



# Department of Safety and Inspections (DSI)

2016 Proposed Budget  
September 23, 2015

SAINTPAULMINNESOTA The most livable city in America.



DEPARTMENT OF SAFETY AND INSPECTIONS





## Budget Presentation Outline

- DSI Overview
- DSI Priorities
- What's Changing in DSI and Why



## Vision

To be the leader in creating the **safest, healthiest, most livable,** and **vibrant** City in America.



## Mission

To preserve and improve the quality of life in Saint Paul by **protecting** and **promoting** public health and safety for all.





# Services

City of Saint Paul  
 Department of Safety & Inspections  
 February, 2015



143 FTEs

**Office of the Director (7 FTEs)**

- Leadership Direction
- Administrative Support
- Human Resources
- Finance Management
- Technology Management
- Public Information

**Building Official (1 FTE)**

- Administers State Delegation Agreement
- Oversight of Construction Services Division

## Housing & Building Inspections

**Fire Safety (29 FTEs)**

- Inspections of Commercial, Multifamily Residential & Non-Owner Occupied I & II Residential for Fire, Life Safety and Property Maintenance
- Investigates Complaints from Citizens and Other Municipal Departments with Regard to the Occupancy & Use of Non-Owner Occupied Residential & Commercial Properties
- Fire Protective System Plan Review and Inspections Including Fire Sprinkler, Fire Alarm, Fire Stand Pipe and commercial Kitchen Hood Systems
- Fire Investigation Follow-up for Evaluation of Habitability Condition & Code Compliance
- Issue Fire Permits and conduct Inspections – Tents, Propane, Fireworks, Open Burning, Above/Underground Fuel Tanks, Public Assemblies and Temporary Occupancies
- DSI Emergency Management Liaison

**Construction Services (34 FTEs)**

- Inspection of New & Existing Structures
- Inspect & Enforce Codes for Buildings, Mechanical Systems, Zoning, Fencing, Signage, HPC, Erosion Control & Vacant Buildings
- Investigate Complaints
- Authorize & Issue Exams for Licensing contracts to Work in Saint Paul
- Liaison between Various Trades & Divisions Coordinating Projects

**Code Enforcement (20 FTEs)**

- Investigate Exterior Complaints, Garbage/Rubbish, Tall Grass/Weeds, Snow/Ice, & Graffiti
- Interior violations – Owner Occupied Properties
- Vacant Buildings – Inspect and Monitor Vacant Properties
- Nuisance/Dangerous Buildings – Repair or Remove
- Truth-in-Sale of Housing Program
- Right-of-Way Program – Sign or Other Enforcement
- Homeless Camp Enforcement

**Plan Review (6 FTEs)**

- Reviews Plans for Compliance with Appropriate State, Federal & Local Codes
- Coordinates the Approval Process for Building Permit Review & Issuance
- Schedules Meetings to Review Proposed construction Projects
- Administers Sewer Availability Charges (SAC Program for Metropolitan Council

## Licensing, Permits, & Customer Service

**Information & Complaint (5 FTEs)**

- Answer Calls Requesting Information
- Complaint Calls Taken & Processed
- Enter & Assign Complaints in AMANDA

**Zoning & Site Plan Review (7 FTEs)**

- Coordinates Site Plan Reviews
- Staffs the Board of Zoning Appeals (BZA)
- Sign Regulation
- Zoning Compliance
- Zoning & Sign Complaints Investigation
- Inspects and Enforces Sites for Compliance with Approved Site Plans
- Reviews Construction Plans for Compliance with Design Standards
- Zoning Compliance Letters for Lending Institutions
- Investigates Drainage, Erosion/Sediment Control, Wetland/Floodplain Problems

**Licensing & Skyway Mgmt. (10 FTEs)**

- Assist Individuals, New & Existing Business, & Developers Navigate the Regulatory Process
- Review License Applications, Conduct Inspections & Issue Licenses
- Investigate License Complaints
- Conduct Liquor & Cigarette Compliance Checks
- Inspect Taxi Cabs & Sanitary Disposal vehicles
- Charitable Gambling Enforcement
- Skyway Use & Maintenance Management
- Process Sound Level Variances
- Investigate Noise, Pollution & Nuisance Complaints
- Special Event License/Permit Coordination

**Clerical Support (15 FTEs)**

- Process all License, Permits, & Payments
- Process all Certificate of Occupancy Payments & Certificates
- Handle Clerical Administration for the Board of Zoning Appeals and Service Zoning Area Needs
- Handle Clerical Administration of Hearings, Adverse Actions & Category 3 Nuisance Building Demolition Projects
- Process and Enter Truth-in-Sale-of-Housing Reports, Vacant Code Compliance Reports/Certificates, Elevator Inspection Reports/Certificates
- Process Trade Worker Certificates of Competency, Trade Worker Licenses, & Provide Clerical Administration of Competency Exams
- Process Online Registration for Online Permit Entry
- Department Purchases
- Administration of LEP Program
- Process Incoming & Outgoing Mail
- Receives & Distributes Incoming Mail
- Maintains Record File Room

**Animal Control (9 FTEs)**

- Enforcement of City & State Animal Laws
- Domestic Animal Complaint Investigation
- Pest and Nuisance Animal Complaint Investigation
- Pest and Nuisance Animal Control – Rats, Nuisance, Sick, or Injured Wildlife
- Shelter Operations – Care for Impounded Animals
- Animal License & Permit Processing
- Work with Veterinarians & Rescue Agencies
- Process Nuisance & Dangerous Dog Reports



# 2014 Results

Division	Accomplishment
Animal Control	<ul style="list-style-type: none"> <li>Reviewed 165 dog bites and declared 75 dogs either dangerous or potentially dangerous.</li> <li>Decreased euthanasia rate at Animal Control shelter by partnering with 16 rescue groups. Adoption rate for dogs 90%, cats 80%</li> </ul>
Code Enforcement	<ul style="list-style-type: none"> <li>Conducted 28,477 nuisance or exterior Code Enforcement inspections</li> <li>Demolished 39 hazardous, vacant buildings</li> </ul>
Construction Services	<ul style="list-style-type: none"> <li>Completed 57,690 construction inspections</li> <li>Issued 29,055 construction permits</li> </ul>
Fire Safety	<ul style="list-style-type: none"> <li>Conducted 10,382 Fire Certificate of Occupancy inspections</li> <li>Issued 3,865 Certificates of Occupancy</li> </ul>
Licensing	<ul style="list-style-type: none"> <li>Issued 4,308 licenses; including 1,030 liquor related and 725 taxicab related licenses.</li> <li>Issued 219 adverse licensing actions; including application denials due to criminal backgrounds related to the licensed activity, as well as license revocations due to criminal activity and failure to meet license requirements.</li> </ul>
Zoning	<ul style="list-style-type: none"> <li>Coordinated and reviewed 110 site plans. Included educating and supporting customers through a multi-department review process.</li> <li>Issued 453 sign permits and 90 cellular antennae permits.</li> </ul>





## DSI Priorities

- Business Process Improvements
- Staffing
- Performance Management
- Racial Equity
- Technology Upgrades





## Business Process Improvements

- License Application and Requirements Checklist
- Inspections Scheduling
- AMANDA Process Mapping
- Snow Walk Enforcement Change



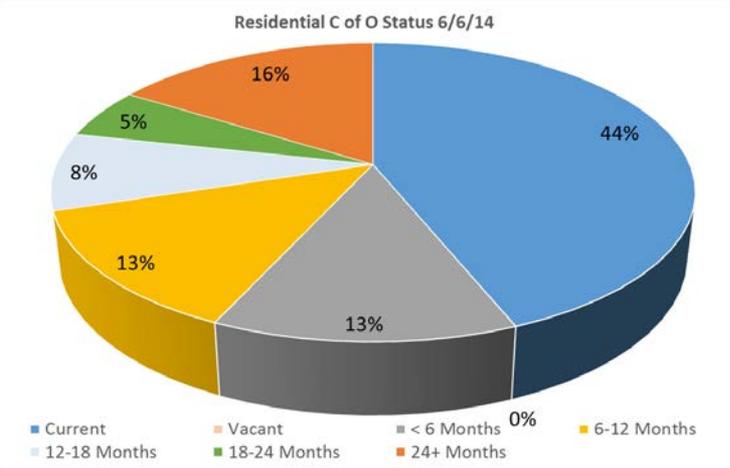
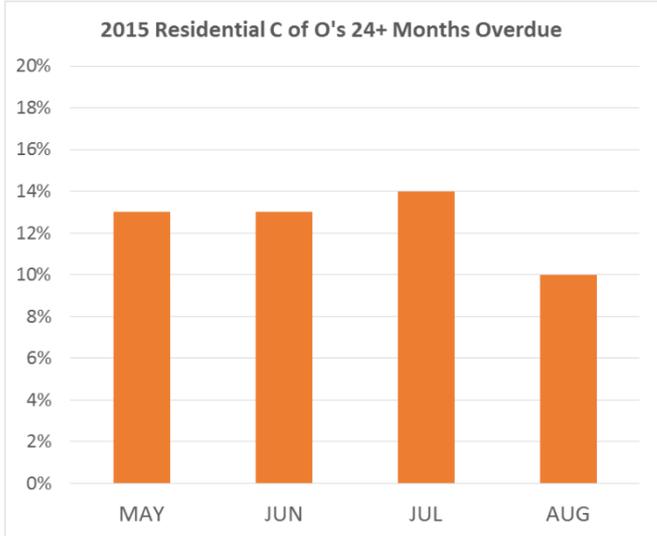
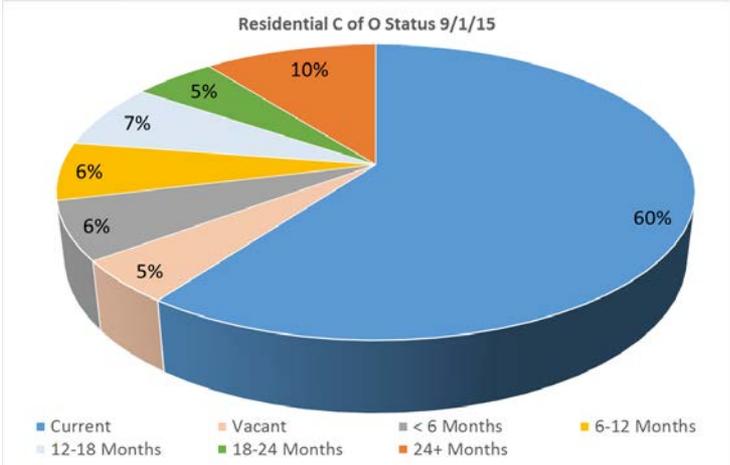


## Staffing

- **3 Fire C of O Inspectors**
  - ❖ 20% increase in Residential Certificates Issued in 2015
    - 1,625 in 2014 to 1,943 in 2015
  - ❖ 13% decrease in Overdue Residential C of O's
- **2 Trade Inspectors**
  - ❖ Mechanical-HVAC (increase permits finalized 15%YTD)
  - ❖ Electrical (increased permits finalized 7%YTD)
- **1 License Inspector**
  - ❖ Two Transportation Network Companies (TNCs) Licensed
  - ❖ Audit procedures established with audits beginning first week of October
- **Program Coordinator**
- **Licensing Manager**

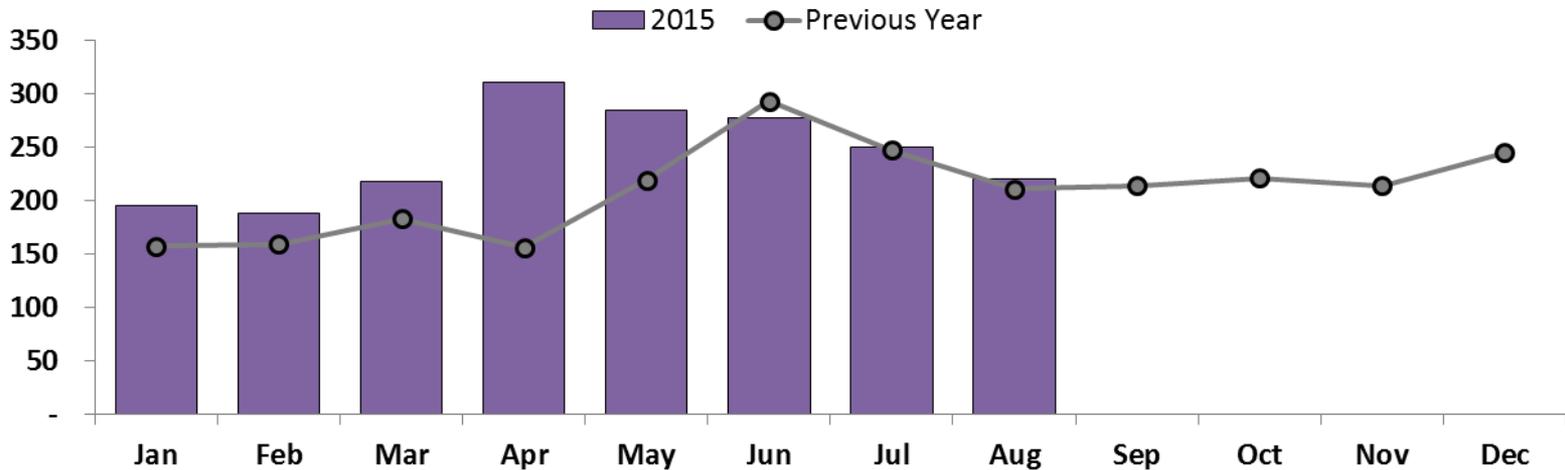


# Performance Management – Fire C of O



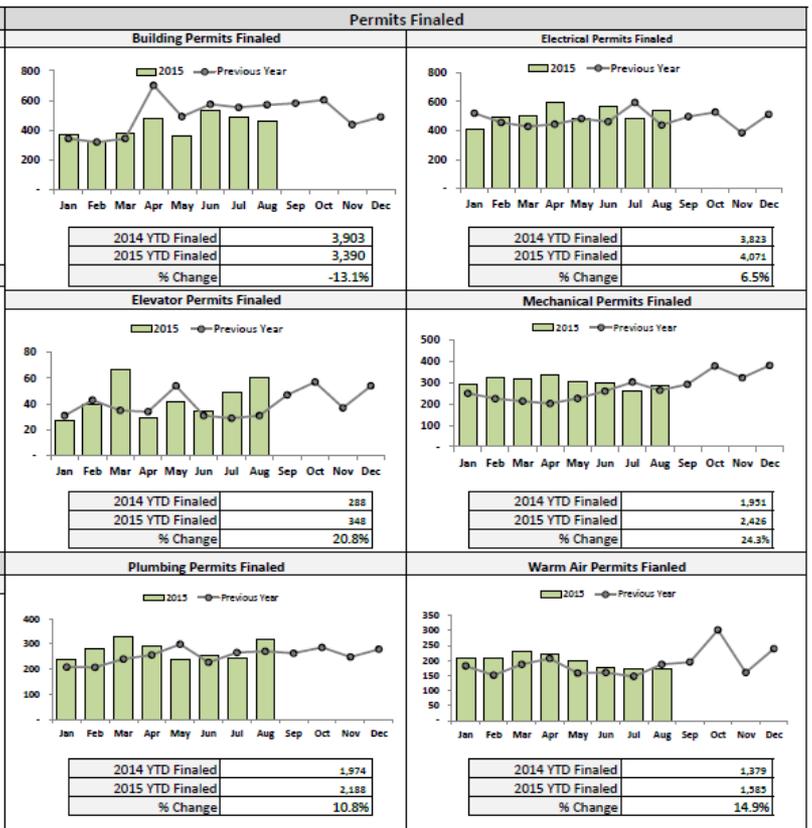
# Performance Management – Fire C of O

2015 Residential Certificates of Occupancy Issued

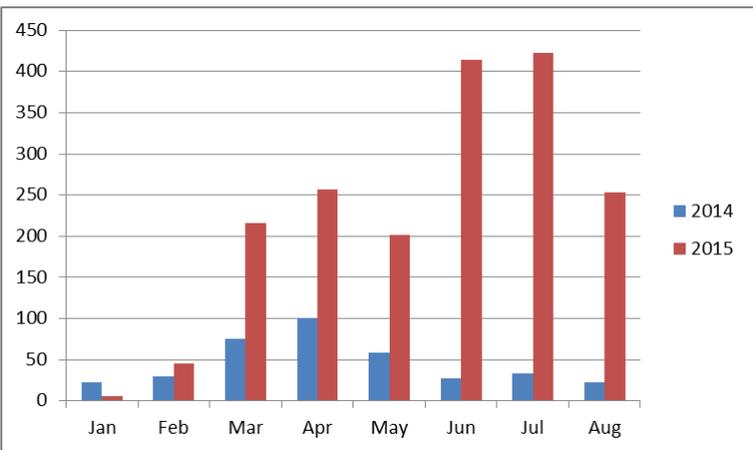


- 20% increase over 2014 (YTD)

# Performance Management – Fire C of O

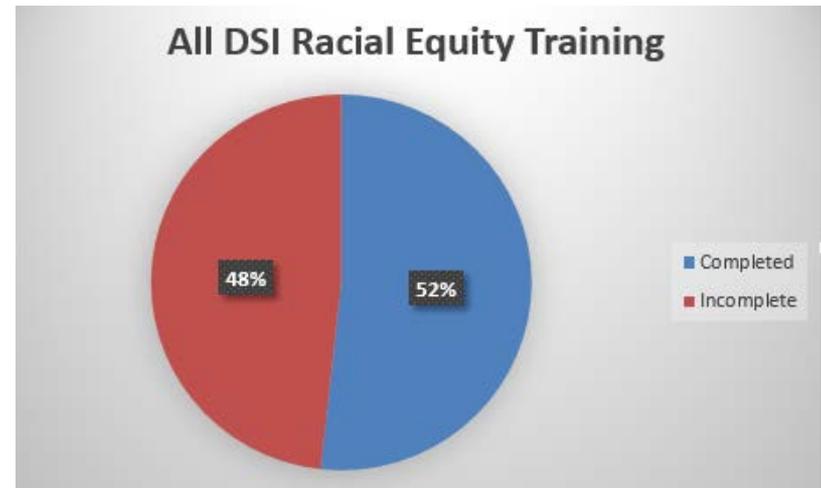


## Code Enforcement-Field Finds



## Racial Equity

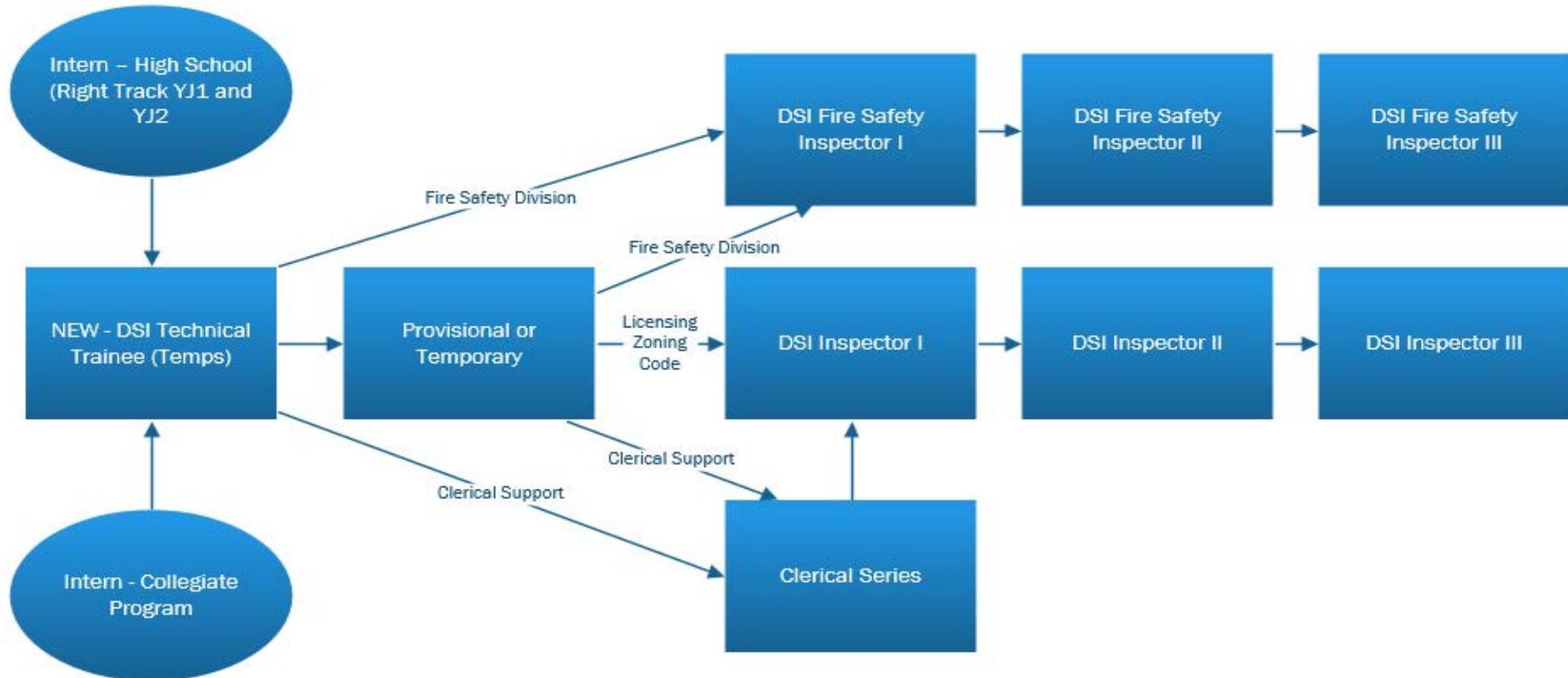
- Staff Training



- Board & Commission Appointments
- Increased Outreach – PSAs

# Racial Equity

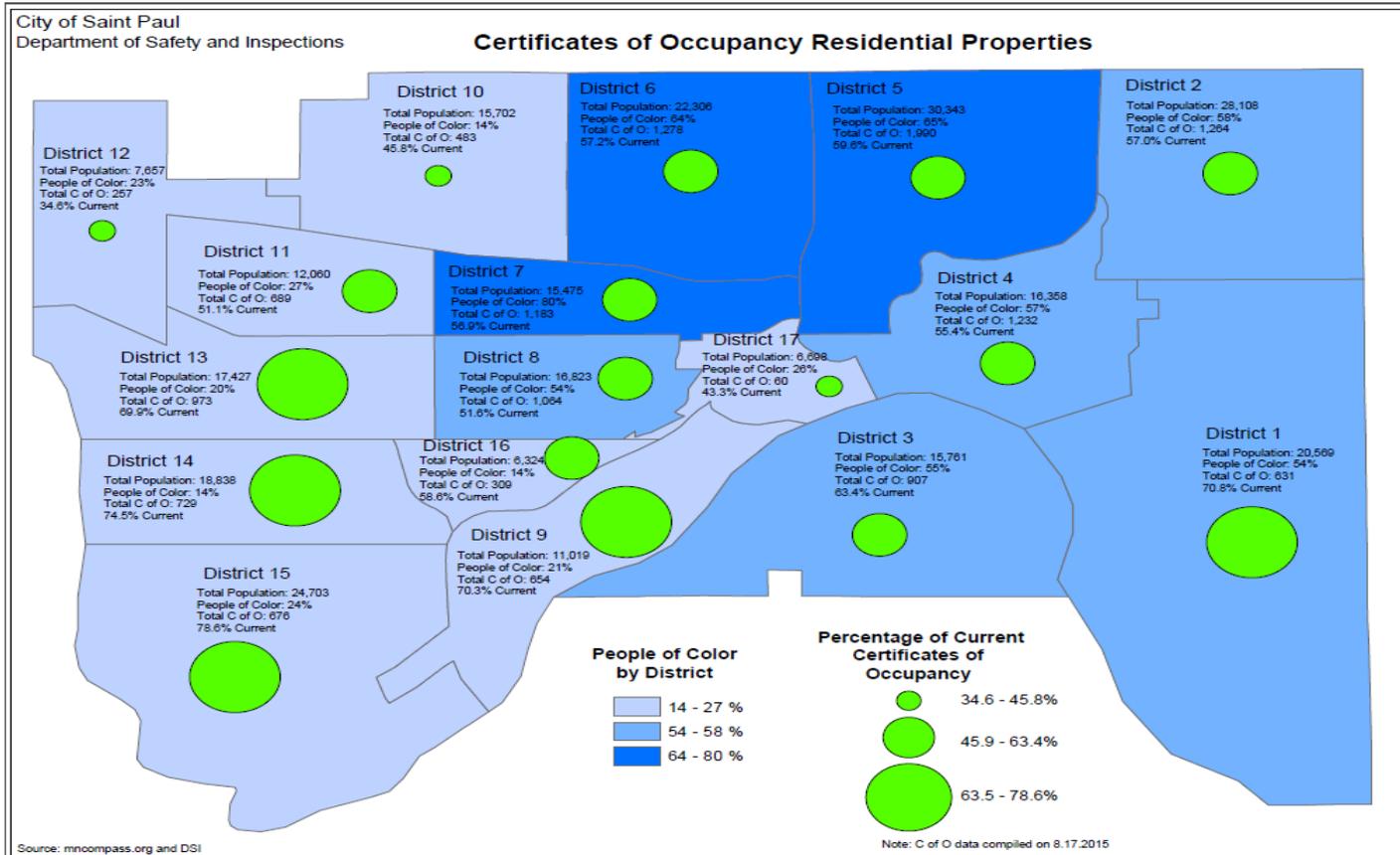
- Recruitment and Hiring





# Racial Equity – Impact Assessments

## (Mapping, Stakeholder Engagement, Strategies)





## Technology Upgrades

- Live in the Field - AMANDA
  - ❖ Printing from the Field
  - ❖ Reducing Backlog/Increasing Inspections
- Smartphones for DSI Field Inspectors
- Portal II





## What's Changing in DSI and Why?

- Financial Summary
- FTE Change
- AMANDA
- Inspections
- Fees





## Financial Summary

	2015 Adopted	2016 Proposed	% Change
<b>Spending</b>			
General Fund	17,927,343	18,510,696	3.3%
Special Funds	536,249	545,515	1.7%
<b>Total Spending:</b>	<b>18,463,592</b>	<b>19,056,211</b>	<b>3.2%</b>
<b>Financing</b>			
General Fund	15,978,185	17,280,800	8.2%
Special Funds	536,249	545,515	1.7%
<b>Total Financing:</b>	<b>16,514,434</b>	<b>17,826,315</b>	<b>7.9%</b>





## FTE Change

### 2 Zoning FTEs – Plan & Design Standards Review

#### Increases since 2011:

- 100% increase in zoning variances
- 60% increase in sign permits
- 240% increase in cellular permits

#### Projected increases:

- Ford - 30% increase in Site Plan Reviews
- New Design Standards - 50% increase in reviews, 30% increase in time per review

\* Zoning workload increases occurred since Zoning lost 3 FTEs.





# AMANDA

- Moving ECLIPS into AMANDA

Replacement of the ECLIPS system with AMANDA will:

- Allow for expansion of online services to licensing activity.
- Increase DSI productivity through more efficient use of staff time.
- Allow for future automated business process improvements.

- Inspections Scheduling





## FEES

- 3% Increase of All Licenses and Permits

Example	Current	Proposed
Building Permit (\$2,000 Valuation)	\$87.24	\$89.86
On-Sale Liquor License	\$1,881	\$1,937
Sign Permit (minimum fee)	\$70	\$72

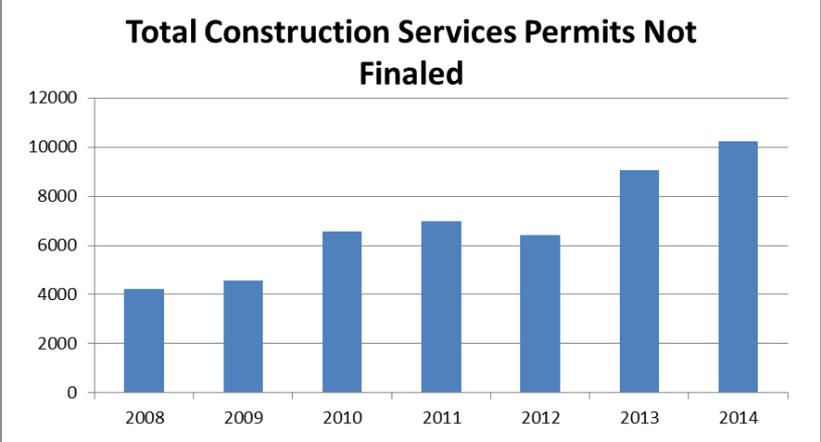
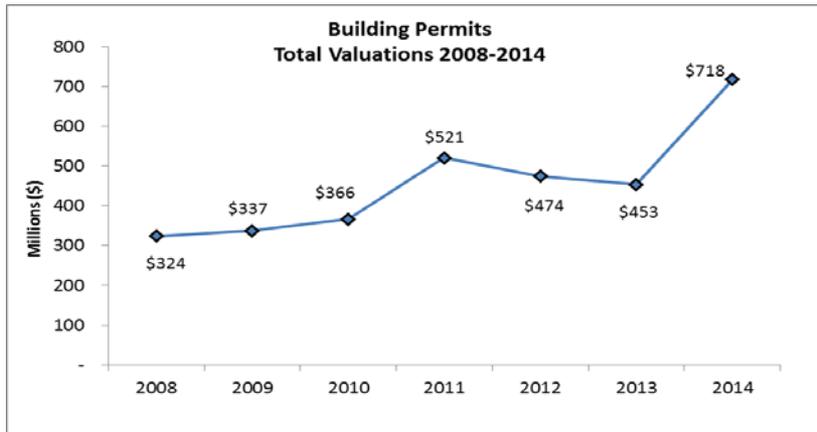
- Increase in Design Standards Review Fees

Example	Current	Proposed
New Construction	\$45	\$350
Additions	\$30	\$325





# Construction Trends





# Questions.....

