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Public Safety

Council Presentation: April 10, 2024



Agenda Items

**Community First Public
Safety**

Familiar Faces

HART & Code Enforcement

Saint Paul Police Department

Saint Paul Fire Department

SPFD CARES

Fire Safety Inspections

ETHOS & Genesis Gun Diversion

Saint Paul Public Library

Citywide Call Center

Animal Services

Business Licensing

Immigrant & Refugee Program

Miscellaneous

Community First Public Safety



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RESPONSE TO CRIME/CRISIS

CRIME AND VIOLENCE



EMERGENCY RESPONSE

Prevent and respond to incidents of violent, dangerous, and criminal activity in our city.

- Examples:**
- Police Officers
 - Fire Fighters
 - Paramedics

CRISIS AND CONCERN



CRISIS INTERVENTION

Interrupt cycles of crime and violence, and lighten the load for officers by engaging professionals as rapid responders to connect people in crisis to supportive resources.

- Examples:**
- Social Workers
 - Community Public Health Workers
 - Housing Counselors

PROACTIVE INVESTMENTS

RESIDENTS



EVIDENCE-BASED CRIME REDUCTION

Data-drive investments to reduce high-potential residents' likelihood to become an offender or victim.

- Examples:**
- Grief Counseling
 - Youth Jobs/Summer Programs
 - Workforce Training
 - Housing for Returning Residents

NEIGHBORHOODS



SAFETY BY DESIGN

Investment in Crime Prevention through Environmental Design (CPTED) in our highest-potential neighborhoods.

- Examples:**
- Lighting and Sight-Line Improvements
 - Activation of Public Spaces
 - Natural Access
 - Cleaning and Maintenance



Community First Public Safety Commission's Five Major Areas of Desired Impact

More appropriate responders for each situation who can best assist those in need

Decriminalize behavior & response, particularly for people & communities of color

More efficient deployment of law enforcement; Reserve & focus police resources for where they are most needed

Focus on prevention and community safety

Improve systems & increase accessibility



Community Response Teams

NEIGHBORHOOD SAFETY
Community First Public Safety

COAST
COMMUNITY OUTREACH AND STABILIZATION UNIT

Mental and Chemical Health

Criminal Justice Diversion

CARES
COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES

Mental and Chemical Health

Unsheltered Homelessness

Low-acuity Medical

Medical Crisis Diversion

HART
HOMELESS ASSISTANCE RESPONSE TEAM

Unsheltered Homelessness

Homeless Encampment Management

Project PEACE and ASPIRE

Community Violence Intervention (CVI)

Group Violence Intervention (GVI)

Crime Prevention

Familiar Faces

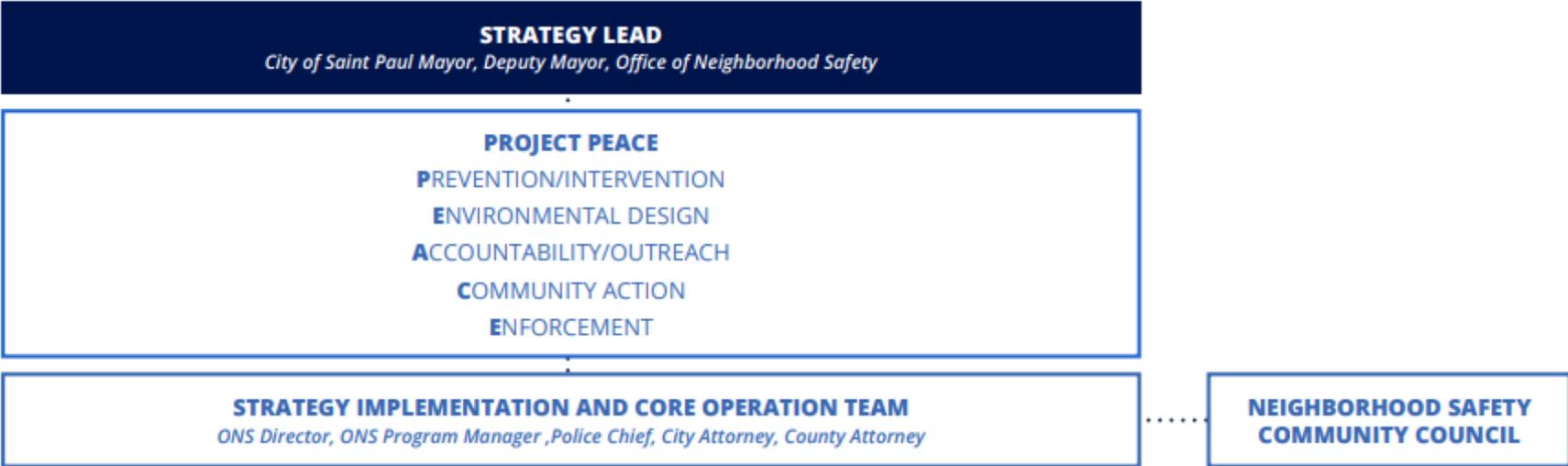
Integrated Care

Unsheltered

Integrated Care



Community-First Public Safety Framework



Operational partners support core team in carrying out the work of Operation Peace in each portion of the strategy.

Members of this system group do not carry out the work of the strategy directly; they provide additional oversight and support on a citywide/countywide level.

- COMMUNITY VOICE PARTNERS**
- Parents and family members of murdered
 - Ex justice involved and former group members
 - Faith leaders
 - Survivors of violence
 - Street outreach workers
 - Trusted messengers

- JUSTICE PARTNERS**
- Police agencies
 - Sheriffs' offices
 - City and County Prosecutors' offices
 - Public Defenders
 - Federal agencies (ATF, DEA, FBI)
 - Intelligence analysts or crime analysts

- SUPPORT AND OUTREACH PARTNERS**
Formerly Area Action Group/CFPS Workgroup
- Mentoring programs
 - Trauma care providers
 - Reentry programs
 - Street outreach workers
 - City social service agencies
 - Traditional services (education, employment, mental health, substance abuse programs)
 - Probation and parole agencies

- SYSTEMS PARTNERS**
- City Council members
 - Ramsey County Commissioners
 - County Attorney
 - U.S. Attorney
 - Technical assistance (Cities United, Harvard GPL, NNSC)
 - Corrections departments



Project PEACE and Operation ASPIRE

Project PEACE is a methodical, individualized gun violence intervention that connects gun violence involved individuals with evidence-based community led programming, and wraparound supports. The approach facilitates direct, sustained and persistent engagement with a small number of group-involved individuals through a partnership of community leaders, optimal response teams, social service providers, employers, and law enforcement standing and acting together



Project PEACE and Operation ASPIRE

The approach facilitates direct, sustained, and persistent engagement with a small number of group-involved individuals through partnership of:



Community
leaders



Community
First
Response
Teams



Social service
providers



Schools and
Employers



Law
enforcement



Focused Attention on Highest Risk Groups

01

Identify in real time small numbers of the highest risk people and groups

02

Open lines of direct and respectful communication with them

03

Establish clear standards against violence and for safety and success from people influential with those at highest risk

04

Offer meaningful support to keep people safe, alive, and out of prison

05

Reserve strategic consequences as a last resort for if/when groups continue to shoot and kill



ONS - Integrated Gun/Group Violence Prevention Strategies - GVRS & CVI

GVRS/CVI

- Trauma Recovery Services
- Cognitive Behavioral Therapy
- Project PEACE-life coaching
- Victim Services
- Family Stabilization
- Focused Enforcement

NOT GVRS/CVI

- After school programs
- Arts programs
- At-risk programs
- Tutoring programs
- Mentoring programs
- Vacation Bible Schools
- Sports programs
- Neighborhood Community Watches
- Community Gardening Programs
- Programs that **DO NOT** focus on highest-risk



Project PEACE and Operation ASPIRE

203 Referrals to Project PEACE from ASPIRE

- 103 referrals requested from parent or family member for services
- 33 victims of gun violence
- 26 individuals involved in group violence
- 27 individuals involved in youth violence
- 14 individuals involved in other forms of behaviors

Outcomes:

- 44 referrals remained with ONS to receive direct services
- 72 interventions completed by ASPIRE Officers
- 23 families relocated
 - (11 long term/12 short term)
- 60 referrals to other City or County agencies
- 35 referrals to Community-based Organizations
- 27 declined services
- 119 gun seizures



Connect St. Paul Update

The Project PEACE Technology and Equipment Initiative is a response to violence which provides resources for security cameras and other physical security enhancements to small businesses and nonprofit social service and community centers (including religious institutions and health clinics) that are at high risk of violence. The intent is to enhance private security systems at local business and community centers located within low-income neighborhoods disproportionately impacted by an increase in violence since the pandemic.

- The City will purchase technology and equipment, and distribute it to eligible recipients
- The Office of Neighborhood Safety (ONS) and Saint Paul Police Department (SPPD) will identify eligible recipients via CPTED assessments and community data
- Cameras purchased and delivered (7/28/23)
- Installation has begun (8/1/23)





Work Plan

Goal	Objective	Key Result	Timing	Person Responsible
Build ONS	Hire to full staff compliment	Capacity to provide services	Current – End of Q2 2024	Brooke and Rachel
Build ONS	Operationalize data collection and tracking	Apricot platform built out in ONS	Current – Beginning of Q4 2024	Brooke
Build ONS	Standardize work and build policy and process	Processes and policies are documented and accessible, maintenance plan implemented	Current – ongoing	Rachel and Faith
Coordinate Project PEACE	Create master contract and build out network of CBOs	Consistency in service provision	Current – End of Q3 2024	Brooke
Coordinate Project PEACE	Coordinate Partners across systems	Collective table of partners	Q1 2024 – Q4 2024	Rachel and Faith
Coordinate Project PEACE	Develop place-based crime prevention and intervention strategies	Identification of properties and stakeholders to invest in CPTED process	Current – Q4 2024	Lyndsey, Brooke, Faith, Manasa
Coordinate Project PEACE	Update criteria for participant service eligibility	Policy outlining participant requirements for service	Current – End of Q1	Rachel and Faith
Drive the CFPS Framework	Build out data framework for Community First Response Teams	Connecting CFRT to Apricot system and data dashboard	Q3 2024 - 2025	Rachel and Manasa
Drive the CFPS Framework	Support the implementation of Familiar Faces	Familiar Faces built out in coordination with CFRT	Current – End of Q4 2024	Brooke, Rachel, Manasa
Drive the CFPS Framework	Implement a real-time information center	Utilization of visual community data and disseminated to community to demonstrate visual information in service of community safety	Current – End of Q2 2024	Brooke
Drive the CFPS Framework	Coordinate services across OFE and ONS	Incorporate RHSP into the Project PEACE support offerings and offer crisis intervention and prevention through family and life stabilizing city supports.	Current – Ongoing in 2024	Brooke and Rachel

Neighborhood Safety Community Council (NSCC)



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Neighborhood Safety Community Council (NSCC)

- The Neighborhood Safety Community Council (NSCC) is a board of community members that represent the seven wards in the city of St. Paul. We are neighbors, small business owners, education professionals, health care providers, community organization leaders, parents, and young adults.
- The NSCC was formed in 2023 as part of an ordinance to establishing part of St. Paul's Office of Neighborhood Safety (ONS). We work as a council to strategically identify, recommend, and prioritizes public safety initiatives, establishing areas of focus, and assisting ONS in their efforts to monitor justice and violence prevention metrics and indicators. The board also makes recommendations for grant-making activities related to enhancing public safety by reviewing and evaluate funding proposals. Additionally, the NSCC leads what we call "HEARD" discussions which are community conversations in your neighborhoods, schools, workspace, your recreational facilities, places of faith, and spaces that are being affected politically.
- We work hard to build and rebuild relationships, trust, public safety alternatives, and preventative measures through community engagement gathering input from residents regarding safety priorities.
- We're improving community connectivity by supporting and representing the residents of St. Paul.



NSCC Updates

- June-October NSCC members participated in the Libraries Safety Specialist strategic planning.
- Re-opened applications for NSCC members October 2023
- Establishing full 15-member NSCC by 2024 yearend- Currently at 7 members and searching for a new Chair. Awaiting the Mayors approval for 4 additional members.
- January 2024 NSCC and Elpis Launched a gun violence prevention campaign with Face to Face Academy and Humboldt that students can directly be involved in. The goal is to spark healthy conversations around gun violence prevention, how it affects them directly and the impact it has on their schools and their mental health.
- The NSCC is having conversations around hosting additional community conversations with additional education professionals and parents to discuss partnerships within district 625, and St. Paul's Alternative school district.
- NSCC members continue to participate in community outreach events assisting ONS in community outreach. Members also have opportunities to become involved in various departments within the City of St. Paul involving community or department safety planning.



NSCC – ARPA Community Grants

- February-May 2023 ONS Director and Neighborhood Safety Community Council Manager work extensively with ARP Team building RFP and grant application database before application launch. Once application closes applications are screened for eligibility according to RFP guidelines and ARP Federal requirements pre NSCC 50% capacity establishment.
- August 2023, NSCC went through the qualified applicants for our gun violence prevention grants and voted to allocate award funding to 8218 Truce Center, Hired, and Elpis Enterprises.
- October- November NSCC Manager hosted a series of 3 workshops with the award recipients to cover how to create a work plan, EIN Letter, W-9 for payments, Affirmative Action Plans and a UEI.
- November –December NSCC Manager worked to create contracts for all 3 gun violence prevention award recipients. Contracts were finalized and executed January-February 2024.
- NSCC continues to have further discussions around sending request for information to local organizations whose work aligns with our strategic plan in violence prevention.



ETHOS and Genesis Gun Diversion Programs

Community Justice Unit (CJU)



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Community Justice Unit (CJU)

- A Unit within the St. Paul City Attorney's Office Criminal Division
- Dedicated to equitable justice that represents the values of the community we serve
- Priorities:
 - Non-traditional prosecution
 - Criminal legal system reform
 - Education and outreach
 - Partnership with law enforcement to better serve community
 - Special projects
 - Ongoing incorporation of CAO mission and values in prosecution

ETHOS

Engaging community

Taking responsibility

Healing

Overcoming obstacles

Sustainable solutions





What is ETHOS?

- Began in October 2019
- Prosecutor-created and -led diversion program based on restorative justice principles
- Victim-centered
- Focused on accountability and repairing the harm instead of punishment and determining guilt or innocence
- Developed in partnership with community-based program, Dispute Resolution Center



Process

- Prosecutor screens case and refers to ETHOS, we file paperwork to suspend prosecution
- Person participates in an ETHOS circle with trained circle keepers and community members, including representatives from the same ward
- Participant and circle members develop plan for participant to repair harm to community, victim, and self
- Participant fulfills requirements of that plan
- Upon successful completion, charges are dismissed and SPCAO stipulates to expungement



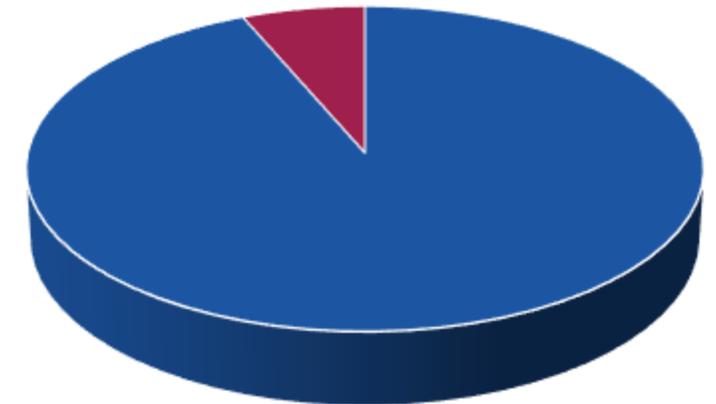
Data

Served since 2020:

- 2020 – 58
- 2021 – 112
- 2022 – 179
- 2023 – 120
- 2024 (Jan & Feb) - 33

Recidivism:

- Only 7% have committed a new offense since completing ETHOS
- The traditional court response can be up to 40%
- Minnesota's overall 3-yr recidivism rate ranged from 35-37% as of 2018 (MN Dept. of Human Rights)



- No Additional Charges
- Additional Charges

Participant:

“I can’t think of any other step or program that is closer to what I believe justice is supposed to be. The circle members were empathetic, honest, real, and supportive; no aspect of it felt like punishment or made me feel ashamed or diminished. I sincerely hope ETHOS serves as a model for how so-called criminal justice functions in this state and beyond. I am extremely thankful for having been part of it.”



Genesis Gun Diversion Program



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What is Gun Diversion?

- Pilot project began in May 2021
- Collaborative project with St. Paul Police Department's Gun and Gang Unit
- Rehabilitative approach to reduce gun possession crime
- Misdemeanor and gross misdemeanor offenses
- Typical offenses: possession of a pistol without a permit, negligent storage of a firearm, possession of a pistol under the influence



Goals

- Keep low-level, non-violent gun offenders from re-entering criminal justice system
- Employ early intervention while holding individuals accountable for their actions and providing them with an opportunity to keep the conviction off of their record



Data for Pilot to Date

- 24 Accepted into the program (1 in new Genesis Program)
- 11 Successfully completed the program
- 5 Active and in good standing
- 5 Terminated (1 pending termination)
- 3 Offers Pending Acceptance
- 194 Reviewed but Declined for the Program



Expansion - Genesis

- Received funding to bring Urban Ventures to St. Paul – successful program in Minneapolis
- 12-week curriculum that includes anger management, trauma, life skills, and other topics. Individual follow-up support after completion of 12 weeks.
- Incorporates ETHOS
- Stay of execution with additional conditions: surrender gun, remain law abiding, maintain contact with Urban Ventures – ultimately expunged
- Minneapolis City Attorney's Office program has reduced recidivism by over 40% (from 75% to 33%). Only 7% have a new felony conviction.



For more
information:

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Immigrant and Refugee Program



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Program Overview

Mission

- *Support immigrant and refugee communities by promoting full participation in civic, cultural and economic life by knowing, protecting and exercising their rights.*

Vision

- *Saint Paul is an inclusive and welcoming place to live for all residents including immigrants and refugees.*

Values

- Inclusiveness, Honesty, Integrity, Community, Equity, Resiliency, Innovation



Immigrant and Refugee Program

The Program pursues initiatives that facilitate the successful transition of immigrants and refugees into Saint Paul's civic, economic and cultural life.

Program Manager, Edmundo Lijo, Senior Attorney, Civil Division



Tools for Enhancing The Capacity of Our Public Safety Systems

- **Separation Ordinance Chapter 44 - 2004**
- **Saint Paul U visa Certification**
- **The Immigration Legal Defense Program**
- **Naturalization Initiative** to increase citizenship among eligible U.S. Lawful Permanent Residents living in Saint Paul.
- **New Arrivals** - Saint Paul continues to see new arrivals from around the world including the Southern Border. The Immigrant and Refugee Program is working with City, County and State Governmental Officials as well as Community Organizations to collaboratively address newcomers' emergent needs and concerns.



Thank you and Connection

Website

[Immigration Resources & Assistance | Saint Paul Minnesota \(stpaul.gov\)](#)

[Saint Paul City Attorney's Office | Saint Paul Minnesota \(stpaul.gov\)](#)

Contact

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Saint Paul Police



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Optimizing SPPD's Capabilities

Objective: Boost SPPD's proactive and reactive measures against gun violence.

- **Current Success:** 93% Homicide Conviction Rate, far exceeding 52% national average.
- **Key Investments:**
 - Targeted training
 - Devoted personnel
 - State-of-the-art technology
- **Outcome:** Equip SPPD to tackle gun-related crime with unmatched tenacity.

52%

National average for
homicide clearance

COMPARED TO

93%

2023 SPPD homicide
clearance rate



Police Data – Comparing 2022 to 2023

Homicides

2022 – 34

2023 – 33

One fewer life lost.

Aggravated Assaults

2022 – 1,446

2023 – 1,246

200 less people violently injured.

Non-Fatal Gunshot Wound Victims

2022 – 193

2023 – 122

71 less lives altered by gun violence.

Shots Fired

2022 – 2,256

2023 – 1,460

796 less reckless discharge incidents.

Firearms Incidents

2022 – 1640

2023 – 1181

459 less violent incidents.

Recovered Firearms

2022 – 603

2023 – 633

30 more firearms taken off the street.



Police Goals for 2024

- Continue to make meaningful connections with community
- Use all available resources to hold offenders accountable
- Work with community members for better outcomes
- New Non-Fatal Shooting Unit has started
- Expand and develop city-wide camera enterprise





Making a Difference through Community Connections

It's not just about stopping bad behavior—it's about growing good behavior and positive outcomes.



COAST-Community Outreach and Stabilization Team



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Community Outreach and Stabilization (COAST)

Recovery Access Program



531 individuals served



924 supportive services referrals



224 chemical health assessments

Mental Health Resource Team



1,774 cases referred



1315 supportive services referrals



586 mental health assessments

Human Rights & Equal Economic Opportunity (HREEO)

Police Civilian Internal Affairs Review Commission (PCIARC)



Composed of up to 9 civilian members, Saint Paul residents



Reviews investigations of civilian-initiated complaints of police misconduct



Issues disciplinary and policy recommendations to Chief of Police



Saint Paul Fire



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2023 Call Summary

62,943 Calls for Service

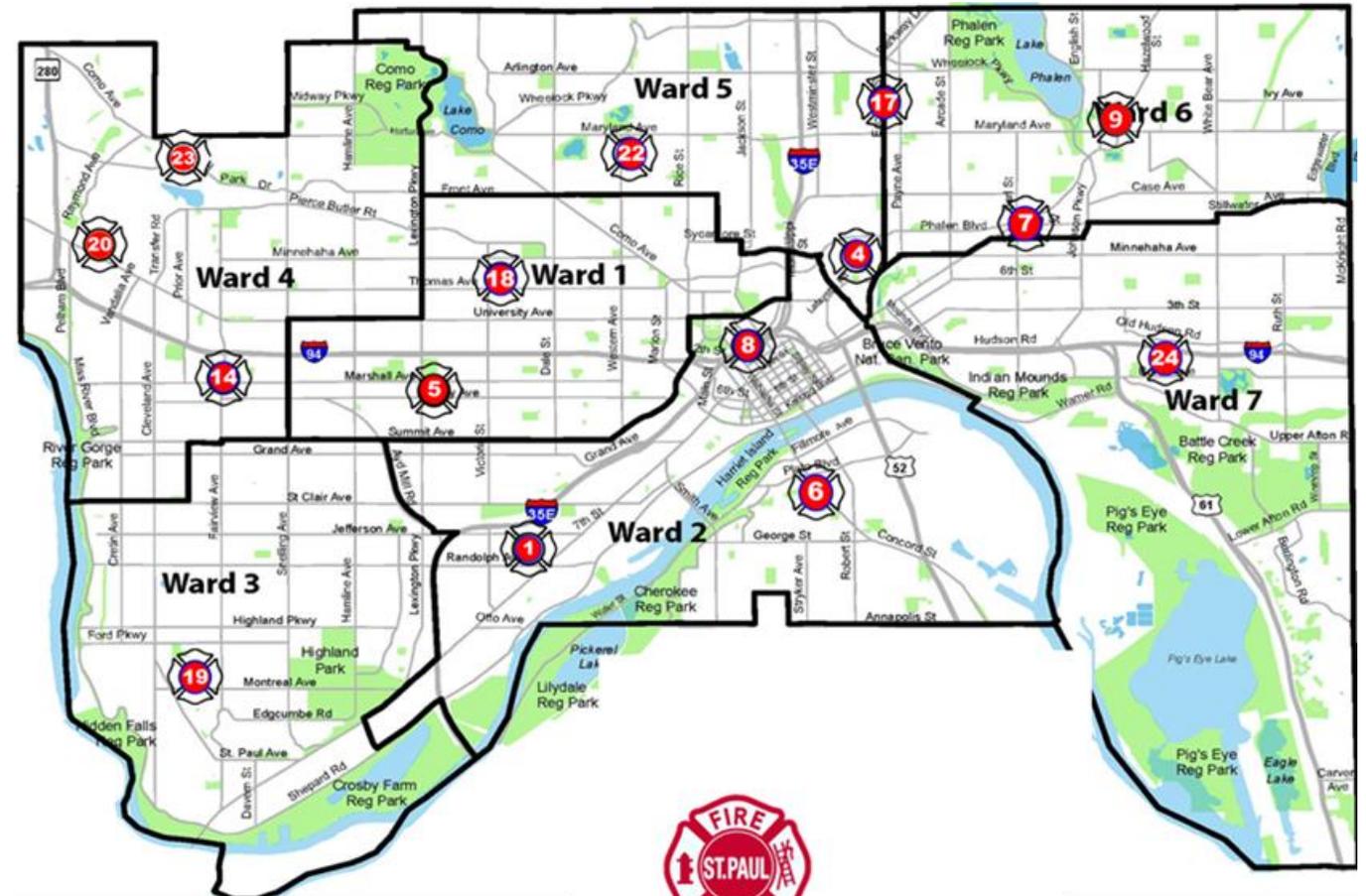
- 2,732 (5%) Increase over 2022
- 24,374 (56%) 10 Year Increase

EMS Apparatus Response - 50,104 Calls

- 2,715 (6%) Increase over 2022
- 19,373 (63%) Ten Year Increase
 - o 43,753 FF Medic/EMTs
 - o 6,351 BLS 911

Fire Apparatus Response - 12,839 Calls

- 17 (0.1%) Increase over 2022
- 3,192 (33%) Ten Year Increase





2024 Major Projects & Initiatives

- Construction of New Station 7
- Renovation of Station 51
- Prevention Education & Community Risk reduction
- 1st Electric Fire Truck in the State of MN
- EMS Academy in partnership with SPPS
- Peak Staffing Pilot Program
- Continued development of CARES Program



SPFD CARES Team

(Community Alternative Response Emergency Services)



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CARES Team

The CARES Team currently provides an alternative response to non-violent mental health crisis, behavioral emergencies, and low-acuity medical calls that have a mental/behavioral health component.

- Officially launched May 2023
- Administratively functions out of the SPFD Headquarters
- One CARES unit in operations (CARES1)
- Assigned to operations in our pilot service area (District 2).
- Days of Service Monday – Thursday
- 618 Service responses since inception

CARES Team Activation

- 911 RCECC Direct Dispatch
- Self-Initiated Dispatch
- Operational Assists
- Referrals (SPFD, COAST, HART, ONS)





CARES Program Goals

CARES should be called to de-escalate a crisis, transport to a hospital for a medical evaluation and/or mental health assessment or provide a referral to other mental health services and service providers.

The CARES Teams serves as an entry point to broader systems of care.

- Goals:** To improve outcomes for patients experiencing mental health and behavioral challenges by:
- Engaging our patients with integrated medical and behavioral health care at the onset of their intervention.
 - Facilitating safe de-escalation, assessment of needs, and establishment of a crisis care continuum.
 - Connecting individuals in crisis with appropriate community-based resources.
 - Diverting individuals away from the criminal court.
 - Assisting patients' return to normal, cognitive, emotional, pre-crisis behavioral function.



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Public Safety

Council Presentation: April 10, 2024

Familiar Faces



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Homelessness Cycle

A subset of our community members who are experiencing homelessness have been cycling through...

01

Shelters

02

Encampments

03

Permanent Supportive Housing

04

Criminal Justice Systems

05

Jail

06

Hospitals and Clinics

07

Treatment Programs (Both Chemical and Mental Health)

NEIGHBORHOOD SAFETY
Familiar Faces

Ultimately this “cycle” is taking up a disproportionate amount of city response without long-term sustainable results



Who is a Familiar Face?

Familiar Faces will be individuals who are frequent utilizers of emergency response—defined as having frequent contacts with...

- Law enforcement (SPPD and Metro Transit)
- Saint Paul Fire and EMS
- City of Saint Paul Alternative Response Teams (HART, CARES, COAST)
- Ramsey County jail
- Hospital Emergency Rooms

Familiar Faces will be a sentinel population

Focus of the Familiar Faces Initiative

Familiar Faces will focus on systems mapping, design, and improvement work centered on creating a system of integrated care for complex health populations that are also experiencing homelessness. The Familiar Faces Initiative will consist of the following components.

- 1). An Intensive Care Management Team
- 2). A dedicated transitional/interim shelter space
- 3). System reform



Intensive Care Management Team

- Familiar Faces will deploy an **intensive, flexible community-based team** that will provide mental health and substance use disorder support and referral, integrated with primary health care and life skills development.
- This comprehensive team-based approach will **center the participants'** self-determination and individual recovery goals. The ICMT will also provide **ongoing coordination with criminal justice system** partners to support reentry and reduce incarceration and crisis/emergency response utilization.

Familiar Faces will have complex behavioral health and primary care conditions.



Monitored Locations

The following evidence-based and best practices will be used by the ICMT and at the Familiar Faces locations...

01

Motivational Interviewing

02

Assertive Outreach/Engagement

03

Harm Reduction

04

Integrated Care and Care Coordination

05

Trauma-Informed Care

06

Culturally Responsive Services

07

Transitional Shelter Services and Referral to Permanent

08

Supportive Housing from a Housing First Approach



A Vision for the Future

The vision for Familiar Faces puts the client at the center of a care team that includes the flexibility to address the level of care and specific needs of the individual. The goal of this approach is to achieve the following outcomes:



Improved health
status



Improved
housing stability



Reduced avoidable
hospital emergency
department use



Reduced criminal
justice involvement

Saint Paul Public Library



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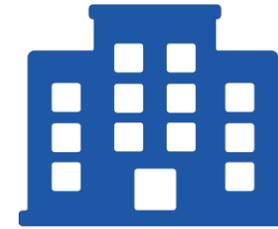
Saint Paul Public Library is Deeply Accessible, an Essential Public Safety Asset in the City



13 locations and Mobile Library



More than **1 million visitors** through
our doors in 2023



Open over **700 hours** per week

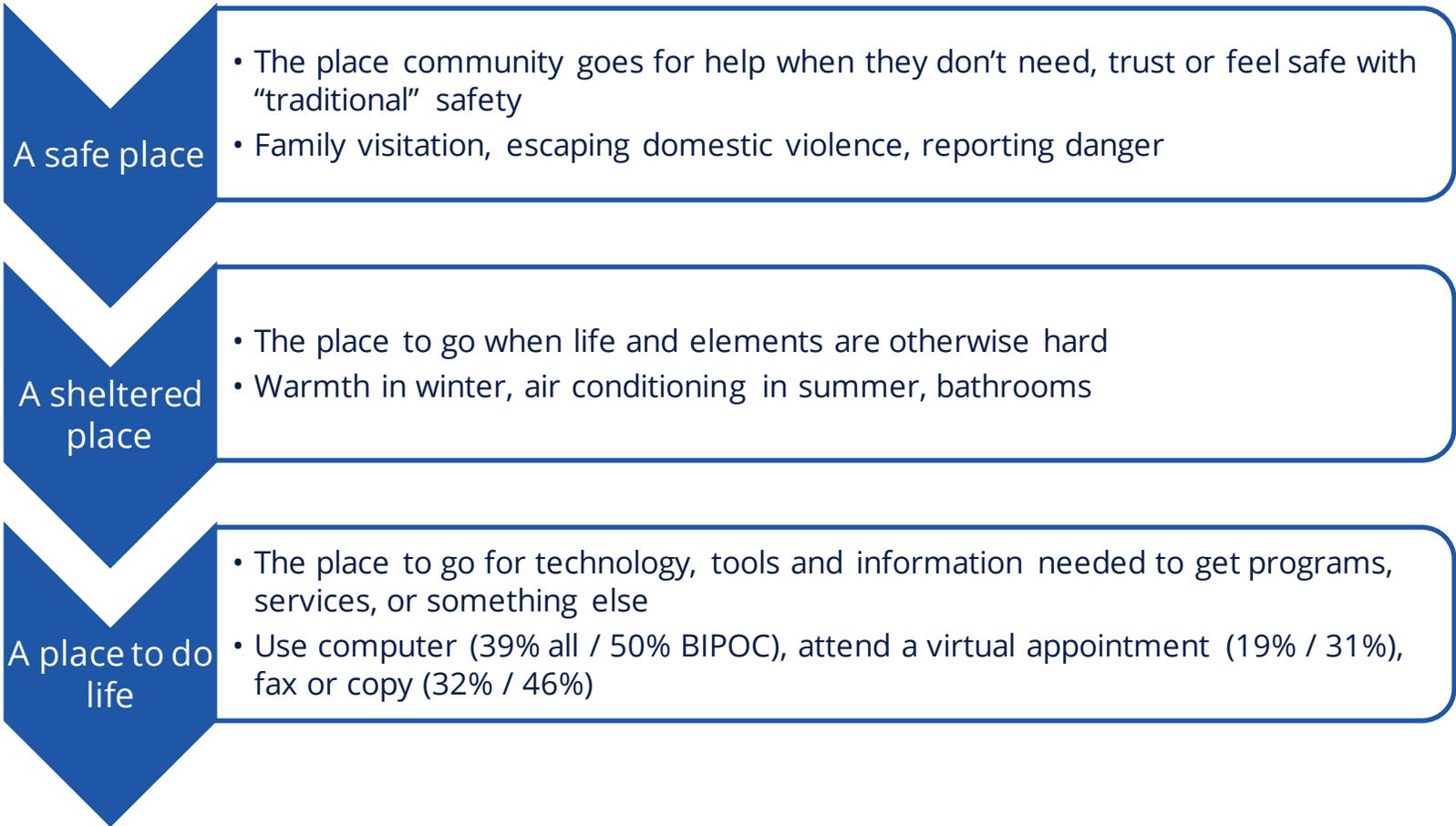
All of the opportunities and challenges in our communities show up in our library buildings every day.

We work closely with all our city public safety partners to proactively and responsively meet the needs of residents and ensure safety for community members and staff.

Library staff members play an important role in safe and welcoming libraries and in delivering front-line customer service to community members.



Library Safety Model Speaks to Libraries' Unique Role





Three Pillars of Safe Saint Paul Public Library

Set A Positive Tone

- Welcoming Environment
- Safe Design

Optimal, appropriate response

- Consistent management
- Clear roles, capacity

Restore service + connection

- Restorative alternates to banning
- Practices for staff wellbeing



Library Resources, Successes and Challenges

Safety Specialist and Safety Manager– new positions in city

- Certified city role - livable wage, incorporate into library, city culture.
- Cultivates safe library by proactively using skills of proactive outreach, de-escalation and responding to immediate safety issues as they arise.
- Primary responsibilities:
 - Building relationships and providing customer service
 - Prevention and de-escalation
 - In-library emergency management and related tools
- Experience working with public can come from community outreach and organizing, violence interruption, social work, restorative justice, shelters, hospitals or law enforcement.
- Status: currently working with HR and ONS to create new job specs.
- Library Safety Manager hiring in process



Resource Highlights

- \$1.5M City ARPA funds – shifting this year from current contract security to in-house safety manager and 6 safety specialists.
- \$675K for 2024 through Public Safety Aid for safety infrastructure, including security camera improvements, bathroom improvements.
- \$320K substitute staffing budget added in 2023.
- \$135K security budget in general operating fund remains flat since 2014; have supplemented with personnel savings.
- Social worker began in 2018 with special funds; transitioned to general fund.
- Ongoing staff training investments from special funds.
- Partnerships with city partners, particularly Office of Neighborhood Safety.



Selected Challenges

- Resources for safety/security are ARPA-funded; will need to find sustainable funding by 2026.
- Balancing deeply accessible nature of our space with accountability, boundaries, restorative options and consequences.
- Safety means different things to each of us – community and staff members.
- Public restroom challenges have increased since 2019.
- Maintaining safety investments in all locations in well-worn facilities.
- Differences in safety approaches in locations we lease or share with private owners.
- Older library buildings with services on two or more floors create safety, accessibility and staffing challenges. Examples: Riverview, design for new Hamline Midway.



Success Highlights

- Many program offerings for young people during out-of-school time.
- Shifting from contracted security vendor to new library roles – Safety Manager, Safety Specialists.
- Strong partnerships with city and community partners to provide information, resources, referrals and support.
- Integrating library into critical city and community conversations that can include safety.
- Team approach in libraries co-located with recreation centers.
- Talented and committed library staff.
- Social worker, other supports.

Saint Paul Parks and Recreation



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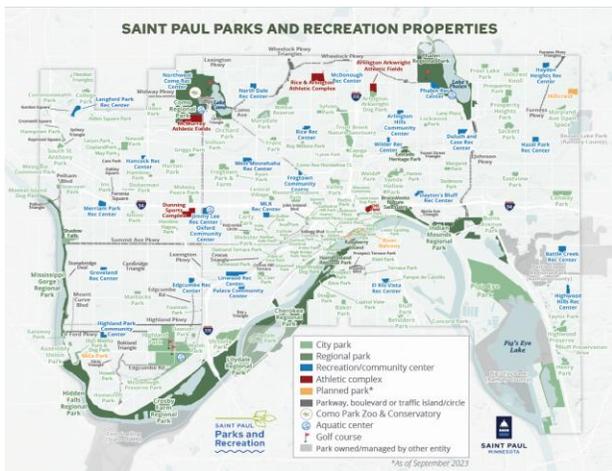
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Parks and Recreation

Our system is expansive and serves every corner of our city

- 185 parks
- 26 recreation centers
- 130+ miles of trails
- 17 mi Mississippi riverfront
- 3763 acres of parkland
- Como Park Zoo & Conservatory
- 79 playgrounds
- 33 baseball fields
- 82 softball fields
- 77 tennis courts
- 59 pickleball/tennis courts
- 3 dedicated pickleball courts
- 6 volleyball courts
- 37 basketball courts
- 6 skate parks
- 8 sepak takraw/kato courts
- 5 futsal courts
- 7 dog parks
- 4 splash pads
- 1 beach
- 3 aquatic centers
- 4 golf courses
- 2-disc golf courses
- 5 cross-country ski areas
- 1 downhill ski area
- 14 sledding hills
- 8 skating areas
- 31 gymnasiums
- 6 walking tracks
- 5 boat launches
- 2 tuj lub courts
- 11 indoor fitness centers
- 2 outdoor fitness centers
- 21 picnic shelters & pavilions





Success Highlights

- Team approach in libraries co-located with recreation centers
- ARPA Funded Safety Investments
 - New Mobile Climbing Wall
 - New Video Game Truck
 - Free Youth Sports Initiative
 - Rec Center Hours Expansion
- Free Swim Sundays at Oxford are at capacity
- Right Track Youth Employment numbers continue to increase annually.
- In the process of implementing the standardization of participant expectations across all recreation centers
- Identified a vendor to implement Standard Response Protocols (SRP) across recreation centers





Selected Challenges

- Navigating unsheltered scenarios on park property
- Being reactive to social media or incidents that have transpired in the neighborhood or during the school day
- Parent/guardian behavior during youth athletics and programs
- Drug use and gambling on property
- Verbal altercations
- Threats to staff
- General disrespectful behavior
- Older facilities present logistical challenges
- Technology modernization and sustainable funding sources





Recreation Center Collaboration with Office of Neighborhood Safety

Violence Prevention

- Additional team member support at recreation centers
- Violence prevention networking and support
 - Innovative Solutions
- Available as needed when we hear of potential issues (ex. Mass gatherings, block parties)
- Support ongoing communication with Saint Paul Public Schools and other community partners
- Coordinate city resources as needed (police, fire)
- Alert the team and provide context regarding potential issues in the community.





Enhancing Safety at Recreation Centers:

A Community-First Public Safety Effort

Our Approach to Public Safety

- Facing the challenge of ensuring public safety while fostering inclusive community spaces, Recreation Centers are adopting a Community-First Public Safety strategy.
- This approach centers on improving staff training, adjusting staffing models, and strengthening partnerships with city departments and local organizations.
- These measures aim to create safer, welcoming environments for community engagement, responding proactively to the safety needs of the community.





Comprehensive Staff Training

In 2023 and into 2024, our commitment to staff development has expanded, ensuring that all team members are equipped with the necessary skills to manage challenges effectively and compassionately.

Mandatory Training for All Staff: This includes de-escalation techniques conducted by the Saint Paul Police Department's Community Engagement Team in April 2023, and CPR / First Aid certifications completed between May and June 2023. Our commitment to safety is ongoing, with mandatory quarterly safety meetings held at Rec Centers to ensure all staff remain vigilant and prepared.





Comprehensive Staff Training

- **Specialized Training for the Oxford Team:**
 - Recognizing the unique needs of different centers, the Oxford team underwent additional specialized training, including sessions on whole body wellness, de-escalation, and restorative practices, tailored to enhance their capability to support and engage with the community effectively.
- **I Love U Guys Foundation Trainings and Support:**
 - Working with an external organization to conduct a comprehensive review and update of standard safety protocols for all Parks and Recreation facilities. Initial training sessions will lead to expanded work across the department and result in consistent, actionable protocols within buildings and work units.





Comprehensive Staff Training

- **Upcoming training from Real World Defense:**
 - We are excited to announce upcoming interactive de-escalation training by Real World Defense – a mandatory training for all Rec team members.
 - This training is designed to be inclusive, offering multiple sessions to accommodate varied schedules, ensuring comprehensive participation.





Partnerships

Our efforts extend beyond the confines of the Rec Centers, involving strategic coordination with City departments and community organizations to address safety and wellbeing comprehensively:

- **Office of Neighborhood Safety:** Provides additional staffing support at Oxford Community Center, addressing the needs arising from unexpected large gatherings of youth.
- **Saint Paul Public Schools:** Through direct communication and collaboration, we ensure a cohesive response to incidents that may affect community safety, enhancing our preventive and responsive measures.
- **Community:** Our partnership organizations like the Irreducible Grace Foundation ensures that we are prepared to offer crisis response support to both youth and staff, fostering a supportive and resilient community.



By-the-Numbers

- **17.2 FTE Increase in Staffing from 2015 to 2024:**
 - Growing from 72.16 to 89.36 Full-Time Equivalent positions, highlighting a substantial investment in staffing to support safety and service improvements.
- **85 Rec Leaders:**
 - Reflecting the increase in staffing, the budget grew to support 85.54 Community Rec Leaders in 2024, up from 46.8 in 2015.
- **3 Key Training Areas:**
 - Staff participation in de-escalation training with the Saint Paul Police Department, CPR/First Aid certification, and additional specialized training for the Oxford team
- **8 Interactive De-escalation Training Sessions:**
 - Provided by Real World Defense, these mandatory sessions enhance staff capabilities in conflict management and safety.
- **\$650K safety investment in 2024:**
 - A one-time investment to provide safety modernizations for Recreation Services.



Awakenings Program

The Awakenings program is a violence prevention and early intervention program for youth participants between the ages of six and fourteen. The program engages young people to share and reflect on their unique experiences while expanding their capacity for resilience and healing.

Awakenings is centered around weekly cohort group meetings and weekly connections to Awakening staff that incorporate a health and wellness curriculum alongside traditional youth engagement activities that build and strengthen relationships and connect our young people to our broader community.

Awakenings staff collaborate with a contracted mental health professional who engages in ongoing guidance and support program development, staff training, data collection and evaluation methods, as well as qualitative measurement tools.



Awakenings Como Zoo Field Trip

Code Enforcement & HART: Homeless Assistance Response Team



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Code enforcement and HART impact on public safety:

- Collaborating and working in the field together daily provides:
 - Human centered approach with safety education and engagement opportunities
 - Providing unsheltered residents some guidance to better options
 - Engagement on safety principles to reduce potential issues in encampments
- Weekly encampment cleaning of rubbish and voluntary surrender of accumulated items from the encampments and unsheltered individuals.
 - Decreases health and sanitary concerns
 - Decreases fire load and fire injury risk
 - Provides opportunity for engagement
- Collaborating as a city enterprise with all city departments and highlighting daily coordination with: SPPD Code Officers, SPFD CARES Team, Parks, & Public Works.
- Collaborating with our nonprofit partners on information coordination and process improvement.



Homeless Assistance Response Team & Code Enforcement

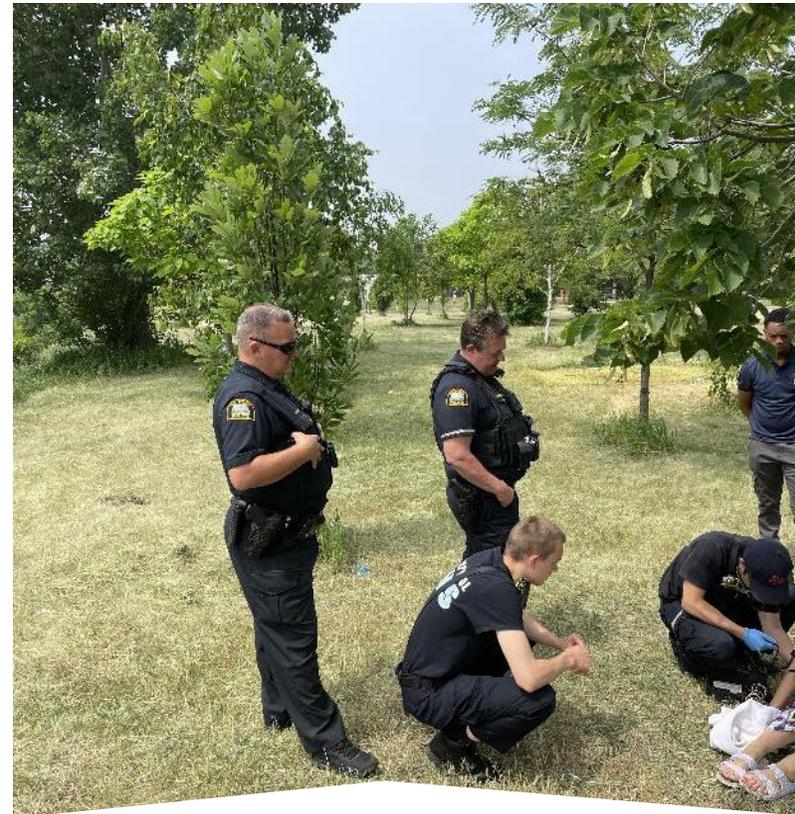




Approximately 15–20 sites are cleaned each week.



Relentless engagement = collaboration and creativity



Fire Safety Inspection Division

Commercial and Special Inspections



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Commercial and Permit Inspections

Proactive inspection schedule based on occupancy type and hazards

Permit Inspections:

- Hazardous Materials Permits
- Tank Installation/Removal
- DNR Burn Permits
- Day / Foster Care Licensing (state delegation)
- Hotel / Motel Inspections (state delegation)



Commercial Inspections Cycle

Proactive Inspections

- High Hazards 1 year*
- Assembly 2 years*
- Institutional 2 years*
- Business 3 years
- Educational 3 years (state requirement)
- Factory 3 years
- Mercantile 3 years
- Storage 3 years

**Frequency based on hazard and life safety risk analysis*

Complaint Inspections

- Response goal within 24 hours / next business day
- On call staff for emergency situations



Special Event Standby and Inspections

Based on risk analysis and attendance numbers

- Fire Watch Standby
- Event tents and canopies
- Fireworks (sales and display)
- Temporary Heating

DART – Disaster Assessment Response Team

Assist Emergency Management, First Responders, and partnering agencies to perform rapid damage assessments and providing support to residents and businesses in an emergency.

Citywide Call Center



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Linking Citywide Callers to Citywide Resources

Handle/direct over 85,000 calls per year!

- Range from quick questions to in-depth descriptions of processes.
- Multilingual support with Language Line interpretation services.

Entered 15,670 complaints in 2023

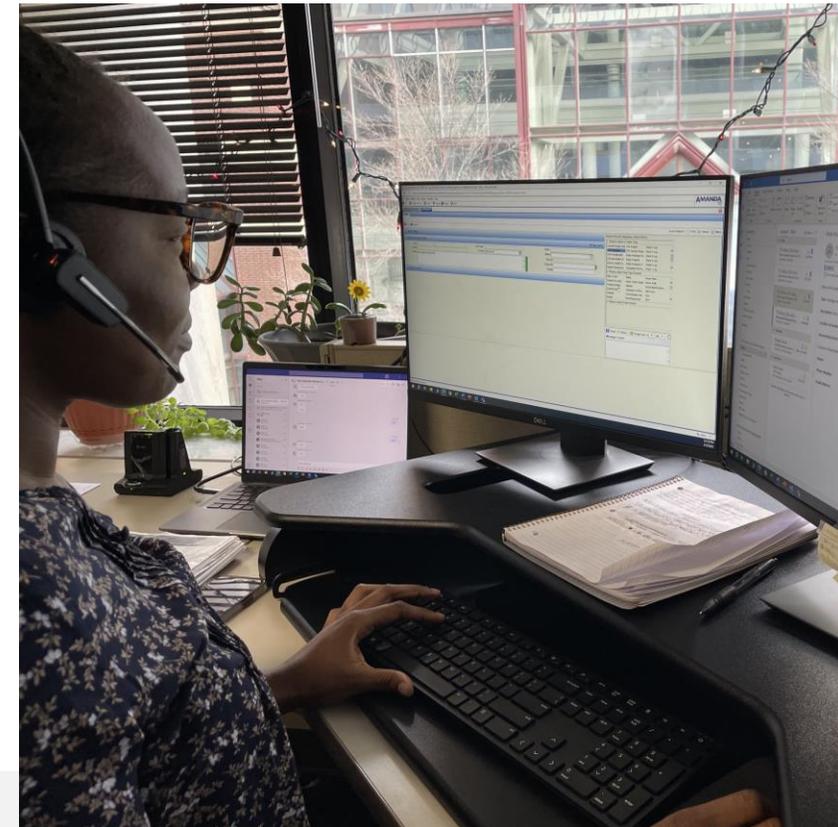
- Un-shoveled snow, tall grass, graffiti, code violations, etc.

Maintain and update internal FAQ document

- Quick reference for staff to city code, ordinances, offices and phone numbers.

Enterprise-wide coordination

- Calls start here, branch across the city – from Parks and Rec to the Mayor's office.



651-266-8989

**Staff available 7:30 am - 4:30 pm,
Monday through Friday**
(Real people, providing help for any non-911 issues)



Not Just Phone Calls...

Lead, develop and coordinate communications for DSI

- Manage/update nearly 200 pages on www.stpaul.gov
- Partner with other City departments to unify communication efforts

Develop and publish public info documents – flyers, pamphlets, etc.

- Focus on user-friendly, plainly-worded and accessible documents
- Ensure all communications products are within branding guidelines
 - Work with in-house graphic artist for creative solutions

Process 132,000+ pieces of incoming, outgoing mail yearly

Excellent customer service from seriously knowledgeable staff. ***If we can't answer it, we'll put you in contact with the person, office or agency that can.***

Animal Services



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Field Operations

Seeking to protect people from animals AND animals from people.

- Bite investigations and dangerous/potentially dangerous animal declarations
- Animal cruelty investigations at misdemeanor and felony level
- Assist other agencies/divisions (Police, Fire, DSI, etc.)
- At-large dog capture
- Sick/injured/threatening wildlife capture
- Quality of life/nuisance animal investigations
- Issuing citations for violations
- Animal Services Officers on on-call at all times





Post-Bite Actions

Owners of biting pets may face criminal, civil and administrative action.

Potentially Dangerous means the injuries were minor, or that there were no injuries, but the person thought there could be.

- Warns there is a behavioral issue with their pet

Dangerous means the injuries were serious, or the dog bit after having been declared potentially dangerous.

- Strict security requirements
- Dangerous animals that bite again may be ordered to be destroyed



Wildlife in the City

- Saint Paul is home to many wild species that are not normally a cause for concern
- Animal Services responds to calls for *sick, injured, orphaned, or actively threatening* wildlife

Advice to residents to minimize wild encounters:

- Keep homes in good repair,
- Keep trees trimmed away from roofs,
- Do not feed any wild species, and
- Ensure trash is secured

In many cases, hazing helps (coyotes and turkeys):

- Make yourself large.
- Yell, flap arms, or throw things near (not at) the animal.
- This teaches the animal to stay away from human areas and is most successful when neighbors all haze.



Shelter Operations

"All animals conveyed to the animal control center shall be kept with kindness..."
(St. Paul Municipal Code § 200.06(f))

- Animals receive care, including housing, food, water, enrichment, bedding and exercise.
- Unclaimed pets that are healthy or rehabilitate-able are released to non-profit animal organizations.
- Dangerous or unhealthy animals are humanely euthanized.

About 90% of total intakes are returned to owner or transferred to a partner organization.

Shelter for animals that are...

SEIZED

Due to:

- Cruel treatment
- Neglect
- Abandoned
- Public Safety threat/bites

DISPLACED

Due to:

- Being lost
- Arrest
- Hospitalization
- Death of the owner



SAFETY AND INSPECTIONS

Animal Services



Business Licensing

Licensing of Businesses
Compliance, Inspections, Enforcement
Education and Support



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Business Licensing – Primary Responsibilities

Ensure licensed businesses operate in a safe manner for customers and the community

- Review and process license applications
- Provide ongoing business support and education
- Ensure regulatory compliance of businesses
- Investigate and resolve complaints
- Conduct compliance inspections
- Initiate enforcement action when necessary
- Focus on regulatory improvements to promote safe, livable, and successful business activity in Saint Paul





License Types and Application Processing

Licensing provides the mechanism to ensure businesses operate safely

(Approximately 200 business license types grouped into 3 categories)



Class N

Neighborhood notice,
Council approval

- Ex: Alcohol, Gas Station, Auto Repair



Class R

Administratively approved
(unless conditions)

- Ex; Tobacco, Short Term Rentals, Tree Services



Class T

Administratively approved

- Ex: Temporary Liquor and Entertainment/Sound



Business Licensing – Education and Support

Education supports the safe operation of businesses by making sure applicable regulations, City expectations, and industry best practices are well understood

Ongoing Entrepreneur Education

- Focused on ensuring operators understand laws as well as current issues, opportunities, and industry best practices

Opening Inspection of Brick & Mortar Establishments

- Review regulations and license conditions

Law Changes

- Lead and provide technical assistance in the development and revision of ordinances and statutes

Community

- Work closely with businesses, community, city departments and outside agencies to prevent, address and resolve neighborhood safety and livability issues



DSI Project Facilitators



Business Licensing – Compliance, Inspection and Enforcement

Effective compliance and enforcement reduce safety and livability issues

Complaint Based and Annual Compliance Checks

- Complaint information provided by residents, businesses, SPPD, and/or other agencies
- Conduct annual youth compliance checks (tobacco) as required by MN Statute

Compliance Focused

- Focused on ensuring operators understand the rules and what it takes to operate a business that contributes to a safe and livable community
- Initial violations typically result in education and correction orders

Enforcement

- Complaint investigations and compliance check failures
- Where appropriate, adverse licensing action is initiated



Business Licensing – Adverse Licensing Action

- DSI recommends adverse licensing action through the City Attorney's Office
- Adverse licensing actions are quasi-judicial in nature
- Recommended actions follow the escalating penalty matrix prescribed in City Ordinance
 - Fine, suspension, suspension and fine, and then revocation
 - May also include imposing conditions on license
- Depending on violation severity, recommended action can depart from the matrix
- Violations are remedied through options provided to license holder:
 - Admit facts – serve the penalty
 - Admit facts – appear before City Council to appeal for penalty reduction
 - Dispute facts – appear before an Administrative Law Judge and then City Council
- All adverse actions are ultimately decided by the City Council
 - Council may adjust any recommended penalty

Miscellaneous Programs Already Covered

Vacant Building Inspections
Code Enforcement Complaints
Fire Safety Residential Inspections
Homeless Assistance Response Team



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QUESTIONS????



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