

**CITY OF INVER GROVE HEIGHTS**

**A G E N D A**

**CITY COUNCIL WORK SESSION**

**FEBRUARY 5, 2018 6:00 PM**

**INVER GROVE HEIGHTS CITY HALL  
COUNCIL CHAMBERS**

**A. CALL TO ORDER – MAYOR TOURVILLE**

- 1. NEIGHBORHOOD NOISE ANALYSIS/BR**
- 2. POLICE SURVEY RESULTS**
- 3. CUSTOMER SERVICE POLICY**

**B. ADJOURN**

**INVER GROVE HEIGHTS**

**REQUEST FOR COUNCIL ACTION**

**NEIGHBORHOOD NOISE ANALYSIS/BITUMINOUS ROADWAYS**

Meeting Date: February 5, 2018  
Item Type: Work Session  
Contact: Allan Hunting 651.450.2554  
Prepared by: Allan Hunting, City Planner  
Reviewed by:


**PURPOSE/ACTION REQUESTED**

Council is to provide direction on next steps for possible noise analysis to be done at the Bituminous Roadways asphalt plant and sand and gravel operation.

**BACKGROUND**

On October 9, 2017, Council approved a five year extension to the Sand & Gravel Overlay District for the Bituminous Roadways operation. At that meeting, several residents spoke about the noise from the operation that is becoming a disturbance to them. They asked Council if some type of noise study could be done to determine if any maximum noise levels are being exceeded at the operation. Council asked staff to research what has been done for any other businesses in the area and to find out how much a study would cost.

**ANALYSIS**

Staff found four other instances where noise was reviewed as part of an application or after an operation began.

**1. Bituminous Roadways 2011 Expansion EAW.** As part of the EAW review, an analysis was done by reviewing topography, distance to homes and noise generated (dB levels of equipment) based on standardized studies. Using formulas, noise determinations were made. Actual noise was not measured off-site or on-site. The EAW analysis determined the operations would not exceed noise limits.

**2, 3. Pine bend landfill expansions – 2003 and 2016.** The same type of analysis was done during the EAW process for both applications. No on-site or off-site noise study was completed, only an analysis based on standardized studies and known equipment maximum decibel levels. Both EAW's concluded noise limits would not be exceeded.

**4. Simon's Delivers – 2005 noise concerns.** In 2005, neighbors west of the Simon Delivers facility on Carmen Avenue addressed the City Council with concerns about noise generated by the facility during early morning hours. Council authorized Barr Engineering to conduct a noise study. Barr conducted monitoring from the back yard of one of the westerly neighbors. Monitoring of the primary noise sources (trucks and forklifts) indicated the facility was within state noise standards. It was also noted that background noise (trains, aircraft and traffic) was part of the overall noise recorded each day.

Staff has contacted Barr Engineering to find out what type of noise monitoring studies are available and roughly how much they would cost. A typical noise monitoring method would be to do a continuous 24 hour monitoring on the Bituminous Roadways property to sample sound when the operation is running and not running. This can determine if the overall continuous noise is under or exceeds MPCA standards. Short, loud bang noises coming from such things as dump truck tailgates or beds would not

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Council Memo – Neighborhood Noise Analysis/Bituminous Roadways  
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be a noise violation. The MPCA standards are for long period continuous sounds and not short quick loud sounds. A typical noise monitoring analysis would cost around \$5,000.

**ACTIONS**

Staff requests further direction from Council if a noise study should be pursued.

**CITY OF INVER GROVE HEIGHTS**

**REQUEST FOR COUNCIL ACTION**

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Meeting Date: February 1, 2018  
Item Type: Work Session  
Contact: Paul Schnell 651.450.2526  
Prepared by: Paul Schnell, Police Chief


**PURPOSE/ACTION REQUESTED**

Members of the police department will provide a summary, overview, and analysis of data from the First Annual Community Safety Survey.

**SUMMARY**

On December 14, 2017, the police department launched the First Annual Community Safety Survey - an online survey intended to collect information and allow analysis of community feedback about crime, traffic, and quality-of-life issues. The 39-question survey closed on January 12, 2018, after receiving over 450 responses.

The survey addressed a wide array of crime, quality of life, and other questions to assess perceptions of community safety.

Following closure of the online survey, department leadership identified two patrol officers, two sergeants, and an investigator to work with command staff to analyze the survey data and develop a set of policing priorities for 2018. The policing priorities are informed by survey data and other departmental data points.

During the work session, a cross-section of the analysis team will present survey findings, feedback, and the resulting policing priorities going forward.

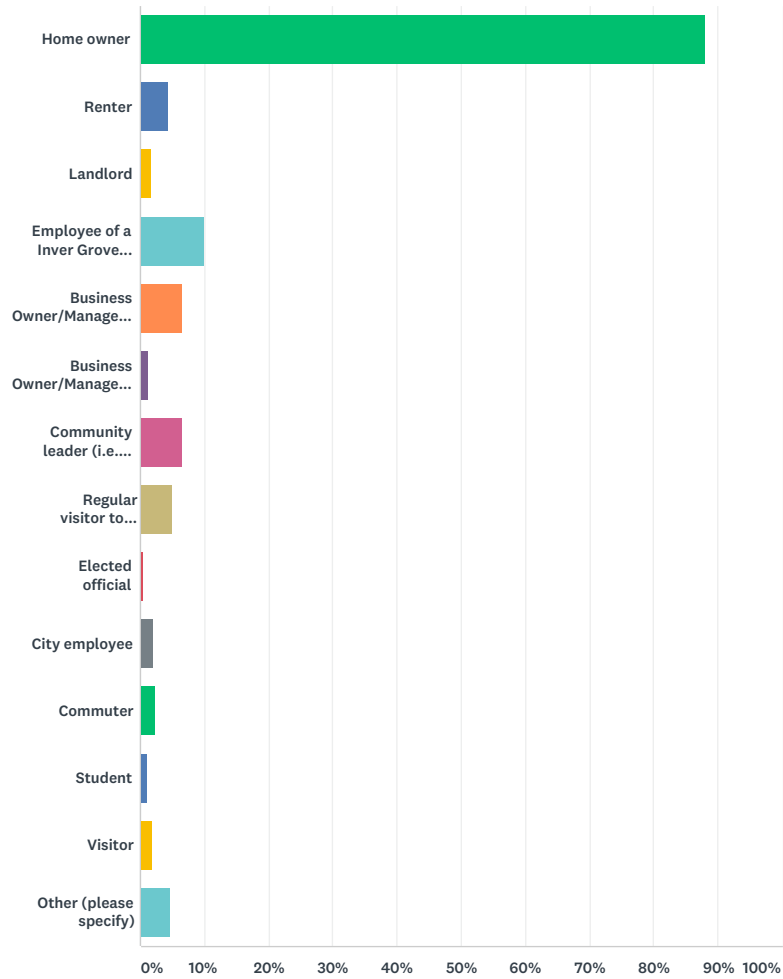
Attached to this report is a quantitative overview of the survey data, along with “word cloud” charts for questions 7 and 25, which both generated a considerable number of narrative responses. The “word cloud” visually depicts how frequently certain words appeared in narrative responses.

Hard copies of the PowerPoint presentation will be made available to Councilmembers at the work session.

# First Annual Inver Grove Heights Police Department Community Safety Survey

Q1 Please help us understand your role in our community by answering the questions below.\*Please check all that apply:

Answered: 459 Skipped: 2

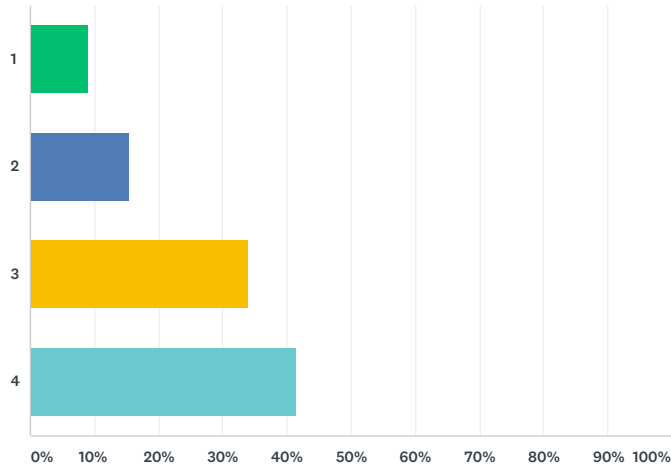


ANSWER CHOICES	RESPONSES	
Home owner	88.02%	404
Renter	4.36%	20
Landlord	1.74%	8
Employee of a Inver Grove Heights-based business, entity, or organization	10.02%	46
Business Owner/Manager - City resident	6.54%	30
Business Owner/Manager - non-City resident	1.31%	6
Community leader (i.e. faith community, block club leader, civic group member, etc.)	6.54%	30
Regular visitor to Inver Grove Heights	5.01%	23
Elected official	0.44%	2
City employee	2.18%	10
Commuter	2.40%	11
Student	1.09%	5
Visitor	1.96%	9
Other (please specify)	4.58%	21
Total Respondents: 459		

Q2 To help us identify the unique issues in your area, please provide us

First Annual Inver Grove Heights Police Department Community Safety Survey  
 with background information. What area of Inver Grove Heights do you  
 most closely identify with being the location of your neighborhood or  
 workplace.

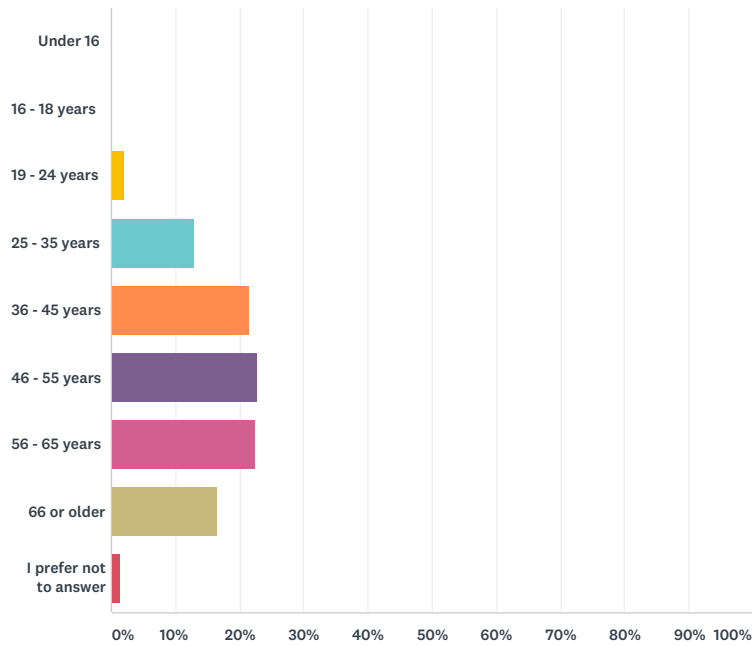
Answered: 430 Skipped: 31



ANSWER CHOICES	RESPONSES	
1	9.07%	39
2	15.58%	67
3	33.95%	146
4	41.40%	178
TOTAL		430

Q3 What is your age?

Answered: 461 Skipped: 0



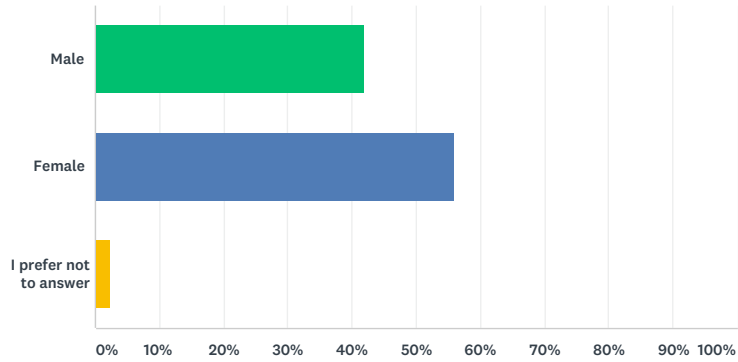
ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16 - 18 years	0.22%	1
19 - 24 years	2.17%	10

# First Annual Inver Grove Heights Police Department Community Safety Survey

25 - 35 years	13.02%	60
36 - 45 years	21.48%	99
46 - 55 years	22.78%	105
56 - 65 years	22.34%	103
66 or older	16.49%	76
I prefer not to answer	1.52%	7
<b>TOTAL</b>		<b>461</b>

## Q4 Do you identify as:

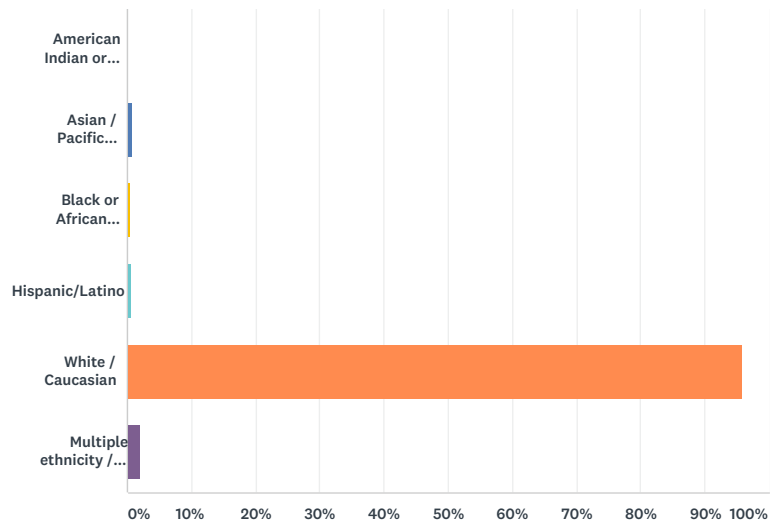
Answered: 460 Skipped: 1



ANSWER CHOICES	RESPONSES
Male	41.74% 192
Female	55.87% 257
I prefer not to answer	2.39% 11
<b>TOTAL</b>	<b>460</b>

## Q5 Which race/ethnicity best describes you? (Please choose only one.)

Answered: 460 Skipped: 1



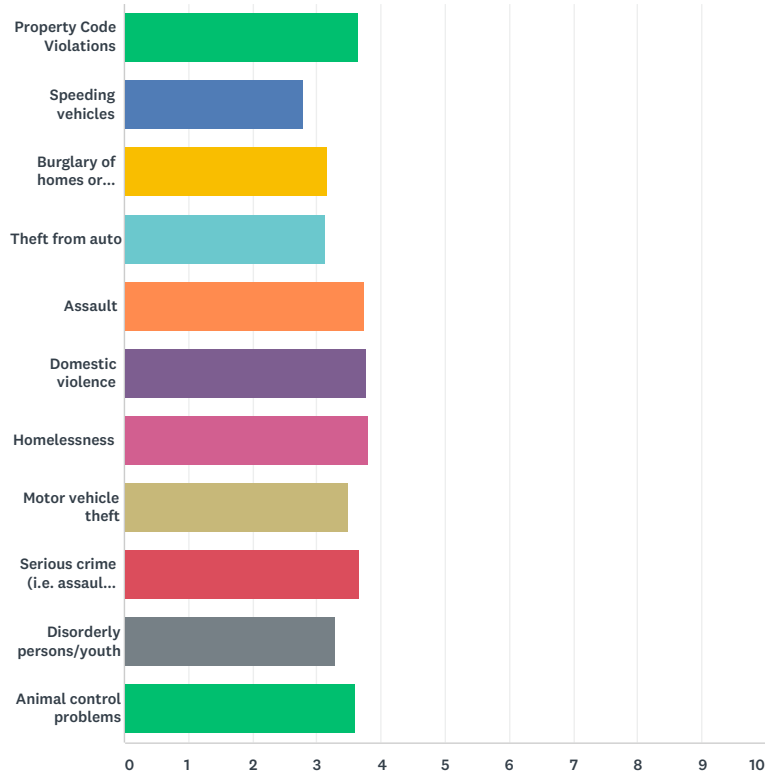
ANSWER CHOICES	RESPONSES
American Indian or Alaskan Native	0.00% 0
Asian / Pacific Islander	0.87% 4
Black or African American	0.43% 2

# First Annual Inver Grove Heights Police Department Community Safety Survey

Hispanic/Latino	0.65%	3
White / Caucasian	95.87%	441
Multiple ethnicity / Other (please specify)	2.17%	10
<b>TOTAL</b>		<b>460</b>

**Q6 Please rate the seriousness of the following crime or quality of life issues in your neighborhood or area of your workplace over the last 12 months (check only one box for each item).**

Answered: 458 Skipped: 3



	VERY SERIOUS	MODERATELY SERIOUS	SLIGHTLY SERIOUS	NOT A PROBLEM	NO OPINION	TOTAL	WEIGHTED AVERAGE
Property Code Violations	2.88% 13	6.42% 29	21.68% 98	60.40% 273	8.63% 39	452	3.65
Speeding vehicles	13.00% 59	23.79% 108	36.34% 165	25.55% 116	1.32% 6	454	2.78
Burglary of homes or businesses	11.89% 54	13.88% 63	26.43% 120	43.17% 196	4.63% 21	454	3.15
Theft from auto	12.97% 59	16.04% 73	21.76% 99	43.08% 196	6.15% 28	455	3.13
Assault	6.84% 31	3.75% 17	10.82% 49	65.34% 296	13.25% 60	453	3.74
Domestic violence	6.37% 29	6.15% 28	13.41% 61	53.63% 244	20.44% 93	455	3.76
Homelessness	4.42% 20	4.64% 21	10.15% 46	66.89% 303	13.91% 63	453	3.81
Motor vehicle theft	7.71% 35	9.25% 42	18.06% 82	55.29% 251	9.69% 44	454	3.50
Serious crime (i.e. assault, robbery, rape, etc.)	7.93% 36	4.85% 22	13.66% 62	60.79% 276	12.78% 58	454	3.66
Disorderly persons/youth	6.39% 29	14.54% 66	28.41% 129	45.81% 208	4.85% 22	454	3.28
Animal control problems	2.42% 11	8.79% 40	22.20% 101	60.22% 274	6.37% 29	455	3.59



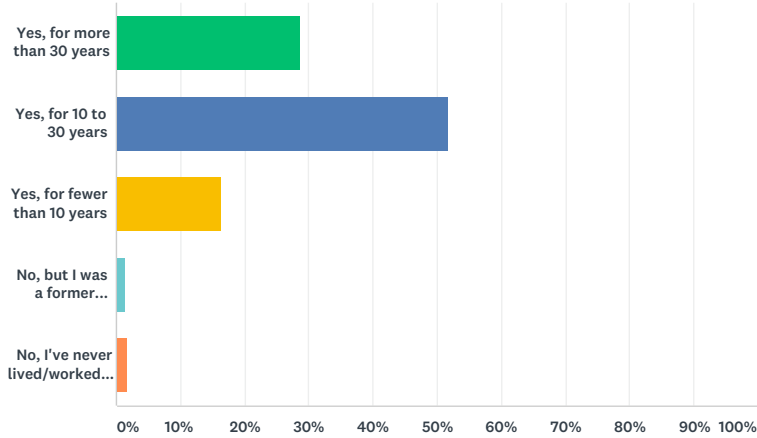
First Annual Inver Grove Heights Police Department Community Safety Survey

Q7 If there are any other crime or quality of life issues you are concerned about, please identify them below:

Answered: 85 Skipped: 376

Q8 Are you an Inver Grove Heights resident or do you regularly work for a business, organization, or entity located in Inver Grove Heights?

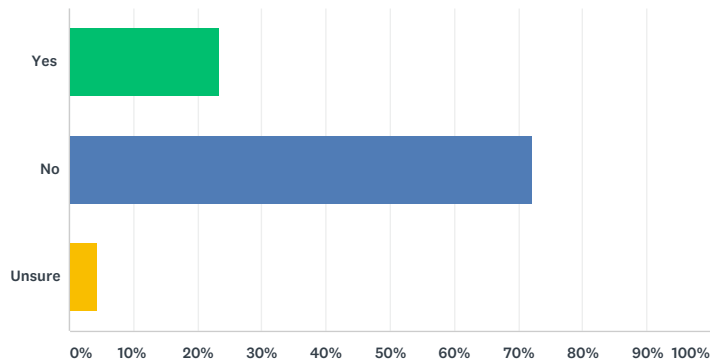
Answered: 460 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes, for more than 30 years	28.70% 132
Yes, for 10 to 30 years	51.74% 238
Yes, for fewer than 10 years	16.30% 75
No, but I was a former resident or formerly worked in Inver Grove Heights	1.52% 7
No, I've never lived/worked in Inver Grove Heights	1.74% 8
<b>TOTAL</b>	<b>460</b>

Q9 Do you know any of the officers who patrol in the area of your Inver Grove Heights workplace/neighborhood?

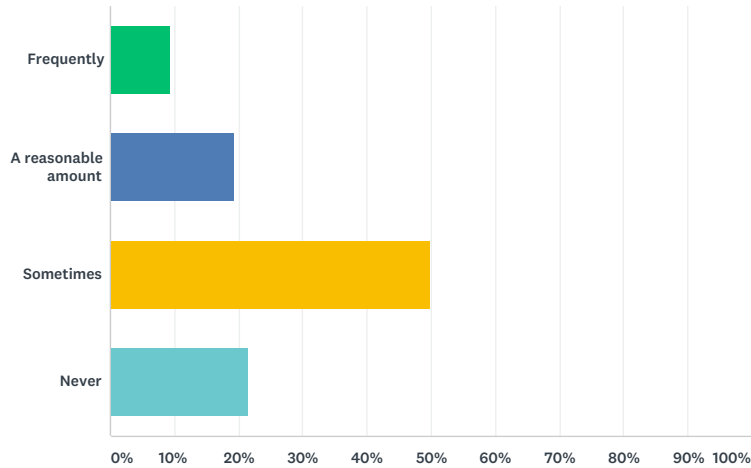
Answered: 459 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	23.53% 108
No	72.11% 331
Unsure	4.36% 20
<b>TOTAL</b>	<b>459</b>

Q10 How often do you see officers patrolling near your Inver Grove Heights workplace/neighborhood?

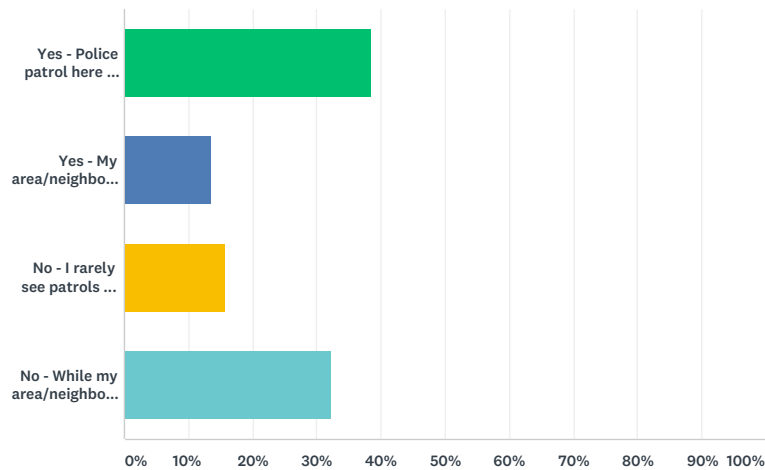
Answered: 460 Skipped: 1



ANSWER CHOICES	RESPONSES	
Frequently	9.35%	43
A reasonable amount	19.35%	89
Sometimes	49.78%	229
Never	21.52%	99
<b>TOTAL</b>		<b>460</b>

Q11 Are you satisfied with the level of proactive police patrol in the area of your Inver Grove Heights workplace/neighborhood?

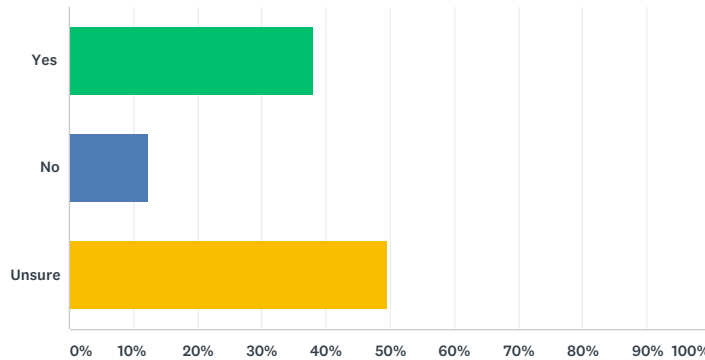
Answered: 441 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes - Police patrol here is adequate to address crime and quality-of-life concerns.	38.55%	170
Yes - My area/neighborhood is facing some problems, so having as much police presence as we do is important and valued.	13.61%	60
No - I rarely see patrols in my area/neighborhood, and having officers here would make a real difference with crime and quality-of-life issues that occur here regularly.	15.65%	69
No - While my area/neighborhood does not have big problems, I believe having more police patrols would help maintain area/neighborhood safety.	32.20%	142
<b>TOTAL</b>		<b>441</b>

**Q12 Do you feel the officers working in the area of your Inver Grove Heights workplace/neighborhood are familiar with issues important to residents?**

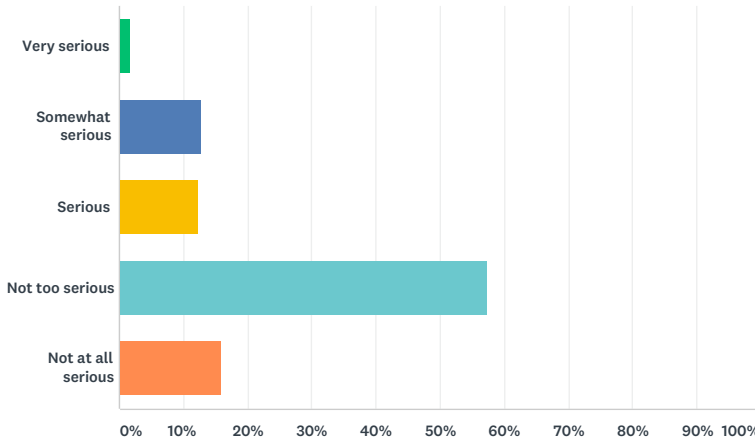
Answered: 458 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	37.99%	174
No	12.45%	57
Unsure	49.56%	227
TOTAL		458

**Q13 Please rate how serious you feel the overall level of crime is in the area of your Inver Grove Heights workplace/neighborhood?**

Answered: 457 Skipped: 4



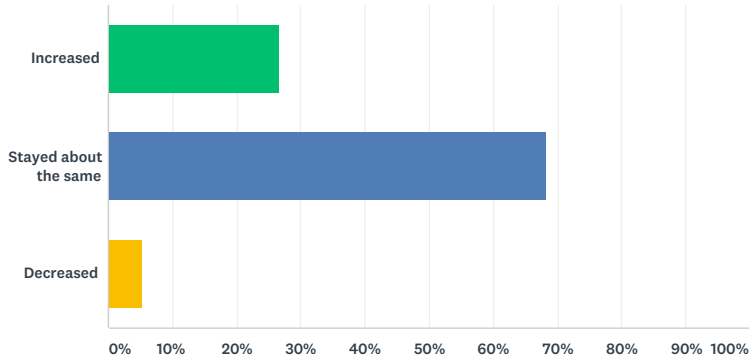
ANSWER CHOICES	RESPONSES	
Very serious	1.75%	8
Somewhat serious	12.69%	58
Serious	12.25%	56
Not too serious	57.33%	262
Not at all serious	15.97%	73
TOTAL		457

**Q14 In the past year, would you say the level of crime and/or quality-of-life problems in the AREA OF YOUR INVER GROVE HEIGHTS WORKPLACE/NEIGHBORHOOD (only) has increased, stayed about the**

First Annual Inver Grove Heights Police Department Community Safety Survey

same, or decreased?

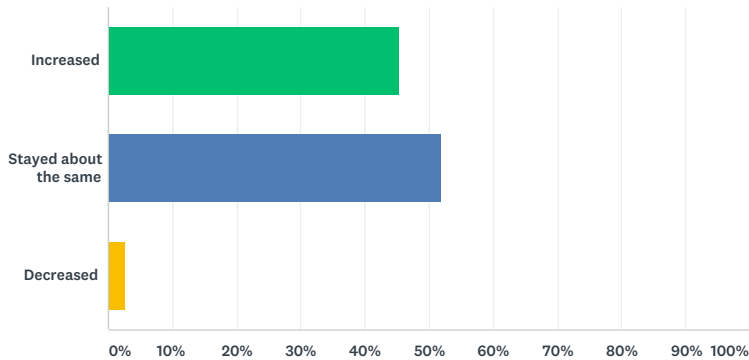
Answered: 458 Skipped: 3



ANSWER CHOICES	RESPONSES	
Increased	26.64%	122
Stayed about the same	68.12%	312
Decreased	5.24%	24
TOTAL		458

Q15 In the past year, would you say the level of crime in the CITY OF INVER GROVE HEIGHTS OVERALL has increased, stayed about the same, or decreased?

Answered: 440 Skipped: 21

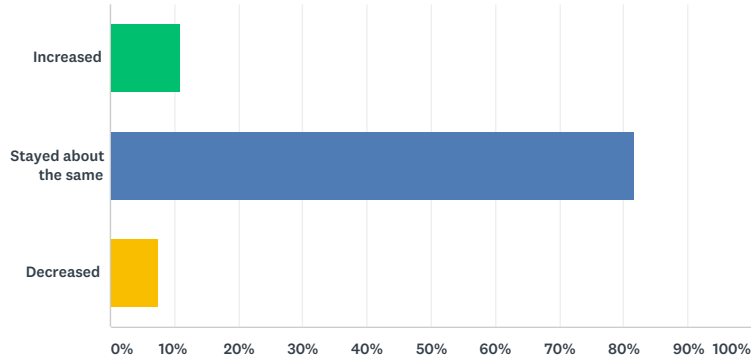


ANSWER CHOICES	RESPONSES	
Increased	45.45%	200
Stayed about the same	51.82%	228
Decreased	2.73%	12
TOTAL		440

Q16 Over the past 2 years, would you say the level of police protection in the area of your Inver Grove Heights workplace/neighborhood has increased, stayed about the same, or decreased?

Answered: 457 Skipped: 4

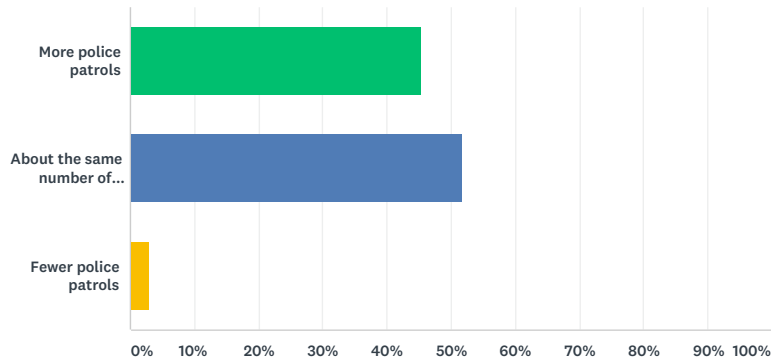
# First Annual Inver Grove Heights Police Department Community Safety Survey



ANSWER CHOICES	RESPONSES	
Increased	10.94%	50
Stayed about the same	81.62%	373
Decreased	7.44%	34
<b>TOTAL</b>		<b>457</b>

**Q17 Do you feel there needs to be more police patrols, about the same number of police patrols, or fewer police patrols in the area of your Inver Grove Heights workplace/neighborhood?**

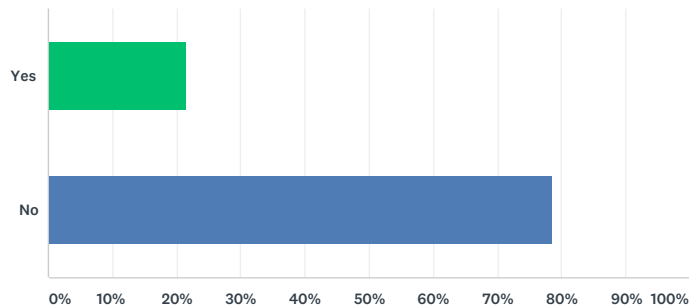
Answered: 458 Skipped: 3



ANSWER CHOICES	RESPONSES	
More police patrols	45.41%	208
About the same number of police patrols	51.75%	237
Fewer police patrols	2.84%	13
<b>TOTAL</b>		<b>458</b>

**Q18 In the past two years, have you been a victim of crime?**

Answered: 458 Skipped: 3

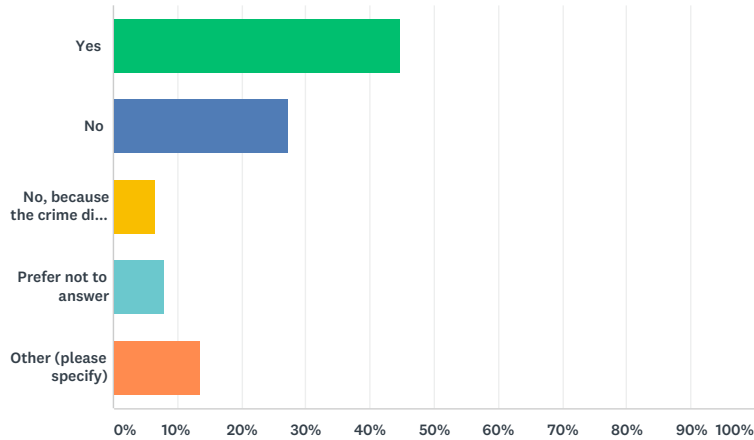


# First Annual Inver Grove Heights Police Department Community Safety Survey

ANSWER CHOICES	RESPONSES	
Yes	21.62%	99
No	78.38%	359
<b>TOTAL</b>		<b>458</b>

## Q19 If yes to above (question18), did you report the crime to the Inver Grove Heights Police Department?

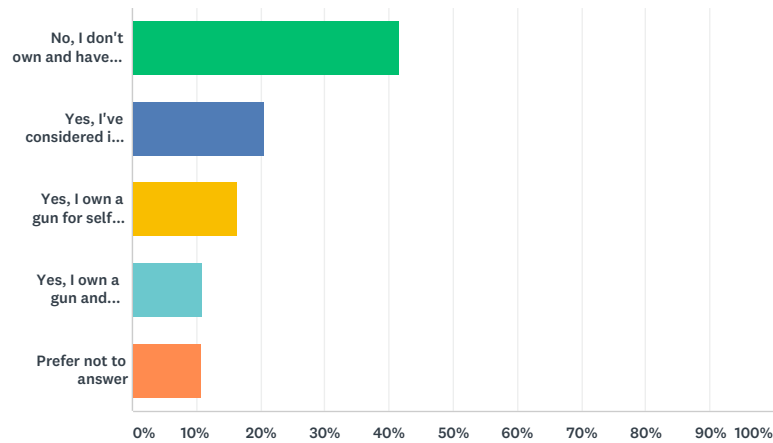
Answered: 125 Skipped: 336



ANSWER CHOICES	RESPONSES	
Yes	44.80%	56
No	27.20%	34
No, because the crime did not occur in Inver Grove Heights	6.40%	8
Prefer not to answer	8.00%	10
Other (please specify)	13.60%	17
<b>TOTAL</b>		<b>125</b>

## Q20 Have you purchased or considered purchasing a gun for protection from crime?

Answered: 453 Skipped: 8



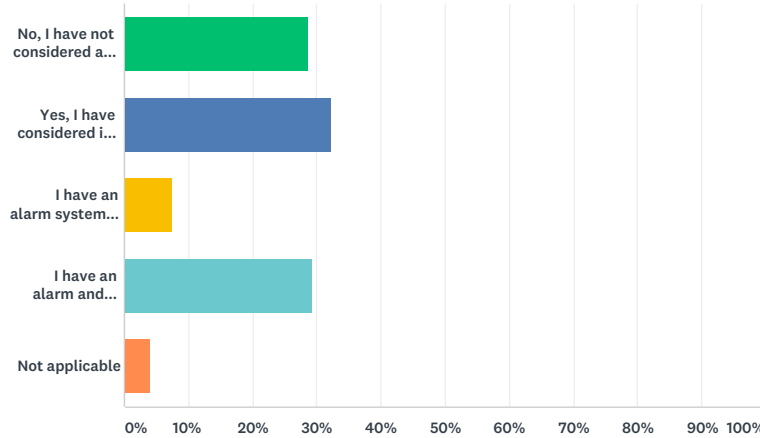
ANSWER CHOICES	RESPONSES	
No, I don't own and have not considered buying a gun	41.72%	189
Yes, I've considered it but have not yet purchased	20.53%	93
Yes, I own a gun for self protection	16.34%	74

# First Annual Inver Grove Heights Police Department Community Safety Survey

Yes, I own a gun and regularly carry as a permit holder	10.82%	49
Prefer not to answer	10.60%	48
<b>TOTAL</b>		<b>453</b>

## Q21 Have you purchased or considered purchasing a residential and/or vehicle alarm system for protection against crime

Answered: 448 Skipped: 13

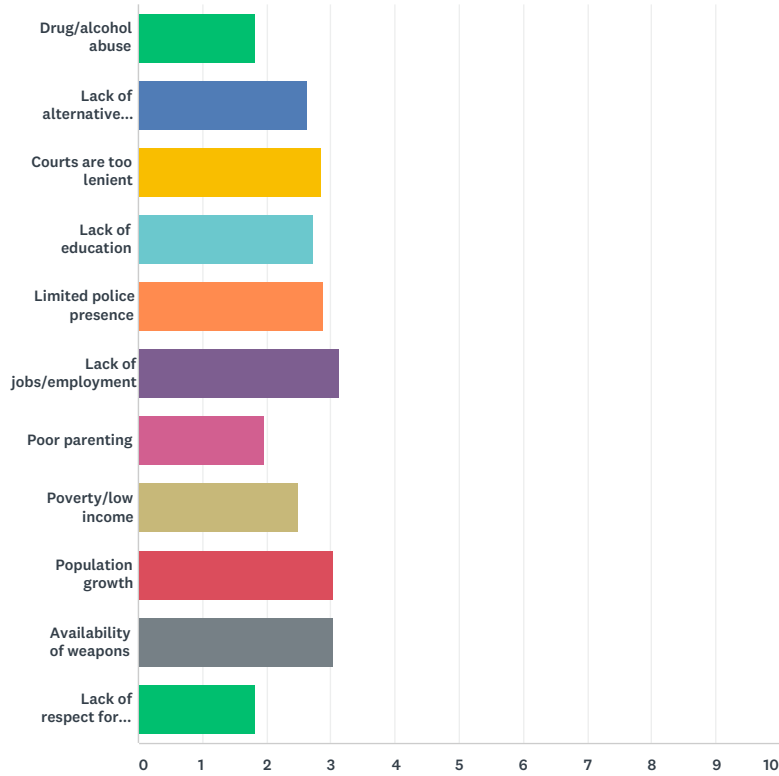


ANSWER CHOICES	RESPONSES	
No, I have not considered an alarm system	28.57%	128
Yes, I have considered it but not yet purchased	32.14%	144
I have an alarm system, but don't use it	7.59%	34
I have an alarm and regularly use it	29.24%	131
Not applicable	4.02%	18
<b>Total Respondents: 448</b>		

## Q22 In your opinion, to what extent do the following factors influence crime in our community?

Answered: 459 Skipped: 2

# First Annual Inver Grove Heights Police Department Community Safety Survey



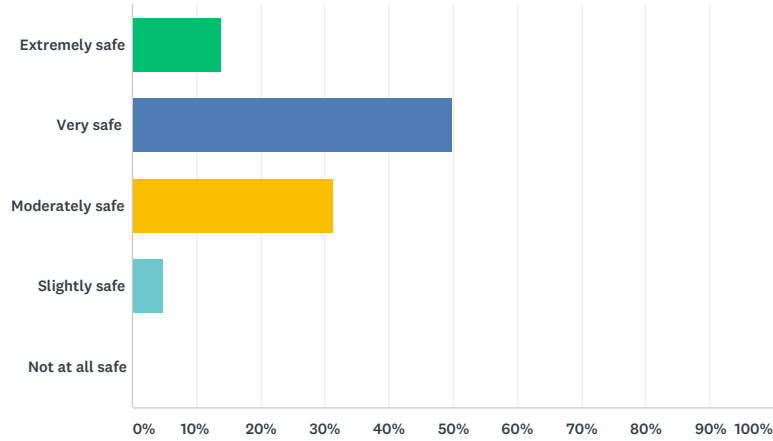
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	UNSURE	TOTAL	WEIGHTED AVERAGE
Drug/alcohol abuse	45.63% 209	40.83% 187	7.86% 36	0.66% 3	0.44% 2	4.59% 21	458	1.83
Lack of alternative activities for youth	18.06% 82	37.89% 172	24.01% 109	9.91% 45	3.30% 15	6.83% 31	454	2.63
Courts are too lenient	22.15% 101	25.00% 114	25.66% 117	12.06% 55	3.73% 17	11.40% 52	456	2.84
Lack of education	16.63% 76	34.35% 157	26.26% 120	12.69% 58	2.19% 10	7.88% 36	457	2.73
Limited police presence	11.16% 51	29.32% 134	32.17% 147	18.38% 84	4.16% 19	4.81% 22	457	2.89
Lack of jobs/employment	8.77% 40	27.63% 126	26.75% 122	23.03% 105	6.36% 29	7.46% 34	456	3.13
Poor parenting	40.61% 186	38.21% 175	12.45% 57	4.59% 21	0.44% 2	3.71% 17	458	1.97
Poverty/low income	18.34% 84	42.58% 195	22.71% 104	9.61% 44	0.66% 3	6.11% 28	458	2.50
Population growth	7.03% 32	28.79% 131	36.92% 168	16.26% 74	3.74% 17	7.25% 33	455	3.03
Availability of weapons	16.48% 75	24.40% 111	27.03% 123	13.19% 60	9.89% 45	9.01% 41	455	3.03
Lack of respect for laws/authority	49.23% 225	35.23% 161	8.53% 39	2.41% 11	0.88% 4	3.72% 17	457	1.82

## Q23 How safe do you feel in your Inver Grover Heights neighborhood/location of workplace?

Answered: 457 Skipped: 4



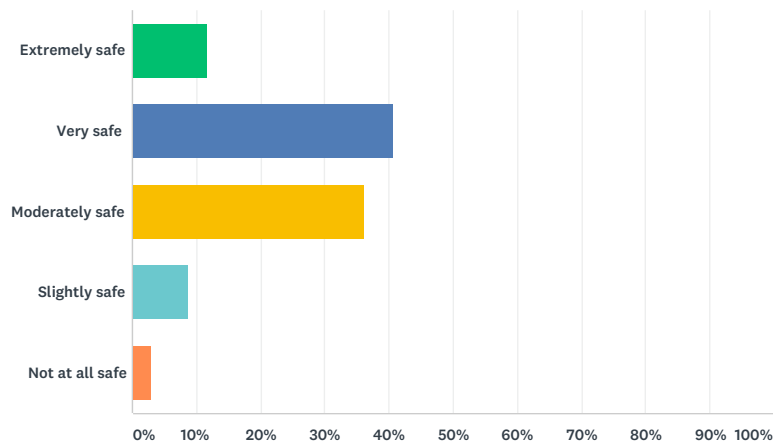
## First Annual Inver Grove Heights Police Department Community Safety Survey



ANSWER CHOICES	RESPONSES
Extremely safe	13.79% 63
Very safe	49.89% 228
Moderately safe	31.29% 143
Slightly safe	4.81% 22
Not at all safe	0.22% 1
<b>TOTAL</b>	<b>457</b>

### Q24 At NIGHT how safe do you feel in your Inver Grover Heights neighborhood/location of workplace?

Answered: 457 Skipped: 4



ANSWER CHOICES	RESPONSES
Extremely safe	11.82% 54
Very safe	40.48% 185
Moderately safe	36.11% 165
Slightly safe	8.75% 40
Not at all safe	2.84% 13
<b>TOTAL</b>	<b>457</b>

### Q25 What, if any, changes would most improve the safety of your Inver Grove Heights neighborhood/workplace location?

Answered: 165 Skipped: 296

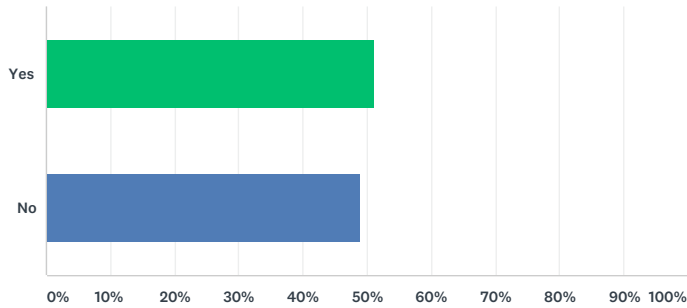
First Annual Inver Grove Heights Police Department Community Safety Survey

Q26 A location for the Inver Grove Heights Police Department to focus attention is: Provide address, intersection, general area description, and nature of problem requiring police attention.

Answered: 155 Skipped: 306

Q27 In the past year, have you interacted with the Inver Grove Heights Police Department or a Inver Grove Heights Police police officer?

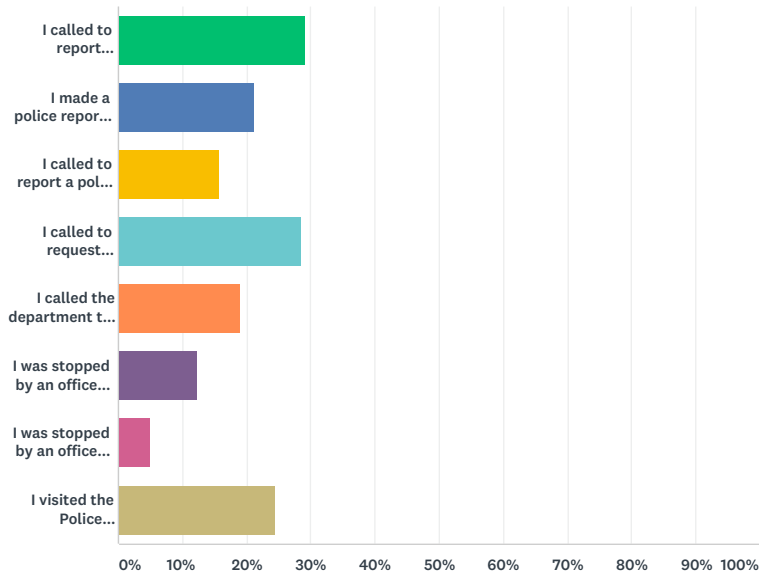
Answered: 454 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	51.10%	232
No	48.90%	222
TOTAL		454

Q28 If yes, please specify. Please check all that apply.

Answered: 179 Skipped: 282



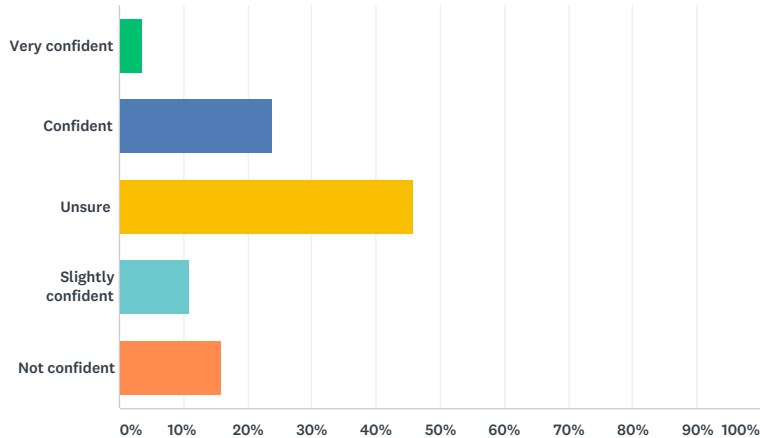
ANSWER CHOICES	RESPONSES	
I called to report suspicious activity	29.05%	52
I made a police report as a crime victim	21.23%	38
I called to report a police or medical emergency	15.64%	28
I called to request non-emergency services (e.g., inspection, increased patrol, parking issue, etc.)	28.49%	51
I called the department to talk about a concern in my neighborhood	18.99%	34

## First Annual Inver Grove Heights Police Department Community Safety Survey

I was stopped by an officer for a traffic violation and issued a warning (verbal or written)	12.29%	22
I was stopped by an officer for a traffic violation and issued a citation	5.03%	9
I visited the Police Department's webpage on the City's website	24.58%	44
Total Respondents: 179		

**Q29 Generally speaking, if you were the victim of a random crime in Inver Grove Heights, how confident are you that the crime would be solved?**

Answered: 443 Skipped: 18

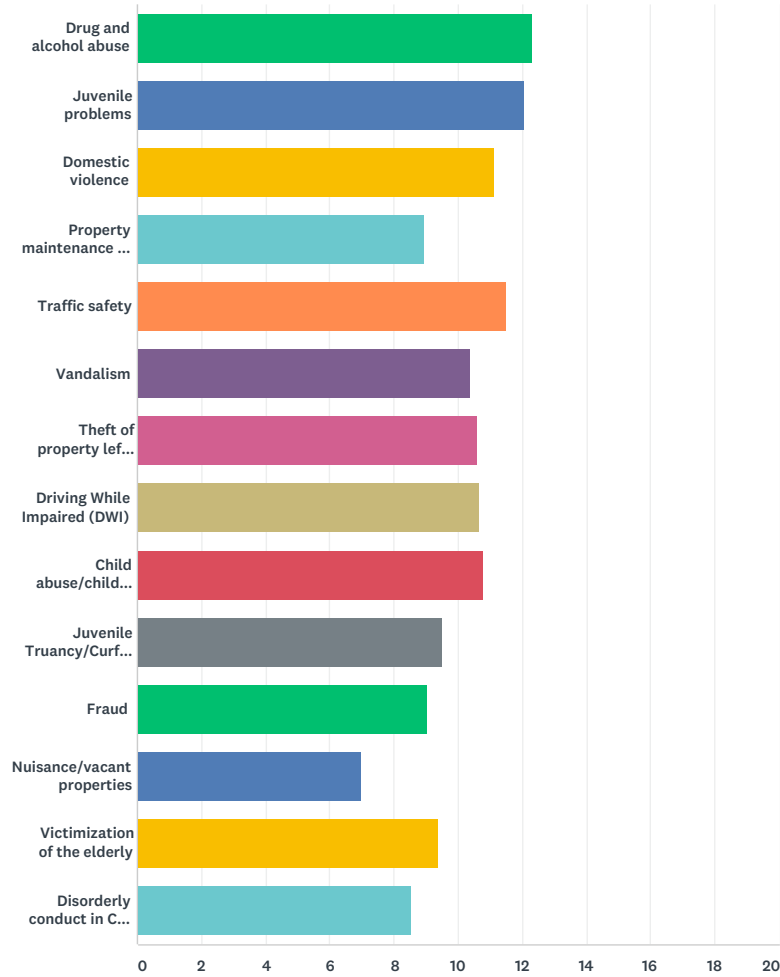


ANSWER CHOICES	RESPONSES
Very confident	3.61% 16
Confident	23.93% 106
Unsure	45.82% 203
Slightly confident	10.84% 48
Not confident	15.80% 70
TOTAL	443

**Q30 The Inver Grove Heights Police Department is engaged in planning for 2018. While all crime and quality-of-life concerns are responded to and taken seriously, we plan to identify three to four areas of emphasis for 2018 and seek resident input. From the list of problems below, please identify 4 or 5 areas we should give extra police emphasis.**

Answered: 431 Skipped: 30

# First Annual Inver Grove Heights Police Department Community Safety Survey



	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Drug and alcohol abuse	46.72% 128	15.69% 43	10.95% 30	12.41% 34	6.20% 17	1.46% 4	0.36% 1	2.19% 6	0.36% 1	1.09% 3	0.36% 1	0.73% 2	0.36% 1	1.09% 3
Juvenile problems	27.31% 68	30.52% 76	14.06% 35	11.65% 29	6.02% 15	3.21% 8	2.01% 5	1.20% 3	0.40% 1	1.61% 4	0.80% 2	0.40% 1	0.00% 0	0.80% 2
Domestic violence	9.20% 15	22.70% 37	27.61% 45	14.72% 24	11.66% 19	3.07% 5	1.84% 3	2.45% 4	1.23% 2	1.23% 2	0.00% 0	0.61% 1	3.07% 5	0.61% 1
Property maintenance and code enforcement problems	7.56% 9	7.56% 9	17.65% 21	21.01% 25	11.76% 14	0.00% 0	4.20% 5	3.36% 4	3.36% 4	4.20% 5	2.52% 3	0.00% 0	7.56% 9	9.24% 11
Traffic safety	23.45% 53	19.91% 45	16.81% 38	12.39% 28	12.83% 29	3.54% 8	2.65% 6	3.10% 7	1.77% 4	0.88% 2	0.88% 2	0.44% 1	1.33% 3	0.00% 0
Vandalism	6.41% 10	10.90% 17	17.95% 28	17.31% 27	18.59% 29	13.46% 21	3.21% 5	3.21% 5	3.21% 5	3.21% 5	1.92% 3	0.00% 0	0.64% 1	0.00% 0
Theft of property left in vehicles	14.69% 26	19.77% 35	15.25% 27	14.69% 26	9.60% 17	3.39% 6	6.78% 12	2.82% 5	1.69% 3	4.52% 8	1.69% 3	1.69% 3	2.26% 4	1.13% 2
Driving While Impaired (DWI)	13.81% 29	16.67% 35	19.52% 41	17.14% 36	9.05% 19	2.86% 6	3.81% 8	6.67% 14	1.90% 4	2.86% 6	0.95% 2	1.90% 4	0.48% 1	2.38% 5
Child abuse/child welfare	16.32% 31	16.32% 31	20.00% 38	14.74% 28	9.47% 18	3.68% 7	3.68% 7	1.05% 2	8.95% 17	0.53% 1	2.63% 5	1.05% 2	0.53% 1	1.05% 2
Juvenile Truancy/Curfew violations	3.20% 4	13.60% 17	14.40% 18	21.60% 27	13.60% 17	5.60% 7	1.60% 2	2.40% 3	2.40% 3	12.00% 15	4.00% 5	3.20% 4	0.80% 1	1.60% 2
Fraud	7.02% 8	10.53% 12	15.79% 18	12.28% 14	13.16% 15	5.26% 6	2.63% 3	6.14% 7	1.75% 2	3.51% 4	14.04% 16	4.39% 5	0.88% 1	2.63% 3
Nuisance/vacant properties	2.33% 2	11.63% 10	6.98% 6	11.63% 10	12.79% 11	0.00% 0	2.33% 2	2.33% 2	4.65% 4	1.16% 1	3.49% 3	22.09% 19	8.14% 7	10.47% 11
Victimization of the elderly	8.89% 12	9.63% 13	13.33% 18	21.48% 29	12.59% 17	1.48% 2	9.63% 13	2.22% 3	1.48% 2	2.22% 3	2.22% 3	3.70% 5	10.37% 14	0.74% 1

# First Annual Inver Grove Heights Police Department Community Safety Survey

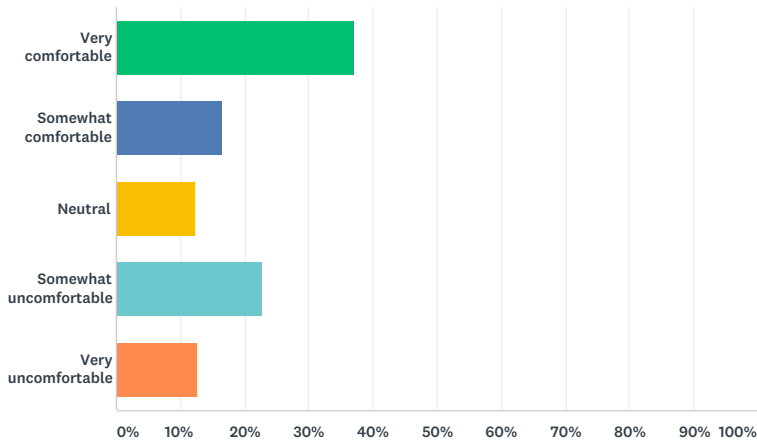
Disorderly conduct in City Parks	4.59%	8.26%	16.51%	15.60%	17.43%	3.67%	2.75%	3.67%	0.92%	0.92%	2.75%	5.50%	3.67%	13.76%
	5	9	18	17	19	4	3	4	1	1	3	6	4	1

**Q31 In your opinion, the first priority for Inver Grove Heights Police should be to place increased emphasis on....**

Answered: 227 Skipped: 234

**Q32 Calling 9-1-1 is the recommended method for requesting police service regardless of the seriousness or nature of the problem. What is your level of comfort in calling 9-1-1 for reporting NON-EMERGENCY incidents to police?**

Answered: 453 Skipped: 8

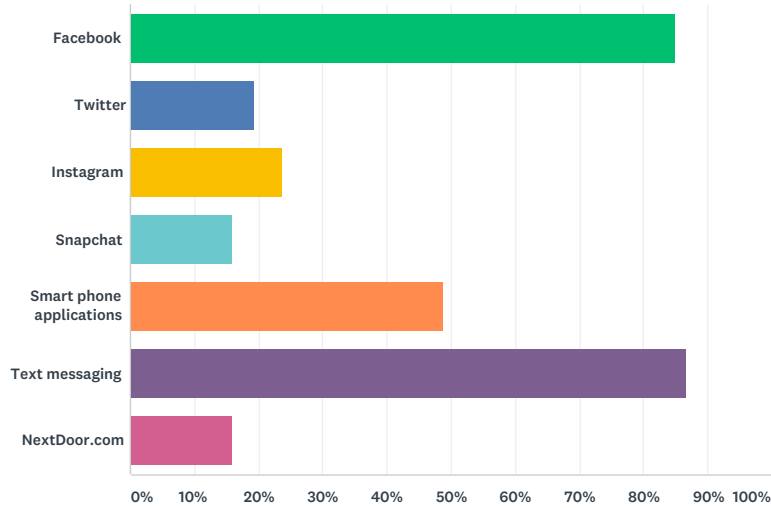


ANSWER CHOICES	RESPONSES
Very comfortable	37.09% 168
Somewhat comfortable	16.56% 75
Neutral	12.36% 56
Somewhat uncomfortable	22.74% 103
Very uncomfortable	12.58% 57
Total Respondents: 453	

**Q33 Please identify the social media/technology options you utilize**

Answered: 441 Skipped: 20

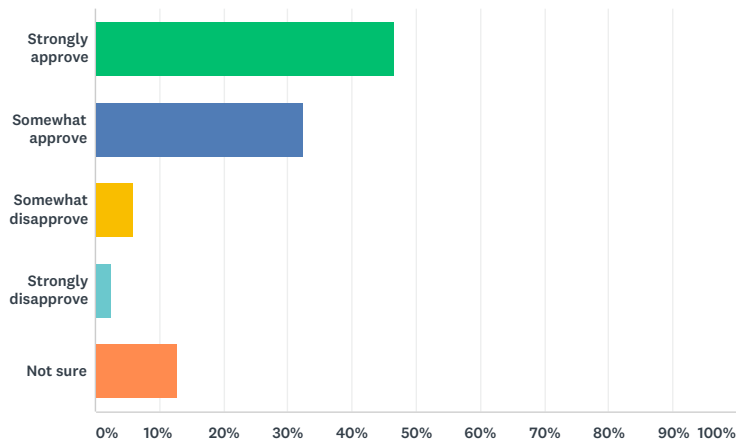
# First Annual Inver Grove Heights Police Department Community Safety Survey



ANSWER CHOICES	RESPONSES	Count
Facebook	85.03%	375
Twitter	19.27%	85
Instagram	23.58%	104
Snapchat	15.87%	70
Smart phone applications	48.75%	215
Text messaging	86.62%	382
NextDoor.com	15.87%	70
Total Respondents: 441		

**Q34** Across the nation, there has been considerable attention and discussion regarding police legitimacy and public trust in policing. Do you approve of the the way the Inver Grove Heights Police Department carries out its role in the community?

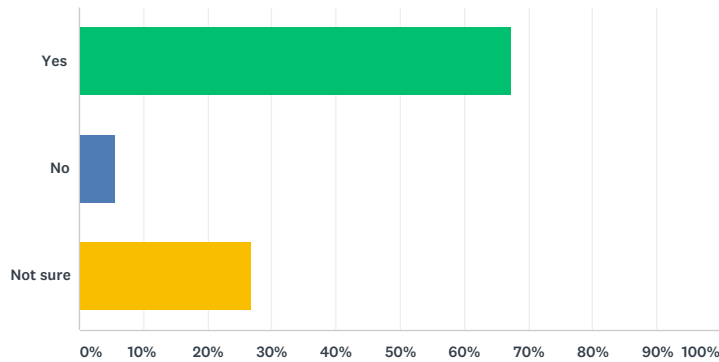
Answered: 451 Skipped: 10



ANSWER CHOICES	RESPONSES	Count
Strongly approve	46.56%	210
Somewhat approve	32.37%	146
Somewhat disapprove	5.76%	26
Strongly disapprove	2.44%	11
Not sure	12.86%	58
TOTAL		451

**Q35 Do you trust that Inver Grove Heights police officers will use good judgment in the use of force, including deadly force?**

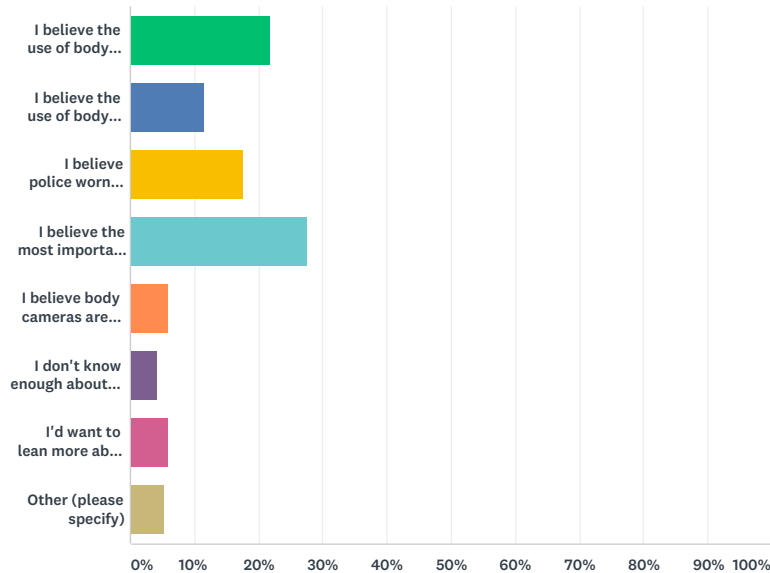
Answered: 454 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	67.40%	306
No	5.73%	26
Not sure	26.87%	122
<b>TOTAL</b>		<b>454</b>

**Q36 The Inver Grove Heights Police Department is in the early stages of exploring the possibility of requiring officers to wear body worn cameras. Please select the one response that BEST matches your perspective.**

Answered: 453 Skipped: 8



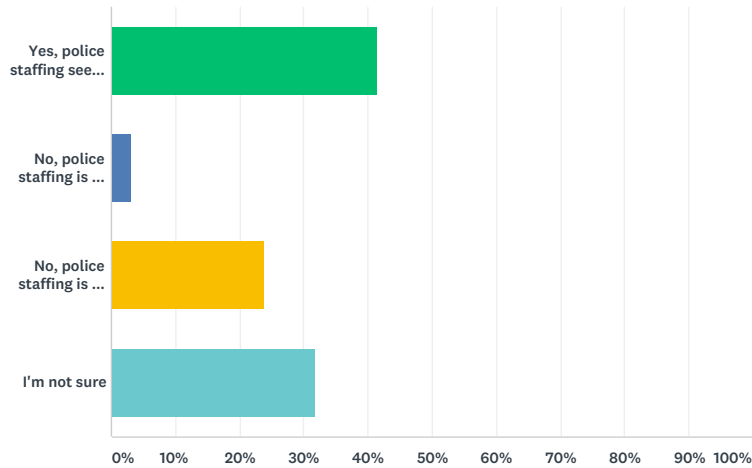
ANSWER CHOICES	RESPONSES	
I believe the use of body cameras would be a good way of protecting our officers from false complaints/claims	21.85%	99
I believe the use of body cameras would be a good way of ensuring the interests of citizens who may have negative contact with our police officers	11.48%	52
I believe police worn body cameras can be an important tool for ensuring officer accountability	17.66%	80
I believe the most important reason for having body cameras is to help our officers document evidence and improve prosecution outcomes.	27.59%	125
I believe body cameras are unnecessary expense for our police department	5.96%	27
I don't know enough about body cameras to have an opinion at this time	4.19%	19

# First Annual Inver Grove Heights Police Department Community Safety Survey

I'd want to lean more about how the body cameras would be used	5.96%	27
Other (please specify)	5.30%	24
<b>TOTAL</b>		<b>453</b>

**Q37 Police services comprises the largest portion of the city's budget with an authorized strength of 39 sworn police officers. Based solely on your sense of the overall safety, do you believe the staffing level is appropriate?**

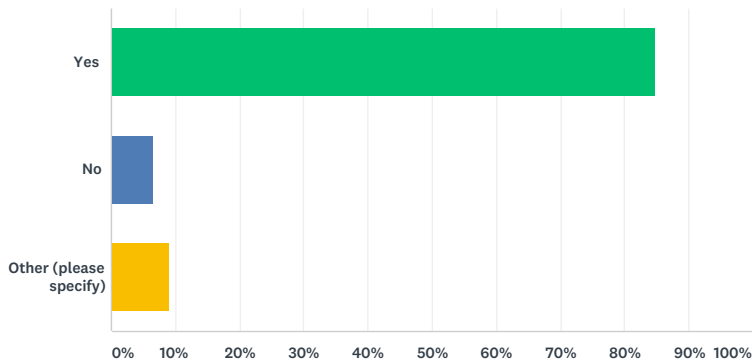
Answered: 454 Skipped: 7



ANSWER CHOICES	RESPONSES
Yes, police staffing seems about right	41.41% 188
No, police staffing is too high (I think the City has more officers than we need)	3.08% 14
No, police staffing is too low (I believe the City would benefit from additional officers)	23.79% 108
I'm not sure	31.72% 144
<b>TOTAL</b>	<b>454</b>

**Q38 Based on my personal experience, the experience of someone I know, or personal perception, I believe Inver Grove Heights police officers will treat people they encounter or deal with fairly.**

Answered: 449 Skipped: 12



ANSWER CHOICES	RESPONSES
Yes	84.63% 380
No	6.46% 29



## First Annual Inver Grove Heights Police Department Community Safety Survey

Other (please specify)	8.91%	40
<b>TOTAL</b>		<b>449</b>

**Q39 If you have other suggestions or feedback to help us better serve those who live, work, and visit the City of Inver Grove Heights, please comment below:**

Answered: 92 Skipped: 369

Q7 If there are any other crime or quality of life issues you are concerned about, please identify them below:

Grove Regularly Stolen Noisy Fireworks Alcohol  
Mail Theft Driving Property Hwy 52 Vehicles  
Noise Ordinance Neighborhood Drug Deals  
Police High School Speeding Church Issue  
House Neighbors Crimes Control Permit Kids Youths Ave  
Signs

Q25 What, if any, changes would most improve the safety of your Inver Grove Heights neighborhood/workplace location?

Control Society Residents Punishment Dangerous Event  
Kids Ave School Better Lighting  
Neighborhood Held Accountable Patrols  
Speeders **Police** Speed Bumps  
Street Lights Low Income Housing Stop Big  
Enforcement Grove Safe Shoot Concord Aware



**CITY OF INVER GROVE HEIGHTS**

ETHICS \* EXCELLENCE \* ENGAGEMENT

## **CUSTOMER SERVICE POLICY**

**3<sup>rd</sup> Draft**

**01/22/18**

***DISCLAIMER: Any department or service within the City that must comply with a Federal or State statute for purposes of compliance, privacy or confidentiality are exempt from the Response Time section of this policy.***

## MISSION

The City of Inver Grove Heights' mission is to provide services and facilities that enhance the quality of life in our vibrant community.

## PURPOSE

The purpose of this policy is to assist our leaders and staff in providing reliable, responsive and exceptional service to its customers. We define our customers as people who live, work and play in the city, as well as everyone the city does business with, including internal staff and/or employees.

## SERVICE STANDARD

The City's service standards are as follows:

- Treat the customer with respect and in a friendly, polite demeanor.
- Provide prompt, accurate and efficient service.
- Maintain the customer's privacy as outlined by Minnesota Government Data Practices.
- Keep the customer informed; including, but not limited to deadline extensions, delays and status reports.
- Determine how the customer would like to stay informed and provide timely feedback.

## RESPONSE TIMES

The City's goal is to answer questions, inquiries and respond to service requests or resolve complaints **within the timeframes specified below:**

- At least 24 hours to return phone calls, emails or website inquiries.
- At least 36 hours to respond to service calls for maintenance/repair or requests for documentation (such as Council meeting minutes).
- At least 48 hours to respond to a formal complaint **on site or physically**

Responses will be addressed during regular business days and hours of operation, Monday – Friday, 8:00 AM – 4:30 PM, or when reasonably applicable. Facilities and/or departments that operate beyond the regular business hours, including weekends, may respond to inquiries and requests during those ~~standard~~ hours of operation (i.e., police department, community center, golf course, etc).

If an inquiry is received on a Friday, customers can expect a response ~~on the next business day~~ **the following Monday**. If an inquiry is received on a Friday, but the next business day is a holiday, customers can expect a response the next business day **following the Holiday**(~~the following Tuesday~~).

If an inquiry is received and a staff member is out for any extended period of time, customers will receive a response from another qualified staff member or be directed to an additional resource for assistance. (Note: If the City experiences any unexpected emergencies, MN State Statute allows up to 10 days for a response).

## **OUT OF SCOPE**

This policy may not regulate all customer service standards for departments required to respond to emergencies, such as police and/or fire. These departments maintain their own set of internal and/or external standards of conduct and complaint resolution following Federal and/or MN State Statute(s).

## **COMPLAINT RESOLUTION PROCESS**

Each department within the City will be required to address its own unique set of inquiries or complaints based on the services they provide and follow these best practice guidelines for complaint resolution:

- It is the responsibility of the City to attempt to resolve concerns by dealing with customer(s) directly involved with the issue where appropriate. **The City will** ~~in addition to attempting to resolve issues or concerns before they become complaints and identify opportunities to improve city service(s).~~
- A customer's service call will be considered **the highest** priority if it concerns a report of a city-owned or operated infrastructure problem (such as potholes, a tree in the right-of-way from storm damage or vandalism at a city park).
- Reports or service calls will be given to the department contact, who will then give the directive when the problem will be resolved. The customer will be contacted and informed when they can expect a resolution or if the issue has been resolved.
- Once the problem is identified and resolved or fixed, the department contact will notify the customer who filed the report or complaint acknowledging that a resolution is in place.
- The City will ~~not allow the burden to fall on the customer to re-report an issue if the City fails to communicate~~ **with the complainant or customer** regarding a ~~the~~ resolution of a problem.

- If the customer's inquiry or complaint is complex in nature and requires further discussion, they will be encouraged to schedule a private appointment with the department contact during regular business hours.

Here is the list of department contacts for the complaint resolution process:

DEPARTMENT	NAME	CONTACT INFORMATION
Administration	Carrie Isaacson Administrative Services Coordinator	Phone: (651) 450-2510 Email: <a href="mailto:cisaacson@invergroveheights.org">cisaacson@invergroveheights.org</a>
Finance	Kristi Smith Finance Director	Phone: (651) 450-2521 Email: <a href="mailto:ksmith@invergroveheights.org">ksmith@invergroveheights.org</a>
Community Development	Tom Link Community Development Director	Phone: (651) 450-2546 Email: <a href="mailto:tlink@invergroveheights.org">tlink@invergroveheights.org</a>
Planning	Allan Hunting City Planner	Phone: (651) 450-2554 Email: <a href="mailto:ahunting@invergroveheights.org">ahunting@invergroveheights.org</a>
Inspections	Frank Martin Chief Building Official	Phone: (651) 450-2549 Email: <a href="mailto:fmartin@invergroveheights.org">fmartin@invergroveheights.org</a>
Rentals & Code Enforcement	Nicole Cook Rental & Code Compliance Coordinator	Phone: (651) 450-2491 Email: <a href="mailto:ncook@invergroveheights.org">ncook@invergroveheights.org</a>
Fire	Judy Thill Fire Chief	Phone: (651) 450-2495 Email: <a href="mailto:jthill@invergroveheights.org">jthill@invergroveheights.org</a>
Police	Josh Otis Lieutenant	Phone: (651) 450-2528 Email: <a href="mailto:jotis@invergroveheights.org">jotis@invergroveheights.org</a>
Engineering	Tom Kaldunski City Engineer	Phone: (651) 450-2572 Email: <a href="mailto:tkaldunski@invergroveheights.org">tkaldunski@invergroveheights.org</a>
Street Maintenance	Barry Underdahl Superintendent	Phone: (651) 450-2556 Email: <a href="mailto:bunderdahl@invergroveheights.org">bunderdahl@invergroveheights.org</a>
Utilities	Dan Helling Superintendent	Phone: (651) 450-2565 Email: <a href="mailto:dhelling@invergroveheights.org">dhelling@invergroveheights.org</a>
Parks	Brian Swoboda Superintendent	Phone: (651) 450-2582 Email: <a href="mailto:bswoboda@invergroveheights.org">bswoboda@invergroveheights.org</a>
Recreation & Community Center	Tracy Petersen Superintendent	Phone: (651) 450-2588 Email: <a href="mailto:tpetersen@invergroveheights.org">tpetersen@invergroveheights.org</a>
Golf Course	Matthew Moynihan Superintendent	Phone: (651) 450-4324 Email: <a href="mailto:mmoynihan@invergroveheights.org">mmoynihan@invergroveheights.org</a>

## **MEDIA INQUIRIES**

Media affiliates may contact the City for inquiries including, but not limited to, programs and/or services the city offers, or information on cases that may be sensitive or privacy-protected in nature. Staff should forward these types of requests to the City Administrator for a response. These types of inquiries will follow Minnesota Government Data Practices. *Please refer to the disclaimer on the front page regarding Federal or State statute compliance.*

## **TRAINING**

Newly-hired and re-hired employees will be required to complete Customer Service training within the first thirty (30) days of employment. Hiring managers will ensure the completion of the training within the required timeframe. A knowledge-based assessment test and/or written documentation of completion of training ~~must~~ **will** be submitted to Human Resources.

All other staff will be required to complete **a** Customer Service training **course** within a twelve (12) month period of their hire (anniversary) date. Employees who perform annual reviews will ensure the completion of the training within the required timeframe. A knowledge-based assessment test and/or written documentation of completion of training must be submitted to Human Resources **for documentation in the personnel file.**

Course content will be dependent on the employee's position level, position classification and position status (full-time, part-time, seasonal or temporary). Employees may choose an in-person training or online course(s), depending on availability, but are not required to complete both.

Course content will be offered by Human Resources during the hiring/on-boarding process. However, if other training is available through other entities, (example: courses conducted by a Federal, State or County training resource), the hiring manager may utilize that alternative option, so long as the content is relevant to Customer Service and proof of completion is submitted to Human Resources.

## **ACCESSIBILITY**

The City will make our services accessible to all customers:

- **City of Inver Grove Heights**  
Website: [www.invergroveheights.org](http://www.invergroveheights.org)  
8150 Barbara Avenue  
Inver Grove Heights, MN 55077



Main: (651) 450-2500 / Fax: (651) 450-2502

Regular business hours: 8:00 a.m. – 4:30 p.m., Monday – Friday; City Offices are closed on Federal holidays.

- **National Relay Service (NRS)**

TDD / Deaf, hearing and/or speech impaired users can call (651) 450-2501.

DRAFT