

**CITY OF FALCON HEIGHTS**

Regular Meeting of the Falcon Heights - Community Engagement Commission  
City Hall  
2077 West Larpenteur Avenue

**AGENDA**

June 18, 2018 at 7:00 P.M.

A. CALL TO ORDER:

B. ROLL CALL:

Reider \_\_\_

May \_\_\_

Kohn \_\_\_

Johnson \_\_\_

Larrabee \_\_\_

Ali \_\_\_

COUNCIL LIAISON

Gustafson \_\_\_

STAFF PRESENT:

Sandvik \_\_\_

Lor \_\_\_

C. DISCUSSION

1. Youth Development Programs

2. Updating of Neighborhood Liaison Packet

3. Ongoing Communication Opportunities

4. General Committee Updates - Training Opportunities (Council Member Gustafson)

5. Task Force Recommendations - Addendum available at meeting (Staff - Sandvik, Lor)

D. INFORMATION/ ANNOUNCEMENTS

E. ADJOURNMENT:



**The City That Soars!**

**ITEM FOR DISCUSSION**

<b>Meeting Date</b>	June 18, 2018
<b>Agenda Item</b>	Discussion CE
<b>Attachment</b>	Youth Development Programs
<b>Submitted By</b>	Amanda Lor Administrative Coordinator

<b>Item</b>	Community Youth Programs
<b>Description</b>	<p>Youth development is a process that help prepares a young person to engage in challenges to achieve his or her full potential through activities and experiences to help youth develop social, ethical, emotional, physical, and cognitive competencies.</p> <p>Minnesota school districts and local organizations help empower youth to gain career development opportunities by creating small community programs. All of the community programs will go towards post-secondary and high school credits and future internships during college.</p> <p>CEC believes that youth empowerment and development is essential; therefore, would like to collaborate with the organizations to help promote it to Falcon Heights youth residents. These opportunities will help them lead to purposeful lives and be transformational leaders who are ethical, reflective and socially responsible.</p>
<b>Budget Impact</b>	Dedication of staff time
<b>Attachment(s)</b>	<ul style="list-style-type: none"> <li>• Youth Development Programs</li> </ul>
<b>Action(s) Requested</b>	Discussion and make recommendation for staff to pursue opportunities regarding youth development programs

### The Saint Paul Public School (SPPS)

- **The Saint Paul District: Automotive Center** – the program offers Automotive Youth Education Systems (AYES) courses to students and prepares them for the Automotive Service Excellence (ASE) test. The program also help students get into technical colleges and community colleges within the Minnesota State College and Universities System, as well as Dunwoody College.
- **Career Pathways Academy** – A program where student can explore different types of careers, take rigorous courses, and have the opportunity to earn high school and college credit.
- **The Academy of Information Technology (AOIT)** – high school students can study computer networking systems and programming in preparation for College and the Information Technology Industry
- **Academy of Finance (AOF)** – offers accounting, international trade, leadership, and the use of technology in preparing for college and the financial services industry classes to high school students.

### The Roseville Area High School

- **Gifted & Talented Enrichment** – a program for gifted and talented students and has partnered with many local organizations such as Future Problem Solving Program that emphasizes creative problem solving, teamwork, and reach and presentations skills. The U of M Children’s Math Program offers math programs for children and Girls Excel in Math (GEM) during the summer.
- **Youth Enrichment Programs** – offers classes for youth to explore, expand personal abilities and improve social skills.
- **Targeted Services** – connect and provide students with extra help to succeed in school and excel in life.
- **Unity Centers** – a place for students and families to get extra help and participate in variety of academic, artistic, cultural, career, and social and emotional growth opportunities
- **Advancement Via Individual Determination (AVID)** – helps students in grades 7-12 to prepare for college and succeed in a global society.

### Minneapolis School District

- **Department of College and Career Readiness (CCR)** – MPS and CCR partners together help educate and empower students with the skills and knowledge to succeed in college and career pathways.
- **Check & Connect** - a program to re-engage students in their education. The program connects with each students and will serve to connect them with their school and aid the students towards graduation.
- **Career & Technical Education** – provides core academics through integrated, applied and experiential learning with a broad exposure to career fields and a balanced high school experience.

- **We Want You Back** – a program to help students who were dropped out from enrollment in MP's middle school and high schools and help them earn a high school diploma.
- **MPS Alternative Learning Communities (ALC)** – provide students with viable education options as they commit to program and graduate while pursuing personalized goals for continuous improvement in a growth mindset.
- **Jobs for America's Graduates (JAG)** – JAG is a program dedicated to prevent student dropouts by helping them in career choice, life and college readiness. MPS students in grade 11 through 12 can be enrolled in the Multi-Year Program and have access to college/career readiness and work-based mentor.
- **Project Lead the Way (PLTW)** – partners with a MPS public schools (Patrick Henry High School, South High School, Southwest High School, Transition Plus, and Washburn High School.) and provide pre-engineering courses for high school students.

#### School District 622 - North St. Paul-Maplewood-Oakdale Schools

- **Youth Enrichment** – opportunities for student K-12 to take classes before school. Programs include STEM, Drama & Art, Sports, and Community Engagement & Service Learning

#### School District 191 - Burnsville, Eagan and Savage

- **Alternative Delivery of Specialized Instructional Services (ADSIS)** – partners with District 833 and assist students who need additional academic or behavioral support to succeed in the general education environment.
- **Ready. Set, Go** – a website tool that provides resources for college and career readiness and accelerated course options in Minnesota for educators, families and students.
- **BRIDGES** - program is designed to support 10th and 11th grade students that meet qualifications for being "at-risk" to not graduate from high school on time.

#### Wayzata Public Schools

- **Young Scientist Roundtable** – Students can participate in an in-depth discussion and questions/answer session with the speaker. Topic examples are Carpal Tunnel Syndrome and Orthopedic surgery and sports-related injuries.

## Local Nonprofit Organization Youth Programs

- **Right Track YJPRO** – connects youth and young adults with advanced internships and training opportunities through strategic partner organizations that build skills for specific careers. Some examples can be Genesys Works, 3M STEM, JobCorps and more.
- **Rotary International** – the youth exchange program offers students to go abroad and become a high school exchange student and learn new languages and discover a new culture. The program accepts ages between 15-19 years old.
- **HIRED** – an organization that provides youth and young adults counseling and support to land a first job or career choices.
- **Keystone Community Services** – provide trainings to help develop habits and skills that young people will need to confidently compete for jobs in the future.
- **U of M 4-H** – The U of M partners with 4-H, a global organization whose mission is to "engaging youth to reach their fullest potential while advancing the field of youth development"
- **Dress for Success Youth Working Forward** – educate youth and young adults about professional clothing during interview and work environment and provide services for mock interviews. California Youth Connection located in Sacramento, CA does a professional clothing drive for youth who cannot afford professional clothes for interviews.
- **College Possible** – an organization that helps college admission and success possible for low-income students with intensive curriculum of coaching and support.
- **WIOA Youth Adult Program** – provides out-of-school youth between the ages of 16 to 24 and in-school youth between the ages 14-21 with year round employment and training services.
- **Minnesota Youth Program** – a program that serves low-income and at risk- youth between the ages 14 to 24 who lack academic and "applied skills" considered critical for current and future workplace needs.
- **Youthbuild Program** – provides special training for youth and young adults between the ages 16 to 24 who are at risk for not completing or have not completed their high school education.
- **YouthCARE (Youth Cultural Appreciation \$ Racial Equality)** – an organization to help the Twin Cities youth develop the education, employment and leadership skills needed to make a successful transition.
- **Local City Hall Workforce Development Services** - who support and provides training, mentoring and educational programs between the ages 16 -24.
- **Local City Hall Youth Council** - advisory policy group that has been designated to focus on the local youth workforce system



**The City That Soars!**

**ITEM FOR DISCUSSION**

<b>Meeting Date</b>	June 18, 2018
<b>Agenda Item</b>	C2
<b>Attachment</b>	Neighborhood Liaison Packet (outdated)
<b>Submitted By</b>	Amanda Lor Administrative Coordinator

<b>Item</b>	Updating of Neighborhood Liaison Packet
<b>Description</b>	<p>From time to time, Falcon Heights’ staff and commissioners update our “Neighborhood Liaison Packet”. This is a document that the city maintains and shares with Neighborhood Liaisons to promote public safety, communication, and share general information.</p> <p>As the Community Engagement Commission has taken on a number of roles previously executed by the Neighborhood Commission, the C.E.C. will address this packet from time to time to ensure information is updated as deemed appropriate.</p>
<b>Budget Impact</b>	Staff time will be dedicated to updating recommendations
<b>Attachment(s)</b>	Neighborhood Liaison Packet (outdated)
<b>Action(s) Requested</b>	Staff requests that the Community Engagement Commission makes recommendations on updates to the Neighborhood Liaison Packet

# Introduction

## *Where did the idea of Neighborhood Liaisons come from?*

The idea of Neighborhood Liaisons is new (2002), but is really the culmination of many years of community-minded efforts by Falcon Heights' citizens.

1. Early 1990's -- The Neighborhood Watch program was initiated by a dedicated citizen volunteer. Falcon Heights was the first city in Minnesota where every block in the city had a Neighborhood Watch volunteer!
2. 1995 -- The city council began a group called Keeping Connected to brainstorm and implement ways to keep citizens and neighbors connected, in addition to fighting crime.
3. 1997 -- Keeping Connected sponsored an Intergenerational Dialogue to develop recommendations for improving the quality of life for all ages of Falcon Heights' residents. Fifty-one residents ranging in age from 11 to 81, suggested (among hundreds of other ideas):
  - Have kids organize welcome parties for other kids.
  - Encourage informal block "lemonade on the front lawn", BBQ, or potlucks.
  - Encourage individual initiatives such as sharing meals, block caretakers, and phone contact to check on the welfare of the young and elderly.
  - Expand opportunities to match volunteer mentors with children and teens.
4. 1999 -- In response to concerns over the Year 2000 Computer Problem, the city sponsored an Emergency Preparedness meeting, where 36 participants (ages 11-82) developed recommendations for neighborhoods to keep them sustained in any type of emergency. Their long list of suggestions for each generation included \*:
  - Develop neighborhood "maps" which include names of residents, equipment owned and special needs.
  - Encourage people to exchange names and numbers of family members at the annual neighborhood meetings.
  - Organize "Citizen Emergency Response Teams" in each neighborhood.
5. 2001-- In response to concerns over the September 11 terrorist attacks, the city council sponsored a homeland security Intergenerational Dialogue, which brainstormed ideas for citizens to feel as prepared as possible for disastrous situations in their own neighborhoods. Among the many \*,
  - Get to know the "normal routine" in your neighborhood so that you can observe and report unusual occurrences.
  - Make a neighborhood phone tree with home, work and emergency phone numbers.
6. At the same time, the city council initiated a Neighborhood Security Task Force to develop materials for use by block leaders.
7. This group has been formalized into a permanent **Neighborhood Commission**, which will oversee the training and recruitment of Neighborhood Liaisons.

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• See the Liaison Library at City Hall for a complete list.

# ***What is the Neighborhood Commission?***

The commission shall serve as the city's liaison with the neighborhoods, and shall make recommendations to the City Council regarding neighborhood emergency preparedness. Emphasis shall be placed on the following activities:

- Recruit and retain neighborhood liaisons
- Update and distribute a neighborhood liaison handbook
- Plan a minimum of two yearly events for neighborhood liaisons, one for information sharing (with each other, the city, police and fire officials), and another for training them on a new topic or method of preparedness
- Communicate changes to the city residents regarding updates to the city's security plans or emergency preparedness programs
- Provide suggestions on how to best communicate with the residents to keep our neighborhoods connected
- Work with blocks to hold neighborhood meetings/parties
- Attend regularly scheduled commission meetings.
- Record resolutions, recommendations and findings.
- Report progress to the city council.
- Attend Neighborhood Liaison training sessions.



# What is a Neighborhood Liaison?

A Neighborhood liaison may coordinate different community-building roles for his or her neighborhood. The roles are easily overlapped and sub-divided and can be carried out by a number of different people including youth. The purpose of naming roles individually is that different interests can be taken into account and neighborhoods can look for someone to cover each area.

- **Information Liaison**

Update block's information (phone lists, resource people and equipment) that your neighbors voluntarily provide. Keep the block map current, with names, addresses and phone numbers of people on the block and get it out to neighbors each year. Distribute information about each household to each resident. Welcome new neighbors and give them the information about the neighborhood.

- **Social Organizer Liaison**

Coordinate activities for your block, such as block parties, potlucks, and National Night Out get-togethers. Coordinate activities like an ice cream social, a block book club or a kid's parade on a holiday.

- **Communications Liaison**

Coordinate communication within and between blocks, ranging from general information to specific emergencies. Get volunteers for a phone tree, or write a chatty newsletter with local school programs or short biographies included. Be the liaison to police, fire, and public works departments.

- **Buddy Check Liaison**

Assist neighbors who have special needs. Coordinate folks to check on elderly, shut-in, or disabled neighbors.

- **First Aid/Medical Liaison**

Provide first aid or other assistance in an emergency. May attend or assist with training on various topics such as: CPR, first aid, child safety, safety tips for babysitters, Citizen Emergency Response Team (CERT).

- **Crime Prevention Liaison**

Pass on information provided by the police department to neighbors when crimes occur. Attend or assist with training on various topics such as: gangs, fraud and con games, gun safety or vandalism prevention.

A Neighborhood liaison has several roles and responsibilities:

- **Welcome new residents**
- **Actively participate in training opportunities sponsored by Neighborhood Commission (i.e. emergency preparedness, crime prevention, first aid)**
- **Promote neighborhood meetings and/or block parties.**
- **Use this Neighborhood Liaison Handbook as a guide. Submit handbook suggestions and improvements to the Neighborhood Commission.**
- **Keep neighborhood data current.**
- **Distribute collected data only with neighbors.**
- **Report suspicious activity.**

Neighborhood Liaison Code of Ethics:

- **Respect your neighbors.**
- **Maintain a positive attitude and image.**
- **Maintain local privacy of collected data.**



## A Short History of Neighborhood-Building in Falcon Heights: 1990-2011

**1993-**The Neighborhood Watch program was initiated by a dedicated citizen volunteer, Judy Sabean. Falcon Heights was the first city in MN where every block in the city had a Neighborhood Watch volunteer! Roseville PD. Good publicity at the time.

**1995-**The City Council began a group, called Keeping Connected, to brainstorm and implement ways to keep citizens and neighbors connected, in addition to fighting crime.

**1997-**Keeping Connected sponsored an Intergenerational Dialogue to develop recommendations for improving the quality of life for all ages of FH residents. Fifty-one residents, ranging in age from 11 to 81 suggested:

- Have kids organize welcome parties for other kids.
- Encourage informal block "lemonade on the front lawn," BBQ, or potlucks.
- Encourage individual initiatives such as sharing meals, block caretakers, and phone contact to check on the welfare of the young and elderly.
- Expand opportunities to match volunteer mentor with children and teens.
- Remainder on pink handout.

**1999** In response to concerns over the Year 2000 Computer Problem, (Y2K Task Force) the city sponsored an Emergency Preparedness meeting, where 36 participants (11-82) developed recommendations for neighborhoods to keep them sustained in any type of emergency. Their long list of suggestions for each generation included:

- Develop neighborhood "maps" which include names of residents, equipment owned and special needs.
- Encourage people to exchange names and numbers of family members at the annual neighborhood meetings.
- Organize "Community Emergency Response Teams" in each neighborhood.

**2001** In response to concerns over the September 11 terrorist attacks, the city council sponsored a Homeland Security Meeting, which brainstormed ideas for citizens to feel as prepared as possible for disastrous situations in their own neighborhoods. Among the many:

- Get to know the "normal routine" in your neighborhood so that you can observe and report unusual occurrences.
- Make a neighborhood phone tree with home, work, and emergency phone numbers.

**2001** Concurrently, the City Council initiated a Neighborhood Security Task Force to address the issues of neighborhood security and emergency preparedness. That morphed into a Neighborhood Security Commission, created to act upon the task force recommendations. The "theme of issues raised by the task force was that the city should expand the role of the block captain(s) outside of the NW program to further strengthen our neighborhoods."

**2002** This group was formalized by the Falcon Heights City Council into a permanent **Neighborhood Commission**, which oversees the training and recruitment of Neighborhood Liaisons, etc.

**2003** Grant proposed and accepted by MN HSEM and FEMA for an initial CERT class (Two full classes graduated in 2003.) Neighborhood Commission oversees both the Neighborhood Liaison and CERT programs. This group began to function as the Falcon Heights Citizen Corps Council, for purposes of NW and CERT grants.

**Emergency Management Classes**

2002 Red Cross, First Aid Fast

**CERT Classes, by graduation date**

2003, August

2003, December

2004, May

2005, July

2007, April

2011, January

2012, April

**Continuing Ed, CERT**

2003 Winter Survival and Power Outage Issues

2003 Adult CPR

2004 MIMS

2004 CERT Team Organization Refresher

2004 CERT Terrorism Refresher

2004 CERT Communications/Radio Training

2005, 6, 7, 8, 9, 10, 11 MN VOAD Conference

2005 AERO, HAMS class (X2)

2006 Pandemic Flu Preparations

2006 Evacuation and Shelter-In-Place

2006 Katrina Presentation-Gretel

2007 MERET Preparedness Training

2007 Winter Readiness

2008 BART Basic Animal Rescue Training

2009 RC/Red Cross Shelter Management

2009 Medical Operations Refresher

2009 CERT Dessert

2009 Pandemic Flu Class

2009 CERT and Public Health

2010 Keeping food Safe during an Emergency

2010 Metro Skywarn

2010 Traffic Control

2011 RC/Psychological First Aid

**Call-Outs, CERT, non-emergency**

2004 Flu Hotline (MOH)

2008 Hugo tornado (City of Hugo)

2008 RNC Security positions (HSEM)

2009 Flood Fight (HSEM)

2009 Flu/Flumist clinics (St. Paul and Ramsey County DPH)

**Emergency Preparedness Volunteer Opportunities**

2003 Victims for Monticello Power Plant

2004 Demonstration CERTs for Governor's

Conference on Emergency Prep at Regions

2004 Victims for Prairie Island Power Plant

2004 State Fair CC, National Weather Service

Booth, Fire Prevention

2006 Treasures of FH City Tour

2006 Ramsey County PEZ Operation

2006 Monticello Exercise

2009 Moulage Training at CERT Final Exercise

2009 Trial-Run Flu-RC Operation Big Shot with

MRC

**FH Exercises**

2004 Full Tabletop

2004 Full Scenario & After Action Meeting

2006 Communications among CERTs

2006 Ramsey County PEZ Operation

2007 Full Scenario

2008 Blizzard Tabletop

2010 Tabletop Exercise

2011 Tabletop Exercise - EPRG

Council, Staff, FD, PD, CERT

### **Metro CERT Group Begins. continues**

2010 December

### **Citizen Corps Conference**

2004, 2006, then "host" 2007, 2008

### **MNVOAD Meetings**

Yearly, 2006 -2015. Dan and I taught CERT Supplemental Leadership Tools at the 2015 session.  
Emergency Management, FEMA CERT Supplemental Unit -Animal Control

### **Future CERT Topics/Concerns**

CERT Identification, Background checks, Incomplete Classes, Communication (radios, etc.),  
How to implement emergency call-outs (Phone tree, etc.) Work with other Metro teams

### **liaison Program-there's more**

2003 Block Party workshop

2003 Personal Safety

2003 Winter Preparation

2003 CPR

2005/6 Block Party Orientation/Information Night, Block Party Blast-Off

2005 Presentation by Jenna Washnieski MPH Study on FH "Emergency Preparedness Needs Survey"

2005/6 Food Drive, using 12 liaison homes as drop sites

2005 Crime Watch meeting-in St. Anthony: ID Theft, Watch Your Car, Premise Surveys

2006 Citizen Corps Conference

2006 Pan Flu Preparations Class

2006 Evacuation and Shelter-in-Place

2006 "Treasures of Falcon Heights" City Tour

2006 Block Party Blast Off

2007 Crime Prevention Seminar and Liaison Recruitment Session-SE Apts

### **CERT/Liaison Get-Togethers**

2004 ID Training and Communication needs for 2004

2006 "Approaching Differences and Welcoming New People"

2007 "Pizza Appreciation and Program Updates"

2008 "Internet Safety Liaison Handbook/Crime"

2010 "Environment Commission"

2011 Neighborhood Resources-Presenter, Ramsey County PH, Wakanheza Project

### **Liaison Training Ideas, directly from 2004 Annual Meeting minutes (18 people):**

- Problem solving in neighborhoods
- Teen panel on what teens would like from adults in neighborhood
- NSYFS program
- Social Service Fair-Poster session?
- File for Life Information
- Babysitting class for teens
- Tabletop disaster
- Water contamination information
- Meal sharing and keeping connected
- Volunteer mentors with children and teens

- Neighborhood newsletters
- Coffee Grounds-all ages coming together
- Cable TV class on how to put a program on TV (Cable access is free for the asking)
- ID fingerprinting at Ice Cream Social by police
- HAM Operator connecting
- New resident event

- Grass clipping and leaves in Gutters-  
Neighbors could get together and clean the drains of leaves in the fall
- Rainwater gardens
- Energy conservation
- Composting
- Caucus training
- Arts Fair (later suggestion)

## Falcon Heights Emergency Preparedness Intergenerational Dialogue

On February 18, 1999, thirty-six people, ranging in age from 11 to 82 and representing five generations, gathered at Falcon Heights City Hall for an *intergenerational dialogue* about emergency preparedness and response. This *intergenerational dialogue* was sponsored by the City of Falcon Heights Year 2000 Task Force and Keeping Connected Committee.

In a *circle of generations*, participants were asked what particular experience or skill members of their age group might be able to provide in the event of a serious storm resulting in loss of electricity, phone service, and emergency vehicle access. Their suggestions included:

### G.I. Generation and Silent Generations (54 and over)

- Ability to keep calm.
- Experience with providing aid to people during wars.
- Experience dealing with many disaster situations in their lifetime.
  - Willingness to reach out to neighbors.
- Own gas-powered chain saws for clearing tree limbs.
  - Knowledge of use of equipment.
  - Problem solving skills.
- Have room in their homes to shelter those in need.
- Military service experience.

### Baby Boom Generation

- Organizational skills
- Ability to coordinate efforts.
  - Information.
- Likely to have supplies.
  - Physical strength to clear trees.
  - Ability to assist elderly neighbors.

### 13th Generation and Millennials (age 34 and younger)

- Have intuition and flexibility.
- Physical strength and stamina.
  - High level of energy.
- Physical mobility so can get to neighbors in need.
  - Are willing to take risks.

The following recommendations resulted from their work in five small intergenerational discussion groups.

Identify at least 2 ways we could communicate disaster preparedness information to members of all generations living or working in our community before any disaster occurs?

- Communicate information through the neighborhood watch block captains.
- Use multiple vehicles for distribution of preparedness information including:
-

- o posters throughout the community
  - o flyers distributed door-to-door
  - o local newspapers
  - o city newsletter
  - o direct mail
  - o local cable TV (ongoing notices and special programs)
  - o newsletters from service organizations, i.e. Lion's
  - o church newsletters
  - o local school newsletters
- Target information for older generations to radio and newspapers.
  - Target information for younger generations to the Internet and e-mail.
  - Use television as a communication vehicle for all generations.
  - Encourage people to participate in activities which enable them to get to know their neighbors.
  - Encourage people to exchange names and phone numbers of family members at the annual neighborhood meetings.
  - Do a neighborhood "survey" to determine who has special needs or resources, i.e. who can provide medical assistance in an emergency.
  - Encourage someone on each block, i.e. the neighborhood watch block captain to offer their home as the neighborhood gathering place in the event of a disaster.
  - Distribute a list of recommended items to keep on hand in case of storms or Y2K problems, i.e. flashlights, candles, radio, batteries.
  - Encourage people to include emergency preparedness ideas in informal discussions with their family members, neighbors, co-workers, friends, and others.
  - Periodically review the provisions of your homeowner's insurance policy and increase it to provide appropriate levels of coverage when needed.

**Identify at least 2 ways that your community could tap into the resources of members of each generation after an emergency or disaster occurs.**

- Promote the concept of checking on the welfare of the neighbor on each side of your home or apartment.
- Encourage people to maintain a large enough supply of candles, flashlights, batteries, etc. to be able to share with a neighbor in need.
- Ask neighborhood watch block captains to help identify problems and resources on their block.
- Develop neighborhood "maps" which include names of residents, equipment owned, and special needs.
- Organize volunteer "Emergency Response Teams" in each neighborhood. The city could arrange for training and stockpile of supplies for each team.
- Provide megaphones for communication.
- Organize intergenerational "work parties" to provide babysitting for small children, companionship for homebound disabled individuals, and canvassing the neighborhood after a disaster.
- Assign some people to temporary neighborhood child care so children will be safe while adults are working on emergency response.
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**FALCON HEIGHTS INTERGENERATIONAL DIALOGUE**  
**MAY 31, 1997**

Fifty-two people, ranging in age from 11 to 81, shared their ideas, insights, experiences, and perspectives at this Intergenerational Dialogue. The following is a summary of the very creative recommendations they developed for improving the quality of life for all ages:

**How we can welcome new people of all ages into the neighborhood**

1. Provide a "welcome package" to every new resident that would include:
  - list of neighbors names, addresses, and phone numbers
  - phone numbers for police, fire, city hall, city officials
  - schedule of city meetings and volunteer opportunities
  - list of local businesses with coupons for discounts or free items
  - list of schools, churches, and locations of parks
2. Suggest that neighborhood children organize a welcome party for other children.
3. Invite new neighbors to a neighborhood Open House.
4. Build on Neighborhood Watch concept and resources with neighborhood block parties at least twice a year. Include sports for kids and invite the city fire department to send a fire truck for children of all ages to explore.
5. Organize a neighborhood "Welcome Watch."
6. Support the Block Nurse Program for home visits to elderly neighbors.
7. Support individualized neighborhood structure (what works in one neighborhood may not work in another)
8. Encourage individual initiatives such as:
  - sharing meals
  - "block caretakers"
  - maintain telephone contact to check on the welfare of the young and elderly
9. City council and staff could invite new residents to City Hall and /or city parks for a get acquainted opportunity
10. Encourage informal block "lemonade on the front lawn," barbeque, or potluck gatherings.
11. Hold an annual block party on the same day throughout the city.
12. Ask children and teens to plan at least one block party each year and include activities for every age
13. Send flowers, food, and welcome cards to newcomers in the neighborhood.
14. Have "welcomes" continue throughout the whole year.
15. Offer very specific kinds of help and identify times when you could help new neighbors.
16. Reinstate Welcome Wagon.

**How we can deal with conflict among neighbors**

17. Create a city-wide "Conflict Resolution Committee" or "Peer Mediation Clusters" with trained volunteers available for facilitating discussion and mediating disagreements between neighbors.
18. Offer education for adults in how to resolve conflict (Many of our children are learning this in elementary and secondary schools but adults do not have this resource.)
19. Organize a "Conflict Resolution Committee" in each neighborhood.
20. Encourage people to socialize with their neighbors to establish trust and communication before any problems arise.
21. Revisit the "Town Hall" process.

22. Encourage the neighbors who are in conflict to come together in a neutral setting, i.e. dinner or block party.
23. Utilize coffee shops for indoor socializing.  
Have a "concern box" for each neighborhood in which written problems could be put and circulated.
25. Request that the city provide a "discussion sheet" for people to use in the conflict resolution process.
26. Let neighbors know that you care about their opinions of your behavior.

### **How we can increase interaction among different generations in our community**

27. Organize community gardens, composting, and recycling sites.
28. Promote talent sharing among families in a neighborhood.
29. Promote volunteer activities in the community, schools, and churches.
30. Organize neighborhood progressive dinners.
31. Hold intergenerational block parties.
32. Maintain a local "volunteer bank" for services.
33. Better utilize our park facilities.
  - For periodic "town hall" events
  - For family picnics
34. Organize scavenger hunt concept for meeting neighbors.
35. Utilize the facilities at 1666 Coffman.
36. Sponsor an intergenerational bowling event
37. Organize cross-generational:
  - book reading
  - video watching and discussion
  - computer and Internet training
  - other skill and interest groups
38. Expand opportunities to match volunteer mentors with children and teens.
39. Continue the concept and planning activities of the Falcon Heights Keeping Connected Committee.
40. Encourage garage sales as a way for people to get to know and work with their neighbors.
41. Conduct an Intergenerational Dialogue every year.
42. Distribute flyers for children about neighborhood and park events.
43. Encourage young people to advertise types of unskilled work they are willing to do gain experience, skill, and earn money. Encourage adults to hire young people and be more flexible in quality standards to enable youth to have time to learn without getting discouraged.
44. Encourage people to ask their neighbors for help and to lend and borrow tools and food items as an excuse to interact.
45. Be active in intergenerational organizations, i.e. scouting and school projects.
46. Recognize and show appreciation to those who are willing to be the informal "block mom."
47. Conduct educational forums about how to communicate with people in other generations.
48. Include all generations during play.

	<b>Program</b>	<b>Agency</b>	<b>Request</b>	<b>Award</b>	<b>% Awarded</b>
07/01/07	CERT Class/Exercise	Homeland Security and Emergency Management	\$ 3,395.00	\$ 3,395.00	100.0%
05/01/08	CERT Refresher Courses	Homeland Security and Emergency Management	\$ 2,472.00	\$ 1,564.66	63.3%
11/01/08	Human Rights Commission Capacity Building	State Dept. of Human Rights	\$ 1,500.00	\$ 1,500.00	100.0%
09/09/09	CERT Class/Exercise	Homeland Security and Emergency Management	\$ 5,990.00	\$ 5,990.00	100.0%
02/10/10	CERT Class/Exercise	Homeland Security and Emergency Management	\$ 1,470.00	\$ 1,470.00	100.0%
08/01/10	CERT Class/Exercise	Homeland Security and Emergency Management	\$ 5,356.00	\$ 4,956.00	92.5%
09/10/10	Human Rights Commission Cultural Event	State Dept. of Human Rights	\$ 795.00	\$ 470.00	59.1%
06/01/11	CERT Class/Exercise	Homeland Security and Emergency Management	\$ 4,935.00	\$ 4,935.00	100.0%
		<b>Total</b>	<b>\$ 25,913.00</b>	<b>\$ 24,280.66</b>	

I will noodle on the neighborhood watch workshops for a bit.

Hopefully I can get something to you soon. My immediate thinking is that people may want to get some

- helpful hints on how to first approach neighbors and talk to them;
- how to approach people with different cultural /ethnic backgrounds;
- how to organize a door-knock to gather information;
- how to look for suspicious activity, and how to report it;
- Search Institute's assets for kids (particularly the piece on external assets that can be developed on a block/ neighborhood level... know kid's names, non-parental adult kids can go to, etc.);
- sustaining a neighborhood watch over time;
- how to deal with disputes/conflicts/bullying on the block/neighborhood level, working with seniors or those with disabilities as "window watchers";
- how to organize neighborhood clean ups and patrols (and why they are important);
- block parents/safe houses;
- what neighborhood watch volunteers should not do (e.g. Not vigilantes);
- resources ([www.ncpc.org](http://www.ncpc.org), etc).

Robert Thompson

## Falcon Heights Neighborhood Commission Goals and Success Measures

### MISSION

The commission shall serve as the city's liaison with the neighborhoods, and shall make recommendations to the City Council regarding neighborhood emergency preparedness. Emphasis shall be placed on the following activities:

- Recruit and retain neighborhood liaisons
- Update and distribute a neighborhood liaison handbook
- Plan a minimum of two yearly events for neighborhood liaisons, one for information sharing (with each other, the city, police and fire officials), and another for training them on a new topic or method of preparedness
- Communicate changes to the city residents regarding updates to the city's security plans or emergency preparedness programs
- Provide suggestions on how to best communicate with the residents to keep our neighborhoods connected
- Work with blocks to hold neighborhood meetings/parties
- Attend regularly scheduled commission meetings.
- Record resolutions, recommendations and findings.
- Report progress to the city council.
- Attend Neighborhood Liaison training sessions.

### LIAISONS:

*GOAL 1: Identify [5-30] liaisons in each quadrant of the City, while maintaining current levels City-wide.* A liaison represents a known contact with which we can exchange information about city issues and neighborhood concerns. These exchanges may lead to positive action resulting in block parties, block watches, increased neighborhood relations, better responsiveness to emergencies. Appropriate number of liaisons in each quadrant will be in relative proportion to population of quadrants.

*GOAL 2: Encourage participation of employers, schools, churches, apartment buildings, and ham radio operators in liaison program.* The Commission should make special efforts to strengthen liaison development based upon analysis of needs and demographic makeup of quadrants. Outreach to target audiences such as schools, apartments, ham operators, etc. will draw on special skills of target groups and strengthen ability to respond to needs of most or all community residents and stakeholders.

*GOAL 3: Provide at least two liaison training events in 2006 for liaisons and other residents.* A training will be a formal event of the Neighborhood Commission focused on increasing awareness of Neighborhood Commission Goals and improving skills. The increased awareness may lead to improved exchanges over the year with liaisons.

*GOAL 4: Maintain or increase attendance at Block Parties and other neighborhood events.* The Neighborhood Commission will promote, provide resources for, monitor, and document Block Parties to assure interest and participation in, and reporting of block parties. The Commission may seek to start Block Parties on blocks where there has been no activity in recent years.

*GOAL 5: Establish regular communications with neighborhood liaisons consistent with the mission and goals of the neighborhood commission.* The Neighborhood Commission will maintain communications with residents and other stake-holders through email lists or listservs, online web log, flyers, City newsletter, and neighborhood events (such as Ice Cream Social)

*GOAL 6: Increase visibility and awareness of Neighborhood Commission and neighborhood liaisons.* The Neighborhood Commission will work with liaisons to promote Liaisons at neighborhood and City events.

*GOAL 7: Seek resources to support liaison program.* The Neighborhood Commission will seek funding and other resources to provide adequate support for liaison training.

## CERTs:

*GOAL 1: Develop and maintain [3 to 20] trained CERTs in each quadrant of the City, while maintaining current levels City-wide.* A CERT represents an individual who has been certified as having completed the Falcon Heights Community Emergency Response Team [CERT] program. Achieving this level of CERTs will improve the City's capacity to respond quickly to catastrophic events. Appropriate number of CERTs in each quadrant will be in relative proportion to population of quadrants.

*GOAL 2: Encourage participation of employers, schools, churches, apartment buildings, and ham radio operators in CERT program.* The Neighborhood Commission should make special efforts to strengthen CERT development based upon analysis of needs and demographic makeup of quadrants. Outreach to target audiences such as schools, apartments, ham operators, etc. will draw on special skills of target groups and strengthen ability to respond to needs of most or all community residents and stakeholders.

*GOAL 3: Provide one CERT Training event in 2006.* The Neighborhood Commission will continue to recruit additional participants for basic 8-week CERT training series for new CERTs in 2006, as needed to help achieve Commission goals 1 and 2 above.

*GOAL 4: Reconnect and retrain CERTs on a regular basis.* CERTs have requested additional training and networking opportunities. These will strengthen CERT teams and improve responsiveness and cohesiveness of teams in case of emergency.

*GOAL 5: Develop tools to assess and improve the effectiveness of CERT teams.* The Neighborhood Commission will work with trainers to solicit input from CERTs on what support and resources they need to improve effectiveness in responding to emergencies, and will engage CERTs in forming teams to develop and utilize success tools. Engaging CERTs in this process will create more cohesive teams, strengthen ability to respond, and improve communication among CERTs. Teams should be organized along models in training (CFLOP).

*GOAL 6: Establish regular communications with CERTs consistent with the mission and goals of the neighborhood commission.* The Neighborhood Commission will maintain communications with residents and other stake-holders through email lists or listservs, online web log, flyers, City newsletter, and neighborhood events (such as Lee Cream Social)

*GOAL 7: Increase visibility and awareness of CERT program and recognize volunteers.* The Neighborhood Commission will work with CERTs to promote CERTs at neighborhood and City events. This promotion will help involve CERTs, build connections between CERTs and community, and help recruit new CERTs.

*GOAL 8: Seek resources to support CERT program.* The Neighborhood Commission will seek funding and other resources to provide adequate support for CERTS.

## COLLABORATIONS:

*GOAL 1: Provide input and comment on City Comprehensive Plan.* The Neighborhood Commission will reach out to the Liaison list, CERTs and others to gather input for, inform, and promote participation in the City Planning Process.

*GOAL 2: Work with other Commissions on an as-needed basis.* The Neighborhood Commission will collaborate with other Commissions as needed to help accomplish its Mission and Goals, or when called upon to help achieve the Mission and Goals of other Falcon Heights Commissions.

**FALCON HEIGHTS INTERGENERATIONAL DIALOGUE**  
**MAY 31, 1997**

Fifty-two people, ranging in age from 11 to 81, shared their ideas, insights, experiences, and perspectives at this Intergenerational Dialogue. The following is a summary of the very creative recommendations they developed for improving the quality of life for all ages:

**How we can welcome new people of all ages into the neighborhood**

1. Provide a "welcome package" to every new resident that would include:
  - list of neighbor's names, addresses, and phone numbers
  - phone numbers for police, fire, city hall, city officials
  - schedule of city meetings and volunteer opportunities
  - list of local businesses with coupons for discounts or free items
  - list of schools, churches, and locations of parks
2. Suggest that neighborhood children organize a welcome party for other children.
3. Invite new neighbors to a neighborhood Open House.
4. Build on Neighborhood Watch concept and resources with neighborhood block parties at least twice a year. Include sports for kids and invite the city fire department to send a fire truck for children of all ages to explore.
5. Organize a neighborhood "Welcome Watch."
6. Support the Block Nurse Program for home visits to elderly neighbors.
7. Support individualized neighborhood structure (what works in one neighborhood may not work in another.)
8. Encourage individual initiatives such as:
  - sharing meals
  - "block caretakers"
  - maintain telephone contact to check on the welfare of the young and elderly
9. City council and staff could invite new residents to City Hall and /or city parks for a get acquainted opportunity
10. Encourage informal block "lemonade on the front lawn," barbeque, or potluck gatherings.
11. Hold an annual block party on the same day throughout the city.
12. Ask children and teens to plan at least one block party each year and include activities for every age
13. Send flowers, food, and welcome cards to newcomers in the neighborhood.
14. Have "welcomes" continue throughout the whole year.
15. Offer very specific kinds of help and identify times when you could help new neighbors.
16. Reinstate Welcome Wagon.

**How we can deal with conflict among neighbors**

17. Create a city-wide "Conflict Resolution Committee" or "Peer Mediation Clusters" with trained volunteers available for facilitating discussion and mediating disagreements between neighbors.
18. Offer education for adults in how to resolve conflict (Many of our children are learning this in elementary and secondary schools but adults do not have this resource.)
19. Organize a "Conflict Resolution Committee" in each neighborhood.
20. Encourage people to socialize with their neighbors to establish trust and communication before any problems arise.
21. Revisit the "Town Hall" process.

22. Encourage the neighbors who are in conflict to come together in a neutral setting, i.e. dinner or block party.
23. Utilize coffee shops for indoor socializing.  
Have a "concern box" for each neighborhood in which written problems could be put and circulated.
25. Request that the city provide a "discussion sheet" for people to use in the conflict resolution process.
26. Let neighbors know that you care about their opinions of your behavior .

### **How we can increase interaction among different generations in our community**

27. Organize community gardens, composting , and recycling sites.
28. Promote talent sharing among families in a neighborhood.
29. Promote volunteer activities in the community, schools, and churches.
30. Organize neighborhood progressive dinners.
31. Hold intergenerational block parties.
32. Maintain a local "volunteer bank" for services.
33. Better utilize our park facilities.
  - For periodic "town hall" events
  - For family picnics
34. Organize scavenger hunt concept for meeting neighbors.
35. Utilize the facilities at 1666 Coffman.
36. Sponsor an intergenerational bowling event
37. Organize cross-generational:
  - book reading
  - video watching and discussion
  - computer and Internet training
  - other skill and interest groups
38. Expand opportunities to match volunteer mentors with children and teens.
39. Continue the concept and planning activities of the Falcon Heights Keeping Connected Committee.
40. Encourage garage sales as a way for people to get to know and work with their neighbors .
41. Conduct an Intergenerational Dialogue every year.
42. Distribute flyers for children about neighborhood and park events .
43. Encourage young people to advertise types of unskilled work they are willing to do gain experience, skill, and earn money. Encourage adults to hire young people and be more flexible in quality standards to enable youth to have time to learn without getting discouraged.
44. Encourage people to ask their neighbors for help and to lend and borrow tools and food items as an excuse to interact.
45. Be active in intergenerational organizations , i.e. scouting and school projects.
46. Recognize and show appreciation to those who are willing to be the informal "block mom."
47. Conduct educational forums about how to communicate with people in other generations.
48. Include all generations during play.





**The City That Soars!**

## ITEM FOR DISCUSSION

<b>Meeting Date</b>	June 18, 2018
<b>Agenda Item</b>	C3
<b>Attachment</b>	HRC Summit Info, Comp Plan Info, Website Info
<b>Submitted By</b>	Amanda Lor Administrative Coordinator

<b>Item</b>	Communication Opportunities for C.E.C.
<b>Description</b>	<p>At the February 2018 Community Engagement Commission meeting, commissioners made clear maintaining open channels for communication is a priority. Further, at the March 2018 meeting, Commissioners formed a letter to the City Council highlighting priorities from the Falcon Heights Task Force on Policing and inclusion.</p> <p>As communication can mean many things, this item for discussion provide three opportunities:</p> <ul style="list-style-type: none"> <li>- Participate in MN Department of Human Rights - 2018 Summit</li> <li>- Opportunities for the C.E.C. to promote participation in the Comp Plan</li> <li>- Information on opportunities to update the city website</li> </ul>
<b>Budget Impact</b>	<p>The 2018 HRC Summit has a cost of \$25 per attendee. The city is willing to send multiple representatives.</p> <p>The CEC can promote Comp Plan participation through normal efforts and staff time.</p> <p>Costs will vary depending on desires expressed the by CEC</p>
<b>Attachment(s)</b>	<p style="text-align: center;">2018 HRC Info Comp Plan Info Website Improvement Info</p>
<b>Action(s) Requested</b>	Staff requests the Commission makes recommendation on the three opportunities provided for next steps regarding communication.

## 2018 Human Rights Commission Summit

The Minnesota Department of Human Rights will host a Human Rights Commission Summit in June 2018. The Summit will feature officials and advocates from around Minnesota who work for equality and justice through human rights education. The event will be held on June 26 in Saint Paul, MN from 9:30 a.m. to 3:30 p.m. The event costs \$25 and includes a lunch.

The June Summit will feature:

- Networking opportunities with other human rights commissions
- Information on local and regional partnership opportunities
- Discussion on current and emerging topics in human rights
- Education / outreach methods and more

Program details and additional information will be available soon.

**To request an ADA accommodation, please contact Communications Specialist Kayla Lavelle at 651.539.1169 or [kayla.lavelle@state.mn.us](mailto:kayla.lavelle@state.mn.us) at least four business days in advance.**

### Details

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#### When

Tuesday, June 26, 2018

9:30 AM - 3:30 PM

Central Time

#### Where

St. Paul, Minnesota

#### Websites

[mn.gov/mdhr](http://mn.gov/mdhr)



# FALCON HEIGHTS

*Minnesota* Families, Fields and Fair

- [Home](#)
- [News](#)
- [City Government](#)
- [Community & Visitor Information](#)
- [Resources for Residents](#)



- [Events Calendar](#)
- [City Departments](#)
- [City Code](#)
- [Public Safety](#)
- [Parks & Recreation](#)
- [Recycling and Trash](#)
- [Task Force and Workgroup](#)
- [Contact Us](#)
- [Site Map](#)
- [Privacy Policy](#)

## City of Falcon Heights 2040 Comprehensive Plan

### City of Falcon Heights Comprehensive Plan -

All cities in the metropolitan area are required by the Metropolitan Planning Act to create a new comprehensive land use plan in 2018. The Falcon Heights 2040 Comprehensive Plan is in development with broad input from the community and will be reviewed by adjacent cities, approved by the Planning Commission, the City Council and the Metropolitan Council, and will be formally adopted in 2019.

For complete background information and news about the process of implementing the plan, [click here](#).

### May 2018

On May 29th the Planning Commission recommended to City Council that the draft 2040 Comprehensive Plan be distributed to the adjacent communities for a 6 month review. While adjacent communities review our draft and submit comments the City of Falcon Heights will continue the iterative process of additional engagement with the community and revise the plan to reflect outcomes.

### April 2018

During the April 23rd meeting of the Planning Commission the Commission requested staff and the city consultant to develop a plan for a mixed use corridor along Larpenteur Avenue from Arona Street to Cleveland Avenue.

The existing land use map can be found [here](#).

The proposed draft land use map can be found [here](#).

- [Current Falcon Heights Comprehensive Plan](#)
- [2040\\_FALCON\\_HEIGHTS\\_COMPREHENSIVE\\_PLAN\\_DRAFT.pdf](#)
- [2040 Proposed Future Land Use.pdf](#)
- [Draft Transportation Plan Falcon Heights.pdf](#)
- [Sanitary and Surface Water Combined.pdf](#)

### Comprehensive Plan Topics

- [What is the Comprehensive Plan?](#)
- [Just give me the plan in a nutshell. The short version, please!](#)
- [What was the process for updating the Comprehensive Plan?](#)
- [What is next?](#)

### Falcon Heights 2040 Comprehensive Plan Update Timeline

#### Planning Commission Public Hearing

Date: Tuesday, May 29th

Time: 7:00 p.m.

Location: City of Falcon Heights Council Chambers

Action: Make recommendation to City Council

#### City Council Review

Date: Wednesday, June 13th

Time: 7:00 p.m.

Location: City of Falcon Heights Council Chambers

Action: Authorize adjacent community review and submission to Met Council

#### Adjacent Community Review and Submission to Met Council

Continue Work on Section of the Plan

June 2018 - December 2018

### In City Departments:

- [City Licensing](#)
- [Public Works](#)
- [Permits and Inspections](#)
- [Zoning, Planning and Community Development](#)
  - [Zoning Look-Up](#)
  - [City of Falcon Heights 2040 Comprehensive Plan](#)
  - [Zoning Regulations for Homes](#)
  - [City of Falcon Heights Mapping](#)
  - [Signs in Residential Zones](#)
- [Forester](#)

[Printer-friendly Version](#)

# Siteimprove Content Suite

**88%** of people abandon a website after a poor digital experience.

## A New Era of Content

As your digital presence grows, maintaining an expanding collection of content seems next to impossible. With the Siteimprove Content Suite, you'll never go another day wondering how to keep content polished, up-to-date, brand compliant, and accessible.



### Know Everything

Gain complete visibility across your content quality, and streamline your creation process with on-page and in-code highlighting of issues.



### Measure What Matters

Track progress as you work toward accessibility compliance and as you reduce errors such as misspellings, broken links, and poor readability.



### Drive Accountability

Make it easy for contributors to deliver brand-consistent content, and place the right issues into the right hands by delegating tasks.



### Act With Digital Certainty

Be certain you provide the experience your visitors deserve by creating an impactful, credible, and predictable digital experience.

## Quality Assurance

### See Your Content More Clearly

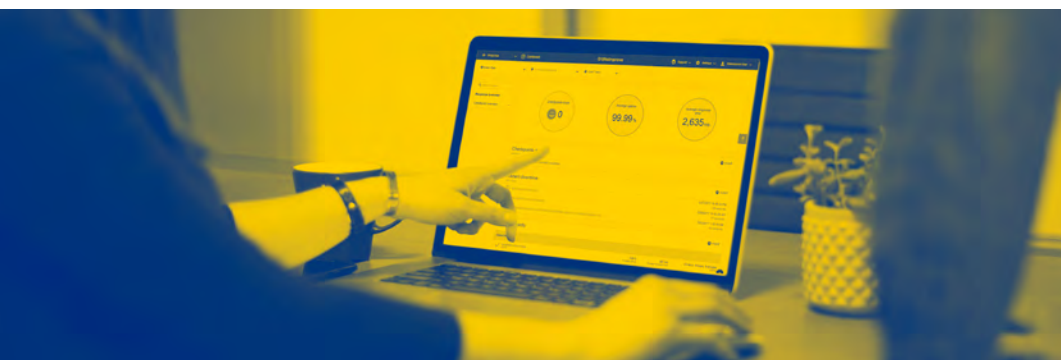
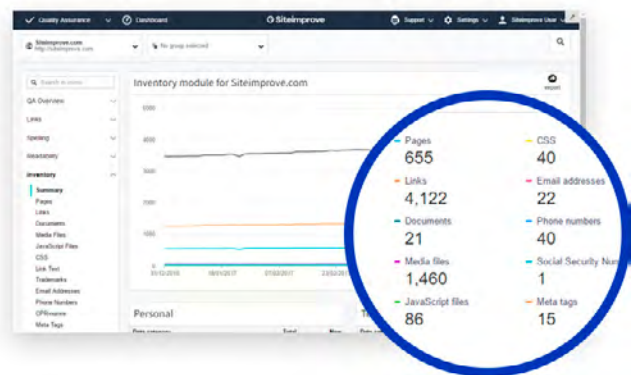
A comprehensive content inventory shows you every page, link, media file, and more.

### Say Goodbye to Dead-Ends & Misspellings

Identify, locate, and prioritize errors the minute you implement Siteimprove.

### Match the Reading Level of Visitors

Rework complex words and long sentences after we test your content against one of seven recognized readability tests.

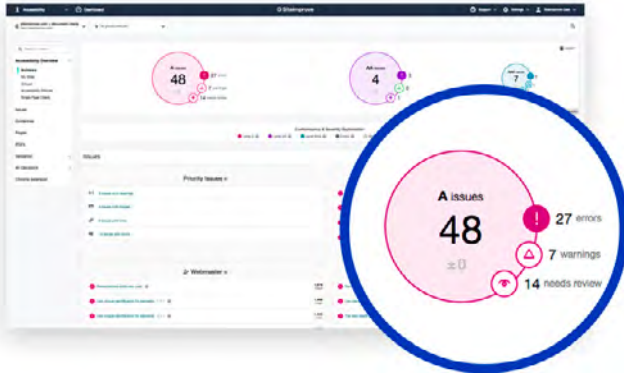


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## Accessibility

### Identify Accessibility Issues

Single page elements that greatly affect accessibility are highlighted directly on web pages and within PDFs.



### Understand & Resolve Accessibility Errors

Clear explanations of issues combined with practical recommendations speed the fixing process and make web accessibility understandable.

### Track Progress Toward Compliance

As you work toward accessibility compliance, observe and celebrate achievements along the way with dynamic progress bars.

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## Policy

### Secure Consistency & Integrity

Siteimprove scans for anything that violates branding, legal, or regulatory policies to help you avoid embarrassing or expensive mistakes.

### Mitigate Risks

Ensure that required content such as Privacy Policies are present, while unwanted content like Social Security numbers are nowhere to be found.

### Employ Best Practices

Find and fix a variety of issues including missing alternative image texts (Accessibility), commonly misspelled industry terms (Quality Assurance), and more.

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## Act With Digital Certainty

Siteimprove transforms the way organizations manage and deliver their digital presence. With the Siteimprove Intelligence Platform, you gain complete visibility and deep insights into what matters, empowering you and your team to outperform the status quo with certainty every day.

[siteimprove.com](https://www.siteimprove.com)

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## Response

### Catch Issues Before Visitors Do

Siteimprove Response monitors URLs 24 hours a day, alerting you when key pages are down or slow.

### Analyze & Prevent Future Downtime

Observe current uptime, response time, plus instances and causes of downtime to discover patterns and stay ahead of future problems.

### Enjoy True Peace of Mind

When one global server detects an issue on your site, at least one more server verifies the glitch before notifying your team.

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## SEO

### Work Smarter, Not Harder to Attract Visitors

Siteimprove's straightforward approach to Search Engine Optimization removes the guesswork of how and where to improve SEO.

### Begin Optimizing Immediately

With on-page highlighting of issues, Siteimprove helps you tackle fixes that have the biggest impact in the shortest amount of time.

### Learn from the Best

Written instructions from SEO experts explain the highlighted issue so you can hone your own skills and polish your website at the same time.

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## Additional Features

- Open API & Data Export
- Enterprise User Management
- Customized Reports & Exports
- CMS Plugin
- Priority (Add-On)

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# CITY OF FALCON HEIGHTS, MN

## Quote for Siteimprove, Inc. (SaaS) Subscription:

- Service: Quality Assurance, Accessibility, Policy, and SEO – Up to 2,500 pages  
Priority – Page views, clicks on links, document downloads  
Response – 3 Checkpoints  
PDF Checker – Up to 2,500 PDFs
- Period: Annual Subscription
- Pricing: \$5,994/year
- Delivery: City of Falcon Heights will receive access to the software within five (5) days of documented start date on signed Agreement.

## Siteimprove Product Description

### Quality Assurance Module

- Automatically crawls public facing content every five (5) days, with reports highlighting broken links and misspelled words. Errors flagged on-page.
- On demand checks (either single page, group, or full site(s)), at no extra cost.
- The ability to segment out sections of the site(s) into “Groups” so each content contributor has access to information applicable to them.
- Customizable dictionary, specific to each site, for industry jargon and acronyms, etc.
- See a history graph of your site(s) over time reflecting improvement.
- Exportable Inventory feature to locate all images, documents, media files, email addresses, phone numbers, and more; these files are identified by date, type and location (internal or external), and more. Also includes sitemap.
- Priority Pages identified based on number of errors and page level to help organize website maintenance workflow process.
- Readability (often known as Plain Language) gives a page by page score based on school grade reading levels.
- Checks for unsafe domains including malware, phishing, and unwanted software.

### Policy Module

- Monitor website(s) content for anything that violates branding, style, legal, or regulatory policies or style preferences.
- Users can create rules to monitor for offensive content, branding and trademark consistency, document and image file size, page structure and more.
- Rules can be applied to all sites or a single site.
- Grouping applies, meaning editors who ‘violate’ a Policy are the ones notified.

### Accessibility Module

- Clearly identify conformance level to work towards WCAG 2.0; levels A, AA, and AAA.
- On-page reporting of errors with suggestions and links to W3C resources.
- Delegates issues based on role; Webmaster, Developer, and Editor.
- View issues by Page, Issue Type or Guideline so you can customize your digital accessibility game plan.
- Free access to Accessibility Certification Courses for yourself and staff.
- Access to HTML and CSS Validation within the tool.
- See a history graph of accessibility issues affecting your site(s) over time. Document your progress for evidence of improvement.

### Search Engine Optimization (SEO) Module

- Checks your websites for duplicate or missing page titles, H1 headings, and meta descriptions. Suggestions provided on how to fix the errors and prioritize them based on errors, warnings, and review items.
- Provides suggestions on how to optimize pages for a specific keyword.
- Indexes your Rel Canonicals, noindex/nofollow, and what pages you have included in your XML Sitemap.

### Response Module

- Monitors the site(s) 24/7 and sends alerts (unlimited) if the site(s) is/are not responding or taking too long to load.
- Receive email or SMS-notifications along with reports that show average yearly site uptime and page response time.
- Three (3) Response checkpoints (URLs) are included. Upgrades available to add checkpoints.

Signed:

\_\_\_\_\_  
Siteimprove, Inc.



*The City That Soars!*

## ITEM FOR DISCUSSION

<b>Meeting Date</b>	June 18, 2018
<b>Agenda Item</b>	C4
<b>Attachment</b>	NA
<b>Submitted By</b>	Staff

<b>Item</b>	General Committee Updates - Training Opportunities
<b>Description</b>	<p>For the past several weeks, Council Member Gustafson has been meeting with the City Administrator - Sack Thongvanh, and Council Member Melanie Leehy to further discuss opportunities regarding (but limited to) training opportunities for elected officials, commissioners, and staff.</p> <p>The committee has hosted these conversations at regular council meetings as well. Council Member Gustafson will be able to share on this progress as many of these topics were included in the letter the C.E.C. sent to council in March.</p>
<b>Budget Impact</b>	NA
<b>Attachment(s)</b>	NA
<b>Action(s) Requested</b>	Staff requests Council Member Gustafson updates the commission regarding training opportunities.





**The City That Soars!**

**ITEM FOR DISCUSSION**

<b>Meeting Date</b>	June 18, 2018
<b>Agenda Item</b>	C5
<b>Attachment</b>	NA (Attachment will be available the day of the meeting online)
<b>Submitted By</b>	Amanda Lor

<b>Item</b>	Task Force Recommendations
<b>Description</b>	<p>Members of the Community Engagement Commission have requested a 'list' of things the city is currently doing in response to the Falcon Heights Task Force on Policing and Inclusion.</p> <p>It has been expressed staff the city does not always communicate its successes clearly, and the C.E.C. would like an update to better understand ongoing accomplishments per the recommendations.</p>
<b>Budget Impact</b>	NA
<b>Attachment(s)</b>	NA (Attachment will be available the day of the meeting online)
<b>Action(s) Requested</b>	Staff will provide an updated list of accomplishments per the Task Force Recommendations for the consideration of the C.E.C.