



Department of Safety and Inspections (DSI)

2017 Proposed Budget
Growing Saint Paul!
September 28, 2016

SAINTPAULMINNESOTA The most livable city in America.





Budget Presentation Outline

- DSI Overview
- DSI Priorities & Projects
- What's Changing in DSI



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.





2015 Results

Division	Accomplishment
Zoning	• Processed and coordinated city review of 111 site plans. • Issued 429 sign permits and 76 cellular antennae permits.
Construction Services	• Completed 60,707 construction inspections • Issued 21,628 construction permits
Licensing	• Processed 4,118 licenses. • Issued 214 adverse licensing actions.
Fire Safety	• Conducted 11,784 Fire Certificate of Occupancy inspections • Issued 4,343 Certificates of Occupancy
Code Enforcement	• Conducted 36,092 nuisance or exterior Code Enforcement inspections • Demolished 22 hazardous, vacant buildings
Animal Control	• Reviewed 173 dog bites and issued declarations on 69 dogs. • Partnering with rescue groups to increase Shelter's Live Release Rate to 89%.





DSI Priorities

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





Site Plan Review

Goal: Ensure highest level of communication, coordination and data sharing to provide better customer service.

Deliverables:

Business Process Improvements

- New Customer Site Plan Review (SPR) Checklist (to be submitted with application)
- Revised SPR Application

Technology

- Shared communication tool to provide project comments and track
- Updated website with process, templates/application, and SPR status

Performance Management

- Service Level Agreements with City departments for turnaround times





Project Facilitation

Goal: Review purpose of Project Facilitator, set clear and expanded role, and ensure understanding by internal/external customers

Deliverables:

Business Process Improvements

- Update and standardize assessment and facilitation processes
- Revise customer checklist forms

Technology

- Establish AMANDA folder utilization.
- Feed into Project Tracker Project

Staffing

- Clarify staffing of function.





Construction Services Permits Approved

Goal: Eliminate unapproved/uninspected construction services permits and increase ratio of permits approved.

Deliverables:

Business Process Improvements

- Educated contractors/homeowners
- Contractor culture change

Technology

- Developed automated notification process
- Developed metrics to track progress

Staffing

- Hired additional temporary plumbing inspector (using department cost savings)



Construction Services Permits Approved

Performance Measures:

- Eliminated ALL uninspected/unapproved plumbing permits!
- 9% increase in the number of plumbing permits approved (additional 14% more anticipated)





Live in the Field

Goal: Increase the number of inspections completed per inspector per day

Deliverables:

Business Process Improvements

- Established policies and protocols increasing inspector connectivity and productivity from the field

Technology

- Streamlined internal AMANDA process to increase inspector efficiency
- Distributed field ready laptops to field inspectors
- Began batch printing documents from the field

Staffing

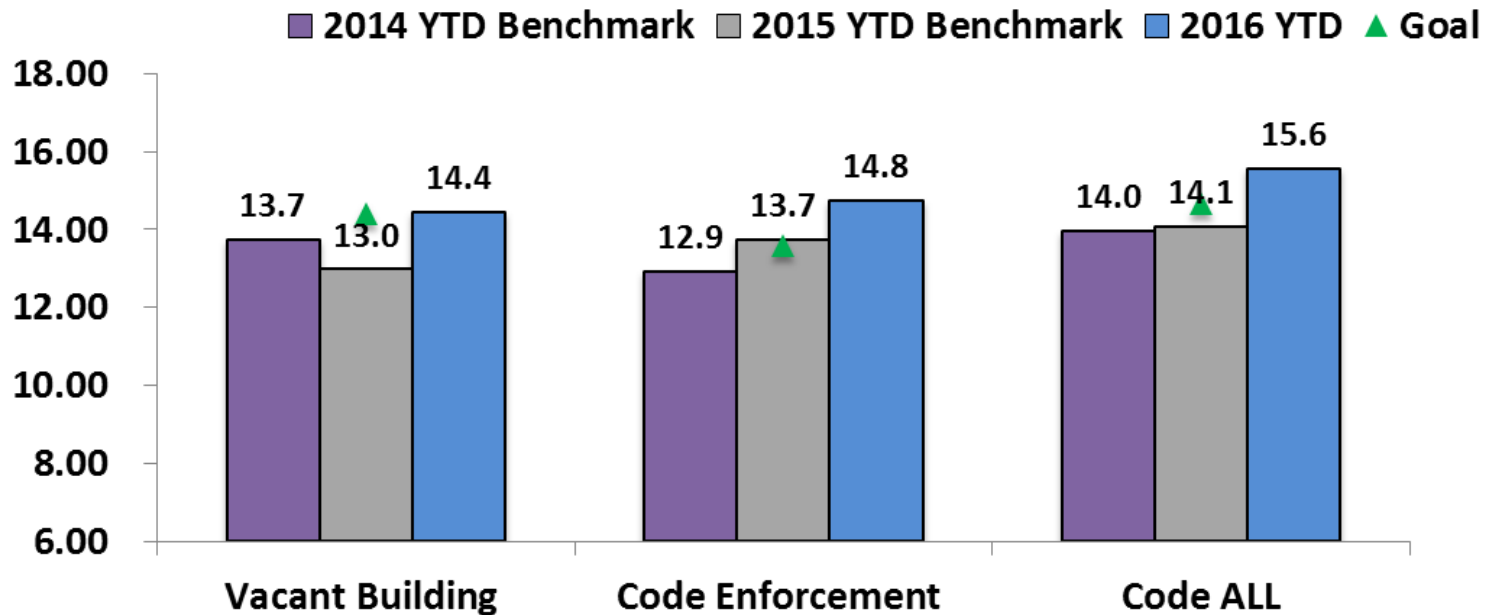
- Re-purposed several positions to facilitate new operating model



Live in the Field

Performance Measures:

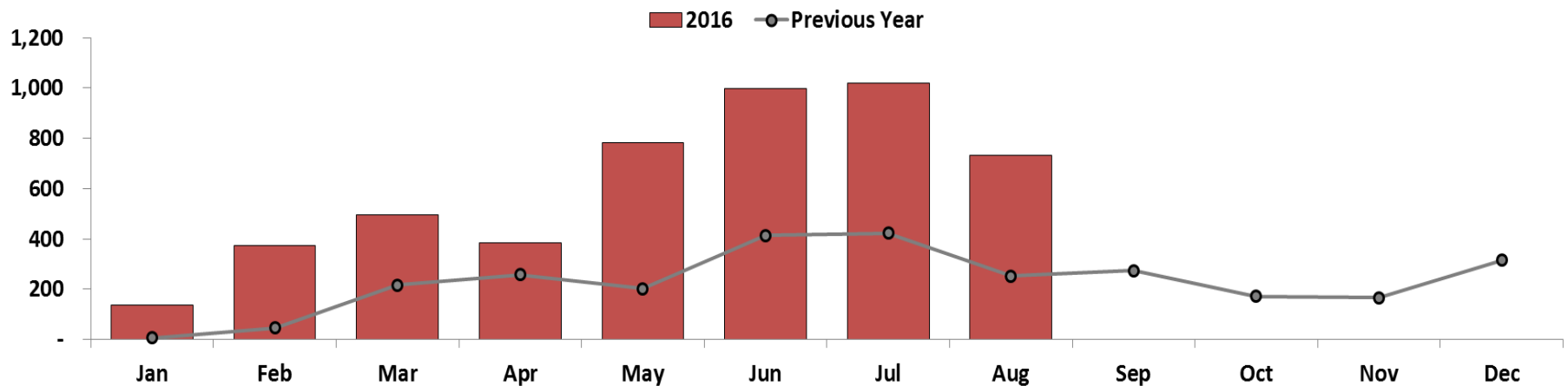
- Code Enforcement Inspections per Day



Live in the Field

Performance Measures:

- Code Enforcement Field Finds

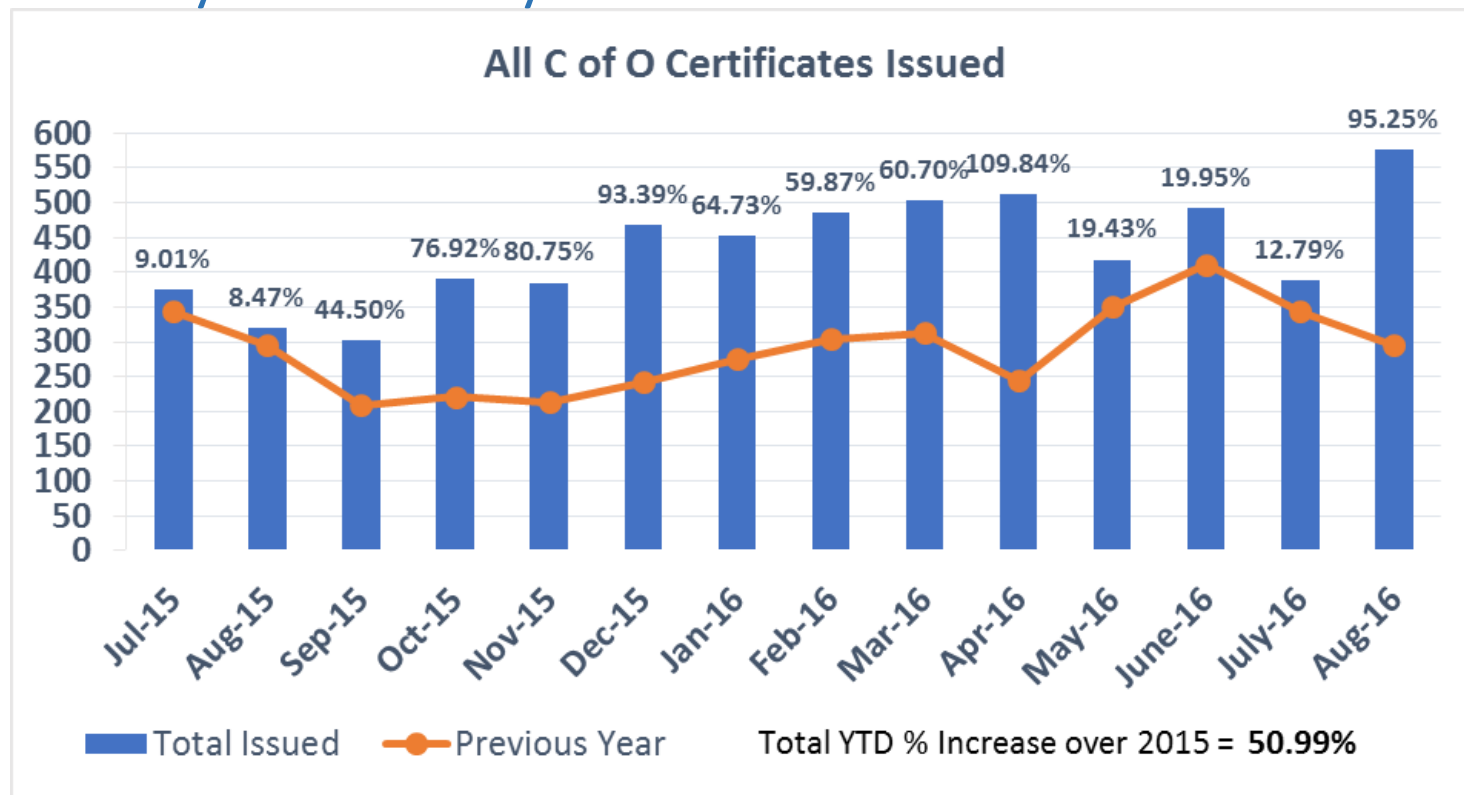




Live in the Field

Performance Measures:

- Fire Safety Productivity

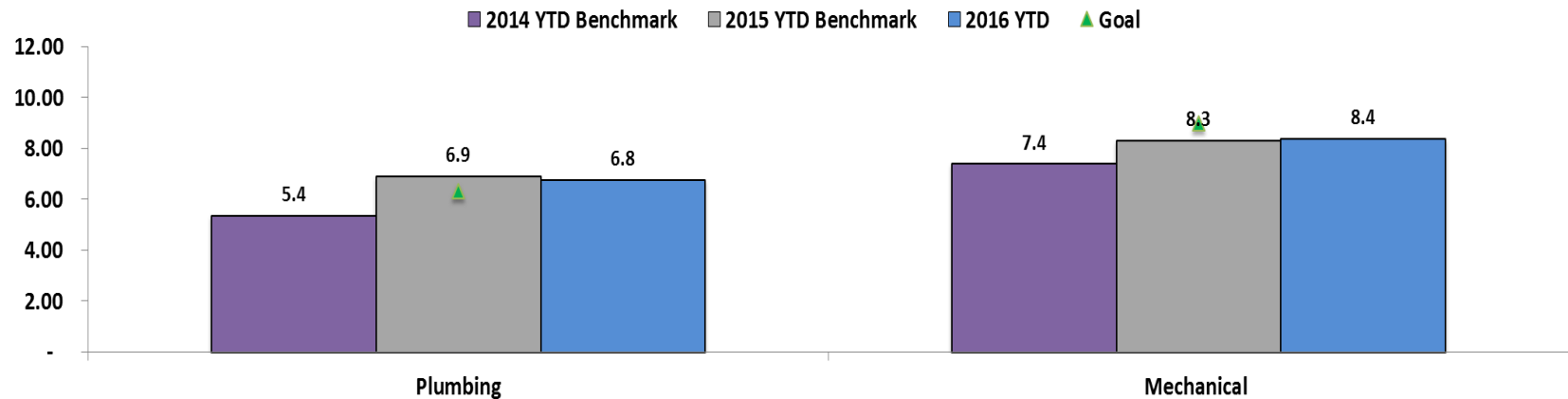




Live in the Field

Performance Measures:

- Construction Services Inspections per Day





Fire Safety Certificate of Occupancy

Goal: Reduce the backlog of Certificate of Occupancy inspections in the Fire Safety Division

Deliverables:

Business Process Improvements

- Changed grading system to focus resources on worst properties
- Developed divisional dashboard to track common goals
- Created provisional affidavit
- Developed policies to increase inspector field time

Technology

- Implemented Live in the Field technology

Staffing

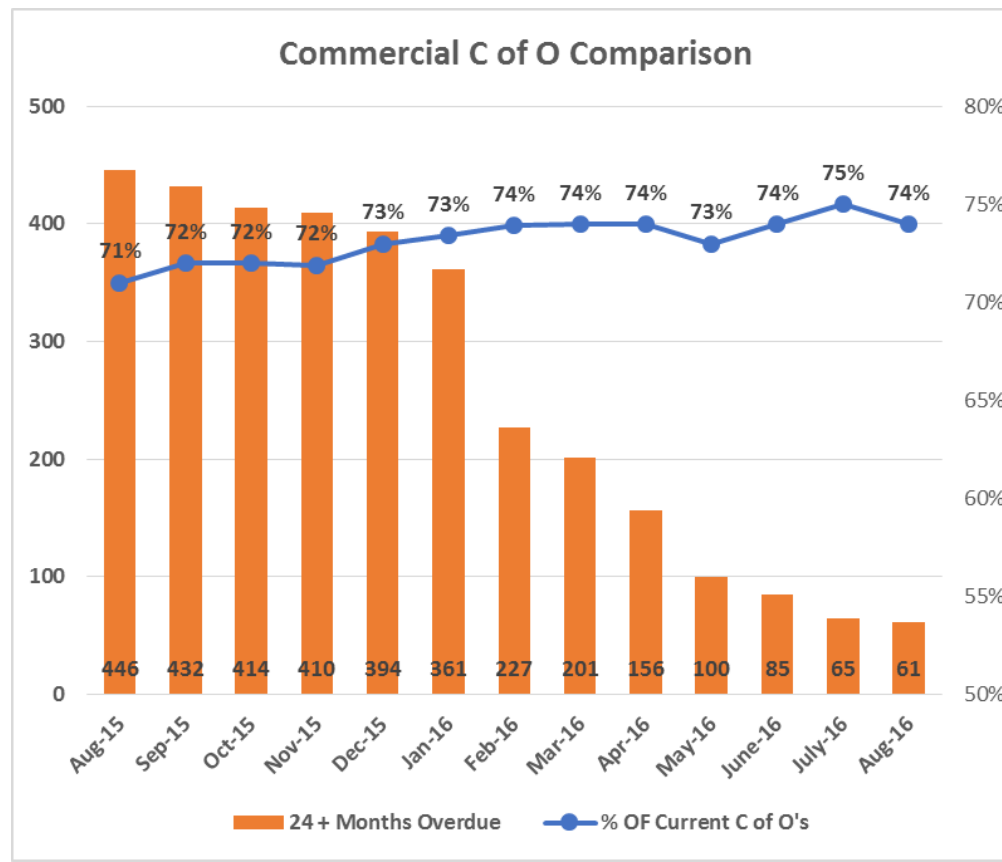
- Added three new Fire Safety inspector positions



Fire Safety Certificate of Occupancy

Performance Measures:

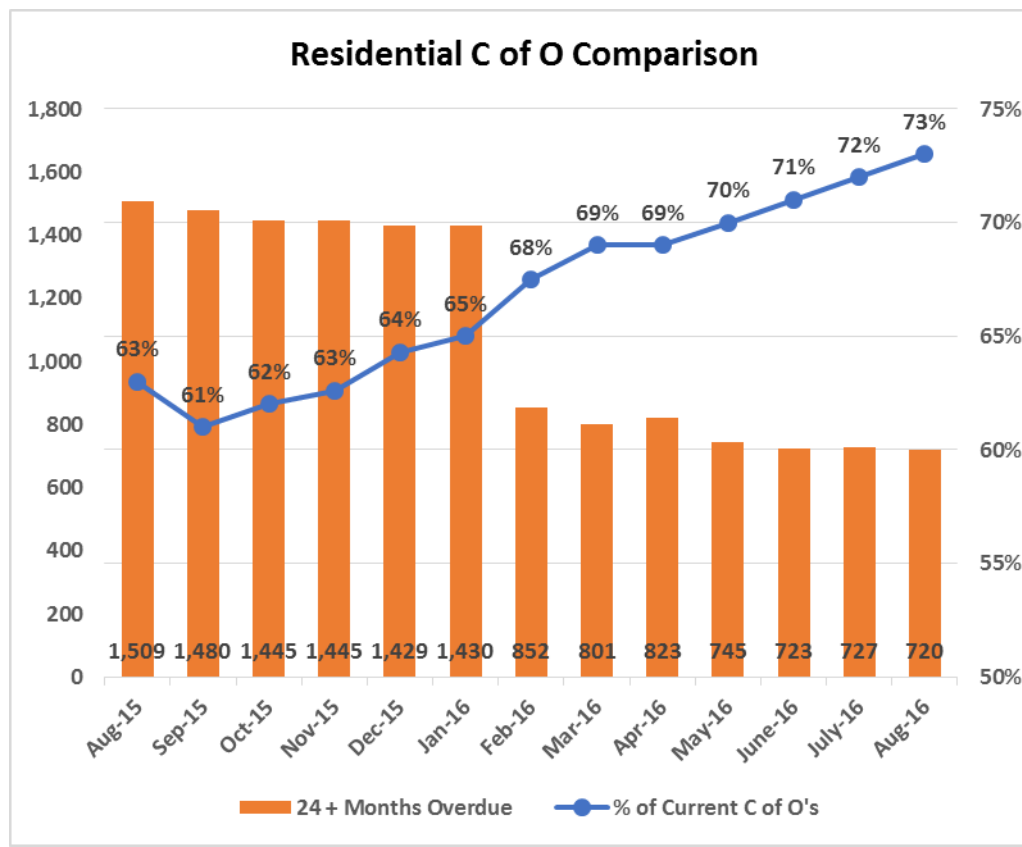
- Commercial properties >24 months overdue for inspection



Fire Safety Certificate of Occupancy

Performance Measures:

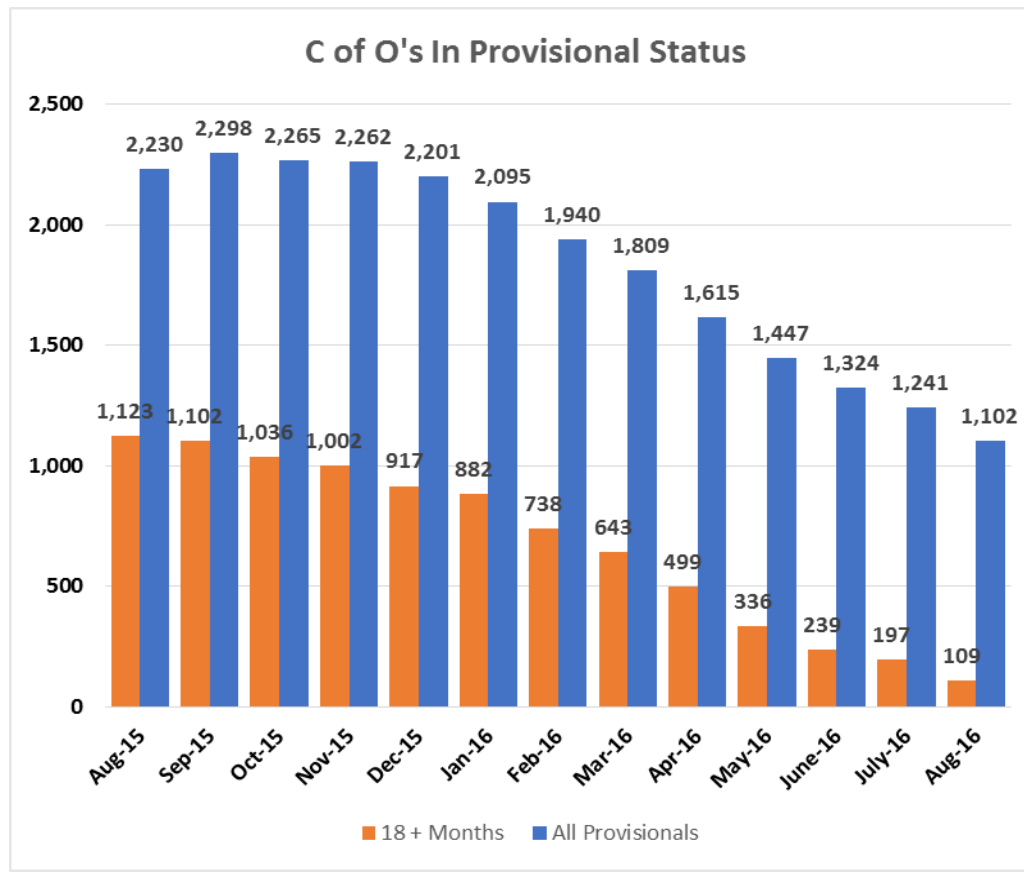
- Residential properties >24 months overdue for inspection



Fire Safety Certificate of Occupancy

Performance Measures:

- Provisional properties >18 months overdue for inspection





Racial Equity

Work Force

	<u>2014</u>	<u>2015</u>	<u>2016</u>
% DSI People of Color	10.9%	11.7%	17%
% of Saint Paul New Hires	13%	27%	38%

***In 2016 54% of all permanent full time hires have been people of color.**

- **Job Requirements - Most DSI jobs have been updated:**
 - Created DSI Inspector series and DSI Fire Safety Inspector series
 - Re-wrote DSI Fire Safety Inspector I specs
 - Created the DSI Trainee position
 - Created visual pipeline for applicants to see their entry into DSI jobs and careers





Racial Equity

- LEP Plan -Updating the policy to build our non-English language resources both internally and through effective interpretative/translating vendors.
- State Demographer's Office survey revealed behind English, the most common languages spoken are Spanish and Hmong.
- At present DSI has:
 - 1 FTE that speaks Spanish, French, Mandingo, and Wolof
 - 3 additional FTEs and 1 Intern that speak Spanish
 - 1FTE that speaks Hmong and Laotian
 - 2 additional FTEs and 1 Temp that speak Hmong
 - 1 FTE that speaks Khmer and Cambodian
 - 1 additional FTE that speaks Khmer
 - 1 FTE that speaks Chinese
- Diversifying Boards and Commissions – 50% Zoning Board is now people of color.



Racial Equity

- Increased Outreach
 - Fire Safety PSA in multiple languages
 - <https://www.youtube.com/watch?v=7sW9A1elqBM>
- Racial Equity Impact Assessment-Fire Safety
 - Community Meetings
 - Improved communication
 - Addressed program consistency
- Plan Language Examples
 - Provided staff training
 - Advancing a new document in each DSI division





What's Changing in DSI

- ECLIPS Replacement
- Staffing
- Fee Increase
- Construction Forecast
- Changing Market
- Technology



ECLIPS Replacement

Challenge

- ECLIPS - Fragile and outdated data system
- Used for all business licensing and permit activity.
 - More than 35,000 license and permit transactions
 - \$2.3 million in annual fee payments
- **Prevents any online transactions.**
- Hinders improved customer service
- Restricts increased staff productivity



ECLIPS Replacement

Opportunity

Replacement of the ECLIPS system will:

- Support new, streamlined business processes
- Offer online services for licensing
- Increase staff productivity (> 1 FTE within 2 years)
- Allow for automated business processes
- Provide OTC Cost Savings
- Increase revenue and non-personnel savings
- Improve performance management ability





ECLIPS Replacement

Opportunity

Examples of initial staff efficiency gains:

- 10,000+ Alarm Permits and False Alarms converted to an automated online process.
- Online license applications.
- Automated notifications for incomplete applications.



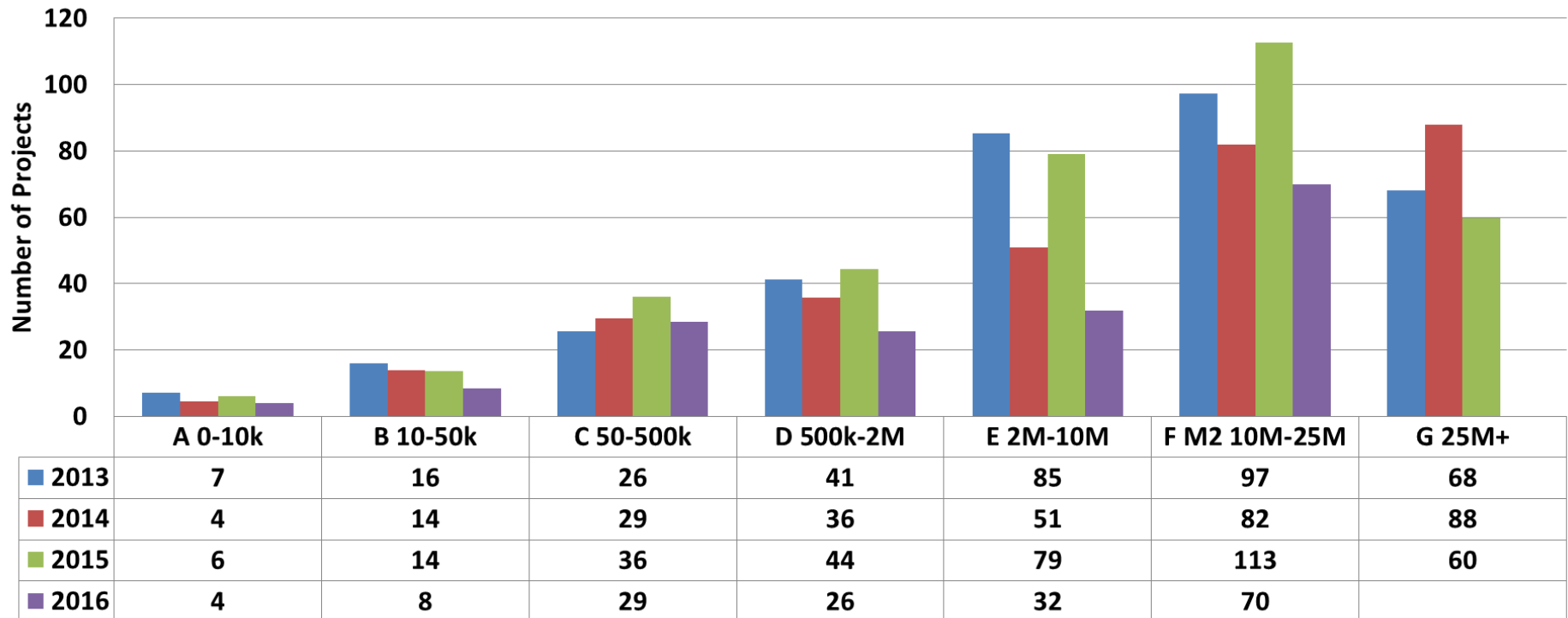


Staffing-Plan Review

- Added two staff in Plan Review

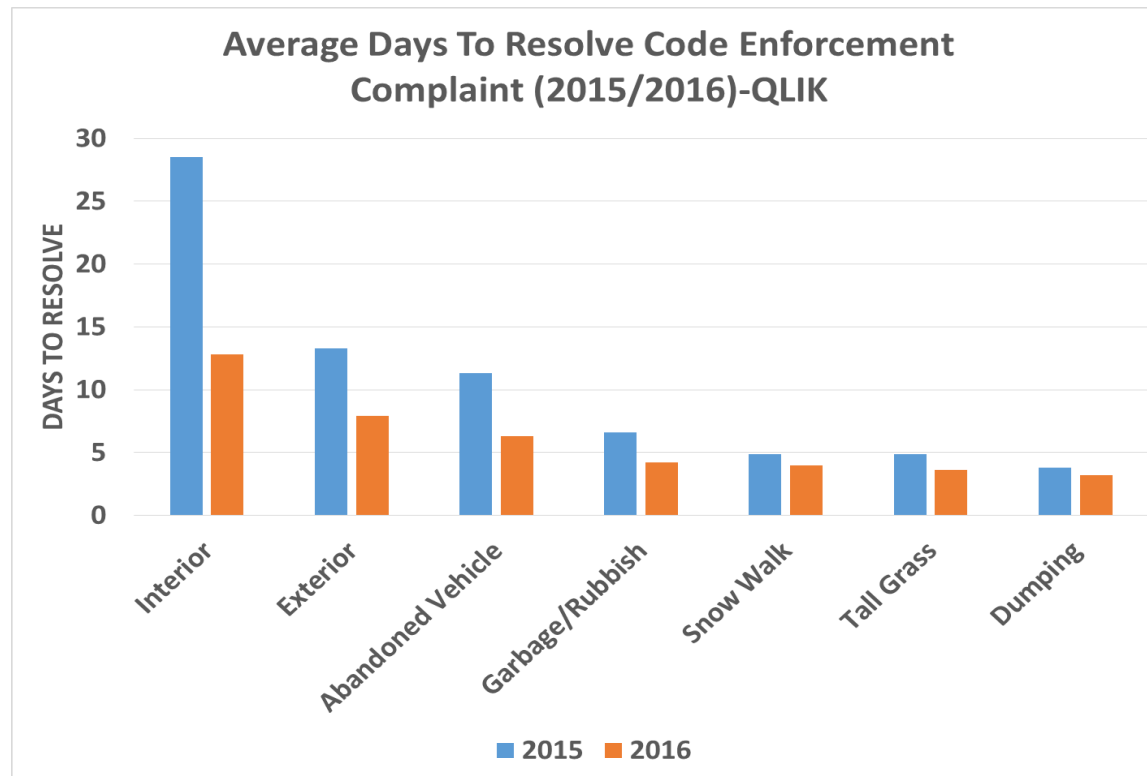
Average of Days for the PLAN to be DONE

Historical Plan Review Timelines



Staffing-Code Enforcement

- Re-purposed two DSI II positions into 3 DSI I positions





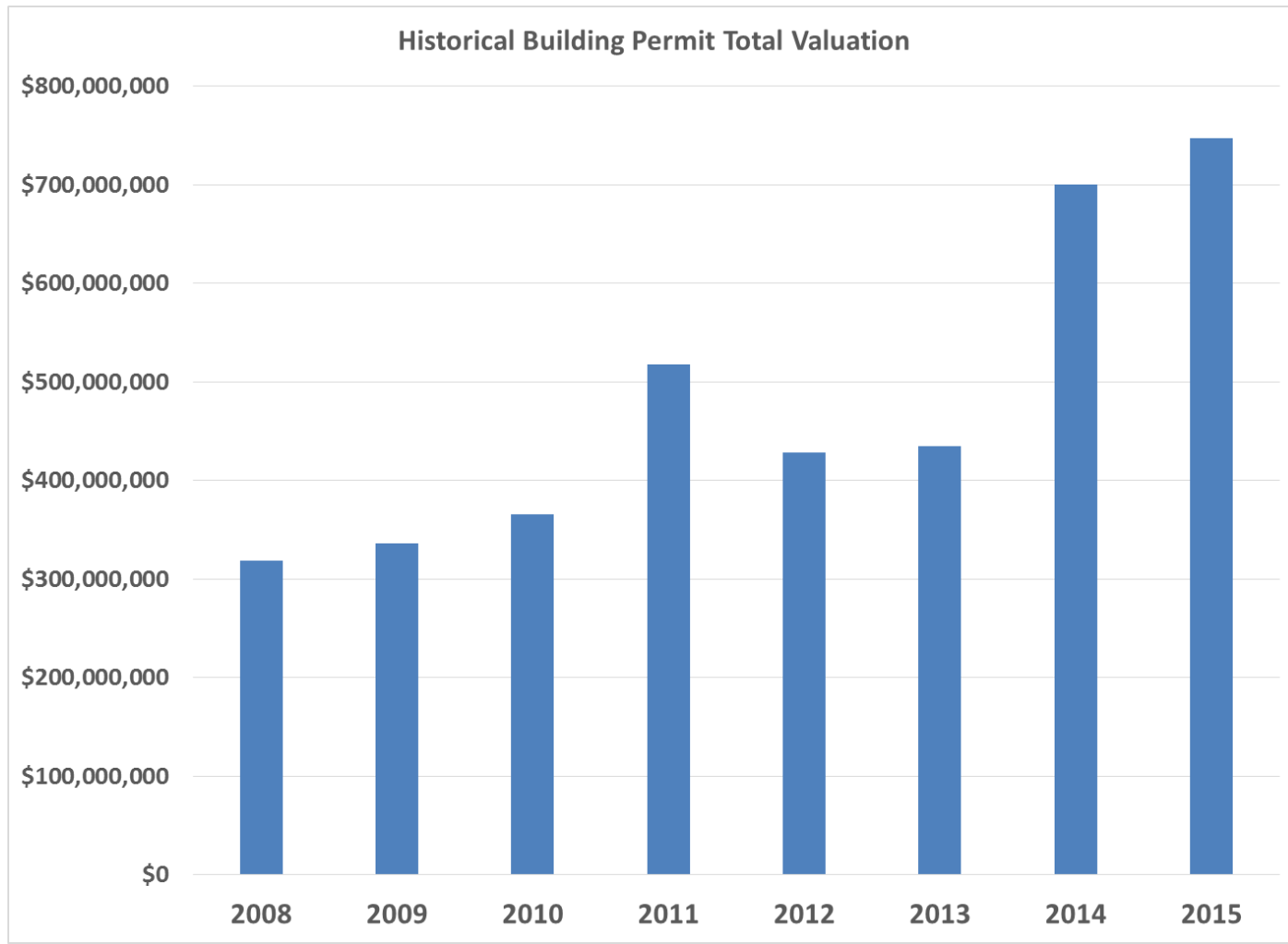
FEES

2% Increase of All Licenses and Permits

	2017 Projected Additional Revenue	
	Volume	2% Fee Increase
Building Permits	\$ 49,595	\$ 177,000
Plan Review	\$ 14,000	\$ 45,600
Business Licenses	\$ -	\$ 46,455
Certificate of Occupancy	\$ 100,000	\$ 28,978
Animal Licenses	\$ -	\$ 2,200
Zoning	\$ -	\$ 5,869
Total	\$ 163,595	\$ 306,102



Construction Trends-Permit Valuations



Changing Market

Challenge

- Sharing Economy (TNCs, Short Term Rentals)
- Non-Bricks and Mortar Businesses (Food and Gas Trucks)

Opportunities

- New regulatory frameworks
- Conversations with business community
- Regional approach





Technology

Challenge

Growth in the Use of Technology – Customers and Staff

- 40% of all construction permits are done online.
- Inspectors “Live in the Field” and utilize automated processes.
- Customers’ increasing ability to pay AMANDA bills online.
- Contractors’ automatic e-mail notifications when permit is ready.
- Automated dashboards are being developed for all divisions.
- Customer expectations of online and automated services.



Technology

Opportunity

Technology Quick Hits

90+ Outstanding Items – (Some on the list for 2 years)

- Quick Hits items represent:

- Staff efficiency gains.

E.g. batch printing documents - 2200 hours annually

- Additional revenue.

E.g. C of O Fees on Vacant Buildings - \$70,000 annually

- Improved customer service.

E.g. Development of Project Tracking





Financial Summary

	2016 Adopted	2017 Proposed	% Change
Spending			
General Fund	18,510,696	19,134,293	3.4%
Special Funds	545,515	666,933	83.4%
Total Spending:	19,056,210	19,801,226	3.2%
Financing			
General Fund	17,280,800	17,750,497	2.7%
Special Funds	545,515	666,933	83.4%
Total Financing:	17,826,315	18,417,430	7.9%





Questions.....

