

REGULAR BROOKLYN PARK CITY COUNCIL WORK SESSION

Monday, April 3, 2023

Brooklyn Park City Hall
Room A203
5200 85th Avenue North

6:00 p.m.

CALL TO ORDER – Mayor Hollies Winston

PRESENT: Mayor Hollies Winston, Council Members Christian Eriksen, Boyd Morson, Xp Lee, , Boyd Morson; Nichole Klonowski; City Manager Jay Stroebel; Director LaTonia Green; Community Development Director Kim Berggren; Recreation and Parks Director Brad Tullberg; Communications Manager Risikat Odesaogun, City Assessor Tracy Bauer-Anderson; and City Clerk Devin Montero

ABSENT: None.

C. DISCUSSION ITEMS/GENERAL ACTION ITEMS:

C.1 Newspaper Designation

Risikat Adesaogun, Communications Manager briefed the council on the newspaper designation with a PowerPoint presentation. She gave a background related to the January 9 Council meeting; gave highlights from Minnesota Statute 331A.04; gave examples of official notices in the Sun Post; information about the Sun Post, Sun Post drop sites, Factors to consider when selecting an official newspaper; Reminders of the official newspaper designation process; Outlet comparisons, and Staff Recommendation.

Council Member Morson referred to the Factors slide and stated they failed 3 out of the 5 factors, Cultural Relevance, Reach, and Demographics. He stated that on staff's recommendation, mentioned the city sharing with the sun post and partnering with them to reach other demographics. He stated that was not the city's business and was their business. If they chose not to do that, the city was not there to run their business. He stated if they chose not to be involved with any cultural aspect of the community that's what the sun post had chosen to do for last 7 years. He stated he did not find relevancy in the staff's recommendation. He didn't see how staff saw them run their paper. He stated if the city was just there for legal publications all the other things put up in the slide was irrelevant. He stated the city trying to hand hold them to do something was not the city's position to do because they chose to do what they chose to do and the input on expanding reach to them was helping them promote their business and was what they were failing to do once again.

Communications Manager Adesaogun stated he should consider the bottom line costs and did the city want to potentially triple the amount of money spent to place legal notices. She stated right now the city had a contracted rate with the Sun Post and was more than fair.

Council Member Morson asked if those things were considered when they were chosen as the paper all the things they were reaching out to, as well as the cultural, demographics. If they were considered, then they didn't meet those needs over the past 7 years. He stated people had different publications and always baffled him when people of color had extended more costs in their charging that it became problematic for people to pay for. He stated he found it excuse driven because they were in the business of making money just as well as anyone else. He stated he appreciated sharing with the council the least amount of paper's costs on the city's

behalf. He stated the city also had to assume creative ways to make things happen to reach out to the demographics the city served in the community.

Mayor Winston stated the council would discuss the costs and how they would weigh the different factors.

Council Member Eriksen stated he would encourage the council not to spend too much energy debating something that very few people ever consider using. He stated he was intrigued by the bottom right box and maybe getting Community Engagement and Communications, at the last council meeting someone said building out the events calendar more elaborately so a lot of community events were available there every month and being intentional about sharing that with all of the news outlets, Asian American press, women's press and the others, and encouraging them to know the city better and encouraging the people get to know them better as a strong cultural marketing tool. He stated the top left box to do the legal thing that no one cares about and then being intentional about the sharing of the events calendar.

Mayor Winston stated Council member Lee brought that up at the Council Retreat and talked about a centralized approach to communications. He stated that was elevated because the departments would have to put that information in there. He stated there was a strategy portion to it but was the operations and management element to it on that aspect.

Council member Klonowski stated if it was a cost issue, thought it made sense to put more money into, not the legal things that didn't really matter but more into, publishing the calendar better or big events that were happening and have advertisements in the other cultural newspapers around the city and spend the money intentionally. She also agreed on building better relationships with the other news organizations when there are great stories to celebrate the would be the first ones talking to the city. She asked what was meant about the cultural factor.

Communications Manager Adesaogun stated the city had many cultural groups and while the Sun Post was very easily accessible, it might not be the first thing that someone picks up if they were of a different cultural background. She stated it was the same thing with the Insight News, if the official newspaper was Insight News, what was going to be picked up by the largest number of people who would benefit from seeing that information.

Mayor Winston referred to the Outlet Comparison slide. He stated he was not thrilled with how the Sun Post did in terms of the overall representative diversity in the city. He stated he knew they looked at the newspaper for local information and didn't think the others were necessarily, even the Star Tribune, didn't think they would go to them as local as what they saw in the city; He stated his recommendation for the remainder of the year to go with the Sun Post, however, what Council Member Eriksen was talking about expanding other ways to engage. He thought having the centralized calendar, but he thought having another work session where they got a better understanding of how dollars were being spent now and what were the opportunities for the council to build out some greater presence according to the demographics within the city. He thought a work session on it would be great, where they could say, they would like to move in a strategic direction, in terms of how the dollars were spent. He thought it would get more at getting the word out to everyone. He stated his understanding was that it was a legal notice issue and didn't know the \$20K they were giving was drastically going to change things for any of the newspapers. He didn't think the legal portion was going to boost or push down a paper at

all. He thought they could take the time to consider it and strategically say, how could the city help the others. He stated they would take it from the perspective of, was less about what they covered, even though it was critically important because they didn't get to dictate, and it was more about who they could reach. He stated if they could take it from the angle of who they could reach, then they would end up where they wanted to end up in terms of reaching the communities, like African American, Hmong, southeast Asian, Latino, and there were so many different ones. He thought they could take a look and say, how did they reach folks in ways that were more easier for them and go at it from that angle. He stated that would be his recommendation to go in that angle. He stated the city legally had to do it and if they kept pushing it down the road, they would end up in a situation where they would be talking about in November, and have the final two months, and had the whole year.

Council Member Lee stated his point was trying to align the spending. He stated for him was about spending so much money and was like throwing it away and were going to spend other money on other things. He agreed the Sun Post could do a better job of representing the city but that was more work and the Insights Newspaper would have to do more work too and better represent the city too. He liked the idea of looking into that and trying to align on what the official and legal paper was for the city. He stated he didn't want to spend money on legal notices without aligning it with the rest of the communications plan. He stated whatever newspaper was used, did want them to be as representative as possible, knowing there were challenges such as staffing and resources. He agreed with going with the Sun Post for now and stated they were doing an okay job and then they could take a look at the broader package.

Mayor Winston thought the issue historically for the Sun Post and newspapers like it, there were papers such as Insights, Hmong, Mshale, Latino America Today. They were like a lot of businesses out there; they knew what was around them and should have taken the time to invest in them and didn't want to. Now the situation is because they were a legacy newspaper, they were more accessible to everyone and more cost effective and that was the situation the council was dealing with now. It was a cost effective decision, it would reach more of the demographics, however, making sure to align it with the communications strategy, making sure getting the word out to more people. He stated he didn't think the Sun Post understood their customers and if they hadn't figured out their customers, to let it be known there was some competition out there. If other people were willing to move more strategically and effectively with their competition, it was what it was and what America was built on. He stated he was not interested in helping them with the drop sites, they would know the local restaurants and the local stores to get to. He stated that maybe it was their business model and were allowed to have their business model. He stated the council was making it known today that it was something they valued because it was not about just trying to reach folks they always reached, for the city it was much better policy if a Hmong woman could read her notice in her language or could be reached to get that information and could become a better resident. He stated the council was looking for the best partner that could do that to say they were official and until that time they would do the strategies and the other portion was to use the outlet of choice and could have that at the other work session to start considering what that looked like culturally when they get aligned.

C.2 Holiday Conversation

Risikat Adesaogun, Communications Manager briefed the council on the method by which the city acknowledged holidays with each administration. She gave a background, levels of

acknowledgement, who decided what was recognized, and federal holidays.

Council Member Tran suggested doing something for international women's day. She stated this year was the first year America recognized that day and asked if it was too late to recognize it. She stated they could use that day to educate the people about how American women began in history and present it to inspire the girls. She stated another suggestion was Memorial Day and should do something on that day, like Veterans Day. She stated that day they should do some activity in the community with all races, all people with ancestors who served America in the past, even if they were not in the veteran system they could come and tell a story. She stated at the end of slavery they joined the civil war and served and came back home and saw it was no different than before. She stated it was not inclusive in the veteran system.

Council Member Klonowski asked what currently was being celebrated with the veterans on proclamations, social media and would help with what the city was already doing.

Communications Manager Adesaogun stated she could get that information to the council. She stated there were some internal challenges because there were things the city celebrated in the past that were no longer moving forward with. She stated it went to the larger conversation of what did the council want to acknowledge and in what way.

Council Member Klonowski stated Columbus Day was not a day to be celebrated. She stated it was a missing a big piece to even have the discussion which was what was the city doing now. On the federal holidays she stated she didn't know what the city was doing for half of federal holidays. She asked if the council would say something or was there a proclamation for Memorial Day and having a big party. She stated it was hard to have the discussion when the council didn't know what the city was doing.

Communications Manager Adesaogun stated currently there were no proclamations planned for any of the federal holidays except for Juneteenth and the first time it happened was last year because it was the first one. She stated that was the question, did the council want to do a proclamation every year like Juneteenth because it was official now. She stated there weren't other planned events and everything was just a social media posting to keep it moving and asked if the council wanted to do more.

Council Member Klonowski asked if they traditionally did a proclamation and events for Black History Month because the ones, they had were great. She asked if that was the one designated to do events for.

Communications Manager Adesaogun the Black History month showcase and Hmong new year, which was newer, were the two holiday events that got significant city investment and weren't too many that got the level of activity or investment.

Council Member Klonowski asked if they were budgeting in prior years for those events and if there was money in the budget moving forward because the council would be looking at the budget at some point this year. She asked if they were doing events for anything else was the budget being pulled from somewhere else in the budget. She asked if they had roughly \$10,000 a year to do the Cultural events.

Communications Manager Adesaogun stated the reason they were having the conversation

now was by the time they got to 2024 and if the council wanted to significantly change what was being done, staff was ready for that conversation. Especially with the new council and those decisions should have been made like last fall.

Council Member Klonowski stated they just had the arbor day recognition proclamation and was upsetting to her. She stated being a woman with daughters and granddaughters, that half the population if not more, were women, did not even acknowledging their struggles, across cultures, what women had been through up until this point including having their rights being taken away currently. She stated she would like whatever they could do to recognize roles of women in the city, state, and families.

Council Member Eriksen suggested making a raw mapping plate, showing 51% of the population was women, 20% was African America, Juneteenth, and then the indigenous events, like Ebofest, Hmong New Year that burst in the local community. He stated at the same time they could also say 10% still identified as Norwegian.

Council Member Tran agreed on Women's Day and to inspire with education on women's history to them. She stated the reason why there was domestic abuse and sexism because some cultures educated sexism with their children and needed to use Women's Day to fight back, educate the females, daughters and didn't need to be under a man's control and why the domestic abuse and sexism went up.

Council Member Eriksen stated there were community organization grants people could apply for to do a park clean up and asked if the city could apply for those grants that already exist locally for those events. He gave an example, a Kenyan church doing a Kenyan event festival, they could apply for a community grant. He stated the Palmer Lake VFW did things on Veteran's Day and Flag Day and they applied for grant to support their community event. He stated the city was not investing in labor and organizing it but could be supportive of things that were growing locally.

Communications Manager Adesaogun stated they had a mini campaign in the works from their neighborhood activity fund and was more at the neighborhood level getting people out to connect with their neighbors. She stated the possibilities were endless and thought tonight's conversation would go on for some time. She stated the main point was what they could do to build strategy in, so they were not at the whims of whatever and they could let the community know as well on what the city was doing and why.

Council Member Eriksen stated that unless they did something mathematical, they were always going to get the question of what was missing and were they being fair and the reason to have a rubric.

City Manager Stroebel stated, 3 years ago at a council work session in October 2020, and similar to tonight's discussion where a recommendation from holiday committee was discussed. He stated in terms of by month which holidays to recognize, which ones to put on social media, website, emails, and the approach, that had been the foundation by which staff had been doing it and then COVID hit. He stated some of the in-person events were backed off in terms of the investment, the council reduced the budget and there were not a lot of in-person events. He stated the holidays they had been recognizing had been informed to the council in October 2020 and he recognized with the new council members, had different priorities, different areas of

interest and focus too. He stated in terms of proclamations there were times when it did not originate from staff or council interest, but the mayors got asked for proclamation that come in randomly. He stated there might be a proclamation about something they had never considered and those things came up from time to time and were not always driven by council interest or staff recommendations.

Council Member Morson stated all were significant days and to remove one would remove that particular population of people celebrating their event. He stated how the city celebrated it was important and didn't know how much investment they put into those. He stated one thing they should keep in mind was somebody was doing those celebrations already. He stated it did not take them that much to partner with someone already doing it and didn't see how they couldn't be proactive and extending out a hand to someone already doing it and get behind them because the city didn't have to create it. He stated that minimized the investment, showed the city's support for any one of those holidays by reaching out to someone already doing it. He stated he didn't see why the city couldn't acknowledge that event on the city website whatever the holiday might be. He stated that brought value and respect to that particular population for those celebrating those events.

Communications Manager Adesaogun stated social media and website did not cost much and took up much time. She stated social media and websites were the ground floor at minimum acknowledged all of that. She stated in terms of what the city was doing didn't mean they had to continue but would see historically what had gotten a proclamation versus community events. She showed the community events that the city owned, planned and what kind of staff work went into them. She stated there were other things the city could partner on and worth the conversation too.

Council Member Lee stated sometimes they do internal educational workshops like the one for Asian heritage month and brought in a speaker and a way to recognize it internally. He stated he would like to see the rubric and expanded to allow the council to give input on it. He stated that way the council could give notes and thoughts on it. It could be in a worksheet format to give feedback. He stated on staff time, if the council elevated things for events, maybe a couple more proclamation was not bad but if they were saying, they were going to do a dozen proclamations, someone had to write them and work on them. He stated if the council was going to support more events, that would need funds. He stated that would also be to have on the worksheet in terms of a budget, if they did 3 more events a year, it would be an extra \$15,000 and would need to look at that for next year. He stated that was the kind of information needed to help inform some decisions.

Communications Manager Adesaogun stated she liked the work sheet idea to allow council members to noodle around that topic. She stated the holiday information hadn't been brought to the council in a while and pleased no one was advocating to remove some but there were real questions. She stated she could follow up and perhaps see how closely the council members were aligned in the direction they wanted to go.

Mayor Winston stated he liked the idea of the worksheet and thought there should be some type of committee because some of those holidays had a committee that could partner with the city but didn't know how to contact staff like the Juneteenth holiday. He stated they could do a lot more, maybe not this year but next year could have a \$20,000 to 30,000 event. He stated the committee needed to be in place, so people had something visual to reach out to when they

wanted to give out dollars and when they wanted to give support and didn't have that committee now.

Council Member Eriksen asked if the GIS staff could, from the census data, come up with a list of groups that were above 5% or 10% threshold. He thought the census included much more details like the LGBTQ identifying by nationality, so they got to see what the council was working with in terms of national holidays or special interest.

Council Member Tran stated another holiday to celebrate was Immigrant Heritage Month in June.

Council Member Klonowski stated April was autism awareness month too.

Council Member Lee stated that in terms of census information and threshold, there might be communities that might be smaller in populations and should be highlighted more. He stated he knew there were websites that had lists of days and if they could find a way to integrate those days for the calendar, that way when people clicked on a day or a link on the calendar like an RSS feed, people could get that information and the city was not responsible for it and just plug it in from another website.

Mayor Winston stated he had three things on the discussions. Come up with the GIS data, there was going to be a worksheet sent out to the council and what it looked like to establish the committee and was representative of the city.

City Manager Stroebel clarified the committee was made up of staff.

Mayor Winston stated something the council could reach out to and maybe the staff committee could have a special email for the committee where people can reach out to if they wanted to write out a check for an event and get a response.

C.3 Assessing Valuation Process Overview

Tracy Bauer-Anderson, City Assessor gave the council an overview of the Assessing Valuation process. She briefed with a PowerPoint presentation and covered: Assessing Division, Purpose of Local Board of Appeal and Equalization, Board Compliance and Certification, Boards Power and Limits, Board Tips/Suggestions, Board Process, Reconvening the Board and Adjournment Continuing the Appeal, Property Type Value changes, 2022 Sales, and 2022 north and west metro homes sales.

Council Member Morson was concerned about not reviewing a previous year's assessment and asked how someone could gain accurate assessments to argue their current value if they didn't bring what they paid last year. He stated if last year, he paid \$2,000 and now asking him to pay \$4,000 this year, he couldn't bring what he paid last year. He stated he didn't understand you cannot include last years to give us a visual of the argument we are trying to justify and not have something to compare with.

City Assessor Bauer-Anderson clarified they set values as of January 2 annually, that was the assessment. She stated a person could bring up sales that occurred because they were looking at sales from October 1, 2021, through September 30, 2022, and those were different. She

stated she was not asking not to discuss sales for market, but saying they were unable to make changes to the assessment set on January 2, 2022. She stated they could bring data and ask the Assessors to review it, bring appraisals that were after that time and could review it, they could not by state statute change the value that was set as of January 2, 2022.

City Attorney Thomson stated Council Member Morson's question was directed at taxes and using the example of \$2,000 to \$4,000 to keep in mind, they were not setting taxes were just assessing the property. He stated it was true the council would know what the assessed value was for the previous year and that information was available to them but just couldn't change that information. He stated Council Member Morson's point was it improper for the council to know what the assessed value was for the previous year and that was public data and could know that but couldn't change it was what the city assessor said.

Council Member Lee stated some people might not understand the lag when they come and were upset and or have information. He stated their assessment for this year was already set last year and tonight were talking about the assessment this year for next year. He asked if they would get the full list of people appealing in the packet.

City Assessor Bauer-Anderson stated those were for taxes payable next year. She thought some of the confusion was going on with property owners now because they were seeing their tax statements and not happy with the changes in taxes but that was set off of the values from 2022.

She stated if they were able to resolve any appeals between now and the night of the board, they would give the council a list of all the ones discussed, what the values were and what they were changed to. She stated they could make one vote based on that if they agreed with their recommendations. She stated if anyone had appealed and staff had not had a chance to look at the property or appealed the night of board, then they would use the time between the local board and reconvened board to look at it. She stated they would have the property owners provide Assessing some information to do the inspections and would get that packet before the reconvened board meeting and get the list the night of the local board.

C.4 Discussion on Environmental Health Code Inspection Priorities

Jason Newby, Inspections and Environmental Health Manager and Michelle Peterson, Neighborhood Health Supervisor, updated the council on the Environmental Health code priorities with a PowerPoint presentation.

Inspections and Environmental Health Manager Newby briefed on Policy, Current procedure, Background, How do we prioritized our Work, Option 1 adjust response times based on Risk, Option 2 Adjust response times based on risk and focus on sweeps.

Supervisor Peterson briefed on: Prioritizing Staff Proposal, Examples, Abatements High.

Inspections and Environmental Health Manager Newby briefed on: Comparisons, Current Process, Option 1, Option 2, Potential Ordinance Amendments, Proactive Sweeps 2016-2022.

Council Member Tran suggested a message to the resident when a resident complained on the website, to take the feedback and thank them for contributing so the person didn't think they

were being ignored by the city. She stated that angered people when they complained and not hearing back. She stated last week there was a resident, who was active in complaining and did a good job for the city and was mad because he felt ignored. She suggested providing information on how to put the complaint in and the solution depended on the options and to be patient.

Inspections and Environmental Health Manager Newby thought it was a great idea. He stated they built some of that in the complaint portal and could change some of the language when someone submits a complaint and would get an email on the complaint and could have that language.

Council Member Eriksen stated that looking at those options, he was leaning to Option #2 and looking at some of the pictures. He stated he walked most of East District recently and there was a lot of ugly houses out there. He stated he was assuming they were benefiting from having neighbors not being activists. He stated that on the folks they were receiving daily emails about issues, were basically living in a penal system based on a nosy neighbor. He stated his hope would be going a step beyond it and looking at everything considered low risk and asking themselves if those were equitably enforceable at all. He stated he was thinking about garbage cans outside of garages and at some point, those become less about health and more about subjective sensibilities. He stated that given the choice to make ordinances against subjective sensibilities, he would choose loud motorcycles or ugly mailboxes. He stated that to penalize someone because they had a nosy neighbor, and they were engaging in subjective activist behaviors, thought it was fundamentally wrong. He stated he would like it to go further beyond Option #2 and look at what could be equitably enforced in the city.

Council Member Lee stated he liked Option 1 more and thought it was a checks and balance between hitting the designated; areas but also left enough space to deal with issues not in the designated areas. He asked how they came up with 25.

Inspections and Environmental Health Manager Newby stated it was an arbitrary number and staff also thought 25 was high but landed at 25 which was 5%.

Council Member Lee asked if they could tie it to staff time. He stated they had 3,000 cases a year and each staff had a certain number of cases. He asked if they could find a number where a number was too much based on staff time of how many combinations of staff it would take and took much time away from other things.

Mayor Winston stated if a resident made a complaint, how much time it took for them to look in to it, investigate it and to follow up. He asked if they had an estimate of hours.

Inspections and Environmental Health Manager Newby stated it depended on the violation, and the factors contributing to the noncompliance. He stated generally the first inspection was going to be 3 to 5 business days, make contact, door knock, engage, and find out why there was no compliance, such as, was it lack of information.

Mayor Winston stated from an operations perspective, knew it took 3-5 days and then not working on it the 3-5 days. He stated the complaint came int, staff looks at it, maybe isolate, respond, and visit the location. He stated in terms of hours, if there was someone making 150 complaints and it took an average of 2-3 hours to look into it, that was a problem. He stated

from an operations perspective what were they looking at in terms of that time and it was not 3-5 hours and asked what the actual times were.

Neighborhood Health Supervisor Peterson stated when they have a case on schedule, they would go out expecting a 15-minute contact and sometimes were shorter or longer. She stated it depended on the type of violation, how many times they had been out there, what specifically they were discussing, and how many questions did they person have. She stated sometimes when doing the outreach for the first time; they owner would have questions about the ordinance, a question on how to be in compliance and staff were hoping they would share what the challenges were coming into compliance especially when it came to property maintenance violations because they could spend a significant amount of money to provide an upgrade. She stated they would like to know at the front end what their needs were to get them connected with resources. She stated he each type of violation and the type of outreach varied and sometimes they would set up follow up appointments at city hall or at their house again for the more complex cases. She stated on a trash can, they should be able to make that contact in 15 minutes or less and take another 15 minutes for correction order if that was the route they were going to go. She stated more time would be taken to make sure they accurately documented what happened when having that conversation or what they observed in our software.

Mayor Winston stated if it was 15 minutes, that would be the nice scenario and 150 complaints would be 2,250 minutes or 37.5 hours, if it was 15 minutes for each one.

Community Development Director Berggren stated it was an average of 3 hours a case and a case ranged from 30 minutes, the shortest they could have, and 3 days was the longest case.

Mayor Winston stated it was bordering on 30 minutes and was almost a two-week work period per employee. He stated if they reasoned back for it, felt 20 to 25 was reasonable, especially when having a repeat violation. He stated when having someone doing 150 cases, thought 20 to 25 made sense. He stated if 30 minutes was the best-case scenario, 3 hours being the worst-case scenario, seemed reasonable to him. He stated it could end up being 30 hours and one person would still be taking up almost a week of employee's time away from the high risk areas. He stated 20 contacts made sense as 25 seemed like a whole week given their limited resources. He stated that given the limited resources and population of 90,000, people, he was hesitant to say we should be doing any more than 20 because he didn't want people to get in the habit of thinking it could take a whole week of staff's time when they had to serve so many people. He stated that was his recommendation, to bring it back to 20 versus 25.

Council Member Lee stated that on the signs, if their improperly blocking visions at the intersections, should be increased to medium. He stated on the repeat offenders, even though their low risk and 20 throughout the year it was still affecting the quality of life for that resident and had to balance it. He stated he knew they were trying to connect certain people who needed resources to other organizations and asked how could they flag or elevate certain residents that needed more assistance.

Neighborhood Health Supervisor Peterson stated they had in the code compliance procedure what a chronic violator was and was two confirm violations within a 12-month period. She stated it was an immediate citation and must be issued for the 3rd confirmed same violation type and there was an exception. As part of that outreach, they might go out on the 3rd violation on a trash can and find out they were in a hospital for a week. She stated they were not going to

issue an immediate fine for that. She stated that was something the inspectors would talk with the supervisors and document the reason why they didn't issue them a citation and why they did not find them to be a chronic violator at that point. She stated they did have a certain number of properties at the chronic violator point and stayed at that and did look at them as a problem property. She stated it was not necessarily a trash cans as the trash cans were situational, on why someone did not get it back, and seasonal sometimes. She stated when they were looking at repeat junk and debris and not have garbage service, some of the real extreme violations would fall within that chronic violator definition. She stated that was why the staff came to the supervisors to discuss why it wouldn't fit as a chronic violator at that time, otherwise the process was there to be followed for everything, but there would always be an exception.

Council Member Lee asked if they were tracking them. He stated the issue came up with the garbage cans, in terms of residents with disabilities and their ability to move trash cans. He stated it also made him think of the seniors not able to get out and cut their grass and asked if they were tracking those types of incidents, in terms of accessibility and maybe they could start connecting them with other community resources.

Neighborhood Health Supervisor Peterson stated with new senior resources that were available, they were looking to be able to use that compiled list to help people make those connections, especially those people having difficulty mowing their lawns.

Council Member Klonowski asked if the city offered resources, when it was clear there was a mental health issue, disability issue, or someone needed a level of resource.

Neighborhood Health Supervisor Peterson stated they did and, in some cases, they were able to reach out to the police department mental health unit and work with them and the residents. She stated they also had some residents that have adult protection and got them the resources they needed. She stated sometimes it was financial or mental health and a fine line staff walked on and they wanted to know what those barriers were. She stated sometimes they didn't always have all the possible resources to get them where they needed to be and did their best to set them up with the resources and they could choose not to use them.

Council Member Klonowski stated that looking at 30% of calls were from one resident if those were significantly reduced, thought it would have more staffing hours to pursue other violations and asked if that would put them where they needed to be.

Inspections and Environmental Health Manager Newby stated the way it was positioned now, it geographically aligned with the council districts and CDBG areas and using an intern in those areas. He stated their work last year, and showed a pie chart, and said they wanted to be more on the proactive side because the more proactives they did, the less complaints they got and that was the goal. He stated that had been the theory throughout their work they had been doing for the last 15 to 20 years. He stated being fully staffed with some adjustments based on the risks and response times, freed them to do more. He stated that on the citations and violations, the repeat rate of that, again they would get into that cycle of noncompliance because there was an active resident in that area that kept them in that cycle. He stated if they were in there proactively doing door to door, then it was more equitable. If someone called about trash cans and staff went out there and there were 4 or 5 cans along the block, they would sweep the entire block, and added more cases just by that one can complain. He stated to put that into perspective, they tried to be as equitable as they could by making sure people were not picking

on neighbors and using other motivators to single out their neighbors. He stated on the outreach engagement, they wanted to connect the neighbors to help each other and gave an example, if a person was not mowing their lawn because they didn't have a lawn mower and get them to talk to the neighbor maybe they could help. He stated those were the things they were doing, connecting people versus being that hurdle to compliance.

Council Member Klonowski asked about the low/medium/high levels if they were established internally, and if they got any resident input in them. She asked if anything was done to bring in the residents and didn't know how many staff lived in the city when talking about cultural things and how it impacted people living in the city if they felt about the high, medium or low levels. She stated that was something to consider if they were looking to using those levels.

Inspections and Environmental Health Manager Newby stated those were established internally.

Council Member Morson referred to Council Member Eriksen's walk in the east district and saw an array of ugly homes. He stated that was a problem; because people in that neighborhood had not voiced their concerns, yet the problems existed. He stated on the 25 per year he was not against it. He stated if someone complained about all the issues that Council Member Eriksen saw, was making valid complaints. If one person made those complaints and doing it because it was allowed by the code and didn't know why they were penalizing them for making complaint within their rights. He stated that person was making the council more aware and by not paying attention to it, that was why its 150. He stated if they stopped it 10 maybe it would not be 150 and if it was not in the code, they would not have 1. He stated they had to look at all those basic formulas that caused a person to do those things. He was concerned what Council Member Eriksen saw and how that impacted the city and neighborhood, regarding they health, welfare and livability if all those things the council was supposed to be concentrating on. He stated if that impacted a child in their neighborhood, who saw the blighted community all the time and nothing was done to it, they would grow up with the same mentality knowing it was okay to live that way.

Mayor Winston stated if they had all those issues and had a particular person pointing out those things and taking the time, his understanding they were not always high level. He stated if they were taking the capacity away from them to be proactive to address those issues that was basic business best practice on capacity and operation. He stated it was an issue it had to be dealt with because that capacity was taking away from proactively addressing those issues. He stated when there were 150 complaints averaging an hour, that was 150 hours. Conservatively, they could 150 hours was 2.5 weeks. He stated at least one of those weeks could of been used by an employee to be proactively addressing those issues assuming that other week was used to address low level complaints. He stated his understanding there were more trash can related incidents than high level incidents. He thought it was a capacity issue of saying, for the issues that were dangerous, most pressing, with limited staff they had a time where they could budget, and the budget was where they put their priorities. He stated if they wanted to drastically add a bunch of people so they could get to everything within a day, the council had the ability to do that, however, they would be taking away from other areas, like public safety, recreation and parks, and operations and maintenance. He stated it was more of a capacity issue where the city had said, it was going to budget "X" amount of dollars for the issues. He stated that given all the other priorities the council had, doubt they could stray too much for that when it came to the next budget. He stated he was impressed with the work done by staff and what best practices was saying, the had to find a way to limit some of those complaints so they could get ahead of

the high priority issues so they could be proactively addressing it. He stated that way had a huge assumption that everything they were addressing was high risk and would be assuming that person did was high risk. He stated to get ahead of the high risk and medium when they looked at Option 1 and 2, there was still room for individuals to make those complaints but there was more capacity to address medium and high risks and that was what the conversation tonight was is about and not about penalizing any one individual or someone who liked to tell all the time. He stated it was much about how did they create more capacity for staff to address high risk and medium risk issues so they could have a safer city that didn't have the blight properties. He stated if it was just as easy getting ahead of the low risk, staff would have done it and was a capacity issue and had to be addressed. He stated the council was there to make that decision, on how to get ahead of those issues and free up that capacity.

Council Member Morson stated a high risk took priority over everything, but did it mean the low risk did not require attention. He stated the low risk situation did not take precedent over a high risk situation. If it was deemed a high risk, they applied the appropriate staff's attention that requires the capacity to address that high risk. He stated the low risk only became problematic when no high risk existed. He stated they all agreed it was not occupying staff time for the low risk, if high risk situation it would be the first thing taken care of. He stated the low risk would fall into place after all high-risk complaints had been resolved and now there would be a plethora of low risk that was still there they now had to pay attention to.

Council Member Lee thought Council Member Morson was talking about setting goals or parity between risk levels. He stated if they were adopting high/medium/low, they needed to focus on all the highs and the mediums as much as possible and spend time on the low as well.

Council Member Tran stated the complaints needed to be looked at differently, if a person had high number of complaints or looked at the way they complained to see if there was a problem. She stated it could be different than a regular complaint because a person could be stressed or have a medical problem and didn't know what to do.

Community Development Director Berggren stated they were asking the council to consider, that instead of sending staff to do low risk complaint follow ups that came in through the complaint portal, they would redirect their time on proactive sweeps that identified new high risk and medium risk items. She stated the tradeoff was where did they want staff's energy to be because now the energy was spending on as many hours on low-risk complaints versus going out and finding the new high risks, the ones they were saying no one was complaining about, so they were just there. She stated they knew they couldn't do all the complaints in the city and didn't have enough capacity to do all the complaints and asked the council where they wanted staff to spend their time on.

Council Member Eriksen stated his point when seeing those homes assumed those houses were there because staff did not have enough time covering that turf because they were busy responding to one persons 150 low risk complaints. He stated he wanted to get most bang for the buck in terms of resolving the most dangerous situations rather than responding to one- or two-people's plethora of garbage can complaints. That was his concern. He stated no one's health concern was impacted by garbage cans sitting next to the garage, however someone's health was being impacted if their facia was rotten or had squirrels in the attic and that was a problem.

Mayor Winston stated he wanted to leave tonight with staff having a recommendation from the council and asked if it was something to vote on.

City Manager Stroebel stated staff wanted input tonight and would bring it back formally at a regular council meeting.

Mayor Winston stated he was inclined to do Option 2 and add the language from the potential ordinance amendment. He stated Option 2 was the most aggressive to get ahead of high and medium levels and also took away some capacity for targeting by certain residents. He stated it gave staff most tools to make it safer for the city and be more aggressive with that plan. He stated the prioritization would do the low levels as they had the capacity and do it but would spend the majority of the time on the most egregious cases. He stated that as they got to the medium and high levels, believed it would raise a standard to where people were more aggressively, saying they needed to take care of their areas because the city was more proactively looking into the issues and would spread the word out and affect the low level more over time in a positive manner.

Council Member Eriksen asked if they could do a hybrid with Options 2 and say low risks as time permitted unless in a designated sweep area and no more than 20 low risk complaints per resident per year.

Council Member Lee stated he was hung up on Option 2, unless in designated area, because it would take seven years for staff to rotate. He stated he knew they wanted to prioritize and get to high and medium risk but thought it made it too narrow. He stated in terms of the low risk, why he preferred Option 1, low risk was 5 to 10 business days and allowed for prioritization in areas outside of the designated sweep area with limitation. He stated if the council wanted Option 2, he was okay with it, but for Option 2, he recommended the limit for 20 per year.

Council Member Eriksen stated, the language suggested, said low risk as time permits unless in a designated sweep area. He asked if it said people could make complaints and respond to them as time permitted unless in a designated sweep area, then it was saying they would jump on it.

Inspections and Environmental Health Manager Newby stated then they would respond to it immediately.

Council Member Eriksen stated it was not saying no response but saying as time permits.

Mayor Winston asked about the language, as time permits. He asked if they felt, gave an example, of 400 or 500 low risk complaints in Option 2 model, if it would allow staff time to work through the low risk in reasonable time.

Community Development Director Berggren stated the point of Option 2, they would not do low risks, and would focus on sweeps. She stated if the council wanted them to do low risk, then they should be under Option 1. She stated Option 2 was more of an extreme option and saying to the residents, the city was not doing low risk complaint-based inspections and would be doing the lower risk inspections with the sweep program. She stated if they wanted to have a limited number per person that was Option 1. They could not commit to business days if the council wanted to give staff more flexibility under Option 1.

Neighborhood Health Supervisor Peterson stated if they did Option 2, by pairing an inspector with an intern in the fully staffed model, they could have the inspector work on those sweeps and have the interns look at some of the low risks, the illegal signs, long grass, and trash cans. She stated that worked during the summer but did not work as well in the spring and fall, as the snow melted and got an influx of cases and had to prioritize them. She stated in the winter was different and was not out doing sweeps as much and could get to the low risk faster than they would in the spring and fall if they were fully staffed.

Community Development Director Berggren stated what they described was more of a hybrid between Option 1 and Option 2 but without a commitment but would try to do them. She stated in Option 2, the theory was, not do the low risk and instead do sweeps and they could do a hybrid between Option 1 and Option 2 if that was where the energy was from the council.

Mayor Winston stated he was open to what the council thought. He stated there was kind of a hybrid because he felt there had been an abuse for some time, even on his block, there were people that left out their trash cans and never got cited. He stated there were other people that did it a certain way, got cited and they got calls from their Homeowners Association, and got harassed. He stated he was looking for something between Option 1 and Option 2. He felt there had been an abuse and his concern were the high and medium risk. He thought Option 1 or 2 would be a drastic improvement over what they were currently doing right now.

Mayor Winston stated it seemed the overall consensus was to do the hybrid approach, high risk 1 to 2 days; medium 3 to 5 days, low risk 10 to 15 days and limit the response to low risk complaints by a resident to 20 low risk per year and add the ordinance language. He stated that would give staff more flexibility to be more proactive.

City Manager Stroebel stated the police department did that today and didn't have to change the ordinance. He stated the police department allocated their resources to the highest priority issue and many of the department did it today too. He stated the fire department, if they got an apartment fire versus someone needing a lift assist, obviously they will be sending the fire department to the higher priority issue.

Mayor Winston stated for this case, it was to help people understand that the city was changing and adding that language, when they looked up the official ordinance, that backed up the policy the council was putting forward. He stated they could read that language and connect it back to the understanding of they were only allowed 20 low levels.

C.5 Culture of Efficiency in Council/EDA meetings

Council Member Eriksen stated before being elected and sitting in a number of council meetings, he was seeing how sometimes residents would be left sitting for their area of concern until 10 p.m. at night and the meetings in general were going on later. He thought if they council wanted a participatory democracy and meetings running until 11 pm was not the way to get there. He stated he was thinking of ways to make it more manageable.

He stated that on Item #1, by moving items of public interest to the top of the agenda, because awards and public hearings were expected to draw a big number of people and controversial issues. He remembered the Nigerian neighbors sitting around until late waiting for the sister city discussion, ordinance discussions, so the council could get the residents heard and home

before the council got into the boring stuff, they were elected and paid to sit through. He stated on the time efficiencies, he noticed a number of times, they had a presentation as the EDA and the same presentation was given to them as the council. He stated there was a staff presentation at the first reading and repeated it at the second reading. He asked if they could poll the council for items in their packet, if they needed a staff presentation. He stated there were several ways they could save time for the meeting based on consensus. He stated in Bloomington in the evening there was a point where they no longer started new agenda items and got automatically moved to the next meeting. He stated if Item 6.3 started at 8:55 p.m. that would be the last item.

Mayor Winston thought that if they instituted the items of public interest and some of times efficiencies, they would have gotten through the most important items up front. He stated out of these 3, he didn't think it was a priority. He thought the top two bullet points, Items of public interest and time efficiencies were important, and it was a long meeting, last time and why the moved up the violence interrupters and Chief's proclamation.

Council Member Eriksen stated the City Manager made a point on the consent agenda, when they approved the agenda, if a staff member's agenda item stayed on consent, they didn't need to stick around.

Council Member Klonowski asked if the council could quarterly see a broad outline of what was coming on the agenda because she felt she was reacting and had no time to be proactive. She stated knowing was coming up would be helpful and could also balance some of those items, so the council didn't the huge hot button items and a work session right before the meeting and didn't need to make their nights horrendous.

Council Member Eriksen suggested using a working google document, if a resident would ask about an item, the council could see the future agenda items and let them know when it was scheduled and the council was not chasing the items. He stated as the agenda was being built, they council could see the items.

Council Member Klonowski stated the council could see broadly what was going to the council and have it quarterly for review and have an idea what was coming up for the council. She stated she didn't know what was coming next and didn't like that.

City Manager Stroebel stated they had an agenda master sheet; staff went over every Tuesday morning at 11am for review and discussion of the prior council meeting and have a discussion on the agenda for the upcoming 4 to 6 weeks. He showed the spreadsheet and said staff had a clearer sense of what was happening within the next 2 to 4 weeks but beyond that it was hard to project He stated the one exception was the work session items as the council had identified item, and gave an example, about hearing about an item in two months on a certain topic. He showed the spreadsheet items for tonight's work sessions items and some notes. He stated tomorrow morning at 11am he would have a meeting and look at tentative items where they were and organize them. He stated the city clerk would lead the meeting and get the items in agenda order. He stated they could incorporate what the council was talking about into it. He stated when Council Member Eriksen sent his document to share tonight, made him about some of what was on the agenda, which was what they were supposed to be doing during the meeting. He stated the council did not take votes during the Item 3 Presentation section, and during consent, which was consent unless pulled off, there were public hearings, land use

actions, and general action items, things council took action on. He stated the general discussions items, typically not required votes but sometimes the council chose to take votes.

He stated if the council want to do more prioritize based on what they envisioned the resident's interest might be and how many peopled might showed up, they might have to scrap the headings and come up with something that was more flexible. He stated they had the discretion to do that and might come up with based on your input a pilot on a different way of doing it. He stated that on Tuesday morning staff would be guessing what the level of interest was going to be the following Monday. He stated on April 24 the were only two items and would love to tell everyone what was going to happen.

Council Member Klonowski stated, maybe do a monthly review for the council to see even if they were scrolling through it and could see what was done every June because a lot of them were new.

Council Member Eriksen stated if the council had access to that document, tomorrow morning they could look at it. He gave an example of the April 10 meeting, that one of the council members heard a bunch of people upset about the purchasing of the vehicles and they could make a note of that, anticipating interest, to give staff a heads up as they were building the agenda.

City Manager Stroebel stated he could send the council on the next two council meetings what was tentatively there, and gave an example, of the board of appeals meeting on April 10, they knew that meeting for a few months would be happening. He stated some things they knew ahead of time. He stated the spreadsheet gave a glimpse of how much they don't know and how much came about within a week of a council meeting. He stated things bounced around a fair amount based on the availability of speakers, development projects, if they the developers were available and their timing.

Council Member Eriksen stated that even if they could see it on Monday, instead of Thursday would give the council an outline of what was on the agenda.

Council Member Klonowski stated it would give them time to do research and think about it. On the presentation and the packets, she stated she would like the presentations attached along with data because she researched and read everything. She stated the conversation tonight they had about the newspaper, she wanted to see that presentation ahead of time to know what they would be talking about.

Community Development Director Berggren stated the tried it during the COVID and required it for a while but was hard on staff because of the volume and speed they were happening. She stated they were usually doing their presentations on Monday as Manager Newby finished his presentation at 5 pm today.

Council Member Klonowski stated it made sense and the council was given a decent amount of information but when they are trying to prepare for a meeting like a work session, didn't have any information and sometimes didn't have enough.

Community Development Director Berggren stated if they told staff, if the presentation was done, to include it in the packet, was different than saying it was a requirement.

Council Member Klonowski stated some presentations were long and dry and suggested they be concise and to the point. She stated if there were things to be voted on to make sure and make it part of the presentation to help for the culture of efficiency.

Council Member Morson stated on Item #2 of the memo, some of our required readings had to have second readings for public information and should not omit them.

Council Member Eriksen stated in the CDBG discussion they had, it had to two readings. They got the presentation and first reading and go the exact same presentation at the second reading and wasn't short. He stated the TIF District item was presented at EDA meeting and then next week the TIF District was presented again at the council.

City Attorney Thomson stated the second readings were required but not the presentation.

Mayor Winston suggested the presentations have 4 or 5 bullet points and 4-5 bullets the second time to remind the council would be helpful and it would save them time and the public's time.

Community Development Director Berggren stated the feedback was helpful and would revisit that process. She stated it was hard to know the level of redundancy the council wanted but they could adjust.

Mayor Winton stated the takeaway from the discussion tonight was it seemed like it was not something they could roll out in 2 weeks. It seemed like they needed to come up with a new structure and titles. He stated they could ask staff to provide a sample one that had areas of interest in terms of times and efficiencies where they did not have to repeat presentations. He stated the council was asking to use bullet points that fits in with the items of public interest and the city manager where he could, give the council access to a google spreadsheet and have a column in there where the council could add comments and maybe initial it to give input to staff. He stated the area he was struggle with and thought the recommendations made sense but he thought about the beginning of the meeting they would have the most important items and after that asked if they would go back to the typical structure and what did that look like.

City Manager Stroebel stated they could do a pilot and could test some things and go from there.

City Attorney Thomson stated the council did their approval of agenda, then the consent, they could get the consent out of the way. If someone pulled an item off the agenda, it could be moved to later on the agenda. He stated reorganizing the agenda would help and could work with the city manager to come up with a different structure on the agenda.

City Manager Stroebel stated, maybe do action items first with the presentations and with the discussion items, they could prioritize them.

Mayor Winston stated they would need to let the residents know they were piloting the new structure to save extra time for everyone.

Council Member Lee stated that on Item #3 of the memo, he would not be for a cutoff time. He thought the council discussion and debate was needed even if they had a packed agenda. He

stated they should try to get as much done as possible. He appreciated the mayor's commitment to efficiency and time limits but suggested not cut the meeting off at 9pm.

Council Member Klonowski stated they knew they would not have another agenda item after 9 pm and still discussing one item, they won't feel pressured to stop the debate on it and could resolve it properly.

Council Member Lee stated they could make that motion anytime if they were 10 pm and stuck in the middle of the agenda, they could tell the city manager to move the items around because no one would feel pressured to finish the agenda.

D. VERBAL REPORTS AND ANNOUNCEMENTS

D.1 COUNCIL MEMBER REPORTS AND ANNOUNCEMENTS

Council Member Lee stated he wanted to get back to the International Women's Day discussion and maybe not do a proclamation but should put out a statement. He stated it was still early April and they could say something about reflecting on Women's History month or something like that.

Council Member Klonowski stated March was Women's History month and there was a date for International Women's Day.

Mayor Winston stated they could always be humble as a city and say they missed it and should not have and going forward that was a top priority and working to do better.

City Manager Stroebel stated Women's History month was not one of those events to be recognized and showed the council what was previously identified and adopted. He stated what they could say, the council had a conversation and identified they needed to recognize that event going forward and why the council was bringing it for recognition at the meeting.

D.2 CITY MANAGER REPORTS AND ANNOUNCEMENTS

City Manager Stroebel thanked the council for their participation at the council retreat last Wednesday.

He stated tomorrow at 10:30 a.m. at Edinburgh USA, Representative Phillips was in the city and doing a business round table. He stated there were 30 businesses planning to attend and a great opportunity to hear from Representative Phillips and hear from the business community on what was going well, not going well and areas for improvement. He stated it was great to hear from federal level but also local level.

E. ADJOURNMENT

ADJOURNMENT – With consensus of the Council, Mayor Jacobson adjourned the meeting at 8:54 p.m.

HOLLIES WINSTON, MAYOR

DEVIN MONTERO, CITY CLERK