

Citizens for a Loring Park Community
Livability Committee Minutes – Draft 5.20.2010
Wednesday, May 19th, 2010

Present: Bob Hansen (Chair), John Novak, Laurie Spark (Loring Park), Sgt. Calvin Noble (Park Police), Gary Gliem, David Marsh, Jean Innes, Francis Mark, Maryam Williams (911), Don Stickney (311), Neil Carlson, Paul Puttlitz, and Jana Metge (CLPC Coordinator).

*MN Aids Project visited with their needle exchange van for a walk-thru by committee members.
Meeting was called to order at 6:35 p.m. by Committee Chair Bob Hansen.*

There was a request to add an Aquatennial Event Planning report and action to the agenda by John Novak.

The Agenda was approved as amended by Consensus.

Motion: That the Feb. and April Land Use minutes be approved as presented. M/S/Consensus
Paul/John – Unanimous approval

The following announcements were made:

- Court Watch – Held Friday, May 7th – **Next mtg. is Fri., June 4th** - 10:00-Noon @ Central Library
- Community Sing-Along – No Sing-A-Long in June, the next one is July 20th @ the Park
- 12th Street U.S. Post Office Tree Planting** – Come and meet “Elmer the Elm Tree!!” May 20th at 1:30 p.m. on 12th Street across from the Post Office!
- Traffic Calming Task Force - Monday, May 24th - 5:30-7:00 p.m. @ Loring Office building/Room 207 – 430 Oak Grove – **NOTE TIME and DATE CHANGE**
- Land Use Committee - Monday, May 24th – 7:00-8:30 p.m. @ Loring Office Building
- Master Plan Steering Com. – Meeting is **Wed., May 26th-7:00-8:30 p.m./430 Oak Grove**
- PRIDE Festival – June 26th-27th, 2010 @ Loring Park
- National Nite Out – 1st Tuesday in August – Time to plan Neighborhood Parties!!
- Loring Part Art Festival – August 7th & 8th @ Loring Park
- Jana distributed HN County Bike Maps and St. Stephens Street Outreach cards
- Loring Kitchen & Bar Now Open for Lunch!** Jana distributed flyers – if you eat there from 11:00 a.m.-2:00 pm. from May 24th – May 28th – **20% of all proceeds will be donated to CLPC!**

911 Call Center – Maryam Williams, Supervisor

During the CLPC March Annual Meeting, several concerns came up about 911, when to call and when to call 311. Also, what to do if you are unhappy with a 911 response. Maryam presented an overview of 911. She began with 911 in 1988 as a 911 operator. They have a 2-tier dispatch system 1) 911 to answer calls and 2) police dispatch the services needed. 911 operators talk, type, and dispatch to appropriate agencies (MPD, Park Police, Fire, etc.) Maryam stressed that it is OK to call 911 whenever you need police, fire, or a squad. It doesn't have to be an emergency. This is different than other cities which say to callers “Is this an emergency?” If you are unhappy with how your 911 call is handled, ask to talk to a supervisor. If you call the next day, be sure you know the date/time of your 911 call, as well as the phone number you called from so that they can track it.

Maryam overviewed that when you call from a land line, your location pops up. But, when you call from a cell, the cell tower will put the 911 dispatcher within a half mile of your location. So, be specific and exact with your location. Maryam suggested this be the 1st piece of information you give the 911 operator. She overviewed that operators have limited capacity, so they have to focus in and ask specific questions, then type it onto a screen. When calling about a vehicle, if possible, note the make and color of the car, how many doors, and the model. When possible, take down a license number. When calling about a person, note the weight, height, race, and clothing.

911 would love to hire operators that speak different languages. Maryam encouraged members to let others know this. Presently, they contract with interpreter services out of California.

Concerns were expressed about the prioritization of calls on drunk driving and it was expressed that these should

be a priority. Also a concern was expressed about an operator not taken a suspect description and a robbery in progress not being prioritized because the suspect was out of the building. Maryam stated to always contact a supervisor if you feel that the 911 response was not sufficient. That is how good changes are made, through community input.

311 Call Center – Donald Stickney, Director

Don, the Director of 311 Call Center, presented an overview of 311 – why it was developed, what its purpose is, when to call 311 and what it can do for you. He also distributed copies of his powerpoint and a brochure on 311 & 911. The brochures are available in English and in Spanish.

311 opened 4 years ago and Don began working on the concept 2 years prior to that. The 311 Center is on the 3rd floor of the 3rd Precinct, 3000 Minnehaha Ave. John welcomed us to come over and take a tour of the center. These 311 Centers were started through the Federal Communications Dept. in D.C. under the Clinton Administration as a way to help offload calls to 911.

311 is the non-emergency city service number. Prior to 311, there were 200 city/state/county departments listed in the phone book and people had no idea which one to call. 20-30% of calls to 911 were mis-routed. The goal was to simplify service and access to city services and information. They also track calls from the beginning to end and can monitor how long it takes to get a service call resolved by a city department.

They are open 7:00 a.m to 7:00 p.m. Monday through Friday. Due to city budget constraints, the hours were cut back to 7:00 p.m., from 11:00 p.m. The ultimate goal is to get back to the 11:00 p.m., as well as weekend hours. But, 311 services and reporting is available online for those with internet access and this is 24-7.

When 311 opened on Jan. 4th, 2006, they had 100 types of service requests. Today, they are at an identified 175 types of service requests. There are over 2,500 contacts per day to 311. 15% are service requests such as a pot hole or graffiti and 70% are information requests, and another 15% are calls transferred to a Dept. Specialist. They developed their tracking system and identified types of service requests by going to every department in the City and asking for their frequently asked questions. This year, due to the Utility Dept. getting budget cuts, 311 has also taken on Utility payments. 311 creates the work orders to departments and then tracks them. Police reports (if you do not request or need a squad) can be done online or by phoning 311.

Don stated that he can send CLPC monthly or quarterly service calls to 311 from Loring Park. Committee thought this would be very interesting to review monthly.

One of the earlier Livability Committee projects was on street lights. Jana asked if a couple of outstanding issues had been resolved. 1) Xcel would report a light as “fixed” when they had only transferred it to a repair person, not when it was on. Don reported that now, a light is reported as “fixed” only if it is on. 2) Does 311 have the ability to track Xcel lights in the City? Don reported not yet, his goal is that a call to 311 for a light out, could be tracked by 311 – that Xcel would interface with 311 and they could get the report back and monitor repair orders.

Don distributed comment cards and asked for feedback. He stated that improvements are made to 311 through constituent concerns, requests, and suggestions. He reiterated to call 311 when you don't need a squad or post an incident and to call 911 if the incident is in progress and you need a squad, police, or fire. He suggested with graffiti that if you could take a digital photo of the graffiti, send it with the online report.

The Committee thanked Don and Maryam for coming and for their dedicated work to the City of Minneapolis!

2010 Aquatennial Event in Loring Park – John Novak

John overviewed that last month, CLPC through the Livability Committee was offered the opportunity to create an “Associated Aquatennial Event”. John volunteered to head up the potential of an event and has been working on a team with Dave Hile (Friends of Loring Park), Laurie Spark (LPark Director), and Jana Metge (CLPC Coord.). He presented a 1-page summary overview of the proposed event.

This would be held on the evening of the torchlight parade in Loring Park and the event is proposed to run from 4:00-7:30 p.m. The parade is at 8:00, so this would be a pre-parade event. Laurie has dedicated \$4,000 of her budget to provide for pony rides, carnival games, ice cream social, and inflatable bouncers. The Jeremiah Program has agreed to do the facepainting at the event. There will be food vendors selling food items at a very low cost. CLPC and Friends for Loring Park will have booths and sell product to help them with fundraising. The

committee is connecting with The Woman's Club on their ability to sponsor The Teddy Bear Band. A potential name for the event is "Family Fun in the Park – A pre-parade Event!!" Laurie is looking into booking the Park Board stage for the event and the Park Police will be notified and able to be around the event if not called. She will also purchase and display an outside banner announcing the event. It is expected that 70,000 people will attend the Torchlight Parade. **Our Event Goal is to bring 1,000 of them to Loring Park for Family Fun in the Park!!**

When an "Associated Event" Aquatennial will do 1 press release on your event, plus announce the event in all of the Aquatennial Event promotion, including the Strib insert which has a distribution of 350,000. Additional promotion will come through CLPC email distribution, business email distribution, Downtown Journal, KFAI radio and the Current, as well as City Pages. John will be creating a FaceBook page to attach to the CLPC website. Resident, Jim Daly has agreed to photograph the event. John stated that post-event, we will create a web page to show this year's event and then promote the 2011 event. Media XPress has offered to print flyers which will be distributed to all churches, businesses, condos, and apartment buildings in the neighborhood.

The Aquatennial Fee is \$1,000. Friends for Loring Park took a Board action this past Monday, dedicating \$250 towards this fee. Loring Kitchen & Bar has committed to be another \$250 sponsor. Sponsorship letters have been sent to Laurel Village, Oak Street Grocery, Pharmacy on 14th, and Joe's Garage. There will be outreach to Village Green, Nick & Eddies, and Eli's. The \$1,000 fee is due to the Aquatennial by Friday of this week.

Both Friends of Loring Park and CLPC will recruit volunteers to assist Park Staff in managing the event – set up, tear down, welcoming folks, directing people coming to the parade to our event.

MOTION: That CLPC support an Associated Aquatennial Event at Loring Loring Park and dedicate \$250 of NRP Phase II Event funding and pay the \$1,000 registration fee. *John/Neil M/S/Consensus – Unanimous approval.* Note – A minimum of \$750.00 will come into CLPC in sponsorship fees towards this \$1,000 fee.

Minneapolis Park Police – Sgt. Brian Rodgers

Sgt. Brian Rodgers was unavailable tonight, so Sgt. Calvin Noble presented an overview of Minneapolis Park Police, a separate jurisdiction from the Minneapolis Police. Minneapolis Park police were created in 1880 with the sole purpose of guarding the horses at Central Park (aka – Loring Park). As the Park system grew, so did the Park Police. Presently, they have 33 sworn officers and 23 park agents. They have a \$5.5 million dollar budget which comes from the Park Board and Brad Johnson, is their Chief – the Director of Public Safety. They have the same uniform, radios, and training. Their squad cars say Park Police on them.

All of their calls are routed through 911. The Park system has 55 miles of parkway and golf courses in St. Anthony, Wirth Park, and St. Louis Park. They have 1-2 cars per shift per precinct plus a supervisor. They have 2 investigators. Their operation is to ensure the safety of the parks. They will assist Minneapolis Police with 911 calls, but their priority is the Park. They are able to interact with park attendees and investigate and solve low-level crimes, should they occur in the parks, which would not be addressed by Minneapolis Police. They protect the park, park visitors which come to Minneapolis, especially for the Lakes.

Sgt. Noble asked that CLPC add the Park link to the CLPC website. The park link is Minneapolisparcs.org. On this link there is a 90 page history of every Park in the City. The Park Police are also responsible to monitor the 5 dog parks. These are not under Minneapolis Animal Control, they are under the Parks supervision and responsibility. They check for dog licenses and for off-leash licenses. DogGrounds, Inc. is under contract with the Parks to maintain the Dog Parks. They also check for fishing licenses at the Lakes. Anything that occurs on the shore of a lake/river is the Park Police, if in the water, it is the DNR.

911 now has a GIS tracking system to monitor all squad cars, even Park Police. Dispatchers will call out for the closest vehicle on the screen to an incident.

A question was asked about Park Police transferring to Mpls. Police and vice versa. Sgt. Noble reported that if you transfer, you keep your benefits, but that now in the contracts, seniority is lost. Park police work cooperatively with Transit police, Minneapolis Police, and U of M police.

Loring Park Safety Update – Renee Allen/Community Crime Specialist & Lt. Matt Clark/Sector Lt., 1st Precinct

Lt. Matt Clark had family in town and was unable to attend. Renee Allen was planning to attend and then was

diagnosed with pneumonia. We will bring them in for an update next month.

Committee Chair Selection

Bob Hansen was nominated by Neil Carlson, but said that to accept the nomination, he would like a co-chair that could be trained in and then take over in a year. Bob asked the committee if any volunteers. Gary Gliem suggested John Novak. John Novak accepted.

MOTION: That Bob Hansen and John Novak serve as the CLPC Livability Committee co-chairs through May 2011. *Gary/Neil C. M/S/C – Unanimous approval*

Upcoming Events – Bob encouraged all to SIGN UP TO VOLUNTEER!!!

- *Planting Project set for May 20th on 12th Street by U.S. Post Office*
- *PRIDE Festival – looking for volunteers for the CLPC Info. Booth*
- *Loring Park Art Festival – looking for volunteers for the CLPC Info. Booth*
- *National Night Out – looking for volunteers for the CLPC Info. Booth*

The meeting was adjourned at 8:35 p.m.

Respectfully submitted, JLM