

# Ramsey County Metro Surge Response

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# Operation Metro Surge

- Operational Metro Surge represented a coordinated countywide response to heightened federal immigration enforcement activity and its impacts on Ramsey County employees, residents, and service delivery systems.
- To ensure timely alignment, informed decision-making, and appropriate resourcing, the County activated a Surge Response Team under the Federal Response Action Team (FRAT) structure, operating just below a formal Incident Management framework.
- County focus has been on continuity of services and the safety and well-being of our staff in order to deliver those services.

# Impacts

- Federal enforcement disrupted in-person access and increased stress in service centers, though services remained operational.
- Housing and social services experienced sustained strain, with housing assistance requests up 59% and rental assistance up 118% statewide.
- Mental health services saw increased referrals and higher demand for telehealth due to anxiety and trauma.
- Public Health clinics expanded virtual care; staff observed families diluting baby formula, reducing infant nutrition.
- Public Health nurses reported extreme cases, including requests to adopt children after parents were taken by ICE agents.

# Summary of Ramsey County Actions

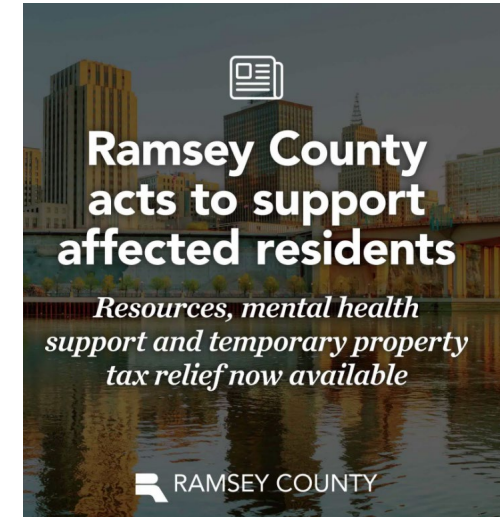
February 3 board resolution condemned actions and directed future actions to County Manager.

Actions resulted in:

- Signage at Parks and Facilities
- Partnership with County Attorney
- Employee protocols and training
- Webpage of resources (general and business supports)
- Shared impacts with partners
- Mental Health Supports
- Property Tax Deadline Extension

# Property Tax Extension

- Partnership with all other taxing jurisdictions in Ramsey County.
- Temporary Relief Program: 2-month property tax payment extension for first half of 2026 to support residents and businesses facing financial strain
- Eligible property owners can delay payment without late penalties, helping prevent added financial
- Eligibility:
  - Homestead Properties
    - Non-escrowed homestead properties
  - Small Businesses
    - Non-escrowed small businesses
    - Annual property tax obligation of \$50,000 or less
  - Residential Non-Homestead Properties
    - One- to three-unit properties
    - Annual property tax obligation of \$20,000 or less
- Application Process: Required application (online or paper)
- Deadline: July 15, 2026 Approved applicants get up to 2-month extension
- No penalties during approved extension period.
- Penalties apply retroactively if unpaid after extended deadline.
- Temporary, case-specific measure; does not change permanent tax due dates.



# Public Sector Employees

- Staff are experiencing secondary trauma from repeated exposure to crisis situations and emotional distress of vulnerable populations.
- Impacts include emotional exhaustion, hypervigilance, sleep disruption, reduced concentration, and compassion fatigue, affecting morale and workforce sustainability.
- Despite challenges, staff continue to demonstrate professionalism, resilience, and dedication while maintaining essential services.
- Ongoing stress highlights the need for strong organizational support, including training, supervision, debriefing, mental health resources, and manageable workloads.
- Prioritizing staff wellbeing is critical to ensuring service quality, safety, and continuity during prolonged community stress.

