

**Sep. 14th 2022, Public Safety & Health Committee Meeting City of Minneapolis**

good afternoon everyone and welcome to the regular meeting of the public health and safety committee for September 14

**0:25**

2022 I am Latricia Vito and I am the chair of this committee at this time I

0:31

will ask the clerk to call the roll so we can verify a quorum for this meeting

0:36

council member wansley is absent council member rainville present

0:41

Ellison is absent palmisano president Vice chair Payne present

0:48

chair Vita president there are four members present let the record reflect that we have a quorum with that the

**0:55**

agenda for today's meeting is before us there are six items on today's consent agenda item one is authorizing a revenue contract with the University of Minnesota for bomb detection Security Services item two is authorizing the

1:10

revenue contract with the Minnesota Timberwolves for bomb detection Security Services

1:16

item three is accepting a grant for the DWI Court Fourth Judicial District Court for police liaison to the DWI Court item four is accepting a grant from the U.S

**Present:** Council Members Elliott Payne (Vice-Chair), Michael Rainville, LaTrisha Vetaw (Chair), and Linea Palmisano (Quorum: 4)

**Absent:** Council Member Robin Wonsley

**Late:** Council Member Jeremiah Ellison

**Clerk:** Kendall Smaby

*Council Member Rainville was missing for a portion of the meeting at the very end, unclear whether Council Member Rainville left early or not*

0:55 Chair Vita Reads Items on [Agenda](#)

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Department of Health and Human Services and the CDC for reducing chronic conditions among African-American East African and American Indian populations and to support covid-19 and flu vaccination efforts item five is accepting a grant from the Minnesota Department of Health for the Statewide

1:47

Health Improvement partnership item six is referring to staff the subject matter of an ordinance relating to the police conduct oversight commission providing for the consolidation of oversight functions through a unified Community commission is there any discussion on

**2:06**

these items Vice chair Payne thank you madam chair um I am continuing to work with our leadership in MPD and the mayor's office around our buyback program uh I have several emails out to try to get more clarity and transparency to how do we conduct this so um for these uh next uh these first two items for these BuyBacks I'm going to abstain until we get some of that process worked out thank you if I share paying any other discussion

2:38

**Council Member Payne (2:06-2:32)**

Regarding Items 1-2

More information needed (needs more clarity + transparency)

Abstain from voting for Items 1 + 2, until there is more information regarding process

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seeing none I will move for approval of the consent agenda all those in favor

2:43

please signify by saying aye aye any opposed nay abstain on items one and two I and the rest those items carry and the consent agenda is approved thank you um moving on to our first discussion

3:00

item we have two discussion items on the agenda today but item number seven is receiving a report on the environmental health inspection education and Consulting program here to present on the items today is Cindy weckworth from the health department thank you thank you thank you so much for having me chair Vita and council members

**3:21**

I am the director of environmental health and I'm delighted to be here I want to tell you a little bit about our team some are present here and you'll see the rest of them here in this slide

3:33

we have two supervisors a community liaison and the 19 Health Inspectors the

Health Inspectors are all required to be registered Environmental Health Specialists with a science degree and they are passionate about their work they are Civic minded and they love working in the the city that is

### **Consent Agenda**

- Aye: Council Members Michael Rainville, Linea Palmisano, and Jeremiah Ellison

Abstaining from Items 1-2: Council Member Elliott Payne

### **Report Regarding Item 7 Begins**

(3:20-5:00)

Presenter: Cindy Weckwerth (Director of Environmental Health)

#### *Environmental Health Team*

- 2 supervisors, one community liaison, and 19 health inspectors
- Use surveys for feedback + comments (used as a metric)
  - Surveys available in English + Spanish
- Part of what the team does is enforcement. (But it also engages in education)!

#### **Additional Data Shared**

- Based on data from Minneapolis food and lodging industry provides 25 000 jobs

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3:54

recognized to be a food Mecca in the Midwest our team speaks a host of languages which we have found very valuable for our work Based on data from Minneapolis food and lodging industry provides 25 000 jobs in many in Minneapolis and for

4:13

many workers English is not their first language we have a customer service survey that we ask all food businesses to complete after their inspection and I'm going to share throughout the slideshow some of the metrics that we have gathered and some of the quotes that they have left

4:35

on our form and the survey is available in both English and Spanish and the Spanish one says the inspector in charge did an excellent job and provided me with a lot of useful information that makes it easier to keep track of everything he was kind and super

4:53

respectful thanks for his excellent work and I'm I'm bringing some of these forward uh some of these quotes forward because we um we a part of our work is enforcement and for us to be able to receive these uh great comments I think

5:11

it's a real um attribute and um reflects well on the city and in our programming so we um are inspect businesses in the city under two delegation agreements um and and all of these programs fall under whether considered the health codes and our

**Report Regarding Item 7 Continues**

(5:11-5:53)

Presenter: Cindy Weckwerth (Director of Environmental Health)

- Inspection tied to two delegation agreement
- Have delegation agreements with both the MN Department of Health and Minnesota Department of Ag

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delegations Agreements are with both the Minnesota Department of Health and the Minnesota Department of Ag and you can see here that the first ones all relate to food and then the next two lodging in the bottom one pools um in under the delegation agreement we are required to adopt the state statutes

5:53

and rules the Minnesota Department of Health allows us to be more restrictive but not less restrictive and Department of AG requires us to be locked up with their regulations so not more or less restrictive they also evaluate our program every three to five years to make sure that

6:13

we're following the conditions of our delegation agreement and then the third agency that we work with were tangentially is the Department of Education they require that all all

6:24

schools are inspected at least twice a year to get funding for the school lunch Act the other programs that we inspect are through city ordinances and they include things like body art which is tattoo and piercing so we're looking at bloodborne diseases there tanning laundry massage

6:46

and plan review staple foods if you're not familiar with that that's to make sure that all areas of the city have have healthy food available so there aren't any food deserts and then green to go packaging and that's the 7:00

requirement that to go for to go containers are recyclable compostable or

### Report Regarding Item 7 Continues

(5:53-7:00)

Presenter: Cindy Weckwerth (Director of Environmental Health)

- the Minnesota Department of Health allows them to be more restrictive but not less restrictive and Department of AG requires them to be locked up with their regulations so not more or less restrictive
- Program evaluated every three to five years by Department of Ag
- Work tangentially with Department of Education
  - School lunch inspection tied to funding for the School Lunch Act
- Additionally inspections can include body art (tattoos + piercings), tanning, laundry, massage plan review, and staple food (ensuring that there are no food deserts)

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reusable and in addition to these programs we also work a lot with the other divisions

7:12

while we're out in the field a few examples for fire inspection services we look at the hoods in the uh in the restaurants which are required to be cleaned every six months and we look at

7:25

that on their behalf when we're out there and would provide them with that information if it hasn't been inspect or cleaned in that amount of time and then for civil rights we look to make sure that the sick and safe time posters and the necessary languages are posted we also look for any signs of labor or sex trafficking and then for Public Works we check to make sure the grease traps are

7:48

clean so that the plumbing doesn't get clogged up and we're also gearing up to work with the division of race and equity on their Initiative for the gender neutral bathroom signs in the places where that applies so we have three guiding principles that we really use to frame all of our work the first is to protect public health

8:09

and we do that through our inspections program at businesses that fall under the health code to support our businesses through education consultation and resources and then to be part of a city that works and we try again within the framework of the state code to be as as Innovative and Nimble

8:30

as we can be and I'm going to talk about the rest of

### **Report Regarding Item 7 Continues**

(7:12-8:05)

Presenter: Cindy Weckwerth (Director of Environmental Health)

Overlap with a number of other agencies + organizations

- Fire inspection services included in restaurant inspection as well
- Regarding civil rights, ensuring sick and safe time posters are posted in 'necessary' languages
  - Looking for any signs of labor or sex trafficking
- Public works, ensuring grease traps are clean so there is no clogging
- With the division of race and equity, work with them on gender neutral bathroom initiative

(8:05- 9:00)

Three guiding principles in work

- Protect public health
  - Through inspections + education consultation
- Attempts to prevent foodborne illnesses
  - CDC estimates that each year U.S residents experience tens of millions of dollars in financial losses, loss productivity for the 8 million people who experience foodborne illness

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the presentation in terms of those three guiding principles so the first is to protect public health and we spend a lot of time addressing or or trying to prevent foodborne illnesses so the CDC estimates that each year U.S residents experience tens of millions of dollars

8:57

in financial losses and this would be from wages Hospital costs Health Care loss productivity for the 8 million people who experience foodborne illness I'm one of them not not today but in the

9:14

past 128 000 hospitalized in 3 000 deaths every year and this little icon here was created by one of our staff this is our norovirus guy and uh he actually went viral yes that was a pun too

9:35

[Laughter] when when we're in when we're in the field um we really focus on the um fda's top five risk factors and these are risk factors that um are really can contribute to uh foodborne illness so uh one of those five is unsafe source so this is looking at um things like uh for sushi grade fish

10:01

does it have a leather of parasite destruction or is it farm raised if it's we're looking at um well we just have a couple of neural or not norovirus um vibrio cases um from oysters so when uh bay where the

10:17

oysters are harvested gets too warm the vibrio increases in their filter feeders and that makes people really sick and

10:25

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um so oftentimes bays are closed because of some of those things there's been a lot of outbreaks recently associated with um like vegetables which wasn't common before like the romaine lettuce the

10:39

leafy greens tomatoes green green onions and sprouts and things like that time and temperature we're making sure that food goes quickly before through what's considered the food danger zone

10:52

and um so this is hot and cold holding proper cooling things like that and then cooking temperature this is what people historically think about when they think about foodborne so this would be making sure that hamburger is cooked to 155 to kill the E coli and

11:12

that chicken that's cooked to 165 to cook kill salmonella things like that um and then hygiene and this is actually one of the areas where we're actually seeing an uptick in the number of outbreaks specifically norovirus outbreaks um where it's more of a person-to-person

11:32

oral fecal Type transmission so importance of good hand washing not coming to work when you're sick proper glove use things like that and then contaminated work surfaces so

11:45

really making sure that there's good cleaning and sanitizing and not cross-contamination or allergens that

### **Report Regarding Item 7 Continues**

(10:30-11:30)

Presenter: Cindy Weckwerth (Director of Environmental Health)

- Increase in outbreaks associated with vegetables
- Increase in number of outbreaks (specifically norovirus) where it's more of a person-to-person transmission



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are left on the surface isn't picked up we typically do between five and seven  
12:00

thousand inspections every year and this is very typical of what we see for a breakdown of our first routine inspection at an establishment so you'll see that businesses with 10 or more points end up having a re-inspection

12:17

and um we work very hard to influence change and gain compliance through education and consultation and we do that in every step of the way here but there are times when we do need to utilize our enforcement tool typically that would be citations after a second

12:36

or third inspection or follow-up inspection and then maybe during emergency closure emergency closures are are pretty rare we try really hard to get compliance in

12:50

other ways and you can see here from this quote that a very large percentage of people more than 90 percent were satisfied with their health inspection and that the inspector was very helpful in giving them tools to minimize the risk of

13:11

foodborne illness moving to how we support our businesses so in Minneapolis approximately 80 percent of our businesses are individually owned or independently owned so Chef driven mom and pop type

13:26

establishments or owned by a small local Corporation and this is in contrast to

### **Report Regarding Item 7 Continues**

(12-12:50)

Presenter: Cindy Weckwerth (Director of Environmental Health)

Enforcement Tactics

- If establishment fails first inspection, reinspection scheduled
- Only after failing multiple inspections, will emergency closures occur (very rare)

Additional Data Shared (13:15-13:30)

- in Minneapolis approximately 80 percent of our businesses are individually owned or independently owned so Chef driven mom and pop type establishments or owned by a small local Corporation
- Do not have corporate structure to provide them with training

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the suburbs where 80 percent are corporate and so in those cases they have the corporate structure to provide

13:38

them with training Sops fact sheets temp logs things like that and so we try and fill that Gap with our our establishments and to make those available to them and this is our food safety main page on our website and

13:56

you can see that there are all sorts of resources available to them including posters and videos and for training and this is just a little bit more detail of some of those materials in the different languages in which we have

14:14

them available and I wanted to throw up an example these are ones that um we have really um worked hard on to make it a single message very visual simple language so that it's easy to translate and easy to

14:32

understand historically the training that has been available to managers our training has been available to managers but not so

14:45

much to food workers and so that's really been a goal of ours and our vision is to make sure that all food workers have an opportunity to have that training in 2017 we launched an online training program that's readily available to all food handlers so if you own a business if you

15:05

work at a business in the City of Minneapolis you can get a free voucher and take this training

### Report Regarding Item 7 Continues

(13:38- 16)

Presenter: Cindy Weckwerth (Director of Environmental Health)

- Department of Health takes on the responsibility to ensure resources + trainings are available to individually owned establishments
- Accessibility of written resources (multiple languages)
- Making sure language is easy to translate
- Making sure trainings are available to more than just managers
  - Common Problems Training
- Help pay costs of consultants to tailor trainings for individual establishment, based on needs

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and as you can see it's also available in many languages and then we our inspectors have also

15:18

created what they call a common problems training and they take that out into the road and share it with different businesses and then something that's unique I think

15:30

to Minneapolis throughout the United States is we actually contract with several food safety consultants and um and we provide um we we pay we help uh pay for the costs of of the Consultants to tailor Education and Training to the business

15:48

at their site so it's um it it can be it's kind of on the job training to like hey you should wash your hands there are oh that's too much food in that pan you really need less for it to be able to cool properly and we utilize this prop or this program a lot with um businesses that we know want

16:09

to comply with the rules but maybe they struggle from our language barrier or a cultural barrier or just need more coaching and what the rules say because the rules are Technical and they're

16:21

written Like rules and so they're very hard for even Inc for language English to understand

16:30

and then one of the other Innovative things that we've done here in Minneapolis again first in the nation

**Additional Measures**

(16-17:25)

- Creation of culturally aware training in Somali (in partnership with some Somali restaurant owners)

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16:36

was to work with a local food safety consultant to create a certified food manager training program so in Minnesota all restaurants are required to have a certified food protection manager but all of the classes are in English Spanish or Chinese and there weren't Indian Somali and so in one of our meetings with the Somali with the Somali group of restaurant owners they

17:04

identified this is a need and so global globe glow Consulting created a culturally aware training in Somali and again this talks about the resources that we offer to help them do better in

17:25

the future and the respective quote and then our third uh tenant is that we want to be part of a city that works I mentioned previously our delegation agreement holds Us in all delegated programs in the state to the

17:47

um the state food codes but within that structure if we can make little changes or improvements we certainly do and there's a list of them here that we've done in the last few years I'll just touch on a couple of the newer ones Community Food Distribution is something

18:04

that we help create as in response to covid and food insecurity before that the only place for people to really receive Food who we're seeking it was at a food shelf and the pop-up really wasn't an option and so we created a new a new application and a hefty one dollar

**Report Regarding Item 7 Continues**

(17:25-18)

Presenter: Cindy Weckwerth (Director of Environmental Health)

- we want to be part of a city that holds us in all delegated programs in the state food codes but within that structure if we can make little changes or improvements we certainly do

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18:25

application fee to be able to make it so that the the food could be available for people where they need it the THC Edibles is actually not food but we get a lot of by state definition but we get a lot of calls from our food businesses trying to

18:45

understand kind of where those lines are and what they may be able to do around that and then I'm not sure if you're aware but we have all of our inspection Reports online so you can go in and and

18:58

look up a restaurant and see what sort of violations they've had and and utilize that tool and then we do a lot of reaching out to our establishments through our newsletters we have 13 different groups

19:18

that we send newsletters out to our biggest group is the food group and that's about 7 600 emails and we have about 9 000 in our database

19:32

and again this uh little snippet of um how well the inspectors explain problems to them and and help them make those changes and then we've um we always have lots and lots of projects going on at any

19:52

given time three of our most recent ones uh the allergen survey we just sent out last week it's an opportunity for us to understand what food service staff think do or feel about allergens or people who come in with allergies and are asking to be accommodated and then we'll utilize that

### **Report Regarding Item 7 Continues**

Presenter: Cindy Weckwerth (Director of Environmental Health)

### **Initiatives + Updates (18-19:30)**

- Community Food Distribution
  - Only \$1 fee
- THC Edibles questions
- Record of restaurants online and all previous violations
- Multiple newsletters + mailing lists

### **Ongoing Projects (19:30-20:30)**

- Allergen Survey
- Impact of labor shortage/covid on food workers
- Risk factor survey

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20:14

information to be able to provide some training for them um we're working with the University of Minnesota Rock MN and I believe citool on looking at the impact of Labor shortage and covid on food workers and then we're in

20:31

the process of doing a risk factor study where we look at all of the violations that we've seen in the last few years and try and figure out what sort of Education we should tailor to to our businesses um I want to thank you again for your

20:51

time and just say what a privilege it has been working with my team and I'm really proud of the good work that we're doing in the community and I'd like you to stand if you're on my team and be recognized so you can see who are the faces are out there

[Applause]

21:11

and I I can entertain any questions you may have for me thank you so much for that uh presentation is there Vice chair paint thank you madam chair I

**21:22**

just personally wanted to say thank you um you've been so helpful just in the last 24 hours working through

21:30

um you know this balancing of keeping the community safe and making sure that our businesses are running smoothly and I'm just really grateful for all the help that you're providing and hopefully we'll get a good resolution yes I hope

Response from Council Member Payne  
(21:22-21:41)

Appreciation + thanks on presentation and work

21:41

so too thank you very much

**21:49**

I agree thank you for this presentation I remember several years ago when um one of my colleagues really enjoyed when we were putting public information out so everybody could look up their local establishments and see what kinds of um how their favorite foods stacked up

22:06

against perhaps the safest places to eat around our city but I am curious if you could talk a little bit more about our food trucks our food trucks are something that are very popular but could you tell us a little bit more about how they get tracked and inspected and how we ensure food safety in those environments sure um it's it's been trickier this last year because it used to be that they

22:31

were all downtown or many of them were downtown so we've found most most of the food trucks that we've inspected so far we have found them at events um we have a separate system where we track the food trucks that we've inspected and the ones that we need to inspect and the ones that we reinspect we often go to their website to see where they'll be located you may or may not know this but because of the vast number of City celebrations over the summer in the city we have staff out every weekend and so we'll

23:07

we'll pick up food trucks as we go through that too so then is it are they kind of surveyed

Council Member Palmisano response to presentation + questions (21:49- 22:30)

- How do food trucks get tracked + inspected

Cindy Weckwerth (Director of Environmental Health) response (22:30- 23:15)

**Some of the challenges with inspecting food trucks**

- Before, food trucks tended to congregate mostly downtown, not necessarily the case now. They are at various events throughout the city.
  - So, so many events/celebrations over the summer
- Often have to go on website to figure out where food trucks will be

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23:15

based on them being out and serving food or are you looking do we like remind me do we license food trucks and are they ones that have an address in our city and what about all of the ones that have addresses say in a suburb are we do we ignore those or help me understand sure

23:33

sure so a City of Minneapolis food truck needs to have a commissary within the the city limits and we will either inspect them at their commissary while they're preparing or will spec inspect them out that's on their site if it comes from another area not not so much um if it's another City's food truck we would license it when it comes here if it's with the Department of Health or the department of safety then we would recognize their their truck license here, thank you any further discussion

24:18

I just want to say thank you so very much um that infographic was hilarious whoever created that should have went viral that is real um also I want to say I'm impressed by the um the training that you're providing in the multiple languages so like 25 years ago I was a restaurant manager and that was one of the hardest things was language right A lot of times in restaurants in the food industry most

24:48

people English isn't their first language and so it was always challenging I used to have to go to

Council Member Palmisano Follow-Up Question (23:15-23:33)

- Are food trucks licensed?
- Do they need to have an address in Minneapolis?
- What about the food trucks that have addresses in the suburbs? Do they fall under the same jurisdiction?

Cindy Weckwerth (Director of Environmental Health) response (23:33-24:18)

- City of Minneapolis food trucks needs to have a commissary within the the city limits and we will either inspect them at their commissary while they're preparing or will inspect them out on their site if it comes from another area
- If it's another City's food truck we would license it when it comes here if it's with the Department of Health or the Department of Safety then we would recognize their truck license here



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Cisco and do these uh food safety trainings and then try to come back and

24:58

get everyone in you know in multiple restaurants up to speed and it was the hardest part of the job ever so it's really cool to see how far this industry has progressed with food safety and now that the training is provided in different languages and you're meeting people where you are so where they are

25:17

so thank you so much much for sharing that that that's super impressive thank you thank you it's very important to us absolutely thank you and so uh seeing no um other questions I'll direct the clerk to receive and file this report thank you for the presentation and thanks to your team thank you

25:36

the next item of discussion is item eight it's receiving an update on the progress of various pilots and

25:43

implementation projects for unarmed Public Safety alternative responses here to present on this item today is Taylor

25:50

Crouch Dodson from the office of performance and Innovation hello hi good afternoon chair Vita Vice chair

25:57

Payne and the committee members thank you for uh having me my team and a number of uh staff colleagues here today

Chair Vetaw response to presentation (24:18-25:36)

- Similar message of appreciation
- Personal anecdote of being a restaurant manager, importance of having resources + training be accessible

25:17 → Report (Item 7) received and filed

25:36 -25:57

Chair Vetaw

- item eight. receiving an update on the progress of various pilots and implementation projects for unarmed Public Safety alternative responses
- Taylor Crouch-Dodson from the office of Performance and Innovation

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26:05

um uh as a chair said my name is Taylor Crouch Dotson I use see him pronouns and I'm a program manager with office of performance Innovation I'm joined by OPI director Brian Smith my colleagues Marisha McAdoo and Adar makatal and as you know the work of reimagining Public  
26:22

Safety requires a collaboration across many departments across the city and so I am joined here today by a number of those partner agencies uh Jennifer geiselhart from 911 interim director Rebecca Sandal from 3-1-1 program manager Candice Hansen from the BCR media relations coordinator Michael Douglas from Communications interim director Josh Peterson from Office of violence prevention deputy chief Eric  
26:48

Forrest from Minneapolis Police Department interim director Karen Mo from neighborhood and community relations projectors Surrey Garnett Hochuli from regulatory services and director Ahmed adao from traffic control it's in a lot of people but I wanted to just name that a lot of those people are here today in case you have more specific programmatic questions that I  
27:09

may not be able to answer so today we'll be presenting the quarter 2 update of our portfolio of unarmed Public Safety pilots and initiatives we'll also be providing a summary of the reimagining public safety awareness campaign you'll see here a list of those Pilots  
27:29

categorized as either non-emergency or emergency type responses and the status

Taylor Crouch-Dodson (26:05-27)

- Good turnout of agency/community partners, including folks from 911, 3-1-1, Office of Violence Prevention, Minneapolis Police Department, traffic control, among others

Taylor Crouch-Dodson (27-27:30)

### **Quarter Two Update of Public Safety Pilots + Initiatives Introduction**

Divided into two categories (27:30-27:34)

- Emergency + Non-Emergency

Different Initiatives at different levels of development (12:35-12:

- Implementing
- Designing
- Evaluating

is reflected there on the left try to emulate the stage in which that pilot is in designing reflects kind of that early phase development of the pilot evaluating is in which the pilot is active but it's under ongoing review by our office for performance and the implemented stage is uh

27:53

recognizing kind of like a fully operational or perhaps even concluded pilot and it's ready for um ongoing monitoring by our team today we'll be highlighting specifically those pilots in the past quarter in the evaluation and implementation stage

28:10

so first we'll speak about the non-emergency response Pilots so these non-emergency response buds can we think of as a package deal in which we worked with Community to reimagine aspects of the service delivery model from the start to the end

28:30

the first pilot is transferring non-emergency calls from 911 to 3-1-1 a prior engagement research in 2020 the desired outcome of this pilot was to reduce the number of call transfers as community members become more aware of alternative filing options in June of

28:48

2021 911 began transferring select non-emergency reports from 911 to 311 and in 2021 we saw a steady decline in those calls transfers as we see on the

28:59

chart there with the warmer months came more call transfers and in the last quarter alone which is emphasized in the

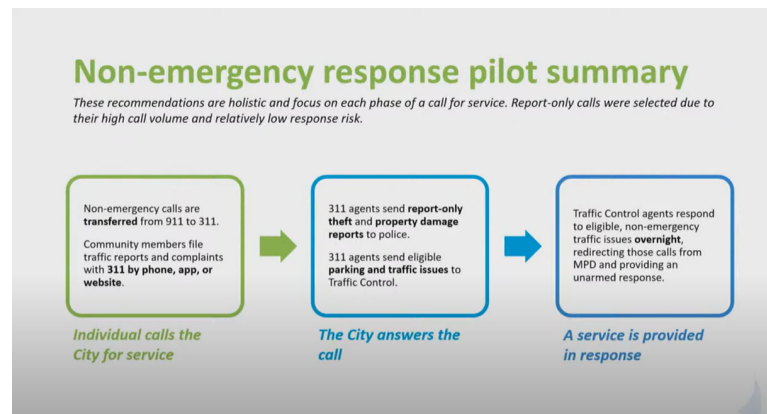
### In this presentation

	Project Status
<b>I. Non-emergency response pilots</b>	
Transfer non-emergency complaints and reports from 911 to 311	Implemented
Train civilian staff to handle theft and property damage reports	Designing
Establish an overnight shift for Traffic Control	Evaluating
<b>II. Emergency response pilots</b>	
Train 911 call takers in mental health	Implemented
Embed a mental health professional in 911	Designing
Launch the Behavioral Crisis Response team	Evaluating
<b>III. Reimagining Public Safety awareness campaign</b>	
	Implemented

Taylor Crouch-Dodson

1st Pilot - Transferring non-emergency calls from 911 to 311 (28:10-28:48)

- the desired outcome of this pilot was to reduce the number of call transfers as community members become more aware of alternative filing options in June of 2021



Taylor Crouch-Dodson

1st Pilot Findings (28:48-29:06)

- in 2021 steady decline in those calls transfers
- Increase during warmer months

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29:06

green bars we've seen a slight increase of almost 40 percent since quarter one we're continuing to work with 301 leadership as well as 9-1-1 to ensure that we're monitoring this pilot especially as we are able to track year-over-year trends

29:26

we can then go deeper into these types of police reports by looking at some of the key takeaways from our 2020 research which discovered that there was an overall preference for web-based reporting options instead of going in person currently 311 operates during the

29:44

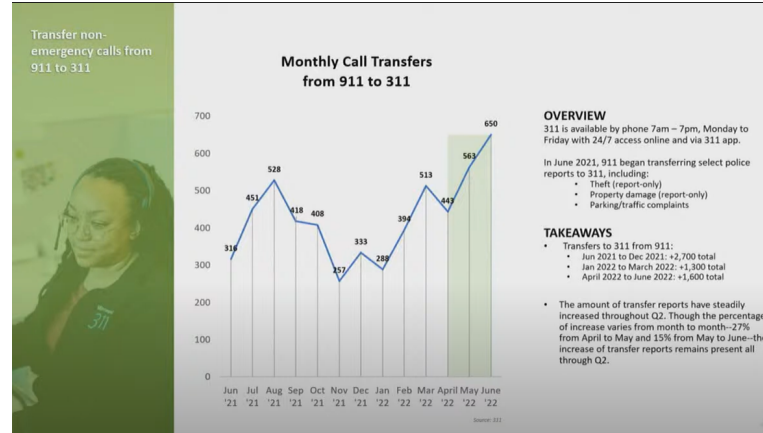
day 7 A.M to 7 PM Monday through Friday but they do have a 24 hour 24 7 access with a 311 app that folks can download and so on this bar we're seeing the difference between agent which represents the number of calls that are taken in by three-one-one agent during their operating hours and online

30:03

represents those web-based options going online using the app and on here in Quarter Two we're seeing a 25 increase in the total number of submitted 311

30:14

reports and 70 of those reports were filed online this is tracking the trends that we were seeing in 2020 and is affirming the need for more web-based options going forward as well so then specifically I was mentioning that there's a couple types of police reports that we were focusing on those

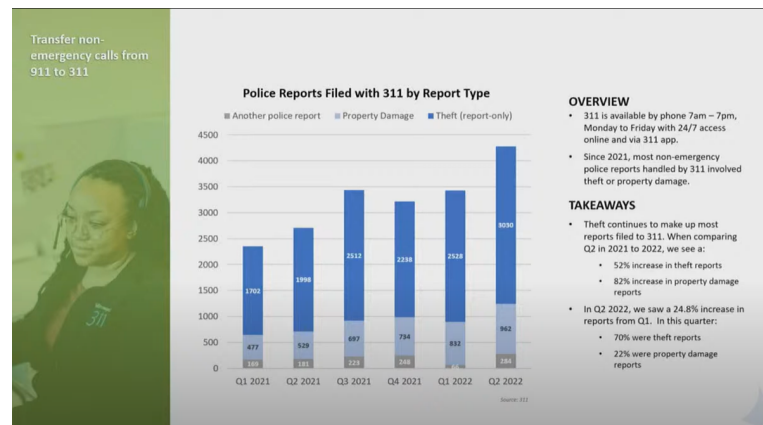


Taylor Crouch-Dodson(29:44-30:30)

### Implementation of 24/7 311 app

- Online v. Agent
- Q2, 25% increase in the total number of submitted 311 reports

\*\*\* Focusing specifically on property damage + theft



30:35

two are property damage and Report only thefts these were selected for the pilot due to their high call volume rates but also it was a relatively low response risk in which it allowed us to really be rethinking and shifting it away from 9-1-1 in order for 301 agents to take

30:52

that on 311 leadership informed us that it's typical to see higher rates of calls in warmer months during these summer time and so when we compare Quarter Two from 2021 to quarter to 2022 we're seeing 50 increase in thefts but actually a

31:12

staggering 80 increase in property damage reports we're not able to pinpoint exactly like why that may be happening but overall it could be a combination of people being more aware of the service and being able to provide it rather than other external factors but this is again another piece that

31:29

we're constantly monitoring which are allowing us to track as we continue on more year-over-year Trends uh we will say that this does kind of spark a question around capacity for three and one in the city to ensure that we're able to provide the appropriate level of response for people when they are in need foreign

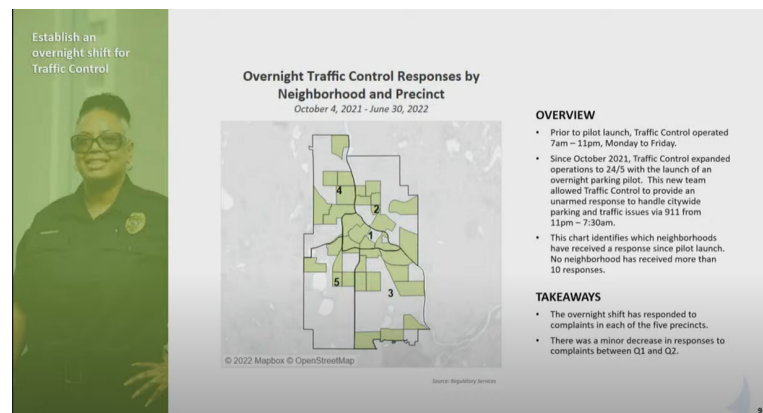
31:50

the next oh I'm sorry so the next uh type is a non-emergency responses being transferred from 911 to 311 is the traffic and parking

Taylor Crouch-Dodson

### Traffic + Parking Complaints

- The next type of non-emergency responses being transferred from 911 to 311 is the traffic and parking complaints.
- This type of call is received by three one one and handled by traffic control within regulatory



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32:04

complaints uh this type of call is received by three on one and handled by traffic control within regulatory services here we can see a breakdown of those calls based on filing options with 3-1-1 sorry I'm on the wrong slide um and unlock police reports traffic and

32:21

parking complaints are primarily filed uh by phone with a thrown on agent whereas a third or only conducted online so again we're seeing this kind of constant balance between some reports especially with police reports are preferred to do online others that are like maybe more in the moment aspects like a traffic or parking issue you want

32:39

to be able to talk to someone right there and then so having both options readily available is going to be an ongoing need Within 3-1-1 so now we'll transfer over to our next pilot which is the overnight traffic control shift so we established in October of 2021 a new team to work from 11 PM to 7 30 a.m Monday through Friday

which allowed traffic control to expand to a 24 hours a day five days a week operation  
33:17

um traffic control agents if you're unfamiliar are unarmed civilian staff and they provide parking and traffic

33:23

Services city-wide during our 2020 research with Community we asked what type of alternative response to police

Taylor Crouch-Dodson

Newer Initiative (32:30-33:17)

- Overnight traffic control shift addition (Oct 2021)
  - Currently 1 supervisor + 3 agents

Who Are Traffic Control Agents?

(33:17-33:23)

- are unarmed civilian staff and they provide parking and traffic services city-wide

Taylor Crouch-Dodson

(33:23-33:48)

Community alternatives to policing

- an overwhelming preference for Traffic Control
- Most traffic control agents have existing relationship in community

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33:30

Community would like to receive when reporting this type of issue and there

33:35

was an overwhelming preference for Traffic Control we learned that they have long-standing relationships within the community especially within our culturally underrepresented communities in Minneapolis the existing data here provides a snapshot specifically of that overnight shift we can begin to see where in the

33:53

city the team is providing services and so far you can see that there are calls within every Precinct but somewhat of a concentration near downtown so the primary goal of this pilot is to shift non-emergency traffic and parking

34:11

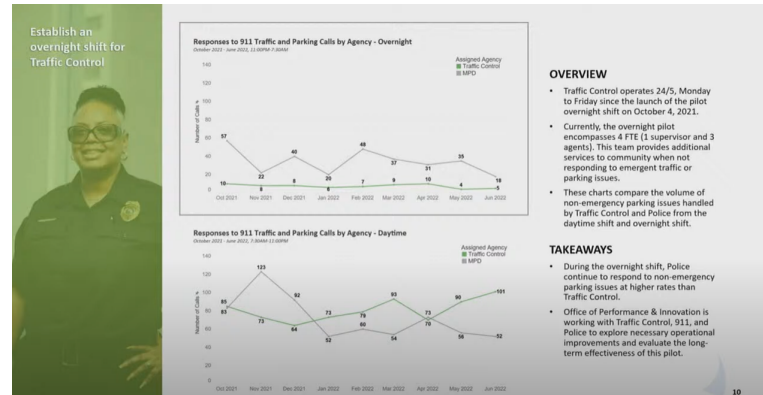
issues from police to Traffic Control during specifically that overnight shift and we want to provide you two charts the top chart is showing us the overnight shift and the bottom chart is showing the day shift the traffic control overnight team is a

34:27

relatively small team there are four ftes one supervisor and three agents and this team when they're not immediately doing traffic or parking issues is providing additional services to the community here we can see call volume rates between traffic control and police

34:46

police being in the gray and the green being traffic control since the pilot launch in October of



34:53

2021 we are seeing uh police continuing to respond to some non-emergency parking and traffic issues at higher rates than we really anticipated and this was not something that we were exactly anticipating but at the same time kind of reiterating the need for this is to be seen as a pilot as something that we're continuing to grow and learn from and so therefore we're working with our

35:17

partners in 9-1-1 police and traffic control to specifically look at operational improvements that may allow them to be able to respond to calls perhaps faster or more easily and evaluate long-term effectiveness of this pilot going forward

35:37

um so I know I've already shared a lot and I do have some more information that will go into our behavioral crisis team but I wanted to pause to see if a chair or any of the committee members had any

35:47

questions about the non-emergency response since it will be kind of a topic shift any questions oh thank you so um the next uh set is our emergency response um just like our other Pilots this is also somewhat of a package deal and we

36:07

can think of where within the process in which a Community member interacts with the city where we found points to make improvements or changes um so you can see them listed here we will be doing a deep dive into the behavioral crisis response team as the

Taylor Crouch-Dodson (34:53-35:37)

Some room for improvement/growth

- police continuing to respond to some non-emergency parking and traffic issues at higher rates than anticipated
- work on operational improvement to be able to answer calls faster and easier

Taylor Crouch-Dodson (36- 36:43)

**Shift to Emergency Response Pilots**

Behavioral Crisis Team

- city's newest first responder program that provides in-person de-escalation support and resources to people experiencing a mental health crisis
- Sent by 911 Dispatch, unarmed



36:24

many of as many of you are familiar with it's the city's newest first responder program that provides in-person de-escalation support and resources to people experiencing a mental health crisis they are unarmed dispatched by 9-1-1 city-wide and operate in two vans last quarter we provided some high-level

36:43

key performance measures which we have now updated with data including Quarter Two the average response rate increased to about 114 calls per week it was about a hundred last quarter bcrs responded to now more than 3 300 calls in total and as of April end of April of this year

37:03

operations increased to 24 hours a day Monday through Friday as well as a day shift on weekends and they are continuing to hire more so that we can reach that 24 7 hour operation soon

37:19

um as the city's largest unarmed Public Safety pilot we selected a handful of guiding questions to both help scope our monitoring and evaluation of the program as well as just be transparent with the public about uh how we're measuring their work this does mirror the quarter one presentation so hopefully these are familiar to you

37:37

also be providing some context around how 911 handles calls mainly for the community who are listening so the first question is what kinds of incidents are eligible for a BCR response

Taylor Crouch-Dodson (36:43-37:19)

### More on BCR

- Average Response Rate Increased
- BCR more 3300 calls total
- Increased to 24 hours on weekdays + day shifts on weekends ( as of the end of April of this year)
- Hoping to operate 24/7, but do not have enough staff yet.

## Behavioral Crisis Response

The Behavioral Crisis Response (BCR) program dispatches behavioral health responders to emergency mental health 911 calls. The BCR gives people experiencing a mental health crisis an unarmed response that can properly assess their needs and provide appropriate care/support while avoiding unnecessary hospitalization and criminalization.

### Key Performance Measures

*Pilot Period to Date: December 12, 2021 – June 30, 2022*

- ✓ Average response rate is =114 calls per week
- ✓ Responded to +3,300 incidents total
- ✓ Served entire City, including every precinct and ward
- ✓ As of April 30, operations increased to:
  - Monday to Friday, 24 hours/day
  - Saturday and Sunday, 9am – 4pm

37:51

um BCR response to a specific set of emergency calls one that involve a behavioral mental health crisis no weapons or violence can be occurring no medical emergency is needed or drugs or alcohol are not escalating a situation these are really important factors not only for the safety of our responders but honestly for the needs of the of the

38:16

Community member in crisis so they can ensure they get the right response um this set of criteria is being used by 911 dispatch when they're receiving information from the call Taker and whether BCR is going to backing up uh someone or any of it these criteria must

38:33

be met in order for them to appear at the scene another aspect of 911 call handling is the use of pncs which we've mentioned before but they stand for problem-nature codes and pncs are used by 911 to

38:48

categorize a call based on the situation each PNC is tied to a type of response team and specifically for BCR they responded two types of pncs BCR and we'll go into kind of some detail about what that looks like so the second question is how many calls

39:07

were eligible for a BCR response when a call is answered by 9-1-1 it's given a PNC as I was mentioning but as a 911 call taker listens to the details of a situation the PNC may change and so a call may be given many pncs throughout

Taylor Crouch-Dodson (37:51-38:16)

BCR criteria, to dispatch team

- these criteria must be met in order for them to appear at the scene

### Eligibility Criteria

- ✓ Seems to be a behavioral or mental health crisis
- ✓ No weapon involved
- ✓ No physical violence has occurred/is occurring
- ✓ No medical emergency
- ✓ Drugs/alcohol are not escalating the situation

*Police may request BCR presence through 911 Dispatch, but the incident must still meet above criteria.*

To categorize calls, use of Problem Nature Codes

- Priority 1
- Priority 2

### BCR Problem Nature Codes (PNC)

*Priority 1: BCR – Behavioral Crisis Response*

*Priority 2: BCRW – Behavioral Crisis Response Welfare Check*

Taylor Crouch-Dodson (39-40:28)

How many calls are eligible for BCR response?

- Difficult to give a clear answer, PNCs can multiple times in the duration of a call

Since launch at BCR in December of last year the total number of eligible calls is increasing consistently.

39:23

the lifespan of that call that first PNC is known as initial PNC and it's being used as a proxy for us to measure the volume of eligible calls for a BCR response and here we're seeing it compared to a new one called pic which is a person in crisis that particular type of call

39:42

code is specific for a type of mental health response that does require police to be present maybe there's weapons maybe there's some other situation but it's a type of situation that's not specific for BCR but holistically this bar graph is showing all types of mental or Behavioral Health calls coming through the 9-1-1 on a monthly basis and

40:02

since launch at BCR in December of last year the total number of eligible calls is increasing consistently which we feel like is a combination of 911 dispatchers being able to recognize when it's a BCR call and perhaps even more of a OPI would hope a trust from Community being able to call into 9-1-1 for assistance

40:28

let's see the third question is how many calls uh received a BCR response so while we were able to say how many calls are kind of coming into the system how many actually then get a BCR response so in that case we use the final PNC which was the last code used on a call this is

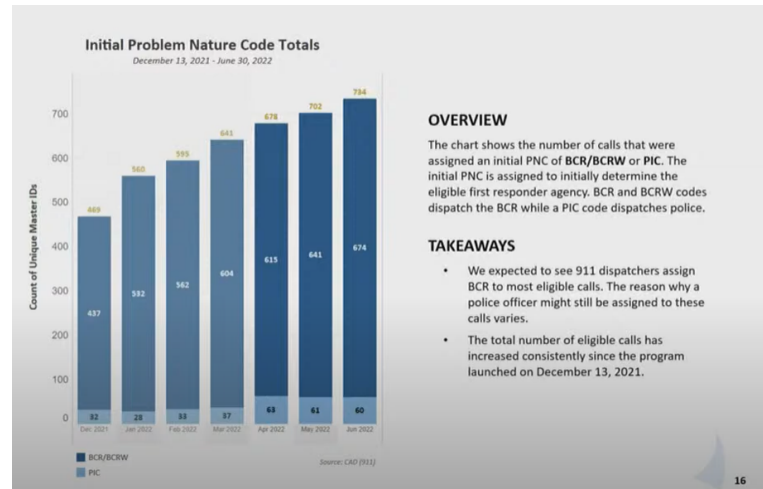
40:47

allowing this gives us kind of a Salient description of the incident indicates which agencies were ultimately assigned

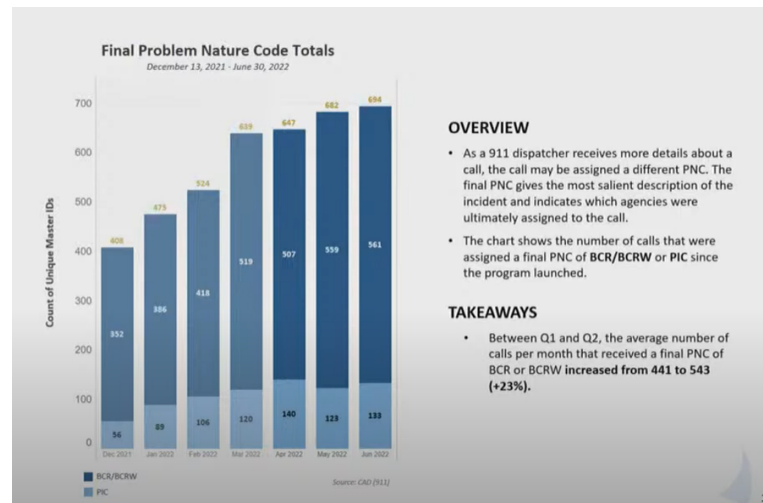
(Continued)

- Might be a combination of 911 dispatchers being able to recognize when it's a BCR call and perhaps a greater community trust in being able to call into 9-1-1 for assistance

How many calls were eligible for BCR response?



How many calls received a BCR response?



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40:54

so here we're also using final PNC as a proxy to measure the response rate between quarter one and Quarter Two of this year the average number of calls per month receiving a BCR response has increased by more than 23 percent

41:14

our fourth question is where BCR teams responding in our last quarter update we did provide a map which is being shown here on the left it's neighborhoods and within kind of the precinct borders um here we wanted to visualize the

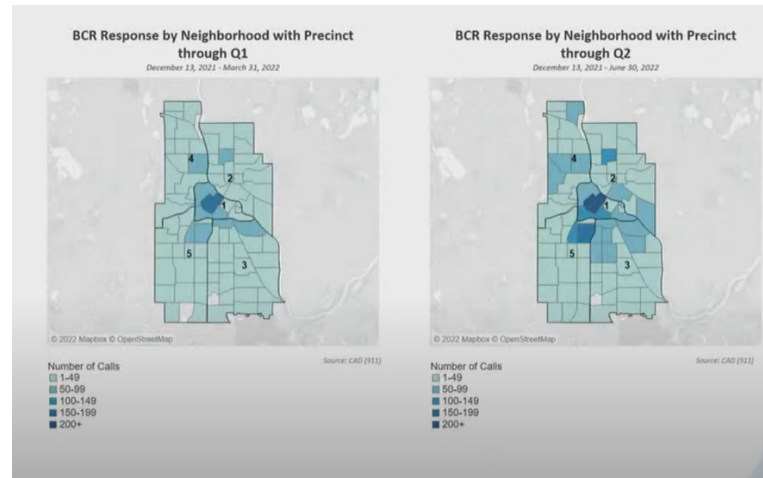
41:32

geographic data this way because it both complements the way that BCR sends out their fans and also they are tied into the police kind of Public Safety radio system which uses the precincts as kind of boundaries and borders um neighborhoods are also really helpful

41:49

because it kind of Dives deeper into a specific Community that's there and as of course council member is very aware of kind of those different areas businesses residents and such so as we move into Quarter Two which is mapped on the right we're able to see kind of that shift in the data in which we are seeing higher concentration of calls primarily in the downtown and Southwest Minneapolis area and with at the precincts level there is the highest concentration is within Precinct three and one we can then also show this data at the

Where are BCR teams responding?



42:27

ward level um this was I believe a question we had from our last quarter so we calculated

it uh both for quarter one on the left and then shifting to Quarter Two the biggest takeaway here is that we're seeing a higher concentration in every ward throughout the city with the highest being in Wards seven and five uh seeing

42:46

the response uh rates on this map is we believe a helpful tool to understand not only where the BCR is responding but reinforces the need for broader capacity of the program in the future

42:59

our fifth question is how were these calls resolved so at the conclusion of a call the primary agency um uh sorry primary responder for that call will use what's called a disposition code these codes do carry specific definitions for different agencies so for BCR the top three resolution codes 43:23

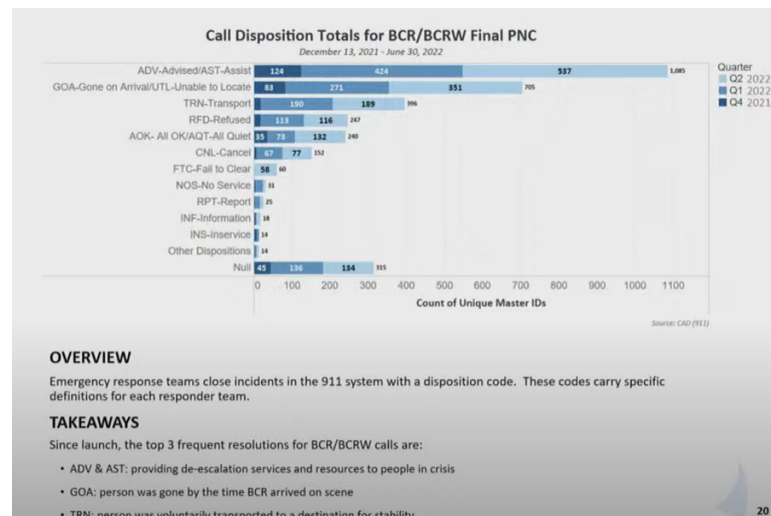
are listed here with definitions it's important to note that we're showing the data in a quarter over quarter Trend and so each quarter we've consistently seen advise and assist being the highest kind of resolution code which stands for the use of de-escalation tools and tactics that are really specific to a mental health professional we are seeing slightly higher Trends than we would like to see

43:49

for the gone on arrival which indicates that by the time BCR agent arrives at a at a scene the person is uh not there

How were calls resolved?

- Primary responder, disposition code



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and so it's something that we're going to be tracking again and it's just two bands

44:00

right now in operation and so we would love to see that rate go down but that just tends to happen sometimes and then the other one is transport this is a really important piece because it's a big service that the BCR is providing to community members because one of our two of our big goals for the program is to decrease unnecessary hospitalization and and the criminalization of mental health when we direct and provide people stable

44:27

locations outside of a hospital outside of a prison we're able to get them into a healthier Place Long Term so we're really happy to see that being a high rate because it's a unique service that they're providing to the community so our final question is how do BCR responders feel about the quality of their service so I'm actually going to

44:48

pause speaking and ask for a program manager Candice Hansen and one of the responders for the program to speak a bit about successes challenges rewards and frustrations from the past quarter

oh okay my director is asking that before I invite Candace if the chair of the community members have any questions about the data that I've perhaps shared and then and be able to transition there

45:13

if that feels appropriate for anyone thank you for that presentation councilmember rainville

thank you madam chair uh so to go back to uh your uh observation that uh

Taylor Crouch-Dodson

High rate of GOA, gone on arrival. Hoping that it will go down.

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45:26

transportation is so important what is the protocol when someone refuses to help or doesn't want the transportation

45:34

yeah um all of the transportation that is conducted is voluntary which is a really

45:39

important piece and so anything that is done is done in cooperation between the be serious bonder and the person in

45:46

crisis and that's a specific um that's just a specific point that everything's voluntary

45:53

okay but where I'm struggling is by by the term crisis the person needs help and if they

46:01

refuse to help if they're in crisis a point where they they refuse what happens then

46:07

that's let them walk away gotcha that I would like to ask Candace to come up and

46:13

answer that because I do think that feels more programmatic yeah go ahead

46:24

thank you and will you just state your name for the record please yeah my name is

Candace Hansen

46:30

I'm the program manager of the Minneapolis BCR work for canopy

46:36

and which please yes thank you so um there's

**Council Member Rainville Question**

- What is the protocol when someone refuses to help or doesn't want the transportation?

**Candice Hansen (Program Manager)**

**Response**

- transportation voluntary, BCR finds creative/innovative ways to resolve the situation if individual does not want to be transported to facility

(46:48-46:54)

- responders are trained to kind of meet community members where they are

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46:42

probably going to be a variety of things that happen in that scenario depending on uh what the situation is in the call our responders are trained to kind of meet community members where they are so depending on what the problem is they may they might say okay yeah uh you can go on about your business right also it

47:02

might be a different situation where they say no we don't want transport but how about something different there's been times where responders will say okay you don't want to get in the van what about we walk you down the street to this other safe place that you want to go and they just walk with them and so our responders often get to be pretty

47:20

creative when it comes to figuring out something with the Community member that they do uh want or need to help resolve their crisis so the the solution every time is not going to be a transport if they don't want it to everything is voluntary but we are used to trying to figure out something that we can do to help okay thank you and I I have a

47:43

couple more questions Madam chair so on page 10 slide 10 you talk about um the takeaway during the overnight shift please continue to respond to non-emergency parking issues at a higher rate than traffic control is that because this is uh later in the AM is it two three four in the morning is that why that happens so yeah let me jump to that slide

48:12

so um the overnight shift is specific yeah so it's 11 P.M to around 7 00 a.m on

**Council Member Rainville Question #2**

- According to slide 10, police respond to non-emergency parking issues at a higher rate than traffic control. Why is that?
- Rainville speculates, is that because this is later in the AM. Is that why that happens?



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Monday through Friday and we are I'm not able to answer specifically why like um perhaps like police may be responding to more calls than traffic control whether it's an access issue or whether it's just a general dispatch because the calls that come in through 9-1-1 can be sent to a responder but also MPD is able to proactively do uh ticketing or any type of other parking issues while they're out in the field and so it's a bit of like a shift in the way that I think we

48:52

might be collecting the data that it was originally designed for which is allowing more flexibility of you know whether you're sent somewhere or if you find something and so we're recognizing a need to kind of look at the design of the pilot to make sure that we're able to answer those types of questions and right now we just were unable to right

49:10

now but our plan is isn't the next quarter update we can parse this out further and be sure that we're doing more of like a one-to-one comparison between what may be being dispatched to each of those responders versus just kind of the total number of calls being handled so you're saying it might be

49:30

proactive policing the police are proactive in their response yeah in a recent conversation with police leadership 9-1-1 it was something that was shared as a potential suggestion but again we're working together in order to

### Taylor Crouch-Dodson Response

- Essentially, unable to give a satisfactory answer at this time due to limitations in data + newness of pilot program
  - we're recognizing a need to look at the design of the pilot to make sure that we're able to answer those types of questions and right now we are just unable to

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49:43

dig deeper into the data so we can understand those nuances okay thank you uh two more questions so on page seven uh you you're one of your takeaways is uh the 52 percent increase in Theft reports in the 82 percent increase in property damage reports and you uh could

50:04

you restate why you think that is happening one of the uh pieces that 311 leadership shared with us is that typically just like in warmer months they tend to see just higher call volumes in general that's a potential aspect the comparison between year over year when we're looking at Q2 of last

50:24

year and this year we weren't able to identify a specific reason for that okay so maybe there's just more crime I cannot say okay we do not have evidence to support that or or other reasonings behind it

50:40

okay and then on page five uh can you talk a little bit about this is the monthly call transfer there's that dip is that uh say from uh it peaked in August of 21 and then it dipped and it really didn't get back there until um April of 22 or actually may of 22.

is that a seasonal dip or or what do you

51:04

attribute that to that was also something that um 311 leadership had shared that there tends to be sometimes lower call rate in the colder months um but this is specific to call

51:16

transfers from 911 to 3-1-1 and so um overall there's obviously more calls

Council Member Rainville Question #3

- page seven one of your takeaways is the 52 percent increase in theft reports and the 82 percent increase in property damage reports
- could you restate why you think that is happening?

Taylor Crouch-Dobson Response

- in warmer months they [311 leadership] tend to see just higher call volumes in general
- But unable to identify specific reason

Council Member Rainville Speculates, maybe there's just more crime

- Taylor Crouch-Dobson is unable to deny or verify that
  - But essentially no data to support that

Council Member Rainville Question #4

- Dip in monthly call transfers after August 2021, did not increase significantly until April 2022.
- Is that a seasonal dip?

Taylor Crouch-Dobson Response

- not able to specify beyond early trends

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in total that are happening um but we're not able to specify Beyond these kind of early Trends to see

51:28

seasonal is one potential anecdote that we've seen over time but until we can get more year-over-year Trends to be able to compare them we're not sure if this is a new Spike or if this is just kind of you know that kind of seasonal trends that we would expect to call response so you need more data to make that money great well thank you that's

all my questions I appreciate it thank you councilmember Greenville councilman pomsano

**51:52**

thank you madam chair um I have both questions on the traffic enforcement side and also the problem nature code side first to go back to slide 10 for just a minute or it on this topic it it seems was this pilot and I forgive me if you said it at the very beginning was it controlled or set to just 10 neighborhoods is that was that the scope of the pilot was City wide

52:19

so it was Citywide but they the this is where the responses were by these traffic control agents um thank you and then what are the other it mentions on this Slide the team provides additional services to the community when not responding to things is that proactive looking in these neighborhoods or what are the other overnight services that these professionals are doing in the community

Council Member Palmisano Question #1

- Was it controlled or was the scope of the pilot city wide?

Taylor Crouch-Dodson Response

- City wide

Council Member Palmisano Question #2

- Additional services, what are the other overnight services that these professionals [traffic control agents] are doing in the community?

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52:46

it's a curiosity more than anything I'd like to invite director Amanda Dao from traffic control to answer that question thank you thanks welcome uh thank you chair Vita and council member so with the overnight one of the things that we have done is when the calls are

53:05

very low the agents have been going out to do the proactive enforcement that you mentioned and sometimes they'll also go to the areas that we have already assessed assessed the calls are coming from especially the 9-1-1 so what they do is they'll just go drive and make sure that we pay attention to the safety

53:24

enforcement piece which are mostly the driveways and the alleys and and and Via hydrants and all that so they do go out and and drive through the neighborhoods at least to show their presence as well because the program is still new and we're doing a lot of campaign and educating folks that we are here now 24/7 and people can call thank you I appreciate that if if I may about the problem nature codes um Mr crouched absent looking at your

53:54

you were on slide 16 and 17. the difference between the initial problem nature codes and the final ones um a couple of observations the first is on your takeaways she on slide 17 you talk about how the BCR or bcr response increased by 23 and that's notable except that the

### Traffic Control Agent Response

- When calls very low, proactive enforcement
- Go check in on areas, safety enforcement
- Driveways, alleys, fire hydrants
- At least show presence, to let folks know that they are there

### Council Member Palmisano Question #3

- 17 takeaway sheet, BCR response increased
- However person in crisis problem nature code ended up increasing a lot more
- BCR did not increase to same capacity
- Any comments on that?
- More seasonal fluctuations?

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54:19

person in crisis problem nature code ended up increasing a lot more than that it increased in that same time um so that's troubling but maybe explained by some of the seasonal fluctuations in in data and I was wondering if you had any comment

54:39

about it and I think maybe the person behind you does um I don't so specific to the uh the data piece I don't have a comment as to like why that might be happening we do see that the more that be Sarah is able to staff up they're able to handle of course more calls and more capacity

55:00

um I'm not sure if it might be a seasonal aspect again I think kind of going back to unfortunately my perhaps unsatisfactory answers to councilmember rainville around some of those Trends because we haven't been able to do year over year quite yet it's going to be hard to be able to identify if this is new or if this is

55:17

um more of a pattern that we can anticipate going forward thank you on the on the other hand um it seems like when you look at the differences between your chart in 16 and 17 that dispatchers seem to be getting more accurate in how they're quoting the call meaning the initial disposition is closer to the final disposition and I'm

55:39

curious is that a learning curve or have the was there a change in the questions or how are you getting better at this so I want to be cautious around doing

### Taylor Crouch-Dodson Response

- I don't have a comment as to why that might be happening
  - However, the more that BCR is able to staff up, they're able to handle of course more calls and more capacity

### Council Member Palmisano Question #4

- that dispatchers seem to be getting more accurate in how they're quoting the call meaning the initial disposition is closer to the final disposition and I'm curious is that a learning curve or have the was there a change in the questions
- How are you getting better at this

like a direct link between the initial and the final PNC and the reason why I say that is because the reason for why a

56:00

call May shift coding um doesn't always like um isn't the responsibility always like of the call agent it may just be situation changes it may be it was totally eligible BCR call from the start and then some new situation comes in and

56:17

now it's like a car crash or now it's this other situation and so the link between like a one for one between the two charts is we want to try to avoid the kind of one-to-one because it doesn't always mean that it's something having to do

56:35

with how the calls are being dispatched it's just kind of situational we are recognizing that we would love to give some more nuanced aspects of can we answer your question a little bit more thoroughly in the sense of you know is it the training or is it the type of questions is it people being able to respond quicker we just don't have that because each one of those calls can have

56:56

up to like for 10 different PNC's just with the more information they get so

57:02

that's kind of we separate them almost as like that initial aspect of how is 9-1-1 understanding the situation which

57:09

we do agree that the more that the P that the 911 agents have training and experience with taking in calls they're

#### Taylor Crouch-Dodson Response

- Trying to avoid making 1-1 comparisons
- A number of factors go into determining PNC codes
  - Fluctuating constantly, up to 10 different codes can apply to the same phone call

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57:15

going to be able to properly code them but you know between that and when the BCR goes to the call there's a large number of reasons whether it's capacity situation changes it's not always from the 911 side is what I'm trying to explain well it seems like a positive thing we want to continue absolutely but

57:35

that leads me to my last question which is in all of this what percentage of calls for service does this take away from otherwise needing an officer

57:46

response so if I think that would mean just looking at the um the totals of the final or the initial problem nature code totals or something and when looking at that versus the total number of calls for service that we're not able to respond to in other ways other than sending a

58:03

police department so I'm just curious what percentage of calls are we actually talking about yeah that is a that's a great question and it is one that we honestly have been trying to research and work with our it Partners I don't have that answer right

58:17

now because of the shifting of call types throughout the history but that is something that we're actively looking into um yeah I we unfortunately just don't have that number right now thank you I think we do I mean we do have calls for

58:30

service on a regular monthly basis so it wouldn't be hard but I just didn't know if there was something more complex

Council Member Palmisano #5

- what percentage of calls for service does this take away from otherwise needing an officer response ?

Taylor Crouch-Dodson Response

- don't have that answer right because of the shifting of call types throughout the call history
- that is something that we're actively looking into

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58:36

vice president Paul massano just um I have been talking to director Smith

58:42

about this very thing thank you for the presentation you've uh had a lot of questions you've answered a lot of questions that I've had meetings with director Smith about so thank you but we've been having conversations about the tracking of the very question that you just asked and I am hoping that

59:01

um soon we'll get those answers thank you when I receive them I will make sure that we share them with you thank you thank you any any more questions

Council Vice chair Payne thank you madam chair yeah I was just looking at the um

59:18

on slide 20 the call disposition totals and this going on arrival with that number be probably the best expression of understanding the difference between what our capacity is and um what we're not able to mean in terms of you know it had we had more Vans with that you know would that be a one-to-one number of if we had more capacity to

59:41

respond to these calls but we have a lower number of those gone on arrivals or we expect there to still be some gone on arrivals no matter what yeah um okay yeah great thank you do you have the question again because I couldn't hear oh um for me to answer that one yeah yeah the gun on arrival is that the best

Vice Chair Payne Question #1

Shortage of capacity, best reflected on gone on arrival number or initial PNC and final PNC ? Would gone on arrival decrease, if there were greater capacity?



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59:58

as I'm looking through the data like I I understand there to be a shortage of

1:00:04

of capacity to respond to every call is that best reflected in the going on arrival number or would it be something

1:00:10

like looking at the initial PNC and final PNC I'm just

1:00:16

trying to get a better understanding I mean obviously uh trevitas probably getting into those specifics but has

1:00:22

gone on arrival seems like a good shorthand maybe that's how we think of it yes yeah that

1:00:28

number is a for us at least seems to be the best reflection of what is it that we we can't get to we haven't been able

1:00:36

to get to and especially because um yeah people are moving irresponders do a lot of like searching around if we

1:00:42

can't find folks and a lot of times yeah sometimes we are getting there kind of

1:00:48

our response time isn't as fast as it could be and then we when we get there the situation has has changed or the

1:00:55

person's gone and we can't help so yeah and can I ask another question while you're up here

1:01:00

um I believe last quarter you had mentioned like one of the challenges is even when

Taylor Crouch-Dodson Response

- Yes that number [gone on arrival] seems to be the best reflection of what is it that we we can't get to
- So many different factors, sometimes responders end up searching for distressed individual, the situation might have changed, etc

1:01:06

you have a successful interaction with somebody there's not always those Downstream resources I wonder if you could just speak to that landscape of what are the various types of mental health um what what kind of infrastructure exists right now and maybe how can we as policy

1:01:24

makers think through whether it's partnership but the county partnership with the state to really identify what is that Gap yes that's a great question so I'll I can speak to a few of those and that was actually something I was going to cover in the next slide anyway uh first um would be shelter resources overnight so basically at a certain time of the

1:01:48

day they said around 10 11 and into the overnight shift if there's a person that they find who does not have a place to go the options for getting them somewhere into a shelter or whatever is are pretty much none at that point um the earlier hours of the day it's easier to get folks in and so we have been as a team or we are just starting to after We Gather this information we're starting to try to try to really

1:02:13

dig into what what is available um after hours so that's one thing that's missing another thing that has been really challenging for us is um non-hospital crisis stays so you guys are familiar with crisis residences we have a few in Minneapolis and then a few in the surrounding areas as well and

Vice Chair Payne Question #2

- Asking about mental health infrastructure, in relation to lack of downstream resources

Candice Hansen (Program Manager)

Response

- Much more difficult to find shelter or other place for individual to stay after 10 or 11 pm
- As a team, working to find after hours places
- Difficulty accessing non-hospital crisis residences
  - Resource they initially thought would be available to them

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um those have unfortunately been uh uh  
they were a resource that we really thought  
we'd be able to utilize

1:02:41

when we were conceptualizing this program  
it really just has not shaken out that way  
um uh my responder staff said that more  
often than not there's always there's just  
some barrier to getting them into uh crisis  
residences and crisis residences are really  
key because there's hospital is the highest  
level of care and there's a lot of people who

1:03:04

would be in crisis and who really need that  
short-term help but don't meet the criteria  
for hospital and so really crisis residents are  
meant they're meant to catch that population  
um and connecting with them and getting  
people in has been really difficult for us at  
all times of the day and then a follow-up to  
that uh I've done some

1:03:24

research on um these types of um facilities  
uh one program I looked into was the  
certified community behavioral health  
clinics program through samhsa which is a  
federal program but it's it looks like there  
are some of those facilities in Minnesota I  
just can't

1:03:43

find which of those facilities are technically  
one of these other are you familiar with this  
program at all I I'm actually not okay that's  
that's fine I'm just trying to now I'm curious  
yeah I know right so I'm trying to just dig  
into this and kind of figure out it's one thing  
to get BCR stood up it's a whole nother  
thing of there's such a need for the that  
service after you've maybe you know  
address the

Candice Hansen (Program Manager)

Response Continued

- Barriers to getting into crisis  
residencies
  - Many individuals don't meet  
criteria for hospital, so crisis  
residencies essential

Vice Chair Payne

Mentioned [SAMHSA](#)

Voicing concerns about care after BCR

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immediate crisis but now they still need help  
but you need to move on to your next call  
and I'm just trying to move

1:04:14

all the way Downstream to try to figure  
these things out so thank you any other  
questions I just have a couple quick  
questions um first one is you know the last  
presentation we had we there was some  
discussion about needing more Staffing

1:04:34

just wondering how many BCR staff exists  
now and if you've had any luck with hiring  
new staff in this quarter I'll pass it back do  
you mind asking that question one more  
time so um how many staff do you currently  
have and then what you know the last time  
you presented we talked about the struggle  
with hire a new staff and if you've been able  
to hire

1:05:01

um staff yeah um I actually do not know  
right now the exact number of people we  
have because we just hired a new batch of  
folks and then we have some start and then  
some not so I am actually not updated on  
that number but the uh the last I checked it

1:05:17

was uh 21. um so right now that was that's  
actually actually one of the challenges that I  
was going to talk about in this slide is um I  
really have been with uh Personnel

1:05:36

um hiring recruiting we we are into the the  
the hours that are harder to hire for in  
general like those overnight hours those  
part-time hours those uh as needed hours  
and so those are naturally going to be more  
difficult to hire for so that has been a  
challenge for us

Chair Vetaw Question

How many BCR exist now? Any luck with  
hiring new staff ?

Candice Hansen (Program Manager)

Response

- Do not know exact number.
- Hired new batch, some started, some did not.
- Last count 21.

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1:05:55

um you know to be honest with you there's a a other issues too that have come up like some of the uncertainty within the city and uh about the the city structure and um the uh I think that there are that has been somewhat of a barrier for recruiting because a lot of people ask what's the future of this program what's going to happen next what's what's going on next year

1:06:19

um and so I imagine that probably has impacted our ability to recruit as well um I also think that just kind of in general our Personnel we've had personal challenges when it comes to just a new group of people starting in general I don't know if any of you has ever been a part of like a brand new Department or a brand new team starting but any new group has its challenges with forming

1:06:43

its identity and its norms and all of that and so our team is up to that and that includes um you know some challenges here and there so we've been working through that thank you so much and then I think you kind of said it but I just wanted to make sure I was clear on um the gone on arrival right you said that it is I'm wondering about

1:07:07

is it because it takes you a certain amount of time to get there that they're probably gone or that they just want to be gone right like sometimes when someone knows someone's calling they're like I'm out I don't you know what I mean like have you been tracking is it just they don't want your service and they're gone

Candice Hansen (Program Manager)

Challenges

- One of the challenges, personnel. Hiring, recruiting. Hours that are harder to hire. Overnight, Part-time, as needed hours
- Uncertainty in the city, about city structure. Barrier for recruiting. What's the future of the program? What's gonna happen next?
- Challenges of new group of people starting
  - Forming its identity and norms

Chair Vetaw Question

Gone on arrival. How many do not want service? Or is it simply taking too long? What is happening in those gone on arrival cases?

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or is it like it's you only have two Vans and it's taken so our assumption is that it's we only have two Vans and it took us some time to get there however what I have some curiosity about what I'd like to look into further is um What's the timing on those calls like how long before it elapses between when we get the call transferred to us and then we are showing up there and so I think if if they were able to get that

1:07:51

information then it can give us more information about like maybe I'll reinterpreting that correctly right it's it's an interpretation the other thing I would be curious about too is like how does that um are gone on arrival compared to for instance other um other responding agencies is like MPD or EMS or whatever or if someone got there before you right like if it's a

1:08:14

delay thing like did they get an ambulance or you know something else occurred possibly is there a way that you have you know those type of interventions with dispatch just say you you um are on your way but you're you know you got two fans so it's taking a little time but this situation escalates to something else and if you get there and they're gone like did they go with an ambulance or police or something would

1:08:41

you know that so we would know that okay we would know that and and and also um I mean I don't know if I can it I don't want to generalize I want to say anything that's not true but I think it would be rare that EMS would be able to get there before us I don't know okay

Candice Hansen (Program Manager)

Response

- Assumption being that there is not enough capacity (BCR only has 2 vans and it can take a while to get there)
- However, would need to investigate more
  - For example, what's the timing on calls

Chair Vetaw Question

- How does gone on arrival compare to other agencies, MPD for example?
- Is it possible those gone on arrival individuals left with ambulance, police?
  - Are you given this information?

Candice Hansen (Program Manager)

Response

- rare that EMS would be able to get there before BCR
- MPD depends on situation, but likely would not get there before either

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1:08:57

MPD depending on the situation probably not as well okay all right thank you all

1:09:03

right now what are the questions I think we're gonna oh I'm sorry councilmember promisano thank you madam

1:09:10

chair um I do have a couple other questions oh okay wait I'll put my one I was just going to just add in one comment back to chair Vita's question around gone on arrival one of the aspects that I just wanted to reiterate is the BCR Vans uh were specifically designed to not have sirens and lights and be able to move like a patrol officer or like an ambulance through the

1:09:33

city and that was really um that was a really specific choice that we made in order to avoid escalating a situation further because we did hear that sirens and lights do tend to um build up that anxiety more than is necessary and so we are trying to find this balance right so uh to uh canis's Point around comparisons it's kind of hard to compare BCR to other First Responders just

1:09:59

because they operate differently in the city um than BCR and so there is a point around just the two Vans but they just you know function uh they can't just kind of skirt through traffic and so we'll be continuing to track that but it is uh it's this balance between wanting to ensure that this program is designed that is the way that the community wants it um but also in ensuring that we're providing a sufficient and efficient

**Taylor Crouch-Dodson Response**

- Difficult to compare BCR to other first responders
  - Operate differently

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1:10:22

service thank you for that yeah thank you sorry to interrupt uh Council vice president that's okay um I did want to say so just using a generic basis of what I talk about in neighborhood meetings of around 175 000 calls per service for through 9-1-1 for police on a yearly basis it seems like this still gets around three percent of the calls

1:10:48

so when we talk about what percentage of call response is this taking off the backs or taking off the plates of our Police Department I think we're still no matter what talking about around three percent of the calls I I probably wouldn't be able to affirm until I until we've had a chance to look at the data um and and I think yep so I just this is but if that is yeah thank you but I mean

1:11:13

it is important I think to keep it in perspective because it's a question that we've we asked last time too but um I think that this message should be real clear that no matter what we have been needing to do in terms of getting this type of service seated in our city and off the ground I don't see it going

1:11:35

away anytime soon so I hope that you give that sense of comfort to people who are looking to perhaps sign up with our

1:11:41

Behavioral Health crisis team that we will be seating a behavioral crisis response in our city I've never seen any disagreement up here around that um police are often dispatched now due to inavailability of our Behavioral Health

Council Member Palmisano Comment

- when we talk about what percentage of call response is BCR taking off the plates of Police Department what talking about is around **three percent of the calls**

Taylor Crouch-Dodson Response

- Are not able to affirm that at this time

Council Member Palmisano Comment

- Importance of BCR
  - Does not see it going away
- Police are often dispatched now due to unavailability of our Behavioral Health



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crisis team and I think that's you know something that we're trying to size and  
1:12:06

fix um but how often I wonder do you transport people to a triage Center like because I understand it's voluntary but you know 1800 Chicago how often do people get taken by way of our BCR team to our triage centers or to our to those facilities did you want to come in the first part

1:12:30

yeah okay chair Vita vice president palmisano to the um first question that you're at um a comment that you made when we talked about how the call codes can change you know four to ten times from the time a call comes in to the time you get there and even once you get there because you know things always changing um when we compare the percentages of what BCR is actually responding to that's

1:13:00

what we've been trying to get at for uh council member Vita on some of the meetings that we've had and it's not a real simple comparison because even the total number of calls that we get into the city that's like 9-1-1 calls those are also

1:13:20

shifting all the time and so if we say we get I can't remember the number you said it's usually 175 000 calls per service if we get 175 000 calls for service because those 175 are changing just as much as the ones that we get that have been maybe identified as BCR or something else and they continue to shift that's why we've

1:13:45

been having a difficult time trying to work with 9-1-1 to figure out can you make the

### Council Member Palmisano Question

- How often do people get taken by the BCR team to triage centers or to other facilities?

### OPI Director Brian Smith Response

- Difficulty measuring what percentage of calls BCR, in total 911 calls
  - Total number of 911 calls, shifting all the time

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1:13:51

comparison the way you did and I I get that math I 100 get that math but they've told us that because of the way things shift it's hard to just take that hundred and something thousand and then compare it to what BCR actually goes to because we also because not only because of the shift but because we because you we also haven't been able

1:14:16

to compare what is BCR out of those 175 000 I mean 100 I'm sorry I can't track your number those 100 000 plus that are BCR and BCR isn't even able to respond to out of that number and so it's just so many ways that the data is parsed uh through 9-1-1 in a way they collect data that we're having some difficulty getting to those answers for you but we're working at it all the time and uh I'm Joni director hotney said that uh she couldn't be here today and a representative was also not well but they want to be able to speak to it but

1:15:00

we have meetings weekly to try to figure that out and so we we're really trying to get at those answers for you all but it is just extremely difficult to to parse the way that things are defined all the time with those calls right no I appreciate that but I'm just saying on your slide

1:15:16

in terms of these are the calls that are eligible for BCR response on slide 16 or actually slide yeah slide 16 not slide 17 because this is how they're dispatched that this would be the total amount eligible and what I'm saying is I think that's around three percent of the

1:15:34

total volume of requests for service and so if it's something lesser than this because we don't yet have the Staffing to respond to it then it would be a lesser number than three percent do you see that it's going to go up somehow or are there problem nature codes that our BCR team is responding to that um that aren't on this slide I get the logic 100 I'm

1:15:59

just into this so many moving parts to it that is hard for us to like parse it and just be like like as an exact science that's all I was trying to say but I get the logic 100. thank you right I am curious about how often do does BCR transport people to a triage

1:16:20

center or is that not something that is like an often uh result of your work I mean the goal there is to stabilize people in place so maybe that means you're avoiding needing to take people to these triage centers they do go there sometimes we don't have an exact number about how many instances there are um I I do think it's something we can pull from our our sheet though that'd be

1:16:46

great yeah thank you thank you um I I do know that uh I believe uh Candace did start to go through some of these highlights that are a bit more qualitative and approach but I wanted to invite it unless uh if we're okay transitioning it's kind of like the final portion of our presentation um to have her speak and then also

1:17:10

invite a responder that she has brought her with us to talk about any further pieces from the last

Candice Hansen (Program Manager)

Response

- Do not have exact number for how often BCR transports individuals to triage center or other facilities

quarter thank you thank you so um the information that I'm going to give you guys is based on just kind of how things have gone for the last quarter with like internally at the BCR um and this is from talking to responders individual conversations and group conversations and and also talking with the supervisor so

1:17:37

um we think of our the successes of this quarter being uh just kind of related to building a more strong structure of policy um and organization uh within the program anything that's new we have you know ideas about how we want it to go and then we have to then start looking at well how is it actually going and how

1:17:59

can we actually improve it and so we've done a lot of work um kind of on that in sort of internal things that can't be seen from the outside um with improving the functioning of the program so um also just kind of uh another success that we can consider a big success is the responders continue to do their work safely and so we have had no additional

1:18:24

instances of responders being harmed or hurt during their work no assault nothing like that same um a continuous success of the program it means that responders are following protocol it also means that they they know what they're doing they're approaching responders or sorry

1:18:48

they're approaching community members with that that's the stance of the crisis responder one of respect and and

Successes + Challenges + Rewards + Frustrations Presented by Candice Hansen (Program Manager)

Launch the Behavioral Crisis Response team

What kinds of incidents are eligible for a BCR response?

How many calls were eligible for a BCR response?

How many calls received a BCR response?

Where are BCR teams responding?

How were these calls resolved?

How do BCR responders feel about the quality of their service?

Minneapolis City of Lakes

**Successes**

- Fortifying our foundation of policy and program structure
- Successfully problem-solving to address things that have been working less than optimally
- Responders continue to do their work safely

**Challenges**

- Personnel challenges: hiring for less desirable hours, turnover, further forming who we are as a group, defining our team identity, culture and norms

**Rewards**

- Staff continue to report that the work is rewarding
- Staff anecdote (Marisa)
- Continuing to work cooperatively and with increasing efficiency with MECC and other first response agencies

**Frustrations**

- Issues, changes and uncertainty with the City's government that impact our team's functioning
- Poor functioning of response vehicles and the BCR's workspace

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1:18:56

equality so we're excited about that some of the challenges that have come up have been like I said related to Personnel some of it's going to be natural because we're hiring for those less desirable hours we've had a bit of turnover not a ton but some we also have worked during this time on um like I said defining our identity our team culture our Norms um you know I guess an additional success would be within their kind of improving our hiring recruiting process based on the feedback that we've gotten from staff and recruits and things like that so

1:19:34

um some of the things that have been rewarding um is that responders are still talking about how they love the work the work is rewarding so I'd love to hear um from Anna you can come on up Anna's gonna just share a quick reflection on that

1:19:54

um sure hi my name is Anna Macias I'm a first responder and as I can testify that I absolutely love my job in this new position um like I'm excited to work every day and I know that's not a very popular thing to say you know the average thing to say I'm excited to come to work

1:20:15

um I was invited here to answer any questions you might have about the program from responders who are actually in the field and as you are having all those questions and the discussions I'm like trying to add more things so

1:20:32

um I have also um I've been also invited here to

Testimony - Ana Macias, BCR first responder

- Really enjoys work, shares personal anecdote
- No specific pattern in calls

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probably tell you a couple of my favorite calls or things that I can

1:20:44

um maybe make a picture in your head of what it is to be out there in the field with different responses so I don't know um share a story first um okay okay um there is no pattern there is no specific type of response that are wide variety

1:21:04

of them all one of them I remember just yesterday we went the caller was a staff member from a group home are saying that the recipient was almost catatonic uh sometimes the information in CAD we try to speculate on the way there what's

1:21:24

going on but everything makes sense once we get there and we see the need of our interventions and so uh the recipient was going to be transported to the hospital and it was she was indeed another responsive but

1:21:42

or what he was and and I feel um like BCR was a better response than calling an ambulance not only because uh the recipient was not too much in imminent danger to herself or others however um she still wanted to volunteer to go to the hospital in the transportation from the group

1:22:07

home to the hospital I was able to do a better assessment of The Psychotic symptoms that the recipient was displaying and see she happened to mention some homicidal ideation that had not been identified previously um and in that manner I was able to provide a collateral information to the hospital staff and also to the group

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1:22:32

home to say this recipient is experiencing some hallucinations that are um threatening to harm uh specific people in in the place where she lives and and and then to work after hospitalization to work on on those

1:22:50

measurements whatever those might be um I don't know if um that information that I was able to get from the recipient would have been out there if we didn't don't have that friendly conversation in the transportation in in just the van in the our van that I call drama because she's an old one she breaks down constantly

1:23:15

but um that's what we have so anyways it's a casual transportation and that was helpful uh one of um completely different scenario if this was a husband who called about her wife and not um of feeling suicidal and not being able to um get the motivation to do self-care and take care of her physical medical

1:23:40

needs so we get there and um indeed the recipient was refusing to attend to the very needed medical appointments uh giving her severe medical conditions and so one of the responders talked to the husband to kind of provide some psychoeducation and another responder talked to the wife and after some

1:24:05

interventions we were able to um get the two of them were together who are creating an actual appointment with the doctor and um and have a safety plan in place without the need of calling an

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ambulance at the time because it was not necessary and when it was very rewarding on my part it was that the family showed  
1:24:31

a great deal of appreciation for the service and encouragement of uh continue doing our work thank you like those I have a gazillion examples of very satisfying calls thank you yeah very much any questions any questions no questions okay

1:24:54

um thanks Anna and uh so to continue with um the other aspects of the the program for this last quarter um the another rewarding piece has been continuing to work cooperatively um and with increasing efficiency with mecc and other responder first responder agencies and

1:25:15

um just I've been connecting with um different folks in different spaces and they've just talked about how they're getting to know each other better they're getting they know how each other works they're getting to know uh our perspective and what we're thinking about when we go out on call and vice versa and so I've gotten

1:25:33

reports that it's just Contin the collaboration continues to go really well between BCR and MPD BCR and mecc and it also has improved between BCR and EMS so yeah thank you um the the last thing I want to cover is some of the frustrations um is uh like I mentioned earlier there

1:25:56

have been um you know there's some uncertainty and anxieties created uh by the the shifts

Anna Macias' Testimony Comes To An End

Successes + Challenges + Rewards + Frustrations Presented by Candice Hansen (Program Manager) [CONTINUED]

**Launch the Behavioral Crisis Response team**

What kinds of incidents are eligible for a BCR response?

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**How do BCR responders feel about the quality of their service?**

**Successes**

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and changes in the the city government and  
um there's some you know create some  
anxiety for our staff about like what

1:26:08

happens to our jobs you know who you  
know all of this stuff and so I think um that  
has kind of slowed things down a little bit  
um also another big piece that has been  
really frustrating for responders has been our  
our space not being um not accommodating  
us very well

1:26:28

um and uh and our response vehicles um  
being um in disrepair we are waiting  
for um ones that were ordered but it's taking  
a while for them to get here and um the  
vehicles that we have meanwhile uh have  
created a lot of situations where there's gaps  
in our services and

1:26:47

that creates frustration and challenges for  
everyone our the responders don't like  
sitting around they like getting out there so  
um that has been um you know and it's been  
hard for us not to have space that  
accommodates our whole team um our team  
has gotten bigger we don't have private  
space for our uh

1:27:04

our supervisors to meet individually with  
people so it's a that's the space issues have  
created quite a bit of strain on our team as  
well so any questions for me councilman  
pomsano thank you madam chair I'm not I'm  
just curious in terms of space issues is that  
something the city provides for you as  
canopy because we have a lot of space

1:27:30

I don't know that's what I I just I'm just  
curious and trying I don't want

**Council Member Palmisano Question**

- In terms of space issues, is that something the city provides for you as canopy?
- We have a lot of space

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to problem solve up here on the dance but I just um I'm curious to understand more about

1:27:42

that part Brian director Smith is jumping out of his seat okay not really no uh vice president promisano um when canopy first started uh the contract back in December we were given space in the new I get confused with PS Public Service building uh the new Public Service building uh and space to park the vans in the bag

1:28:11

uh but the space they were given was it was it was a pantry um and so as they grew and the Vans being in and out and people having to switch shifts and stuff like that it just became inconvenient for them as well as other people who were using the

1:28:32

space and the PSC and so we would move to the old Public Service space um and Barbara helped us find the space we got it real nice then we went from two day shifts Monday through Friday to overnight Monday through Friday and a shift on the weekends and so as they grow we need more space one of the things that we didn't uh anticipate and actually budget for is the amount of space that we eventually and needed which is now as they continue to grow and they're going to be hiring more people and so we did not budget that in our first um budget cycle for the first two years um but I know we have space um we can ask for space but there's always in most cases the costs associated with that and so we'll be working with Barbara who's been fantastic to work with to find additional space for canopy

### OPI Director Brian Smith Response

- Canopy contract, provided space in the new Public Service Building.
- Space was a former pantry.
- Inconvenient for them and others who were using space.
- Moved to old Public Service Space.
- Went from 2 day shifts to more and more.
- Growing staff as well.
- Did not budget for the amount of space that they'll eventually need.
- Can ask for space, but usually a cost associated with that.
- Will work to find additional space.

1:29:41

but just wanted to let everybody know that that was not budgeted and so but Barbara's been usually really really great and cool about trying to accommodate without asking for additional money but I didn't want to keep going to that well over and over again without um taking that into consideration although

1:30:00

we have a lot of empty space I appreciate that um are you saying that when we did this RFP for canopy services typically if we have a vendor doing Services they're providing their own space and this was a new thing that this provider was going to go and create and grow out but was it always in that contract language that we would provide them their space on the city end and we didn't account for that on the city end

1:30:28

it seems like kind of a big miss here so I'm just trying to figure out who should be in control of what as we as we continue to bring this to maturity vice president I could see how you would say it's a big Miss uh what we did take into account was space that canopy would need at their headquarters to do the things that they do at their headquarters but what we didn't take

1:30:54

into account was the convenience that being in a central location like downtown and being able to dispatch and operate from from this place how much more sense that actually made because we were trying to make it work where they would leave their headquarters meet

#### Council Member Palmisano Response

- In contract, space provided by the city? Or by whom?
- Who is in control of what?

#### OPI Director Brian Smith Response

- what we did take into account was space that canopy would need at their headquarters to do the things that they do but what we didn't take into account was the convenience that being in a central location like downtown and being able to dispatch and operate from there

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somewhere at a central location and then go from there and it just caused too many inconveniences and it just wasn't

1:31:19

that efficient and effective and so when we work with Barbara she said I get it that makes sense so I'll give you some space which was the pantry first and now at this place but but that wasn't budgeted for and so the city is actually doing us uh a favor by providing that space and now we need even more and so that's why I wanted to make sure that that conversation with Barbara doesn't at the head of um Property Services

1:31:44

doesn't seem like we're constantly coming to the well for something free and things like that and so we may even be able to um work something out because our funding from The Polar foundation and that uh joint Grant with MPD and us has finally come through and we were

1:32:02

counting on that for some time but we covered those costs and so polar will allow us to use those funds as well for additional things that the beer might need at a one-time cost and things like that thank you and can you remind me where canopy is headquartered where their own offices just on the border of Richfield and Minneapolis that's what I

1:32:19

thought thank you councilmember Ellison thank you madam chair um key my comments brief mostly just wanted to thank you for the presentation I think this is really really fantastic to

OPI Director Brian Smith Response  
(continued)

- Do not want to be perceived as taking advantage of the city? → 'constantly coming to the well for something free'
- City already provided them with some space, feels wrong to ask for more?

OPI Director Brian Smith Response  
(continued)

- Have a grant that might be able to cover costs of finding more space

Council Member Palmisano Question

- Where is Canopy headquartered?

OPI Director Brian Smith Response

- On border of Richfield and Minneapolis

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see this work and to see it advance and not just the canopy work but all of the work when it comes to expanding our

1:32:38

public safety system um and uh you know when I was thinking about the the pilot and I was thinking about this program you know three three percent is quite of a bit you know three percent is quite a lot uh to take on um especially when you think about you know the numbers that we're talking about um and I would love to see an analysis of how much work I would love to see that breakdown of how much work is actually being taken off the police's

1:33:03

plate because you know anything from things getting forwarded the 3-1-1 you know uh all these things start to add up and so the true sort of work might even be greater than three percent so I just wanted to say that and say that I I definitely would welcome that analysis in terms of um to the main presenter uh you know just so we could get an understanding of of what that is because it'll for one way another it'll also

1:33:27

inform the kind of investment that we make in in these Alternatives as well so just wanted to say thank you and I really appreciate the presentation thank you I I just want to also say thank you so much for the presentation and thank you for the work I don't know uh why people feel that this may go away but I do want to say on the record that I'm committed I don't want to speak for others but I think we all are committed to making sure that the residents of our city have this service and so if you need to send them to my office for me to

Council Member Ellison Response

- Appreciation for presentation + support for all the work being done + reiterating the importance of figuring out the percentage of work that BCR covers for MDP (related to comment made by Council Member Palmisano earlier)
  - This data will inform investment in program

Chair Vetaw

- Reiterates commitment to program
  - Both their own and that of their colleagues

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1:34:00

tell them you're staying I'll try my best to do so but I I do I think it's very important that we offer this service to Residents in the City of Minneapolis and I I know that this is in the budget you know and so I I don't want people to feel like their jobs are on the line because the government structure I think you said earlier and also because election Cycles come up I

1:34:27

mean I can only speak for the term that I'm here but I I am committed to and I've always heard my colleagues say that they're committed to the same thing so I I'm sorry about that but we're trying our best to make sure that you have the service to offer any other discussion thank you did you just have just one final piece I know this has been a wind of a presentation and just wanted to share one final piece which is some

1:34:55

efforts that we've been doing over the last few months which was building a awareness campaign one of the key highlights from our 2020 engagement was that there was many people within our community who just didn't know certain Services existed that there was a 301 app that traffic control does a variety of services that um well and then the launch of the BCR so much new was happening in this city

1:35:21

that we recognized that as we continue to invest both time and resources into these New Alternatives we needed to ensure that folks were educated and aware of what that looked like and so over the last few months we started

Taylor Crouch-Dodson

Community Engagement Campaign

- Getting the word out
- Letting folks know that 311 services are available
  - App exists too

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1:35:34

Contracting with juice house which is a minneapolis-based black owned and women-led creative content Collective to design and produce a campaign they their final portfolio included over 200 pieces of content including videos photos and infographics collectively it really helps to

1:35:54  
visualize both the impact and importance of what it looks like to center community in a public safety system we included over 80 community members and City staff from all of our partner agencies represented today and it really provided them I believe a unique opportunity to give a raw and authentic perspective of the work that they do we're excited to see the engagement occurring organically in the sense that no money has been driven into

1:36:21

advertisement it's just purely by followers and shares and likes on social media throughout all the city's channels we're having nearly 400 000 Impressions across all of our different channels we expect that to only grow the more that we're able to talk about it and folks are able to share it and we did take

1:36:38

some intentional time to ensure that these videos are available not only in English but also in among Spanish and Somali all of these videos and content will be saved onto the city's website for long-term storage but right now they are available on these channels for folks who are looking at this on the PDF those are clickable links I just wanted

Taylor Crouch-Dodson

Community Engagement Campaign

- Partnered with Juice House to design and produce the campaign
  - final portfolio included over 200 pieces of content including videos photos and infographics
- Campaign going well!
- Available in various languages including Spanish and Somali
- Content be saved on the city's website for long-term storage

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1:36:57

to share that piece is it something that we're really proud of it's a portfolio of content that we will not only be able to use now but we can re-share this content because as you all have said the investment into alternative responses is not going away just wanted to provide that final piece recognize we've probably answered a lot of your questions already so I just wanted to end with some takeaways you'll see here for each of our Pilots we do have some key steps that we are taking in each of them to ensure that not only they are

1:37:26

continuing to be monitored but that they can move from design into evaluation and finally into implementation so happy to go into detail about any one of those items but I believe we've kind of we've probably explained most of that already to date so with that being said that concludes formerly the presentation I really appreciate the time not only of the committee but also of us my staff

1:37:50

colleagues attending today so thank you Jeffy talk thank you so much is there any further questions any discussion thank you so much again for that presentation uh seeing no further questions I will direct the clerk to receive and file that report and uh seeing no further business before us and without objection I will declare this meeting adjourned

1:38:15

thank you