

From: "Brodeen, Cheyenne R." <Cheyenne.Brodeen@minneapolismn.gov>

To: "Bergstrom, Greta A" <greta.bergstrom@minneapolismn.gov>, "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Subject: Draft - Pretrial engagement plan

Date: Mon, 01 Feb 2021 21:11:12 -0000

Importance: Normal

Attachments: JIS-PretrialEngagementplan_Draft.dotx

Inline-Images: image001.png; image002.png; image003.png

Hey Greta and David –

Here is the first draft of the plan we discussed. Let me know if you have any edits.

Thanks,

Cheyenne

Cheyenne Brodeen

Internal Services Manager

Pronouns: she/her/hers*

City of Minneapolis – Neighborhood and Community Relations

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105 5th Avenue South

Minneapolis, MN 55401

Office: 612-673-2052

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cheyenne.brodeen@minneapolismn.gov

www.minneapolismn.gov/ncr

-

[*Why this matters](#)

-



For reasonable accommodations or alternative formats please contact the Neighborhood and Community Relations Department at 612-673-3737. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626.

Para asistencia 612-673-2700 - Rau kev pab 612-673-2800 - Hadii aad Caawimaad u baahantahay 612-673-3500.

The following strategies are being recommended for pre-trial engagement with the public prior to the upcoming Chauvin trial set for March 8, 2020. The goal is to create multiple channels to share timely and relevant information to the public leading up to the trial date.

Engagement level: Inform. This level of engagement is to provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions.

Key messages:

- Provide trial details – date, time, location, etc. Will the trial be televised?
- Provide details around safety and traffic plans:
 - Downtown
 - 38th/Chicago
 - Lake street, West Broadway and other commercial corridors
 - Will National Guard be deployed?
 - Snow emergency and clearing plans
- Elected leadership: Say something about the trauma in relation to the trial, how to deal with it in a healthy way and recognizing racism still exists, how to work together

Proposed engagement strategies:

- **JIS Community Partners:** A group of community members and leaders that bring varying experience and connections who meet on a regular basis (twice weekly) leading up to and throughout the trial. The goal is to share information from community with the City and sharing City information with the community.
- **Local media partnerships:** Create partnerships with local media who have reach into our non-English communities and residents who don't rely on mainstream media for their news. Ensure partnerships with black-led media.
- **Social media influencers:** Paid partnerships with community members who have large social media presence to share City generated and approved messages.
- **Community information network:** Create a list of local community leaders, organizations, groups who are "on the ground" to share daily (or regular) electronic updates and information with.
- **Leverage existing city roles:** Utilize the network of staff who have roles relevant to the work around 38th and Chicago, community safety and engagement to share information out and share back community concerns. Examples of staff are: NCR staff, CPS', Community Navigators and the Interrupters.

From: "Olson, Kristen L." <Kristen.Olson@minneapolismn.gov>

To: "Hill, Casper T." <Casper.Hill@minneapolismn.gov>, "Martin, Courtney" <courtney.martin@minneapolismn.gov>, "Rummelhoff, Christian N" <Christian.Rummelhoff@minneapolismn.gov>, "McKenzie, Sarah L" <sarah.mckenzie@minneapolismn.gov>, "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Subject: Contracts for social media

Date: Mon, 1 Mar 2021 21:15:05 +0000

Importance: Normal

Attachments: unnamed

Good Afternoon,

Can we meet briefly to discuss the many requests we've received regarding the social media influencers? I'm hoping this will take 10 minutes or less.

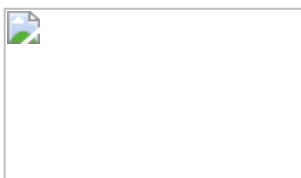
Thank you,

Kristen L. Olson | Data Practices Compliance Official | **City of Minneapolis – City Clerk's Office** | Office: 612-673-3245 | kristen.olson@minneapolismn.gov

Microsoft Teams meeting

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Anyone can join a Microsoft Teams web meeting. A free software download may be required. The type of download may vary based on how you join the meeting (computer, android device, apple device).

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From: "Olson, Kristen L." <Kristen.Olson@minneapolismn.gov>

To: "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Subject: FW: Contracts for social media

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Importance: Normal

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13.37 - Security & Trade Secret

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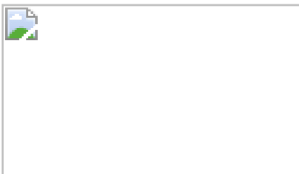
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From: "Bergstrom, Greta A" <greta.bergstrom@minneapolismn.gov>

To: "Cotton, Sasha" <Sasha.Cotton@minneapolismn.gov>, "Hansen, Erik O" <erik.hansen@minneapolismn.gov>, "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Subject: Draft PPT

Date: Thu, 25 Feb 2021 21:37:22 +0000

Importance: Normal

Attachments: 03012021_councilpresentation_community_support_draft_(002).pptx

Greta Bergstrom

Communications Director

Pronouns*: she/her/hers

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350 S. Fifth St. – Room #301M

Minneapolis, MN 55415

Office: 612-673-3663

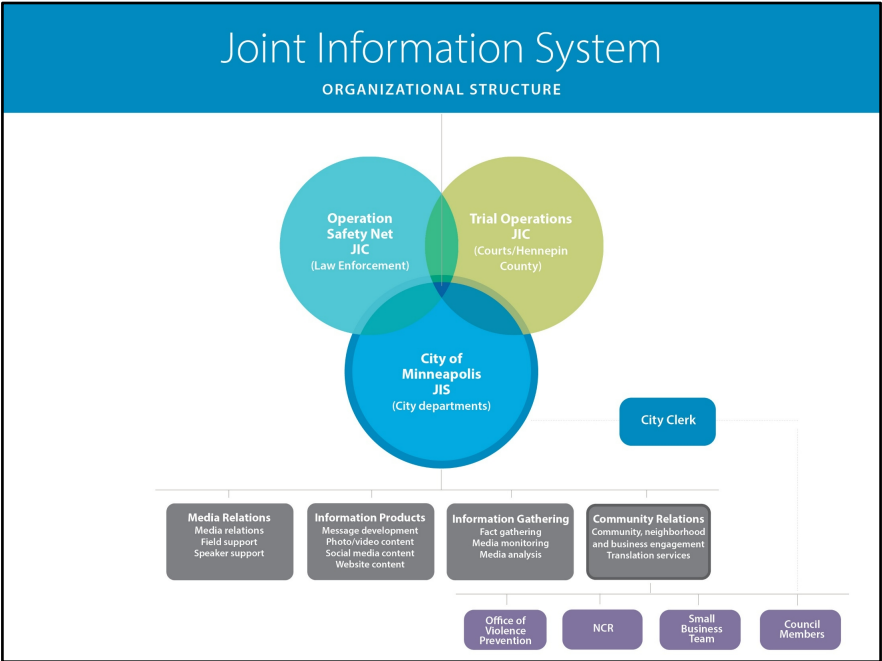
Mobile: 651-336-6722

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[*Why this matters](#)









Neighborhood and Community Relations

Director David Rubedor



Key Messages

- Overall accurate message verification, dispel rumors, trial details.
- Provide details around law enforcement, public safety, street and traffic plans, especially around key sites of interest.
- Address the trauma in relation to the trial, how to deal with it in a healthy way and recognizing racism still exists, how to work together



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Overall accurate message verification, dispel rumors, trial details.

Provide trial details – date, time, location, etc.

Provide details around law enforcement, public safety, street and traffic plans, especially around key sites of interest:

Downtown (Government Plaza in particular)

38th/Chicago (George Floyd Square)

Lake street, West Broadway and other commercial corridors impacted during the summer 2020 civil unrest

Police precincts and other government buildings

Address the trauma in relation to the trial, how to deal with it in a healthy way and recognizing racism still exists, how to work together

Engagement Strategies



Community Partners: : A group of community members and leaders who meet on a regular basis leading up to and throughout the trial.



Local media partnerships: Expand the City's cultural radio programs to weekly on KMOJ, KALY, La Raza and WIXK.



Social media influencers: Paid partnerships with community members who are considered trusted messengers and have large social media presence to share City generated and approved messages.



Neighborhood organizations: Regular meetings to share information and resources, coordinate and share strategies, and identify needs.



Community information network: Create a list of local community leaders, organizations, groups who are "on the ground" to share regular electronic updates and information.



Accessibility: Translating and distributing City-produced information (FAQ, trial info and safety messages) to Minneapolis communities.

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Local media partnerships: Expand the City's cultural radio programs to weekly on KMOJ, KALY, La Raza and WIXK. These stations reach the African American, American Indian, Latinx, East African and Hmong Communities.

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What we are hearing

Questions we are receiving across the city:

- How will the state or City be engaging our unsheltered residents?
- What can I do as a resident to support the safety of our community?
- How will I find out information on an ongoing basis?
- How can I share information with the City as the need arrives?
Rumors and concerns about potential attacks from white supremacists

From specific communities:

- There is a need for healing;
- The focus on protecting buildings and properties – not people;
- The investment of resources will not trickle down to community;
- Concerns about the sense of militarization of the City;
- Increased fear around racialized attacks.



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How will the state or City be engaging our unsheltered residents?

What can I do as a resident to support the safety of our community?

How will I find out information on

an ongoing basis?

How can I share information with the City as the need arrives? In 2020, 911 and 311 were backlogged. If I have information to share that feels important but does not require an immediate response, what is the best way to share that with the City?

Rumors and concerns about potential attacks from white supremacists

From specific communities:

There has been no time for healing; communities and residents are exhausted

The focus on protecting buildings and properties – not people

The City is investing a lot of resources into protecting buildings and the City for the trial but it does not feel like the underlying issues are being addressed

Concerns about the sense of militarization of the City (again, resources available to militarize the City but not to address racism and violence)

The Hmong community has raised concerns about being attacked due to the former MPD officers involved in the trials and their relationships with the

Hmong community

Talk about Level of Engagement – Inform.



Health Department & Office of Violence Prevention

Commissioner Gretchen Musicant



Grounding

- The killing of George Floyd was traumatic for people across our Minneapolis community. The events that followed his killing last year further traumatized many. And, for many, both the killing of Mr. Floyd and the events that followed underscored longstanding community traumas.
- For that reason, it is critical that we as a City are working with community for planning and activities as we strive to keep everyone safe, respond to needs in a trauma-sensitive manner, support community efforts, and collectively work toward healing.
- The Office of Violence Prevention and the Health Department have been directly involved in that work.



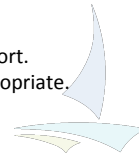
Planning and Coordination

- Office of Violence Prevention Director Cotton is co-chairing a subcommittee on community and business engagement through the state's Operation Safety Net.
- We are working in collaboration with Neighborhood and Community Relations to ensure that the unique and diverse needs of stakeholders across the City are incorporated.
- Engagement is working toward the goal of establishing geographically-focused stakeholder leadership groups with the purpose of coordination and two-way communication. These groups are intended to include representation from cultural communities, the business community, faith communities, neighborhood-level groups, organizers, and others.



Community Resources

- We will be funding a network of skilled and credible community-based groups that will be active during the trial and beyond in 2021. We expect to provide up to \$1,050,000 in new funding through a selection process.
- Groups will conduct positive proactive and responsive community engagement, communicate accurate information to people in community, and share resources with people in community.
- We anticipate funding groups with specific focus areas of North Minneapolis and South Minneapolis and groups that serve the City as a whole.
- Priority will be on funding groups that have:
 - Credibility and reach within communities.
 - The infrastructure and organization in place to take on this effort.
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Additional Health Responses

- We have made arrangements to have 4 porta potties and 4 hand sanitation stations added at 38th and Chicago in anticipation of community gathering there once the trial begins.
- The Health Department's COVID-19 response Logistics team has capacity to supply masks for COVID-safety during community gatherings.







Coordinated Guidance


- Minneapolis is open for business
- Developing guidelines from 2020 lessons learned; outreach and dialogue with community-based partners
- Opportunity for better coordination with community
- Developing frequently asked questions based on this process
- Plan to over communicate messages

We know this presentation did not capture every project and every accomplishment that you all did, but we all accomplished a lot together in 2020.

&The framework of Minneapolis Forward is for us, together, to emerge from the pandemic and crises of 2020 and the current turmoil of today, as a stronger, equitable, inclusive and resilient Minneapolis.

We have much work before us. With the strength of community leaders, our many public and private partners, and additional assistance on the way, there is much reason for hope and confidence that we can rise to meet this challenge, and in it, seize opportunity.

Through 2021, the City enterprise will approach priorities, programs, and projects that advance our Strategic Racial Equity Action Plan (SREAP) goals, improve public health outcomes and increase economic stability and prosperity to those historically left out of economic gains.



Initial Recommendations

- Have a plan – ready.gov
- Consider additional security measures
- Check insurance policy; know your coverage
- Protect sensitive documents
- Continue to build connections
- Only hire licensed security

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From: "Bergstrom, Greta A" <greta.bergstrom@minneapolismn.gov>

To: "Tyner, Bryan D." <Bryan.Tyner@minneapolismn.gov>, "Arradondo, Medaria" <Medaria.Arradondo@minneapolismn.gov>, "Gerlicher, Scott" <Scott.Gerlicher@minneapolismn.gov>, "Musicant, Gretchen G." <Gretchen.Musicant@minneapolismn.gov>, "Cotton, Sasha" <Sasha.Cotton@minneapolismn.gov>, "Rubedor, David M." <David.Rubedor@minneapolismn.gov>, "Hansen, Erik O" <erik.hansen@minneapolismn.gov>

Cc: "Ruff, Mark T" <mark.ruff@minneapolismn.gov>, "Lauer, Katie" <katie.lauer@minneapolismn.gov>, "Carl, Casey J." <Casey.Carl@minneapolismn.gov>, "Lindsay, Rose C." <Rose.Lindsay@minneapolismn.gov>

Subject: Final ppt for Mon. 10am presentation

Date: Fri, 26 Feb 2021 23:12:33 +0000

Importance: Normal

Attachments: Consolidated_Safety_Briefing_Presentation_030121_KL_edits_2.26_Calibri.pptx

Colleagues:

I am attaching the FINAL powerpoint for Monday's 10 a.m. public presentation. We have consolidated all content into one single PPT presentation. Please review this for your section and let me know if you have any concerns or required changes.

Mark and I will also circulate the final, approved presentation to department leadership ahead of Monday's public briefing and to LIMS for public posting.

Appreciate all your work in pulling slides together so quickly. Have a great weekend!

Greta

Greta Bergstrom

Communications Director

Pronouns*: she/her/hers

City of Minneapolis – Communications

1315393



Public Briefing: Plans & Preparations for Community Safety

March 1, 2021; 10 a.m.



Agenda

- **Police Department Presentation:** Chief Arradondo & Commander Gerlicher
- **Fire Department Presentation:** Chief Tyner
- **Community Supports Team —**
 - Communications: Director Bergstrom
 - Neighborhood & Community Relations: Director Rubedor
 - Office of Violence Prevention: Commissioner Musicant
 - Community Planning & Development: Director Hansen
- **Questions & Answers**



Police Department Operation: Safety Net

Chief Medaria Arradondo
Commander Scott Gerlicher



The Mission

1. **Preserve and protect** lawful First Amendment non-violent protests and demonstrations.
2. **Prevent** large scale violent civil disturbances, assaultive actions, property damage, fires, and looting to government buildings, businesses, and critical infrastructure.

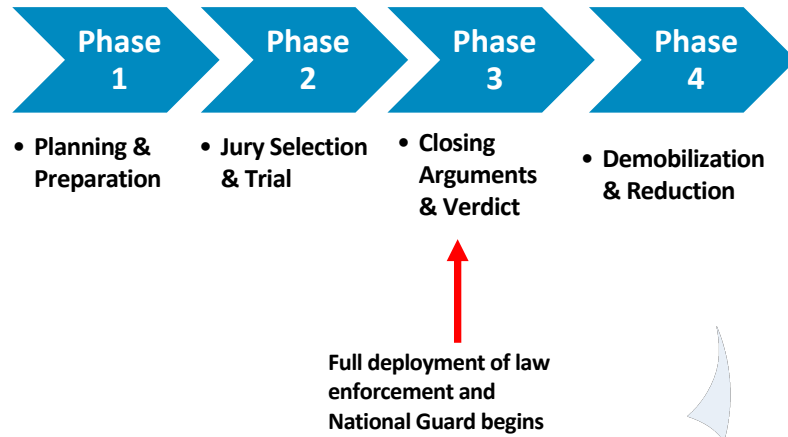


Planning Background

- Planning for this operation began in July.
- A full-time coordination team was later established including partners from Minneapolis PD, Hennepin County Sheriff, National Guard, State Patrol, Metro Transit PD, DPS-HSEM.
- **East metro agencies:** Additional planning, coordinating and constant communication with St. Paul and Ramsey County as they prepare their response plans.



Operation Phases



Prevention Resources

- **Property Protection Detail**
 - Protecting key business corridors throughout the city.
- **Critical Infrastructure Protection Detail**
 - Protecting key government buildings and infrastructure.
- **Fire/EMS Security**
 - Assuring Fire/EMS crews can quickly and safely respond to emergency calls.
- **Police Precinct Security Detail**
 - Protecting our police precincts.
- **Tactical Traffic Control**
 - Assuring safety for pedestrians and officers.



Response Resources

- **Mobile Field Forces**
- **Quick Reaction Teams**
- **Bicycle Rapid Response Teams**
- **Booking/Processing Teams**
- **SWAT Tactical Teams**
- **Bomb/EOD Response**



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Operational Command Structure



Unified Command Structure

Consists of the Incident Commanders from the various jurisdictions or agencies operating together to form a single command structure assuring close communication and coordination amongst all involved agencies.

Mutual Aid Assistance

- In addition to our main law enforcement partners, there are over a dozen law enforcement agencies from throughout the State of MN who will be working with us through mutual aid assistance.



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- For agencies operating under a mutual aid agreement, sending agencies will operate under the terms as set forth in the signed mutual aid agreement, just like they would for any outside request for assistance, generally as follows:

A

- **Command of Scene.** The Requesting Agency shall be in command of the mutual aid scene. The personnel and

Keeping People Safe & Protecting Property

Encouraged Activity

- Peaceful assembly
- Making your voice heard
- Exercising constitutional rights
- Presence in public areas
- Signs and other peaceful expressions
- Assembling in designated areas
- Marching (not on a freeway)

Unlawful Activity

- Throwing objects
- Setting a fire of any kind
- Damaging property or graffiti
- Use of illegal fireworks
- Display or use of illegal weapons
- Reckless driving, especially near pedestrians
- Assaultive or riotous actions towards anyone
- Protesting on or entering a freeway as a pedestrian

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We want everyone who will participate in activities to have clarity about what is encouraged and what is unlawful and what will be enforced:



Emergency Procedures – Task Force Plan

- **Task Force – preassembled response unit with:**
 - 2 Fire Engines
 - 1 Ladder Truck
 - Battalion Chief/Task Force Leader and Security Component to assist group
 - The Security Component has either members of Law Enforcement and/or the National Guard. For this event, it will be National Guard.
- **Task Force strategy:**
 - Respond from a staging location as a single unit
 - Affect a quick extinguishment of the fire and leave the scene together



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Staffing

- **Normal staffing = 102**
- **To staff up all rigs (21) hire backs needed = 126**
 - 4 on engines
 - 6 on R1
 - all Task Force Leaders needed
- **If necessary to expand response capacity:**
 - Additional hire backs will be needed to staff spare rig
 - Mutual Aid agreements in place to provide assistance from outside Fire Departments



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Command

- **Unified Command Fire Representation**
- **MECC Representation**
- **EOC Representation**
- **PIO/JIC Representation**
 - All Command and Support functions are built to conduct sustainable work cycles in case of a long event



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Communications/Briefings

- **City leadership**
 - Receive daily briefings from Chief Tyner
- **Duty Deputy**
 - Give a morning briefing with BCs
- **ACO Cruz or the Unified Command**
 - Give a daily Operations briefing
- **All MFD members not on duty**
 - Receive daily briefings via a virtual platform
- **The public**
 - Receive briefings from the PIO group via the Joint Information System



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Notes/Questions

- Normal shifts (24 & 48)
- Task Force (TF) switch outs
- Additional resources will come in TF form
- National Guard will have MFD frequencies
- Decision to suspend EMS will come from the Chief or ACO
- TF Leaders “MUST” get “APPROVAL” from UC prior to using an Aerial device

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Community Safety Supports

Communications

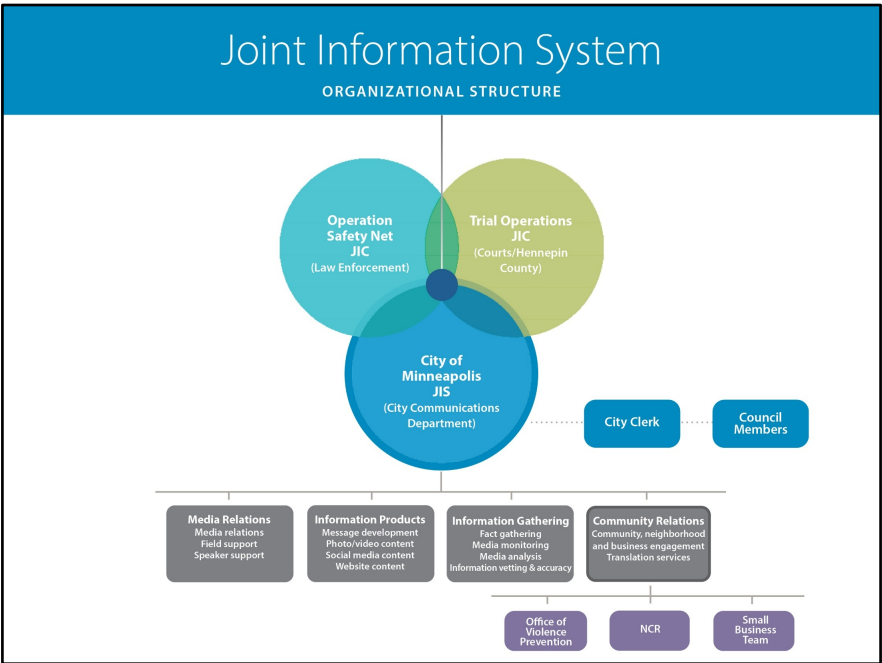
Neighborhood & Community Relations

Health Department Office of Violence Prevention

CPED Small Business Team







Joint Information System Updates

- **Weekly updates and communication:**
 - Media briefings on trial preparations and community resources
 - Newsbites updates to Council Members
 - Briefing information in external newsletter, every Wed./Fri.
 - Cultural radio expansion – KMOJ, KALY, La Raza, WIXK
- **New website section going live on March 5**
- **Internal employee FAQ live on CityTalk on March 5**
- **Weekly JIS briefings with external and internal partners will expand to three times a week on March 8**



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Contacting the City

- **Call 911**
 - For life safety emergencies requiring police, fire, or EMS
- **Call MPD Tips Line – 612-692-TIPS (8477)**
 - To report suspicious activity not requiring an immediate response
- **Business and property owners with questions about:**
 - Advanced preparation before the trial
 - Business operations during the trial
 - General information about regulations and resources

Email SmallBusiness@minneapolismn.gov or call 612-673-2499

- **Call 311**
 - For non-emergency City information



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Neighborhood & Community Relations

Director David Rubedor



Coordinated Engagement Strategies

- **Engagement goal:** Utilize multiple channels to share timely and accurate information and resources including the establishment of *two-way communication* channels to receive ongoing, real time feedback.



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Key Messages

- **Providing accurate and timely information** including details about the trial, law enforcement, public safety and street/traffic plans around key sites
- **Addressing community needs**
- **Identifying and dispelling rumors**
- **Addressing community trauma related to the trial**



25

Overall accurate message verification, dispel rumors, trial details.

Provide trial details – date, time, location, etc.

Provide details around law enforcement, public safety, street and traffic plans, especially around key sites of interest:

Downtown (Government Plaza in particular)

38th/Chicago (George Floyd Square)

Lake street, West Broadway and other commercial corridors impacted during the summer 2020 civil unrest

Police precincts and other government buildings

Address the trauma in relation to the trial, how to deal with it in a healthy way and recognizing racism still exists, how to work together

Engagement Strategies



Community Partners: Collaboration with Office of Violence Prevention to establish two-way communication channels with community members throughout the trial.



Local media partnerships: Expand the City's cultural radio programs and information on local cultural media outlets.



Social media presence: Partnerships with community members who are considered trusted messengers and have large social media presence to share City generated and approved messages.



Information website: A website with the latest trial, law enforcement/safety and traffic/street closure information, including preparation resources.

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Community Partners: : A group of community members and leaders who meet on a regular basis leading up to and throughout the trial. The purpose of this group is to develop two-way communication between community and the JIS to understand questions and concerns from community members to create relevant City messaging and content.

Local media partnerships: Expand the City's cultural radio programs to weekly on KMOJ, KALY, La Raza and WIXK. These stations reach the African American, American Indian, Latinx, East African and Hmong Communities.

Social media influencers: Paid partnerships with community members who are considered trusted messengers and have large social media presence to share City generated and approved messages.

Community information network: Create a list of local community leaders, organizations, groups who are "on the ground" to share regular electronic updates and information.

Neighborhood organizations: Regular meetings to share information, resources, coordinate and share strategies, and identify needs.

Community information network: A list of local community leaders, organizations, groups to share regular electronic updates and information.

Existing staff networks: Neighborhood and Community Relation staff will be utilizing their existing networks to further two-way communication between the City and community.

Accessibility: Translating and distributing City-produced information (FAQ's, trial info and safety messages) to Minneapolis communities.



Health Department & Office of Violence Prevention

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Grounding

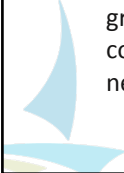
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Planning and Coordination

- Office of Violence Prevention Director Cotton is co-chairing a subcommittee on community and business engagement through the state's Operation Safety Net.
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30

Community Resources – 1

- We will be funding a network of skilled and credible community-based groups that will be active during the trial and beyond in 2021. We expect to provide up to \$1,050,000 in new funding through a selection process.
- Groups will conduct positive proactive and responsive community engagement, communicate accurate information to people in community, and share resources with people in community.



31

Community Resources – 2

- We anticipate funding groups with specific focus areas of North Minneapolis and South Minneapolis and groups that serve the City as a whole.
- Priority will be on funding groups that have:
 - Credibility and reach within communities.
 - The infrastructure and organization in place to take on this effort.
 - The ability to provide culturally responsive services when appropriate.



32

Additional Health Resources

- We have made arrangements to have 4 porta potties and 4 hand sanitation stations added at 38th and Chicago in anticipation of community gathering there once the trial begins.
- The Health Department's COVID-19 response Logistics team has capacity to supply masks for COVID-safety during community gatherings.



33





Coordinated Guidance


- Minneapolis is open for business
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&The framework of Minneapolis Forward is for us, together, to emerge from the pandemic and crises of 2020 and the current turmoil of today, as a stronger, equitable, inclusive and resilient Minneapolis.

We have much work before us. With the strength of community leaders, our many public and private partners, and additional assistance on the way, there is much reason for hope and confidence that we can rise to meet this challenge, and in it, seize opportunity.

Through 2021, the City enterprise will approach priorities, programs, and projects that advance our Strategic Racial Equity Action Plan (SREAP) goals, improve public health outcomes and increase economic stability and prosperity to those historically left out of economic gains.

Questions & Answers

City of Minneapolis

From: "Bergstrom, Greta A" <greta.bergstrom@minneapolismn.gov>

To: "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Cc: "Carl, Casey J." <Casey.Carl@minneapolismn.gov>, "Ruff, Mark T" <mark.ruff@minneapolismn.gov>

Subject: Draft email

Date: Mon, 1 Mar 2021 01:05:34 +0000

Importance: Normal

Mayor Frey, Council President Bender, Council Members:

We would like to take a moment to address the recommendation to use social media “influencers” as part of the Joint Information System information sharing strategies.

NCR staff made this recommendation to the JIS (Do you want this sentence in or just start with second sentence?) In our experience, we have heard repeatedly that many residents are not connected to the city's traditional routes of sharing information. We often hear from residents that they were not informed of significant information or resources. With this, we are constantly seeking out ways to make sure that all residents are informed of timely and accurate information in ways that are meaningful for them. Knowing that information such as interruptions to transit routes, buildings being closed, the security infrastructure installed downtown, and road closures all will have impacts on residents who are trying to work, take care of their families, or access important services, our recommendations were to seek out additional ways to get that type of information to all residents.

We have also heard from our communities that if we ask them to assist with sharing information, we should honor their work and compensate them.

While we believe in and support the intention of this recommendation, we have seen the impact of has caused harm. We are sorry and acknowledge that we will have to work to repair the harm that has been caused.

At this point, we will NOT move forward with this strategy **(these strategies?)**. **NCR will continue to bring forth recommendations to the JIS** (ALT: We will continue to bring forth recommendations to the JIS) with the intention of the City doing better reaching all residents, in ways that are meaningful for them.

Thank you,

Greta Bergstrom and David Rubedor

From: Moe, Karen E <karen.moe@minneapolismn.gov>
Sent: Sunday, February 28, 2021 5:32 PM
To: Rubedor, David M. <David.Rubedor@minneapolismn.gov>; Bergstrom, Greta A <greta.bergstrom@minneapolismn.gov>; Lindsay, Rose C. <Rose.Lindsay@minneapolismn.gov>; Brodeen, Cheyenne R. <Cheyenne.Brodeen@minneapolismn.gov>
Subject: Statement

Here is a draft statement:

I want to take a moment to address the recommendation to use social media influencers as part of the Joint Information Systems information sharing strategies.

While I believe in and support the intention of this recommendation, I have seen the impact of these have caused harm. I am sorry and acknowledge that we will have to work to repair the harm that has been caused.

I would like to explain the recommendation to address some of the concerns that have been raised by community members. Not necessarily with the intention of repairing the harm, as that may take more time, but with the intention of diminishing any further harm being caused.

NCR staff did make this recommendation to the JIS. In our experience, we have heard repeatedly that many residents are not connected to the city's traditional routes of sharing information. We often hear from residents that they were not informed of significant information or resources. With this, we are constantly seeking out ways to make sure that all residents are informed of timely and accurate information in ways that are meaningful for them. Knowing that information such as interruptions to transit routes, buildings being closed, the security infrastructure installed downtown, and road closures all will have impacts on residents who are trying to work, take care of their families, or access important services, our recommendations were to seek out additional ways to get that type of information to all residents.

We have also heard from our communities that if we ask them to assist with sharing information, we should honor their work and compensate them.

Having said all that, I understand that our focus was on how to share accurate **operational information** in a timely way to all residents. But larger than that is the community's focus on the trial itself. And underlying all of this is the historic systemic racism that has yet to be tackled in partnership and in relationship with community. Given that greater context, I believe the recommendation to compensate trusted voices in various communities to share operational information caused harm. For that, I am sorry.

At this point, we will not move forward with this strategy. NCR will continue to bring forth recommendations to the JIS with the intention of the City doing better reaching all residents, in ways that are meaningful for them.

Thank you,

Karen Moe | Deputy Director | City of Minneapolis – Neighborhood and Community Relations | Crown Roller Mill, Room 425 – 105 5th Avenue South, Minneapolis, MN 55401 | **Office** 612.673.2919 | **Mobile** 612.500.1835

Pronouns: she/her/hers*

For reasonable accommodations or alternative formats please contact the Neighborhood and Community Relations Department at 612-673-3737. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626.

Para asistencia en español, llame al 612-673-2700 - Rau kev pab 612-673-2800 - Hadii aad Caawimaad u baahantahay 612-673-3500.

[*Why this matters](#)

From: "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

To: "Moe, Karen E" <karen.moe@minneapolismn.gov>, "Brodeen, Cheyenne R." <Cheyenne.Brodeen@minneapolismn.gov>

Subject: Fw: [EXTERNAL] Media request

Date: Sat, 27 Feb 2021 18:32:27 +0000

Importance: Normal

Inline-Images: image002.png

From: Bergstrom, Greta A <greta.bergstrom@minneapolismn.gov>

Sent: Saturday, February 27, 2021 11:34 AM

To: Rubedor, David M. <David.Rubedor@minneapolismn.gov>

Subject: Fwd: [EXTERNAL] Media request

Get [Outlook for iOS](#)

From: McKenzie, Sarah L <sarah.mckenzie@minneapolismn.gov>

Sent: Saturday, February 27, 2021 10:32 AM

To: Bergstrom, Greta A; Lindsay, Rose C.

Subject: FW: [EXTERNAL] Media request

FYI: Just shared the statement again with KSTP, including the info on how it was an effective strategy during Super Bowl.

From: McKenzie, Sarah L

Sent: Saturday, February 27, 2021 10:26 AM

To: Bui, Crystal <cbui@kstp.com>

Cc: Hill, Casper T. <Casper.Hill@minneapolismn.gov>

Subject: RE: [EXTERNAL] Media request

Hi Crystal,

Here's a statement for you:

The City is collaborating with social media partners to share public information with cultural communities and to help dispel potential misinformation during the upcoming trials of the former officers involved in the killing of George Floyd. The goal is to increase access to information to communities that do not typically follow mainstream news sources or City communications channels and/or who do not consume information in English. It's also an opportunity to create more two-way communication between the City and communities. The recommendations for which social media messengers to partner with come from the City's Neighborhood and Community Relations staff. The agreements with the social media partners have not been finalized. The City is adhering to procurement requirements for the selection and contracting processes.

The City first collaborated with cultural social media partners prior to the Super Bowl in Minneapolis in 2018. We realized that posting information in English and other languages, such as Spanish, Hmong and Somali on our City

social channels would not be enough. Through partnerships with community members we were able to post timely information on street closures, transit changes and other important public information on the City account in multiple languages and the partners amplified the translated messages to their own networks. The social media partners also were able to contact the City if they heard a rumor or a concern so that we could quickly verify the information and share out a corresponding message.

Thanks!
Sarah

Sarah McKenzie

Media Relations Coordinator

Pronouns: she, her, hers

City of Minneapolis - Communications

350 S. Fifth St. – Room #301M

Minneapolis, MN 55415

Mobile: 612-396-2201

sarah.mckenzie@minneapolismn.gov

news.minneapolismn.gov



From: Bui, Crystal <cbui@kstp.com>
Sent: Saturday, February 27, 2021 10:19 AM
To: McKenzie, Sarah L <sarah.mckenzie@minneapolismn.gov>
Subject: [EXTERNAL] Media request

Hi Sarah!

We are doing a story today on the social media influencers helping dispel disinformation.

Curious if any statement or further info and interviews from anyone with the city?

Also can you confirm the info from: <https://minnesotareformer.com/2021/02/26/amid-massive-security-presence-minneapolis-is-turning-to-grassroots-to-keep-the-peace/>

Thanks in advance,

Crystal Bui

KSTP News Reporter

Work Cell: (651) 249-9786

[EXTERNAL] This email originated from outside of the City of Minneapolis. Please exercise caution when opening links or attachments.

From: "McKenzie, Sarah L." <sarah.mckenzie@minneapolismn.gov>

To: "emma.tucker@warnermedia.com" <emma.tucker@warnermedia.com>

Cc: "Rubedor, David M." <David.Rubedor@minneapolismn.gov>

Subject: FW: [EXTERNAL] CNN reporter inquiry

Date: Mon, 1 Mar 2021 18:21:50 +0000

Importance: Normal

Inline-Images: image001.png

Hi Emma,

The City is no longer moving forward with the social media partnerships. Note: We will be moving ahead with more frequent [City cultural radio programming](#). If you are interested in learning more about that and other ways we are working to ensure equitable access to City information during the upcoming trials, let me know.

Here's a message sent to City elected officials last night re: social media partnerships:

>>>

Mayor Frey, Council President Bender, Council Members:

We would like to take a moment to address the recommendation to use social media "influencers" as part of the Joint Information System information sharing strategies.

In our experience, we have heard repeatedly that many residents are not connected to the city's traditional routes of sharing information. We often hear from residents that they were not informed of significant information or resources. With this, we are constantly seeking out ways to make sure that all residents are informed of timely and accurate information in ways that are meaningful for them. Our goal is to have equitable access and distribution of information.

Knowing that information such as interruptions to transit routes, buildings being closed, the security infrastructure installed downtown, and road closures all will have impacts on residents who are trying to work, take care of their families, or access important services, our recommendations were to seek out additional ways to get that type of information to all residents.

We have also heard from our communities that if we ask them to assist with sharing information, we should honor their work and compensate them.

While we believe in and support the intention of this recommendation, we have seen the impact has caused harm. We are sorry and acknowledge that we will have to work to repair the harm that has been caused.

At this point, we will NOT move forward with this strategy. We will continue to bring forth recommendations to the JIS with the intention of the City doing better reaching all residents, in ways that are meaningful for them.

Thank you,

Greta Bergstrom and David Rubedor

Director, Communications Department

Director, Neighborhood and Community Relations Department

Thanks!

Sarah

Sarah McKenzie

Media Relations Coordinator

Pronouns: she, her, hers

City of Minneapolis - Communications

350 S. Fifth St. – Room #301M

Minneapolis, MN 55415

Mobile: 612-396-2201

sarah.mckenzie@minneapolismn.gov

news.minneapolismn.gov



From: Emma Tucker <emma.tucker@warnermedia.com>

Sent: Monday, March 1, 2021 12:14 PM

To: Rubedor, David M. <David.Rubedor@minneapolismn.gov>

Subject: [EXTERNAL] CNN reporter inquiry

Hi Mr. Rubedor,

I just tried to reach you by phone--my name is Emma Tucker, I'm a reporter with CNN. I'm writing a story about the city-approved program to hire six social media influencers to share information with communities during the Derek Chauvin trial. While watching the city council meeting today, I heard that you announced the city would not proceed with the plan. I was wondering if you had time for a quick call to elaborate on why the plan will not move forward? If you have a second, please give me a call at 4439318112. Thanks so much!

My best,

Emma

Emma Tucker | **CNN New York**

News Associate, National Policing & Investigations

TW: [@emmatucker31](https://twitter.com/emmatucker31) | M: 443.931.8112

[EXTERNAL] This email originated from outside of the City of Minneapolis. Please exercise caution when opening links or attachments.

From: Market better <imarketbetter@gmail.com>

To: "Rubedor, David M." <David.Rubedor@minneapolisismn.gov>

Cc: Osman, Jamal <jamal.osman@minneapolisismn.gov>

Subject: [EXTERNAL] Re: Fwd: Potential East African media and social media influencers partners regarding city communication throughout the trial.

Date: Mon, 1 Mar 2021 14:32:11 -0600

Importance: Normal

Inline-Images: image001.png

Hell David,

My name is Khadar "Mohamed" and I am the owner of Somalislaps, the biggest Somali lead social media platform.

I started SomaliSnaps in 2016, my goal was to bridge the connection between Somali individuals in Somalia and those abroad in the West. Today, I can proudly say, that goal was met and that young entrepreneurs, community leaders and those who have a passion to make difference were able to connect on a platform that they could share their skills, ideas and brilliant initiatives on a international scope.

SomaliSnaps was the first of its kind to reach 5 million views a month according to Snapchat insights. Our viewers are all over the world; however Minnesota remains at top of our viewers list in terms of numbers. SomaliSnaps is most popular with the age group 24-34. We also have parents following us over the of 35 (30%).

Somalislaps is not only a Snapchat but we also have Instagram account with almost 32K followers and also own another Instagram account named SomaliSocialMedia which has 124K followers

Therefore, Given the data, and the popularity of SomaliSnaps among the Somali community and East African communities in general, I do believe utilizing this platform to connect with the Somali Population in Minnesota is a true benefit.

With many thanks,

Mohamed

On Feb 26, 2021, 10:35 AM -0600, Osman, Jamal <jamal.osman@minneapolisismn.gov>, wrote:

From: Rubedor, David M. <David.Rubedor@minneapolisismn.gov>

Sent: Thursday, February 25, 2021 7:19 AM

To: Osman, Jamal

Cc: Siyadsalah@hotmail.com; Somalislaps@gmail.com; lmarketbetter@gmail.com

Subject: Re: Potential East African media and social media influencers partners regarding city communication throughout the trial.

Good morning CM,

Thank you for the email and the introduction to both Siyad and Mohamed. I am always happy to meet with new vendors and learn about their services so we can potentially work with them both through the upcoming trial and in the future.

For the upcoming trial, we have already engaged Siyad and Somali TV. As part of our platform to expand our media partners, Communications has confirmed a scope of work with Somali TV which includes Facebook Live shows and amplifying the City's social media messages. Somali TV has been a great partner with the City and we appreciate the relationship.

We have also identified and are working with a social media influencer for the East African community. Having said that, I am always open to meeting new vendors and talking through other ways we can further expand our services to the East African community.

Mohamed should feel free to reach out to me directly and I will get it set up. There are multiple roles we have/need for the upcoming trial and it would be great to learn more about SomaliSnaps.

Thank you again for your attention to this important work.

David M Rubedor
Director, Neighborhood and Community Relations

From: Osman, Jamal <jamal.osman@minneapolismn.gov>
Sent: Wednesday, February 24, 2021 5:32 PM
To: Rubedor, David M. <David.Rubedor@minneapolismn.gov>
Cc: Siyadsalah@hotmail.com <Siyadsalah@hotmail.com>; Somalishnaps@gmail.com <Somalishnaps@gmail.com>; lmarketbetter@gmail.com <lmarketbetter@gmail.com>
Subject: Potential East African media and social media influencers partners regarding city communication throughout the trial.

Hi David,

I like to introduce you to Siyad Salah director of Minnesota Somalia TV and Mohamed founder of SomaliSnaps biggest East African social media platform in the country. Ward 6 office recommends these media platforms when communicating immigrants communities in Minneapolis. Please free to contact them directly.

Siyad: 612-226-6692

Mohamed: 612-562-8737

Jamal Osman

Council Member, Minneapolis Ward 6

City of Minneapolis - Department

350 S. Fifth St. – Room #307

Minneapolis, MN 55415

Office: 612-673-2206

Jamal.Osman@minneapolismn.gov



[EXTERNAL] This email originated from outside of the City of Minneapolis. Please exercise caution when opening links or attachments.

From: "Bergstrom, Greta A" <greta.bergstrom@minneapolismn.gov>

To: "Lindsay, Rose C." <Rose.Lindsay@minneapolismn.gov>, "Rubedor, David M." <David.Rubedor@minneapolismn.gov>, "Moe, Karen E" <karen.moe@minneapolismn.gov>, "Brodeen, Cheyenne R." <Cheyenne.Brodeen@minneapolismn.gov>

Subject: Current PPT

Date: Sun, 28 Feb 2021 23:39:04 +0000

Importance: Normal

Attachments: Consolidated_Safety_Briefing_Presentation_030121_KL_edits_2.26_Calibri_gb_FINAL_v2.pptx

I have texted Casey and Mark to put a hold on releasing this to others given our discussion.

Greta Bergstrom

Communications Director

Pronouns*: she/her/hers

City of Minneapolis – Communications

350 S. Fifth St. – Room #301M

Minneapolis, MN 55415

Office: 612-673-3663

Mobile: 651-336-6722

greta.bergstrom@minneapolismn.gov

[*Why this matters](#)



Public Briefing: Plans & Preparations for Community Safety

March 1, 2021; 10 a.m.



Agenda

- **Police Department Presentation:** Chief Arradondo & Commander Gerlicher
- **Fire Department Presentation:** Chief Tyner
- **Community Supports Team —**
 - Communications: Director Bergstrom
 - Neighborhood & Community Relations: Director Rubedor
 - Office of Violence Prevention: Commissioner Musicant
 - Community Planning & Development: Director Hansen
- **Questions & Answers**



Police Department Operation: Safety Net

Chief Medaria Arradondo
Commander Scott Gerlicher



The Mission

1. **Preserve and protect** lawful First Amendment non-violent protests and demonstrations.
2. **Prevent** large scale violent civil disturbances, assaultive actions, property damage, fires, and looting to government buildings, businesses, and critical infrastructure.

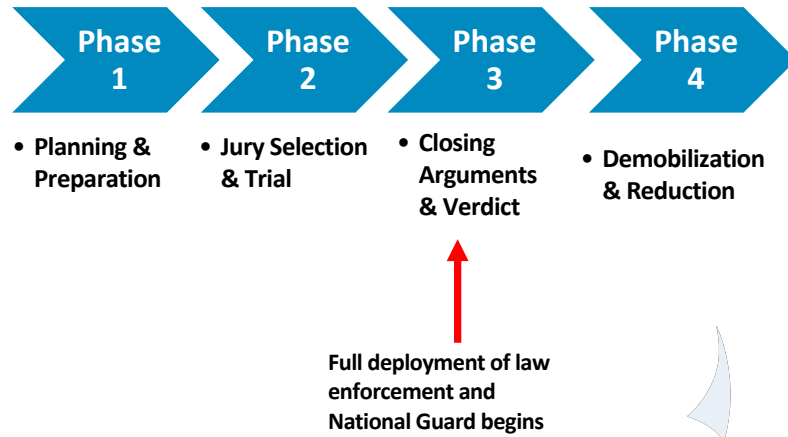


Planning Background

- Planning for this operation began in July.
- A full-time coordination team was later established including partners from Minneapolis PD, Hennepin County Sheriff, National Guard, State Patrol, Metro Transit PD, DPS-HSEM.
- **East metro agencies:** Additional planning, coordinating and constant communication with St. Paul and Ramsey County as they prepare their response plans.



Operation Phases



Prevention Resources

- **Property Protection Detail**
 - Protecting key business corridors throughout the city.
- **Critical Infrastructure Protection Detail**
 - Protecting key government buildings and infrastructure.
- **Fire/EMS Security**
 - Assuring Fire/EMS crews can quickly and safely respond to emergency calls.
- **Police Precinct Security Detail**
 - Protecting our police precincts.
- **Tactical Traffic Control**
 - Assuring safety for pedestrians and officers.



Operational Command Structure



Unified Command Structure

Consists of the Incident Commanders from the various jurisdictions or agencies operating together to form a single command structure assuring close communication and coordination amongst all involved agencies.

Mutual Aid Assistance

- In addition to our main law enforcement partners, there are over a dozen law enforcement agencies from throughout the State of MN who will be working with us through mutual aid assistance.



9

- For agencies operating under a mutual aid agreement, sending agencies will operate under the terms as set forth in the signed mutual aid agreement, just like they would for any outside request for assistance, generally as follows:

A

- **Command of Scene.** The Requesting Agency shall be in command of the mutual aid scene. The personnel and

Keeping People Safe & Protecting Property

Encouraged Activity

- Peaceful assembly
- Making your voice heard
- Exercising constitutional rights
- Presence in public areas
- Signs and other peaceful expressions
- Assembling in designated areas
- Marching (not on a freeway)

Unlawful Activity

- Throwing objects
- Setting a fire of any kind
- Damaging property or graffiti
- Use of illegal fireworks
- Display or use of illegal weapons
- Reckless driving, especially near pedestrians
- Assaultive or riotous actions towards anyone
- Protesting on or entering a freeway as a pedestrian

10

We want everyone who will participate in activities to have clarity about what is encouraged and what is unlawful and what will be enforced:



Emergency Procedures – Task Force Plan

- **Task Force – preassembled response unit with:**
 - 2 Fire Engines
 - 1 Ladder Truck
 - Battalion Chief/Task Force Leader and Security Component to assist group
 - The Security Component has either members of Law Enforcement and/or the National Guard. For this event, it will be National Guard.
- **Task Force strategy:**
 - Respond from a staging location as a single unit
 - Affect a quick extinguishment of the fire and leave the scene together



12

Staffing

- **Normal staffing = 102**
- **To staff up all rigs (21) hire backs needed = 126**
 - 4 on engines
 - 6 on R1
 - all Task Force Leaders needed
- **If necessary to expand response capacity:**
 - Additional hire backs will be needed to staff spare rig
 - Mutual Aid agreements in place to provide assistance from outside Fire Departments



13

Command

- **Unified Command Fire Representation**
- **MECC Representation**
- **EOC Representation**
- **PIO/JIC Representation**
 - All Command and Support functions are built to conduct sustainable work cycles in case of a long event



14

Communications/Briefings

- **City leadership**
 - Receive daily briefings from Chief Tyner
- **Duty Deputy**
 - Give a morning briefing with BCs
- **ACO Cruz or the Unified Command**
 - Give a daily Operations briefing
- **All MFD members not on duty**
 - Receive daily briefings via a virtual platform
- **The public**
 - Receive briefings from the PIO group via the Joint Information System



15

Notes/Questions

- Normal shifts (24 & 48)
- Task Force (TF) switch outs
- Additional resources will come in TF form
- National Guard will have MFD frequencies
- Decision to suspend EMS will come from the Chief or ACO
- TF Leaders “MUST” get “APPROVAL” from UC prior to using an Aerial device



16



Community Safety Supports

Communications

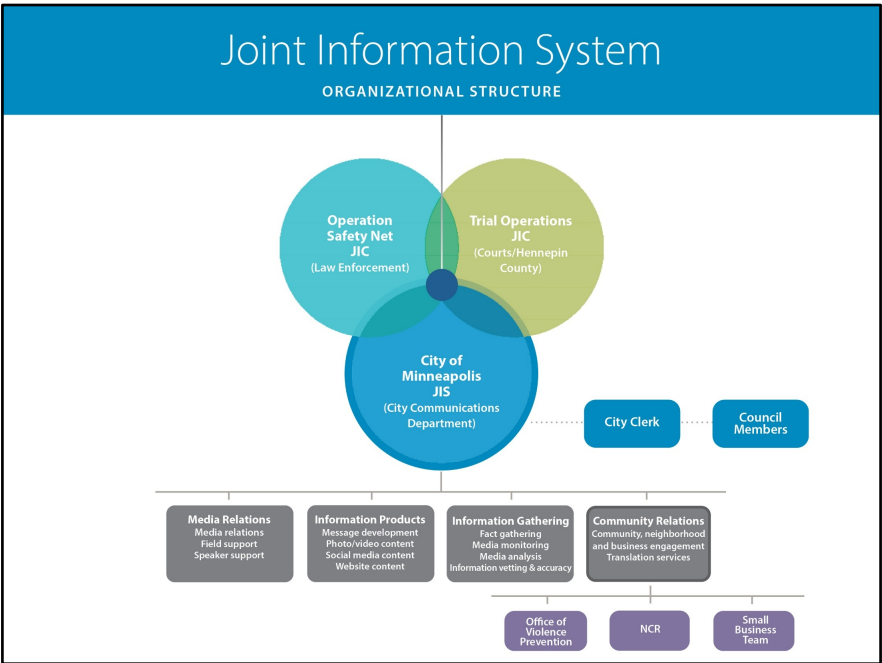
Neighborhood & Community Relations

Health Department Office of Violence Prevention

CPED Small Business Team







Joint Information System Updates

- **Weekly public updates and communication:**
 - Media briefings on trial preparations and community resources
 - Newsbites articles to Council Members for public sharing
 - Briefing information in public newsletter, every Wed./Fri.
- **Cultural radio expansion – KMOJ, KALY, La Raza, WIXK**
- **Cultural social media partners**
- **New website section going live on March 5**
- **Internal employee FAQ live on CityTalk on March 5**
- **Weekly JIS briefings with external and internal partners will expand to three times a week on March 8**



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Contacting the City

- **Call 911**
 - For life safety emergencies requiring police, fire, or EMS
- **Call MPD Tips Line – 612-692-TIPS (8477)**
 - To report suspicious activity not requiring an immediate response
- **Business and property owners with questions about:**
 - Advanced preparation before the trial
 - Business operations during the trial
 - General information about regulations and resources

Email SmallBusiness@minneapolismn.gov or call 612-673-2499

- **Call 311**
 - For non-emergency City information



21



Neighborhood & Community Relations

Director David Rubedor



Coordinated Engagement Strategies

- **Engagement goal:** Utilize multiple channels to share timely and accurate information and resources including the establishment of *two-way communication* channels to receive ongoing, real time feedback.



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Key Messages

- **Providing accurate and timely information** including details about the trial, law enforcement, public safety and street/traffic plans around key sites
- **Addressing community needs**
- **Identifying and dispelling rumors**
- **Addressing community trauma related to the trial**



24

Overall accurate message verification, dispel rumors, trial details.

Provide trial details – date, time, location, etc.

Provide details around law enforcement, public safety, street and traffic plans, especially around key sites of interest:

Downtown (Government Plaza in particular)

38th/Chicago (George Floyd Square)

Lake street, West Broadway and other commercial corridors impacted during the summer 2020 civil unrest

Police precincts and other government buildings

Address the trauma in relation to the trial, how to deal with it in a healthy way and recognizing racism still exists, how to work together

Engagement Strategies



Community Partners: Collaboration with Office of Violence Prevention to establish two-way communication channels with community members throughout the trial.



Local media partnerships: Expand the City's cultural radio programs and information on local cultural media outlets.



Social media presence: Partnerships with community members who are considered trusted messengers and have large social media presence to amplify, share City generated and approved messages.



Information website: A website with the latest trial, law enforcement/safety and traffic/street closure information, including preparation resources.

25

Community Partners: : A group of community members and leaders who meet on a regular basis leading up to and throughout the trial. The purpose of this group is to develop two-way communication between community and the JIS to understand questions and concerns from community members to create relevant City messaging and content.

Local media partnerships: Expand the City's cultural radio programs to weekly on KMOJ, KALY, La Raza and WIXK. These stations reach the African American, American Indian, Latinx, East African and Hmong Communities.

Social media influencers: Paid partnerships with community members who are considered trusted messengers and have large social media presence to share City generated and approved messages.

Community information network: Create a list of local community leaders, organizations, groups who are "on the ground" to share regular electronic updates and information.

Neighborhood organizations: Regular meetings to share information, resources, coordinate and share strategies, and identify needs.

Community information network: A list of local community leaders, organizations, groups to share regular electronic updates and information.

Existing staff networks: Neighborhood and Community Relation staff will be utilizing their existing networks to further two-way communication between the City and community.

Accessibility: Translating and distributing City-produced information (FAQ's, trial info and safety messages) to Minneapolis communities.

Engagement Strategies



Neighborhood organizations: Regular meetings to share information, resources, coordinate and share strategies, and identify needs.



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26

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Health Department & Office of Violence Prevention

Commissioner Gretchen Musicant



Grounding

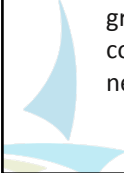
- The killing of George Floyd was traumatic for people across our Minneapolis community. The events that followed his killing last year further traumatized many. And, for many, both the killing of Mr. Floyd and the events that followed underscored longstanding community traumas.
- For that reason, it is critical that we as a City are working with community for planning and activities as we strive to keep everyone safe, respond to needs in a trauma-sensitive manner, support community efforts, and collectively work toward healing.
- The Office of Violence Prevention and the Health Department have been directly involved in that work.



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Planning and Coordination

- Office of Violence Prevention Director Cotton is co-chairing a subcommittee on community and business engagement through the state's Operation Safety Net.
- We are working in collaboration with Neighborhood and Community Relations to ensure that the unique and diverse needs of stakeholders across the City are incorporated.
- Engagement is working toward the goal of establishing geographically-focused stakeholder leadership groups with the purpose of coordination and two-way communication. These groups are intended to include representation from cultural communities, the business community, faith communities, neighborhood-level groups, organizers, and others.



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Community Resources – 1

- We will be funding a network of skilled and credible community-based groups that will be active during the trial and beyond in 2021. We expect to provide up to \$1,050,000 in new funding through a selection process.
- Groups will conduct positive proactive and responsive community engagement, communicate accurate information to people in community, and share resources with people in community.



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Community Resources – 2

- We anticipate funding groups with specific focus areas of North Minneapolis and South Minneapolis and groups that serve the City as a whole.
- Priority will be on funding groups that have:
 - Credibility and reach within communities.
 - The infrastructure and organization in place to take on this effort.
 - The ability to provide culturally responsive services when appropriate.



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Additional Health Resources

- We have made arrangements to have 4 porta potties and 4 hand sanitation stations added at 38th and Chicago in anticipation of community gathering there once the trial begins.
- The Health Department's COVID-19 response Logistics team has capacity to supply masks for COVID-safety during community gatherings.



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Coordinated Guidance


- Minneapolis is open for business
- Developing guidelines from 2020 lessons learned; outreach and dialogue with community-based partners
- Opportunity for better coordination with community
- Developing frequently asked questions based on this process
- Plan to over communicate messages

We know this presentation did not capture every project and every accomplishment that you all did, but we all accomplished a lot together in 2020.

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We have much work before us. With the strength of community leaders, our many public and private partners, and additional assistance on the way, there is much reason for hope and confidence that we can rise to meet this challenge, and in it, seize opportunity.

Through 2021, the City enterprise will approach priorities, programs, and projects that advance our Strategic Racial Equity Action Plan (SREAP) goals, improve public health outcomes and increase economic stability and prosperity to those historically left out of economic gains.



Initial Recommendations

- Have a plan – ready.gov
- Consider additional security measures
- Check insurance policy; know your coverage
- Protect sensitive documents
- Continue to build connections
- Only hire licensed security

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Questions & Answers

City of Minneapolis