



Safety and Security Reference Guide for Property Managers and Desk Attendants

**DOWNTOWN
MINNEAPOLIS
NEIGHBORHOOD
ASSOCIATION**

Compiled by the Downtown Minneapolis Neighborhood Association Safety and Security Committee

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The Downtown Minneapolis Neighborhood Association (DMNA) is pleased to share the Safety and Security Reference Guide for Property Managers and Desk Attendants, developed as a practical resource for residential buildings throughout the downtown community.

This guide is designed to support frontline staff who play a critical role in maintaining safe, welcoming, and well-managed properties. It provides clear, easy-to-reference information that can be used for daily operations, onboarding, and ongoing staff training.

ASSAULTS

Call or Text 911 immediately if you witness or are informed of an assault in progress. 911 is your access to police, fire department, emergency medical, and behavioral crisis response.

If the assault is reported after the fact, you should also call 911 to make a police report. You can also file a police report on-line at

<https://www.minneapolismn.gov/report-an-issue/online-police-report/>

Be sure to obtain a case number.

PROPERTY THEFT

If the thief is on the premises, call 911 immediately and report that. Do not attempt to confront the thief. Note the date and time to help with a camera check. If the thief is no longer there, direct the victim to file a police report.

BREAKING AND ENTERING

Call 911 if the perpetrators are still on the premises. Note the time of the entry as best you can to aid in the review of camera footage. Take pictures of any damage. File a police report.

VANDALISM

File a police report on-line.

TRESPASSING

To remove people who may be trespassing on your property:

- Your property must have a no trespassing policy
- The property must be posted with no trespassing signs in the appropriate areas
- The trespasser must be warned and told to leave.
- Refusal to leave after a warning constitutes criminal trespass.

If you need to call police to remove a trespasser, describe the behavior that the trespasser is exhibiting. To simply say you want a trespasser removed without detailing the behavior will result in a low priority call. Minneapolis has a trespassing notice form.

<https://www2.minneapolismn.gov/media/content-assets/www2-documents/business/Trespass-Notification--wcmsp-226587.pdf>

Fill this out if you are concerned about repeated behavior. Video evidence will strengthen the case for a formal “no trespass” order.

PERSON IN DISTRESS

Minneapolis has an excellent response team for helping people in distress. The Behavioral Crisis Response Team is an unarmed public safety response unit to help people in a behavioral or mental health crisis.

- For emergencies call 911.
- For non-emergency calls to BCR: 612-348-2345.

If you do not know who to contact when an incident is reported to you, call 311. The 311 operators will know how to direct your call.

To keep yourself informed of the level and type of call to Minneapolis Safety Departments, check out the following website:

<https://www.minneapolismn.gov/government/government-data/datasource/911-current-incidents-dashboard/>

NON-EMERGENCY SITUATIONS WHERE THERE IS A NEED FOR OUTSIDE RESOURCES

Minneapolis Downtown Improvement District Safety Information Center:
612-332-1111

The Minneapolis DID's Safety Communications Center is located within the Minneapolis Police Department's 1st Precinct. Among many resources they can dispatch, they communicate with outreach services for people in need, BCR, and monitor public area cameras.

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The Downtown Minneapolis Neighborhood Association (DMNA) exists to promote the common good and general welfare of the residents, businesses, and employees of Downtown Minneapolis