

# APPROVED MINUTES

## Human Rights Commission

Monday, October 19, 2015

5:30 PM

McLeod Conference Room  
1800 West Old Shakopee Road

### I. PROCEDURAL MATTERS – 5:30 P.M.

- 1.1 Call to Order and Roll Call** Present: W. Batterson (arrive 5:53 p.m.), John Doble, Dennis Kane, Daniela Kunkel, Jessica Kietzman, Jared Leese, Johnathon McClellan, Ibrahim Yusuf
- Absent: Sheila Fishman
- Staff: Lorinda Pearson, Manager and Staff Liaison, Human Services Division  
Heather Lambert, Administrative Assistant, Human Services Division
- Guests: Mat Kvidera, Analyst, Information Systems Division  
Diann Kirby, Director, Community Services Department
- Chair D. Kane called the meeting to order at 5:30 p.m. A quorum was present.
- 1.2 Approval of Minutes - September 21, 2015** M/J. Leese , S/J. Kietzman unanimously carried to approve the minutes of the September 21, 2015 meeting.
- 1.3 Adoption of Agenda** M/J. McClellan , S/I. Yusuf unanimously carried to approve the amended agenda to include “Community Conversations – Police Community Relations” under III. Continuing Business, 3.1 2015 Work Plan, Cultural Competence.
- 1.4 Announcements** D. Kane stated Mix It Up At Lunch Day is scheduled for October 27, 2015. D. Kunkel stated there are some signs posted for this at Jefferson High School (JHS). L. Pearson stated JHS has participated in Mix It Up At Lunch Day in the past with activities that encourage students to interact with people they typically do not sit with or have interactions.
- D. Kane reminded Commissioners the ADA at 25: MN Moving Forward, sponsored by the MN Council on Disability, is taking place October 28, 2015 and stated this would be a good event for Commissioners to attend. D. Kane stated he has heard nothing more about the HRC having a booth at the Resource Vendor Fair, and will ask E. Janssen to follow up with the MN Council on Disability.
- D. Kane announced J. Kietzman is resigning from the HRC. He stated she has done a great job. J. Kietzman explained she is moving out of Bloomington, and therefore, no longer meets the Bloomington resident requirement to be a Commissioner. She looks forward to receiving her MBA next year, and is seeking a job out-of-state. J. Kietzman stated it has been a pleasure working on the HRC and urged Commissioners to keep up the good work. L. Pearson presented J. Kietzman with a gift from the City for her service.

### II. PROGRAM – 5:35 P.M.

- 2.1 Program** **SPEAKER 1: MAT KVIDERA, ANALYST, INFORMATION SYSTEMS**  
**TOPIC: REFRESHER ON USE OF iPad**  
M. Kvidera, Analyst in the Bloomington Information Systems Division, gave a live demonstration on iPad usage. He went through the process for

accessing the electronic HRC packets from the City of Bloomington's website and how to download the packet to Commissioners iPads. He then proceeded to show various ways to navigate the electronic packets, as well as how to make electronic comments. M. Kvidera stated to log in to the agenda management system, the user name is the Commissioner's last name with the first letter being capitalized. If a Commissioner needs their password, they must go through M. Kvidera to obtain it. D. Kunkel asked if pop-ups she receives while viewing her electronic packet could be removed. M. Kvidera stated the pop-ups have to do with a setting on the iPad, and proceeded to make adjustments to the Commissioners iPads who are receiving pop-ups.

**SPEAKER II: DIANN KIRBY, DIRECTOR, COMMUNITY SERVICES  
TOPIC: 2015 NATIONAL CITIZEN SURVEY HIGHLIGHTS**

D. Kirby stated this is the fourth year in a row the City of Bloomington conducted the National Citizen Survey of Bloomington residents. She stated it was a very positive report once again. Bloomington does well in many categories, especially related to the nationwide benchmark communities.

The City selected the National Research Center (NSC) to conduct the survey for the fourth year in a row. The NSC offers the opportunity to benchmark our results against a database of 500 communities nationwide, as well as a set of cities of our choosing.

The Survey response was excellent, with a 35% response rate from residents. Within the City, response rates varied between Council Districts, from 26% in District 4 to 41% in District 3. The typical NSC response rate generally ranges from 20% to 40%. The cost of the survey was \$23,424, with nearly half the cost (\$11,605) being paid for by the State Auditor's Office as part of the City's participation in the state's performance measurement program.

D. Kirby stated the key findings from this year's Survey:

1. Bloomington continues to receive high marks for quality of life.
2. Ratings for the economy and safety remain high.
3. City services continue to score well.
4. Ratings for street repair improved markedly.
5. The sharpest ratings drops were in travel by public transportation and bicycle.

D. Kirby stated the community facets most important to residents are safety and economy. She reported the rating for overall quality of life grew by 3% this year. When it comes to Bloomington as a place to live, more than 9 out of 10 residents rated it as excellent or good. D. Kirby stated on questions about the local economy, our shopping opportunities continue to receive high marks. She suggested this may be because Bloomington is home to the Mall of America. The City of Bloomington's services remain highly rated in this year's survey, with 86% of the respondents rating services provided by the City as excellent or good, placing it in the top 20% of all jurisdictions polled nationwide. D. Kirby stated 87% of respondents feel safe in Bloomington, 95% feel safe in their neighborhoods, and 94% feel safe in Bloomington shopping areas.

D. Kirby stated last year, one of the most concerning findings was the rating for street repair and maintenance. It was speculated that the time of year when the survey was conducted could have affected residents' perceptions, as it was during "pot-hole season" after a very long winter. The most recent survey saw a 15% increase in resident satisfaction for street repair and maintenance. D. Kirby reported travel by public transportation and travel by bicycle are two areas that have had the steepest drops in satisfaction levels

since surveying of Bloomington residents started in 2012.

D. Kirby stated Bloomington’s drinking water satisfaction is the highest it’s ever been, with a 91% approval rating. It ranked #1 against 11 peer cities for the fourth year in a row. The City of Bloomington placed in the top 20% of jurisdictions nationwide for affordable, quality housing and a variety of housing options.

As for community engagement, D. Kirby reported that 64% of residents felt there were plenty of opportunities to volunteer in community matters, down 7% from last year. Ratings for the neighborliness of the community held steady with a rating of 64%. Opportunities to engage in social events and activities dropped 5% in 2015, which has been steadily declining since its high point of 73% in 2012.

D. Kirby stated scores for the City’s parks are at an 89% approval rating, but satisfaction with Bloomington’s recreation programs, centers and special events dropped by 5% each.

D. Kirby described the top five issues in Bloomington residents would like to be addressed over the next five years, as determined by responses to the survey:

1. Maintaining competitive schools.
2. Addressing crime.
3. Addressing aging City infrastructure like buildings, parks and streets.
4. Maintaining City services.
5. Attracting and retaining small businesses.

D. Kirby explained the data collected by this Survey is being used for a variety of purposes:

1. Incorporated results into performance measures report for State Auditor’s office.
2. Utilizing data for strategic budgeting purposes.
3. Digging into the data in more detail.
4. Sharing survey results.
5. Including survey work in 2016 budget.

**III. CONTINUING BUSINESS – 6:15 P .M.**

**3.1 2015 Work Plan**

- Public Relations
  - Update Digital On-line Resources
    - QR Code
    - HRC Business Cards
  - Re-cap Creekside Open House and SafetyFest
  - The Search For Home

W. Batterson referred Commissioners to the screen shot of the updated HRC webpage on the City of Bloomington’s website in the electronic packet, showing how the Minnesota Human Rights Act Protected Classes/Areas of Protection matrix was inserted on the webpage. L. Pearson stated business cards for the Human Rights Commission are being printed, and will be available to pass out while working the HRC booth at community events. The business cards list the Human Services phone number and the HRC email address, sources for individuals to get more specific Human Rights information.

J. Kietzman stated she volunteered at the HRC Booth with D. Kane at the Creekside Community Center Open House and Safety Fest on October 3, 2015 from 10:00 a.m. – 1:00 p.m. She reported many families were in attendance, and the booth gave away ADA bracelets, multicultural crayons and coloring books . J. Leese stated the high community satisfaction rating in the National Citizen Survey is due in part to events such as this, and encouraged continued HRC participation in community events.

L. Pearson stated The Search For Home took place on October 8, 2015 at Normandale Hylands United Methodist Church from 6:00 – 8:30 p.m. This

event was sponsored by the League of Women Voters, with assistance from Cornerstone, VEAP and the Simpson House. An overview of services in the community available for the homeless was given to the approximately 75 people in attendance. L. Pearson stated there is a bottleneck occurring in homeless shelters, people age 18 may make enough to live on their own, but few apartments are currently available. In addition, many people do not make an income high enough to be able to qualify for Affordable Housing. There is a shortage in transitional housing. L. Pearson stated Oasis for Youth plans to develop a Task Force to look into this housing crisis.

- Cultural Competence
  - Tracks In The Snow: the MN Muslim Expearence

D. Kane stated the Tracks in the Snow Experience: the Minnesota Muslim Experience is on display in the Bloomington Civic Plaza Lobby from October 12, 2015 – November 6, 2015. The Exhibit features a broad array of individuals from throughout Minnesota, and he urged Commissioners to view it.

- Community Conversations

D. Kane reported he attended Community Conversations – Healing Police Community Relations on October 18, 2015 at Richfield Middle School. Hennepin County Sheriff Richard Stanek, Bloomington Chief of Police Jeff Potts and Richfield Chief of Police Jay Henthorne overviewed the outreach activities being performed by their Departments, and shared the feedback the Departments are receiving from the community. D. Kane stated Chief Potts was pleased to have HRC presence at this event, and that a member of the Hennepin County Sheriff’s Department shared his business card, as he is willing to present to the HRC on their activities.

- Leadership
  - Omar Bonderud Award
    - Recommendations

W. Batterson stated by consensus, the Omar Bonderud Award Committee recommends Judge Michael Davis and Judge Donovan Frank to receive the 2015 Omar Bonderud Award. She explained the Judges were nominated together for the work they have done in the Bloomington community and in the schools. Together with the HRC, they have organized many community events, including the Dred and Harriet Scott events, Naturalization Ceremonies, the Thurgood Marshall – Mr. Civic Rights event and the program honoring the 25<sup>th</sup> anniversary of the passage of the ADA. M/W. Batterson , S/J. Kietzman unanimously carried to approve the Omar Bonderud Award Committee’s recommendation for Judge Michael Davis and Judge Donovan Frank to receive the 2015 Omar Bonderud Award, with S. Fishman’s vote by absentee ballot.

**3.2 Complaints/Inquiries**

L. Pearson announced the 2015 3<sup>rd</sup> quarter Quarterly Complaint Inquiry Report was included in Commissioner packets. There was one (1) total inquiry: zero in July, one in August, and zero in September.

**IV. FINAL THOUGHTS**

D. Kane stated an educational discussion occurred at the September HRC meeting. Commissioners discussed the difference between Human Rights and Human Services. D. Kane encouraged Commissioners to continue to review the Human Rights Act, Chapter 363A, as Commissioners are ambassadors charged with promoting the Human Rights Act in the community.

**V. ADJOURNMENT**

M/J. Kietzman , S/J. McClellan unanimously carried to adjourn the meeting at 6:52 p.m.