



Equitable City services & geographically placed amenities

What's working

The City recognizes that “equity” doesn’t mean “equal” service or response.

- The City is concentrating demolition and rehabilitation resources in the areas where need is greatest.
- The City is putting disproportionate resources into the Northside because a stronger north Minneapolis would benefit the city as a whole.
- Although there may not be equal service among wards, there are equal standards for all areas.

City departments are working to provide quality service.

- 311 is a tremendous service that people use to request services or get answers to questions. It also allows the City to track issues and their resolution. Other communities envy this service.
- Minneapolis Development Review helps constituents navigate City bureaucracy.
- The Community Planning and Economic

Development Department has a planner assigned to each sector.

- The Problem Properties Unit is a good example of departments working together.
- NorthForce is coordinating City services to address issues on the Northside.
- Results Minneapolis is another initiative that’s really working.

We’re making progress in making equity a reality.

- In terms of biking and walking equity, there are gaps in north Minneapolis and Phillips, but they’re not big gaps, and we’re working to improve access to amenities.
- There’s a commitment within 311 to resolve every concern. The timeline for response is the same for everyone.
- Having the Fire Department conduct commercial fire inspections will address problem property issues and improve fire code compliance.

What isn’t working

The definition of “equity” is still unclear.

- Each City program or department makes up its own definition of equity.
- We haven’t resolved whether we’re talking about “police service” or “public safety.” Phillips doesn’t get the same public safety as Southwest Minneapolis. The Central neighborhood gets a lot of police service, but they still don’t think they’re getting service. It’s a perception problem.

Our outreach efforts still need work.

- More outreach is needed around biking and walking.
- We don’t always employ culturally appropriate outreach.
- Just because you *know* a topic, doesn’t mean you can *do* outreach. Outreach is an art form.
- City meetings held in the middle of the day aren’t convenient for many people.
- There are problems we aren’t hearing about. Only the Hispanic population is increasing its calls to 311.
- The number of languages in Minneapolis makes communication a challenge.
- The City has a lot of information online, but people don’t know where that information is.
- People don’t know about Results Minneapolis; the Web page isn’t enough.

City departments aren’t coordinating their efforts.

- The City doesn’t coordinate departments’ outreach efforts. Our department planned a forum and later

found out that other departments were planning similar meetings with the same group. We aren’t sharing information.

- When we’re all doing different things, it’s hard to say where we’re being successful.
- Departments don’t put their news on CityTalk or the public Web site so we don’t know what they’re doing.
- City Council members can feel isolated when tackling constituent problems. Wards are reinventing the outreach process instead of emulating successes.

Working with the Park and Recreation Board is a challenge.

- It is sometimes hard to align City priorities with Park and Recreation Board priorities.

Available resources don’t meet our needs.

- Police staffing is inadequate. Sometimes there are only five officers for the whole 5th Precinct. There’s only one person assigned to investigations involving vulnerable adults.
- The Fire Department has only one person assigned to do public education for the entire city. Blood pressure checks and fire safety programs are little things that add up and reduce the need for emergency response.
- Because our biking and walking program is a pilot program, we will lose staff when the pilot ends.
- Because different areas of Minneapolis have significant historic differences in amenities, it’s hard to equalize.

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What should be done next

Define “equity” and clarify City priorities.

- Define “equity” and share City priorities so staff can assess current efforts and meet expectations.
- Educate the community about what constitutes public safety so that expectations are realistic. There’s a difference between the response for a burglary and a party complaint.

Examine and improve City programs and practices.

- End some programs. We do too many similar things – it’s exhausting for the community and staff.
- Instead of inventing new programs, evaluate what we’re doing so we can keep what’s successful.
- Put our best practices on the Web so departments can find tools online.
- Examine how the Police Department’s resources are allocated in terms of equity in services.
- Get more staff to help with fire safety education and outreach.

Improve the working relationship between the City and the Park and Recreation Board.

Help departments do a better job of outreach.

- Offer training and support services (meeting checklists, meeting best practices, etc.) to help City departments improve their outreach efforts. The new Neighborhood and Community Relations Department could help departments be more mindful about holding public meetings and improving outreach.
- Set systemwide standards for community outreach and meeting coordination so department efforts are more consistent.
- Hold Results Minneapolis meetings in more locations accessible to the public.
- Work with Community Education to coordinate workshops and publicize programs.

Share information internally.

- Create a clearinghouse so departments can find out if other departments are holding similar meetings or conducting similar projects.
- Inform the City Council about upcoming events, and be sure to send event reminders.
- Help City staff learn about department projects by sharing project information on CityTalk or in Minneapolis Matters.

“Accessibility to lakes and high quality destinations is not equitable. Southwest’s path to a lake is different than the Northside’s access to Theodore Wirth Park.”

- Public Works employee