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| **7. Implementing Statewide 311 System - long term** |
| **SITUATION:** Farmers, food entrepreneurs, food system advocates, and regulators in Minnesota have difficulty navigating complex food safety requirements and in state and local rules and regulations. Moreover, there is a disconnect in understanding around food safety practices and business innovations among these groups at the regional level.  |
| **Summary:** Using results of systematic study, set in place a statewide version of the Minneapolis 311 System |
| **Ask:** Stakeholders involved in the feasibility study in #4 determine if and how to implement a statewide version of the Minneapolis 311 system based on the results of that systematic study. MDA/MDH/Delegated Agencies participate in that determination. Major Legislative and other funding is secured for the implementation.  |
| **INPUTS** | **OUTPUTS** (Activities) | **OUTCOMES** |
|  | Knowledge | Actions | Conditions |
| Research on City of Mpls system - to be completed earlier (listed under medium-term activities) to roll into this longer-term projectDocumentation from City of Mpls of their implementation of the systemFunding – MN Legislature/GovernorIT systems expertiseExperienced City of Mpls staffOther state modelsFood entrepreneurs’ experienceOrganizations’ experienceMDA/MDH involvement / leadershipSupport from Commissioners of MDA and MDH Design & communications capacity Leadership & Management expertiseMedia support and attention | Pilot project? Establishment of systems and leadership for both process management and food safety/regulatory expertiseAlign purpose with government goals and efficiency (for marketing to legislature)Connect goals of 311 system with goals of Minnesota Food CharterEstablishment of IT system for tracking casesTime tracking & accountability systemScripting & training for entry-point personnelContinual updating of system/scripting & trainingEstablish feedback loops: legislative updates, food entrepreneur input, training of inspectorsCommunication & Education campaign directed at public Identify supporters and gain their commitment to action/helping | Improved public perception of value of MDA and MDH inspectorsIncreased food entrepreneur knowledge - including on issues of food safetyReduced confusion around requirements on the part of food entrepreneurs | Reduced inaccuracies & repeat callsFood inspectors field fewer points of confusion. | Better experience for food entrepreneursMore efficient workflow for food inspectorsNo one gets lost in the system/timeliness of approvalsImproved food safety by having more entrepreneurs entering the regulatory system User experience improved |
| **ASSUMPTIONS:** The implementation of a statewide version of the Minneapolis 311 system will create greater efficiency for regulators and better results for food entrepreneurs.  | **EXTERNAL FACTORS:** The success of this project will depend on willingness of agency staff and legislators to support the system.  |