

Wednesday, March 31, 2021 citywide neighborhood organization meeting

Hello, neighborhood representatives.

Thank you for joining us for the third meeting of this series on Wednesday night and for sharing your questions and concerns. Below is a summary of what we presented and what we heard back from you.

Guests

Alongside NCR's facilitators and notetaker, Henry Halvorson, MPD; Trish Glover, 311; and Joni Hodne, 911 are speaking. Also present from the City are Casidy Anderson from MFD, Crime Prevention Specialist Jennifer Neale, Assistant Fire Chief Rucker and NCR Neighborhood Specialist Ethrophic Burnett.

Acknowledgement of retraumatization

As testimony and opening arguments begin in the Derek Chauvin trial, many residents are experiencing retraumatization, especially our Black and Indigenous communities and people of color. [See mental health and trauma resources in the recent Minneapolis Connects newsletter here.](#)

Acknowledgement of Trans Day of Visibility

March 31 is Trans Day of Visibility an annually internationally celebrated holiday that celebrates trans people, the successes they've achieved, and remembers the losses they've endured. [See the NCR Minneapolis Connects Trans Day of Visibility newsletter article for more information.](#)

Ways to stay connected

Website

- Main trial information webpage: <https://www.minneapolismn.gov/government/programs-initiatives/trial-support-safety/>
- The translated pages have been completed.
 - Spanish: [Apoyo y Seguridad durante el Juicio](#)
 - Somali: [Amaanka iyo Taageerada Dhageysiga Maxkamadda](#)
 - Hmong: [Xov Xwm thiab Kev Nyab Xeeb Txog Rooj Plaub](#)
 - Oromo: [Deggersa Qorannoo Yakkaa fi kan Nageenyaa](#)
- Trial updates can be found on the [courts website](#).

Email

- City newsletter on Wednesdays & Fridays. [Subscribe here.](#)
- NCR newsletter (monthly). [Subscribe here.](#)
- Notes from this meeting series are sent out as courtesy copies to neighborhood organization board chairs and lead staff, City Council staff, crime prevention specialists, NCR staff and the City Clerk.
- "City news kit" emails with mostly the same content as other City newsletters, but in a Word document and with recent social media posts that can be retweeted or re-shared if you so choose.
- Our weekly email is now being posted online on the webpage called [Citywide Neighborhood Organization Meetings](#).

Radio

[The City's multi-lingual radio shows.](#)

- KMOJ 89.9 FM (English) - "Minneapolis 360" on [KMOJ](#) (Wednesdays from 1:30-2 p.m.), [KMOJ playlist](#)
- La Raza 95.7 FM (Spanish) - "Mi Ciudad" [La Raza 95.7 FM y 1400 AM](#) (Tuesdays from 3-4 p.m.), [La Raza playlist](#)
- KALY 101.7 FM (Somali) - "Magaaladayda Minneapolis" [KALY](#) (Thursdays, 3/11, 3/25, 4/8 and 4/22 from 2-3 p.m.) Playlist unavailable.
- WIXK AM1590 (Hmong) - "Kuv Lub Nroog Minneapolis" [WIXK](#) (Thursdays from 2-3 p.m.), [WIXK playlist](#).

Press conferences

- Weekly City press conferences, Thursday mornings at 10:30 a.m. via City social media:
 - <https://twitter.com/cityminneapolis>
 - <https://www.facebook.com/cityofminneapolis/>
 - <https://www.youtube.com/user/cityofminneapolis>
- Stay tuned to news from [Operation Safety Net](#)
 - Social media
 - [Facebook](#)
 - [Twitter](#)
 - [Instagram](#)
 - [YouTube](#)
 - Weekly press conferences watchable on Operation Safety Net social media and posted to website Mondays at 2 p.m.

New MPD tip line

There is a new tip line as of March 31, 2021: 612-673-5335.

- Call to provide tips about suspicious activity that doesn't require an immediate Police, Fire or EMS response, such as vehicles driving without license plates, spotting something odd in an alley, etc.
- Has more staff capacity and better technology to intake, manage and act on tips.
- Crime prevention specialists are helping to gather tip information and pass it along to the necessary units or people.
- Businesses and property owners can call 612-673-2499 with questions about business operations during the trial and general information about regulations and resources.

Questions and concerns about the MPD tip line

- Are there two tip lines now?
 - Yes, the old one is still active, but it's better to call 612-673-5335. Your tip will be processed more quickly.

311 – Director Trish Glover

The 311 Department is the primary source of contact for the City. Contact 311 for service requests, report non-emergency problems like trash, graffiti, potholes or get City information. 311 sends the issue to the corresponding City departments to resolve. [Check out our 311 Youtube videos](#).

Calling

- Dial 311 inside city limits.
- For calling outside city limits, dial 612-673-3000.
- TTY service for hearing-impaired individuals with TDD/TTY devices: 612-263-6850.
- Schedule: 7 a.m.-7 p.m., Monday-Friday, closed on City holidays.
- All other options are available 24/7.
- Interpreters: When you call, press 1 for English, 2 for Spanish, 3 for Somali, 4 for Hmong, or stay on the line and tell the call center worker which other language you need (227 language options).

Texting

- Send a text message to 311TXT (311898) with the keyword of the information you're looking for.
- The computer will automatically send you the relevant information (for best results, send as few words as possible. For example, send the word "snow" instead of "when is my street getting plowed.")
- [More information about how texting 311 works.](#)

Email

- Minneapolis311@minneapolismn.gov
- You'll get a response within 48 hours but often even sooner.

Online

- [Self-service, report an issue or contact 311 through online form.](#)
- [Download the 311 smartphone app.](#)

Capacity of the 311 City information line

- The 311 call center was lost in the Third Precinct building, but workers are working from home due to COVID-19 anyway. 311 will be moving downtown after the trial.

Questions and concerns about 311

- Is 311 doing anything differently in case of civil unrest?
 - 311 can open a temporary call center, within 24 hours if needed, using some staff from Elections & Voter Services to offload some calls. No capacity yet to expand hours, but 311 is in the process of training in some new people.
 - Last summer, 311 reached call volumes close to 7,000 calls in a day and 1,000s of emails for a staff of 14 workers. Sometimes abusive, insulting callers targeted call center workers. To help ensure capacity and to protect the mental health of call center workers, an automated message is being prepared along the lines of: *"311 is only available to assist with Minneapolis City services. Due to high call volumes, we are unable to take comment on or discuss the Derek Chauvin trial. Any discussion or commentary related to this trial will be disconnected without warning. To speak to an agent about Minneapolis City services, please remain on the line."*

911 – Interim Assistant Director Joni Hodne

Capacity and staffing

- Last summer, 911 reached around 7,000-8,000 calls a day, overloading cell towers, and funneling some calls into neighboring cities' dispatch centers. In case of a similar situation in the future, there are now protocols in place to organize communication efforts between cities. Protocols include:
 - Minneapolis 911 meets weekly with neighboring cities' dispatch centers.
 - Dedicated encrypted radio channel connects the various dispatch centers.
 - Special phone lines for other dispatches to use to reach Minneapolis 911.
 - Enhanced staffing plans to align staffing levels to phases of the trial.
- 911 lost a backup call center in the Third Precinct but has developed another backup center to station additional call takers if needed. People from other dispatch centers can be brought out there if needed.

When to call 911

- Call 911 for police, fire or EMS situations.
- Use the tip line, not 911 to report suspicious activity. Note that the tip line only returns your call if a callback is needed.

Questions and concerns from attendees about 911

- When you call 911, can you ask for emergency medical assistance and request not to have police

respond?

- If it's a medical emergency only, it often doesn't involve police. However, if there's a safety threat that affects the responders or the caller, police come to make sure the scene is safe.

MPD – Assistant Chief of Police Henry Halvorson

Operation Safety Net

- Collaboration between Hennepin County Sheriff, Metro Transit Police, Minneapolis Police, Ramsey County Sheriff, Saint Paul Police, Minnesota State Patrol, Minnesota Department of Natural Resources, Minnesota Homeland Security and Emergency Management, and the Minnesota National Guard.
- Goals
 1. Prevent large scale violence, civil disturbance, assaultive action and prevent looting, fires, damage to critical infrastructure, businesses, homes, property and government buildings.
 2. Preserve and protect 1st amendment rights, lawful, nonviolent, safe assemblies.
 - a. Part of the goal of making sure protests are safe is keeping people off of freeways. The State Patrol and other partners will remove people from freeways.
- Run under a unified command. The executive team (MPD Chief Arradondo, Hennepin County Sheriff Hutchinson, National Guard Colonel Matt Langer, Department of Public Safety Commissioner John Harrington) discuss responses to possible civil unrest incidents and make joint decisions.

Phases of Operation Safety Net

- Phase 1: planning and preparation (end of last year).
- Phase 2: jury selection and trial (ongoing).
 - No incidents have happened, just peaceful protest.
- Phase 3: closing arguments.
 - More National Guard and law enforcement presence planned.
- Phase 4: demobilize, debrief and get back to normal responsibilities.

Operational sections

- SWAT teams.
- Mobile field force teams for incident response.
- Property Protection Detail: National Guard and law enforcement partners assigned to strategic areas throughout the city to respond to property damage, secure government structures.
- Critical Infrastructure Team: secures precincts, City Hall, Government Center, and keeps employees and buildings safe.
- Tactical Traffic Team: keeps traffic flowing, assists with any incidents at roads and intersections.

Questions and concerns from attendees about Operation Safety Net

- The Speedway Mall at Grant & LaSalle has gunshots, stabbings, assaults from Grant & Nicollet, south on Nicollet or west on Grant to the park. Residents are in regular contact with Inspector Billy Peterson and request more resources.
 - Received and noted that violence is up across the entire country.
- Is there any intelligence that warns of any planned violence? Participant is concerned about provocateurs from the far right.
 - No, there are no credible threats of possible planned violence. MPD gets daily briefs from local, state and national partners, which have found no threats.
- Are crime prevention specialists (CPS) working any differently now?
 - They have not formally transitioned over to NCR yet and are still working under MPD. If there are changes to the work of the CPS team at this time, that would be at the direction of the MPD.

Other questions, comments and concerns

- Where is the FAQ from neighborhoods?

- It was emailed out on March 18 after the last meeting and is posted on NCR's website: [Citywide Neighborhood Organization Meetings page](#).
- NCR invites neighborhood representatives to send requests for future guests to steven.gallagher@minneapolismn.gov.
- Casidy Anderson from the Fire Department introduced herself and is available to answer questions about emergency preparations, injury prevention and fire prevention.
- Reminder that COVID-19 infection numbers are on the rise in Minneapolis and variants are spreading locally. Wear a mask to protests, use hand sanitizer and stay six feet apart.

Thank you,

City of Minneapolis Neighborhood and Community Relations Department

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