasters. By providing on-site traffic control we facilitate smooth flowing intersections which reduce death, injuries and property loss.

Enforce the City's Parking Regulations: Parking meters, limited time parking zones, Critical Parking zone regulations, Rush hour restrictions, Fire lane regulations, No parking and No stopping regulations, Disability parking regulations and other parking regulations. Coordinate with public works for street cleaning operations and snow emergencies.

Measure: Code and Safety compliance rates

Regulatory Services Fire Inspections

General Fund: \$1,561,844

Regulatory Services

Fire Inspection Services is a Division of Housing Inspection Services. Fire Inspection Services (FIS) is responsible for managing all Fire Suppression/Protection Permits including plan review and site inspections, conducting commercial and residential inspections in partnership with the Minneapolis Fire Department and managing the City's Hazardous Materials 302 Facilities inventory and inspections. The primary fire protection and suppression permit activity includes plan review and approval, inspecting and monitoring kitchen hood and exhaust cleaning to prevent serious fires for all commercial systems in restaurants and food facilities. FIS also conducts plan review and field inspections for issuance of permits for removal of combustible containers such as buried gas tanks. Ensure that firework displays are correctly assembled and executed according to NFPA standards through plan review, site visit, and inspection. In addition, FIS maintains all current files, plans and records of properties in the City that store hazardous materials and facilities that are mandated by federal regulations and state statutes to provide the City with a hazardous materials inventory. Lastly, mandated activities include enforcement of portions of the Minnesota State Fire Code, portions of the International Building Maintenance Code, and compliance with the National Fire Prevention Association standards for code enforcement and fire safety systems. The Fire Inspection Services Division reviews and inspects thousands of fire suppression systems and supports and answers complex fire code interpretations for the Minneapolis Fire Department who inspect high-occupancy residential dwelling units and conducts hundreds of commercial inspections annually.

Measure: Code and Safety compliance rates

Regulatory Services Housing Inspections

General Fund: \$3,792,019

Regulatory Services

Other Funds: \$7,922,363

Housing Inspections provides a range of programs and activities designed to ensure safe and quality properties. Mandated activities include enforcement of those portions of the International Property Maintenance Code pertaining to rental licensing, removal of hazardous structures, and legal due process requirements for special assessments. The Housing Inspections Division is responsible for managing the City's housing stock through enforcement of our licensing standards and consistent enforcement of the Housing Maintenance Code. It is also responsible for code enforcement in rental properties, all

vacant buildings enforcement, and removing substandard housing through demolition activity as well as creating incentives to rehab vacant properties by using and managing redevelopment thorough restoration agreements. This Division is also responsible for maintaining the security of vacant buildings by administering the Vacant Building Registration program (commercial and residential) and working with communities to reduce chronic problem properties at both residential and commercial structures. Our rental licensing team conducted nearly 100,000 inspections in 2010 and issued more than 19,000 rental licenses. This is accomplished by using a new Tiered inspection methodology.

Measure: Code and Safety compliance rates

Public Safety – Animal Control

General Fund: \$2,155,874

Regulatory Services

Minneapolis Animal Care & Control (MACC) is responsible for responding to, investigating, and handling all animal related calls and emergencies in the city. In coordination with the MPD, City Attorney's Office, and non-profits, MACC works to efficiently and effectively address criminal issues involving animals. In this effort, MACC focuses on dangerous animals and animal cruelty: including investigation and prosecution of statute and ordinance offenses as well as prevention efforts. MACC manages all animals declared dangerous in the city. In partnership with MPD, MACC implemented an innovative Domestic Violence Intervention initiative, through which MACC provides no-cost kenneling to victims of domestic violence, allowing them to leave their abusers without fear of leaving their pets behind. In addition, MACC conducts animal rabies quarantines for all bites involving animals and impounds and holds injured and stray animals.

Measure: Quick and effective response to threats to public safety

Environmental Health/Licenses and Consumer Services

General Fund: \$5,525,514

Regulatory Services

Environmental Health ensures commercial and institutional food offerings are safe and in compliance with state and local health codes by conducting more than 5,000 inspections a year of restaurants, schools, board and lodging facilities, hotels, pools, tanning and body arts establishments, daycares, farmers markets, groceries, and food vendors. Licenses and Consumer Services regulates business licensing for liquor establishments and over 200 other types of businesses and annually renews 9,000 licenses. This service includes license application review, background checks, and on site facility inspections, and the collection of license fees.

Measure: Code and Safety compliance rates

Reg Services Healthy Homes and Residential Lead Hazard Control

Regulatory Services

General Funds: \$523,872

Other Funds: \$1,055,290

Healthy Homes and Lead Hazard Control, through proactive engagement with families and property owners, reduces pollutants and toxins through proactive engagement with families and property owners and through state-mandated response to elevated blood lead levels in children and pregnant adult. Lead Risk Assessors inspect and issue protective orders in properties with lead poisoned children and pregnant women. Grant-funded proactive intervention educates residents on best practices; removes lead hazards through window

replacement and painting; reduces asthma triggers through integrated pest management, allergen reduction, moisture control and other indoor air quality improvements; and identifies other indoor health hazards through HUD approved healthy homes methodology.

Measure: Meeting or exceeding health standards for pollutants

Minneapolis Development Review

General Fund: \$2,634,403

Regulatory Services

Other Funds: \$6,849

Minneapolis Development Review serves as the front door and service center for the City's consolidated development activities and focuses on consistent, streamlined customer service. Minneapolis Development Review ensures high-quality development while requiring that building construction and rehabilitation projects meet the City's standards in terms of safety, livability and health & environmental sensitivity. Pet Licensing and Critical Parking permits may also be obtained at Minneapolis Development Review and services to our customers continue to expand.

Measure: Increase number of new businesses while retaining existing businesses

Environmental Services

General Funds: \$1,001,233

Regulatory Services

Other Funds: \$263,589

Environmental Services protects our air, water and land from pollutants and toxins by enforcing state and local environmental laws, providing technical assistance and operating the state well monitoring program as delegated by the Minnesota Department of Health.

Measure: Meeting or exceeding health standards for pollutants

EXPENDITURE

For 2012, Regulatory Services department budget is \$40.1 million, a 12% increase from the 2011 revised budget. The general fund budget is \$30.3 million. During 2011, Council directed Regulatory Services to spend \$2.4M of fund balance in 2012 from the department's special revenue fund. This direction is responsible for 7% of the department's 12% expenditure budget increase in 2012. The department reduced 7.3 FTEs from 2011 spending levels. Six of those were cuts during the budget process. The remaining position is due to moving personnel costs to non personnel expenses.

REVENUE

In 2012, the department anticipates \$42.3 million in revenue, a \$2.5 million increase from 2011. Traffic control revenue is projected to increase \$100,000.

FUND ALLOCATION

In 2012, 76% of the department's budget is from the general fund (\$30.6 million). The remaining budget comes from federal grants and other sources. In 2012, the department will receive \$166,600 in CDBG funding.

MAYOR'S RECOMMENDED BUDGET

The Mayor recommended that the Homegrown Minneapolis Phase III and 1 FTE be housed in Regulatory Services and funded by increased license fees. Further, the Mayor recommended:

- Construction Code Services (CCS): The Mayor recommended a reduction of \$103,000 and 1 FTE from 2011 spending levels.

- On-site Traffic Control & Parking Enforcement Services: The Mayor recommended a reduction of \$18,000 and increased revenue of \$100,000 from 2011 spending and revenue levels.
- Regulatory Services Fire Inspections: The Mayor recommended an increase in fire inspection fees to increase revenue by \$30,000 from 2011 revenue levels.
- Regulatory Services Housing Inspections: The Mayor recommended a reduction of \$165,000 and 1 FTE from 2011 spending levels.
- Animal Control: The Mayor recommended a reduction of \$184,000 and 1 FTE from 2011 spending levels.
- Environmental Health/Licenses and Consumer Services: The Mayor recommended a reduction of \$50,000 from 2011 spending levels.
- Healthy Homes and Residential Lead Hazard Control: The Mayor recommended a reduction of \$9,000 from 2011 spending levels.
- Homegrown Minneapolis Phase III: fund this program in Regulatory Services. Increased Regulatory Services' revenue should match expense.
- Minneapolis Development Review: a cut of \$112,000 and 1 FTE from 2011 spending levels.
- Environmental Services: a cut of \$238,000 and 1 FTE from 2011 spending levels.

In addition, the Mayor recommended reduction of an administrative position, reduced spending on contractual services, and a reduction of interns from 2011 spending levels. Reductions for those costs have been spread across programs.

COUNCIL ADOPTED BUDGET

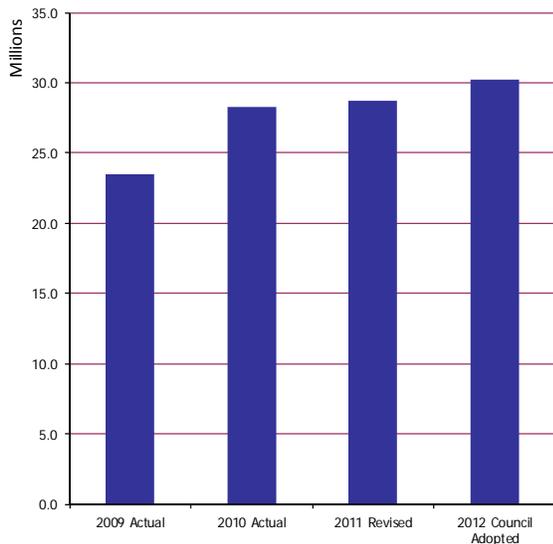
Council approved the Mayor's recommendations with the following amendments

- Remove all expense, revenue and FTE associated with the Homegrown Minneapolis Business Development Initiative and decrease Regulatory Services' budget by \$142,202.
- Amend the expense and revenue appropriations of Fire and Regulatory Services to increase the total contract for problem properties to \$400,000 in 2012. Additionally, pursuant to 2010 Operating Budget Resolution Footnote (I) of Resolution 2009R-586, staff is directed to renegotiate the Memorandum of Understanding between Fire and Regulatory Services regarding problem properties to reflect this change. Regulatory Services' is directed to return to the Ways and Means/Budget Committee by March 1, 2012, with a renegotiated Memorandum of Understanding between Regulatory Services and MFD.
- Council directed Regulatory Services to request funds for the Public Safety-Animal Control Program a part of the usual year-end rollover process provided in the City's financial policies.

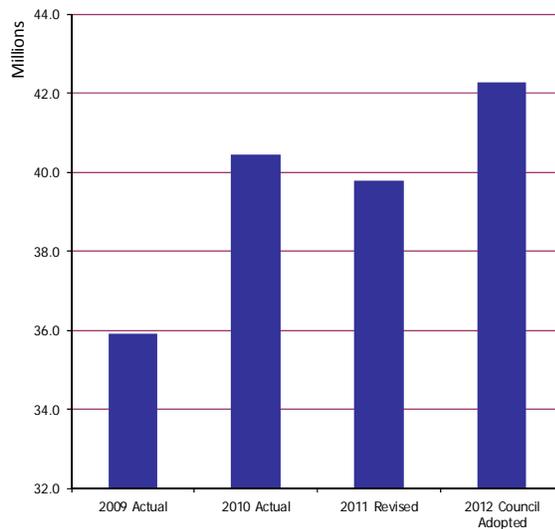
REGULATORY SERVICES EXPENSE AND REVENUE INFORMATION

EXPENSE	2009 Actual	2010 Actual	2011 Revised	2012 Council Adopted	Percent Change	Change
AGENCY						
OPERATING COSTS	(325,217)	152,982			0.0%	0
TOTAL AGENCY	(325,217)	152,982			0.0%	0
GENERAL						
CAPITAL	6,396	5,826	104,021	102,788	-1.2%	(1,233)
CONTRACTUAL SERVICES	5,798,809	8,102,535	4,199,236	6,194,916	47.5%	1,995,680
FRINGE BENEFITS	4,277,096	5,094,460	6,089,878	6,279,247	3.1%	189,369
OPERATING COSTS	1,205,126	1,327,729	1,414,223	1,772,427	25.3%	358,204
SALARIES AND WAGES	12,199,415	13,756,128	16,862,858	15,908,180	-5.7%	(954,678)
TOTAL GENERAL	23,486,843	28,286,677	28,670,216	30,257,558	5.5%	1,587,342
SPECIAL REVENUE						
CAPITAL	668,024	1,065,683	565,064	1,669,602	195.5%	1,104,538
CONTRACTUAL SERVICES	2,654,372	4,969,556	4,332,512	4,179,625	-3.5%	(152,887)
FRINGE BENEFITS	493,931	1,171,711	562,987	888,556	57.8%	325,569
OPERATING COSTS	162,493	207,332	311,425	354,766	13.9%	43,341
SALARIES AND WAGES	1,677,072	3,324,723	1,481,602	2,719,042	83.5%	1,237,441
TOTAL SPECIAL REVENUE	5,655,894	10,739,006	7,253,590	9,811,592	35.3%	2,558,001
TOTAL EXPENSE	28,817,520	39,178,665	35,923,806	40,069,149	11.5%	4,145,343

Expense 2009 - 2012

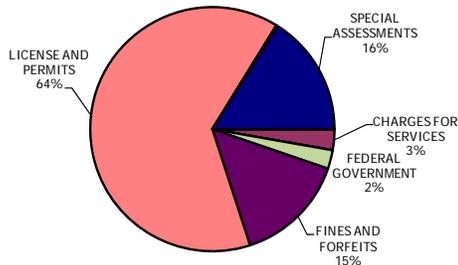


Revenue 2009 - 2012

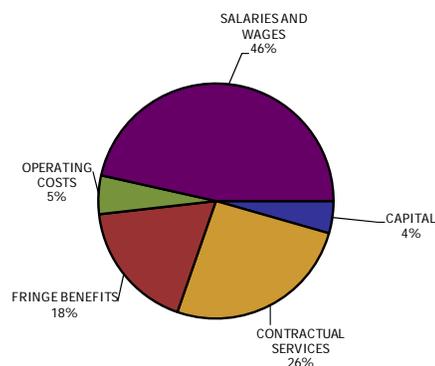


REVENUE	2009 Actual	2010 Actual	2011 Revised	2012 Council Adopted	Percent Change	Change
GENERAL						
CHARGES FOR SALES	3,040	580	258	258	0.0%	0
CHARGES FOR SERVICES	656,786	677,597	721,518	895,343	24.1%	173,825
CONTRIBUTIONS	160	4,684			0.0%	0
FEDERAL GOVERNMENT		1,200			0.0%	0
FINES AND FORFEITS	375,076	5,861,050	5,801,287	6,171,443	6.4%	370,156
LICENSE AND PERMITS	23,753,929	22,799,730	24,751,871	26,439,411	6.8%	1,687,540
LOCAL GOVERNMENT	51,904	53,461	55,002		-100.0%	(55,002)
OTHER MISC REVENUES	141,506	115,071	311,681	75,555	-75.8%	(236,126)
SPECIAL ASSESSMENTS	2,225,139	1,780,115	1,286,770	1,400,000	8.8%	113,230
TOTAL GENERAL	27,207,540	31,293,488	32,928,387	34,982,010	6.2%	2,053,623
SPECIAL REVENUE						
CHARGES FOR SERVICES	183,850	306,116	415,650	272,024	-34.6%	(143,626)
CONTRIBUTIONS	(970)	46,619			0.0%	0
FEDERAL GOVERNMENT	1,093,174	1,655,989	1,157,974	1,047,393	-9.5%	(110,581)
FINES AND FORFEITS	176,841	220,420	15,300	70,400	360.1%	55,100
LICENSE AND PERMITS	463,909	1,576,731	1,652,024	536,649	-67.5%	(1,115,375)
LOCAL GOVERNMENT	2,547				0.0%	0
OTHER MISC REVENUES	34,303	10,187			0.0%	0
SPECIAL ASSESSMENTS	6,725,450	5,324,709	3,598,115	5,372,629	49.3%	1,774,514
STATE GOVERNMENT	18,273	9,068			0.0%	0
TOTAL SPECIAL REVENUE	8,697,377	9,149,838	6,839,063	7,299,095	6.7%	460,032
ENTERPRISE						
LICENSE AND PERMITS	25	(15)			0.0%	0
TOTAL ENTERPRISE	25	(15)			0.0%	0
TOTAL REVENUE	35,904,942	40,443,311	39,767,450	42,281,105	6.3%	2,513,655

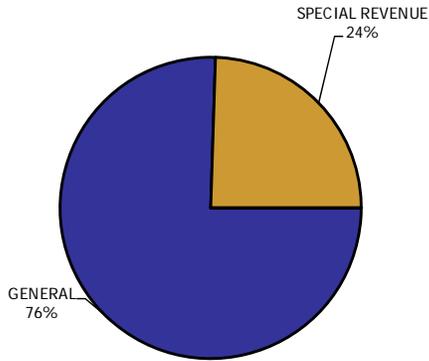
Direct Revenue by Type



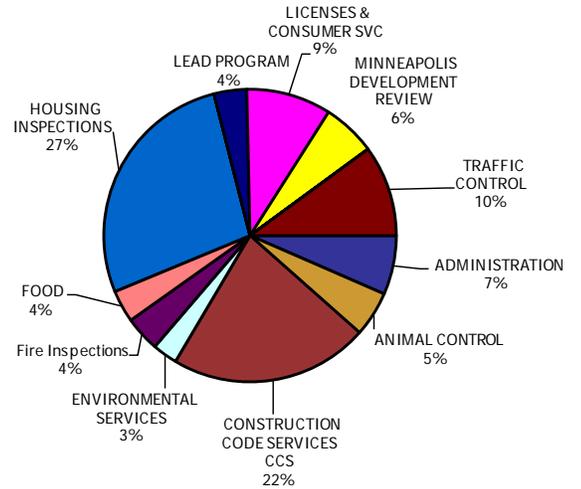
Expense by Category



Expense by Fund



Expense by Division

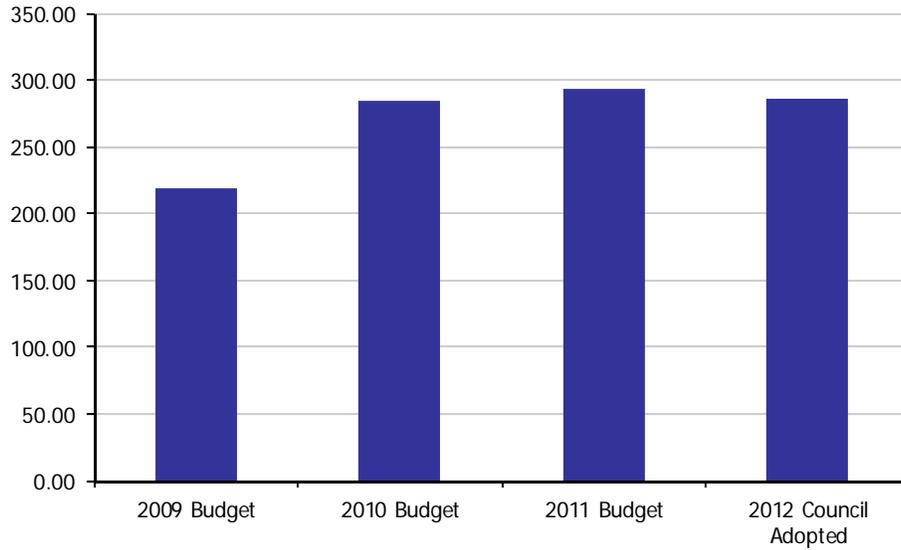


REGULATORY SERVICES

Staffing Information

Division	2009 Budget	2010 Budget	2011 Budget	2012 Budget	% Change	Change
ANIMAL CONTROL	16.00	17.00	19.00	18.00	-5.3%	(1.00)
CONSTRUCTION CODE SERVICES CCS	65.50	65.00	64.00	64.00	0.0%	
Fire Inspections				12.80		12.80
FOOD	12.00	12.00	12.00	13.00	8.3%	1.00
ADMINISTRATION	12.60	9.75	10.74	15.00	39.7%	4.27
MINNEAPOLIS DEVELOPMENT REVIEW	22.00	21.00	23.00	21.00	-8.7%	(2.00)
TRAFFIC CONTROL			43.50	45.00	3.4%	1.50
HOUSING INSPECTIONS	50.40	61.50	72.50	55.50	-23.4%	(17.00)
REGULATORY SERVICES		3.00		0.00		0.00
LEAD PROGRAM	3.34	10.34	8.34	6.34	-24.0%	(2.00)
LICENSES & CONSUMER SVC	28.00	75.00	30.00	28.00	-6.7%	(2.00)
LEAD CONTROL - HUD PROJECT	1.00					
ENVIRONMENTAL SERVICES	8.16	10.51	10.51	7.66	-27.1%	(2.85)
TOTAL	219.00	285.10	293.59	286.30	-2.5%	(7.29)

Positions 2009-2012



Positions by Divison

