



Draft Task Force Recommendations 2-1-12

Topic: Improving Business Regulation

1. Ensure that strategies to create a culture of customer service (Business Forward Task Force meeting of January 18, 2012) include training and hiring practices for those individuals within the City responsible for enforcement and inspections (Building Inspections, Planning, Economic Development, Code Enforcement and Public Health, Fire, Police).
 - Train staff to proactively explain what is State regulations that the City must enforce and what are policies developed and governed by the City
2. Establish regular weekly meetings with all key departments represented where businesses can discuss their issues and ideas before they have committed resources, had plans drawn, etc.
3. Establish a Sign Code Task Force consisting of business owners and managers to work with City staff to re-write the City sign code and complete a revision by year-end 2012.
 - The code is more than 10 years old and sign technology, design and styles have changed
 - Approach the work with a commitment to listening to the business perspective, simplifying the code, and providing photo examples of what is allowed/unallowed.
4. Develop an on-going opportunity for businesses to have input into existing and proposed City regulations by establishing a Zoning Code and Regulation advisory committee consisting of business owners and managers to work with City staff to review and advise the City on such matters. Include in the topics for review such issues as:
 - How the City will respond to resident concerns about Conditional Use Permit applications (does a concern from one resident trigger conditions? How are conditions negotiated? How can compromise be reached?)
 - What options are available for appeal of City staff decisions on zoning code policies?
 - Compile suggested changes to state building code based on business feedback and work with industry associations (Manufacturers, Industrial Property Owners, etc.) to advocate for the changes with the Department of Labor & Industry.

5. Expand the scope of the City's current work to loosen regulations on outside storage in business parks to include an assessment of outside storage regulations in other commercial areas.
6. Continue efforts to streamline City approval processes.
7. Review how the city educates and communicates to businesses and residents on what the "community standards" are on such things as trash, noise, and other nuisances so that the businesses and residents can encourage their neighbors to live up to the standards as well as having the City continue to enforce.
8. Encourage City staff and policy-makers to value businesses, recognizing that the future of Brooklyn Park depends on businesses being respected, welcomed and served by the City.
 - Develop clear, fast and fair opportunities for input and potential compromise from both resident and business before an issue is presented for formal action.