



CITY OF IOWA CITY

Diversity Implementation Form (DIF) 2013-2014

In June 2012, the City Council (hereinafter “Council”) established the Ad Hoc Diversity Committee (hereinafter “Committee”) to study City law enforcement and transportation services as they relate to minority populations and to review the policies and procedures of the Citizens Police Review Board. From September 2012 to March 2013, the Committee reviewed and investigated the departments and the CPRB. The Committee then developed a set of recommendations. The recommendations, which follow, are separated out between the Police Department, Transportation Services, and the CPRB. To view the entire Diversity Implementation Form including all recommendations made by the Committee as well as staff response to the recommendations visit www.icgov.org/?id=2281. This form only shows those recommendations that required additional staff action.

Police

1. Changes should be made in the Department to create a more positive culture that focuses on a “Protect and Serve” approach.
2. Increase understanding between police officers and the minority community.

Citizens Police Review Board

1. Increase public awareness of the Citizens Police Review Board and how the complaint process works.
 2. Change the process and procedure for the Citizens Police Review Board to address the issue of public distrust.
 3. Respond to the pending recommendations to Council from the Citizens Police Review Board.
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Transportation Services

1. Look into providing additional transit options.
2. Look into additional options for educating the community on behavioral expectations and procedures while riding the bus.
3. Increase community outreach efforts.
4. Improve the overall environment of the downtown interchange and high volume bus stops/shelters.
5. Improve communication between other transit providers in the Iowa City/Coralville vicinity.



Department: Police

Summary: The Committee identified assorted policies, practices and procedures and generated recommendations to address diversity related matters.

Recommendation A:
Create a more positive culture that focuses on a “Protect and Serve” approach.

Sub Recommendation	Staff Recommendation	Status
A1. Replace the police recruitment video.	Continue work to develop a new video.	Fall 2013- New recruitment video has been completed and is in use. <u>RECOMMENDATION COMPLETED.</u>
A2. Encourage more relationship-building activities with police officers and members of the public.	Continue efforts to develop connections between the Department and the community. The Department will implement the Badges for Baseball program and a Graffiti Cleanup Program in partnership with Juvenile Court Services and Mayor’s Youth Empowerment Program ¹ .	Youth Leadership Program Summer 2013- The Youth Leadership Program (YLP) ² of Johnson County implemented the <i>Badges for Baseball Program</i> in the summer of 2013. The <i>Badges for Baseball</i> program is a collaboration between YLP, Children of Promise ³ and the Department. The program focuses on teaching youth healthy living skills and conflict resolution through sports. YLP expanded the program to also include components of the <i>Alternative to Violence</i> project. Thirty-six area youth were served by the program. The Department joined YLP every Wednesday for an active portion of the summer camp. The camp had six themes, healthy living, team work, science, community, nature, and fun. The

¹ Hereinafter “MYEP”.

² YLP serves Johnson and Linn Counties and is a positive youth development initiative that serves at-risk middle and high school youth. The program operates in both Linn and Johnson counties during the summer months, but primarily in Linn County during the school year.

³ The Department, in August 2013, entered into an agreement with Community Corrections Improvement Association’s Children of Promise Mentoring program in Johnson County. The Children of Promise program agreed to provide volunteer opportunities for the Department. The Department agreed to volunteer at the Children of Promise YLP summer enrichment program through June 2014. Children of Promise is operated by the Community Corrections Improvement Association whose mission is to support community based corrections with community involvement, acceptance and financial resources to

Sub Recommendation	Staff Recommendation	Status
	<p>The Department will work toward incorporating Street Officer participation in crime prevention activities specifically in the attendance of meetings with Immigrant Voices and the Neighborhood Centers.</p>	<p>YLP staff and kids had positive things to say about the police officers who participated in the camp. The Department hopes to continue this collaboration in the future.</p> <p>Youth who participated in Badges for Baseball, were nominated into the program by ICCSD personnel and can participate from 9th grade thru to high school graduation. They are nominated based on their leadership potential combined with emerging needs or concerns such as challenging behaviors at school or struggling with home issues. All youth who are in junior high and a part of the Children of Promise One on One Mentoring program also are invited to participate in the program. Thirty-six youth participated in the Badges for Baseball.</p> <p>Summer 2014- The Department is participating in Badges for Baseball. Forty-eight area youth are participating.</p> <p>Juneteenth Celebration June 2013- Administrative staff, patrol and investigators both on and off duty attended the <i>Juneteenth Celebration</i> at Mercer Park. Juneteenth is an annual event that celebrates the end of slavery in the United States.</p> <p>National Night Out August 2013- Three neighborhoods in Iowa City participated in the 30th Annual National Night Out (NNO) crime and drug prevention event. The events were held at Wetherby Park, Lindeman Estates, and at Sandusky & Cherry Streets. Activities included block parties, cookouts, visits from the police, contests, and youth activities. In an effort to expand this opportunity and to increase diverse participation, the Department reached out to the Center for Worker Justice asking for their participation.</p> <p>Officers participated in the parties to meet neighbors and handout safety information. Officers also handed out special gifts to children, provided by Target and Crimestoppers. National Night Out is designed to: (1) heighten crime and drug prevention awareness; (2) generate support for, and participation in, local anticrime efforts; (3) strengthen neighborhood spirit and police community partnerships; and (4) send a message to criminals letting them know neighborhoods are organized and fighting back.</p>

establish and embrace pro-active programs that break the cycle of crime.

Sub Recommendation	Staff Recommendation	Status
	<p>Additional outreach activities will be conducted at Forest View and Cole Trailer Courts.</p> <p>Encourage members of minority communities to participate in the Ride Along Program.</p>	<p>Party in the Park Summer 2013- The Neighborhood Response Officer participated in the Parks & Recreation <i>Party in the Park</i> program, attending seven events.</p> <p>Latino Festival August 2013- Officers attended the <i>Iowa City Latino Festival</i>.</p> <p>Grant Wood Neighborhood Meeting Fall 2013- In response to concerns in the area, Neighborhood Response Officers and representatives from Housing and Inspection Services and Neighborhood Services met with the Grantwood Neighborhood Association to seek resolutions to challenges within their area.</p> <p>Shop with a Cop December 2013-Officers accompanied local youth on shopping trips. Participants were able to spend one-on-one time with officers and also buy items either for themselves or their family. After the shopping trip Officers rode a school bus back to the Police Substation where youth were able to color and watch holiday movies. Santa made an appearance as well.</p> <p>Other Activities December 2013- Administrative staff⁴, investigators and patrol officers attended the <i>Homeless Children's Trust Party</i> at The SPOT.</p> <p>January/February 2014-Community Officer J. Bailey⁵ developed curriculum for the Youth Police Academy (YPA) and is researching a Cadet program.</p> <p>Spring 2014- The curriculum for the YPA was presented to the Restorative Justice group to determine where it fits in the summer youth schedule.</p> <p>March 2014- The Department collaborated with Southeast Junior High School to participate in a weekly 3-on-3 Basketball League with students. The program ran from Mid-March thru the end of April 2014.</p> <p>March 2014 – Sergeant J. Bailey met with staff of the 6th Judicial District to</p>

⁴ Administrative staff would include the Chief, Captains and Sergeants.

⁵ Community Officer J. Bailey was promoted in the spring of 2014 to Sergeant, hereinafter "Sergeant J. Bailey".

Sub Recommendation	Staff Recommendation	Status
		<p>discuss <i>Badges for Baseball</i>.</p> <p>May 2014 – Crime Prevention Officer Mebus attended a Congolese Refugee planning meeting. Crime Prevention Officer Mebus will continue to be a part of future meetings.</p> <p>June 2014 – Officers’ attended <i>Send a Kid to Camp Fundraiser</i> at New Creations International Church.</p> <p>March 2014 – The YPA will start in August. YPA will target youth between the ages of thirteen-seventeen. Crime Prevention Officer Mebus is in charge of YPA.</p> <p>June 2014- Administrative staff, patrol and investigators attended the Juneteenth Celebration at Mercer Park.</p> <p>Winter 2014- The Department has made 118 visits to schools.</p> <p>ONGOING.</p>
<p>A3. Research the viability of restructuring the Department to adopt a community policing model.</p>	<p>Continue to search for opportunities to expand community policing efforts.</p> <p>A history of participation in community policing and community relationship building will be a strong factor for consideration in employment and promotions within the Department.</p>	<p>Pedestrian Mall Time for Fine Payments</p> <p>Fall 2013- The Department developed a program offering regular community service hours in response to a variety of unpaid fines for violations in the Pedestrian Mall.</p> <p>Foot Patrol Outreach</p> <p>Fall 2013 -The Department has conducted at least 183 foot patrols since June, specifically concentrating efforts in the residential areas with higher concentrations of minority populations (This number does not include the foot patrols in the downtown or near-downtown areas). The Neighborhood Response Officer is working as a point of central contact to help identify and resolve neighborhood issues and make referrals to other City Departments when appropriate.</p> <p>A “neighborhood issues” letter was distributed to residents of the Shady Glen area (the majority of the distribution was completed in-person) providing contact information for the Neighborhood Response Officer.</p> <p>Spring 2014 – The Department has conducted at least 229 foot patrols.</p> <p>Winter 2014 – The Department has conducted 915 foot patrols.</p> <p>ONGOING.</p>

Recommendation B:
Develop understanding between officers and the minority community.

Sub Recommendation	Staff Recommendation	Status
B1. All officers receive information /education so they are less likely to make assumptions regarding minority populations.	<p>Continue to provide diversity related training opportunities.</p> <p>The Department has and will continue to ensure that diversity training is given a high priority.</p> <p>The Department has committed to participating in the <i>2013 Reducing Racial and Ethnic Disparities in Juvenile Justice Certificate</i> program at the Center for Juvenile Justice Reform at Georgetown University (September 23-27, 2013).</p> <p>The Johnson County team includes a representative from the Juvenile Court System, a District Court Judge, and the Coordinator for the Johnson County Disproportionate Minority Contact Committee.</p> <p>Additionally, the Department is working with Dave Kuker, with the Iowa Department of Human Rights, Division of Criminal and Juvenile Justice Planning in an effort to identify alternatives to arrests, specifically related to low-level, public order allegations.</p>	<p>Training Bulletin Summer 2013- A training bulletin was disseminated to all officers providing information on the Committee recommendations, response and implementations of the recommendations. Additionally, the bulletin sought input from officers to identify means or programs they believe would improve the level of communication and build relationships with diverse communities.</p> <p>Police Legal Science Training (PLS) June 2013- Subject matter: Persons with disabilities who use service animals.</p> <p>July 2013- Subject matter: Americans with Disabilities Act.</p> <p>October 2013- Subject matter: Arrest and detention of foreign nationals with a focus on provisions of the Vienna Convention.</p> <p>January 2014 – Subject matter: Civil Rights Training.</p> <p>March 2014-Subject matter: Bias-Based Policing/Racial Profiling.</p> <p>Education/Training/Research Fall 2013 - Investigator K. Bailey participated in the Georgetown University <i>Juvenile Justice Certificate Program “Reducing Racial and Ethnic Disparities in Juvenile Justice”</i> and continues to work with other participants of the program to implement the Capstone Project. The Capstone Project is a collaboration between the Department, the ICCSD, and Juvenile Court Services to address the disproportionate referrals to juvenile court from the ICCSD for disorderly conduct.</p> <p>July 2013- Administrative staff participated in “<i>Creating Self-Aware & Welcoming Communities</i>”, sponsored by Diversity Focus.</p> <p>July 2013- The Department implemented the <i>Police Chaplin</i> program, which includes five Chaplin’s from different denominations across the city.</p> <p>October 2013- Administrative staff, investigators and patrol officers attended the <i>Conference on Racial Justice & Disproportionate Minority</i></p>

		<p><i>Incarceration held in Iowa City.</i></p> <p>Alternatives to Arrest The Department has been working with Dave Kuker, who is with the Iowa Department of Human Rights, Division of Criminal and Juvenile Justice Planning. Mr. Kuker has been provided with random samples of juvenile arrest reports for evaluation in an effort to identify areas where police services could improve. Additionally, Mr. Kuker is researching and seeking information on successful programs that have been instituted across the country that have identified alternatives to arrests.</p> <p>Summer 2014- Department Sergeants and Investigators participated in the <i>Resolving Racial Disparities in Johnson County's Youth Serving Systems Community Forum</i>.</p> <p>Winter 2015 – All Officers including Sergeants, Lieutenants, Captains and Chief will receive Cultural Competency Training conducted by Diversity Focus. <u>ONGOING.</u></p>
B2. Officers need to handle situations consistently for all community members. This expectation needs to be clearly communicated and officer behavior needs to be monitored.	Continue to pursue the highest degree of expectations from officers.	<p>Supervisors conduct in-car camera and body camera recording reviews of officer interactions in complaints alleging “use of force”. Supervisors also randomly review recordings to evaluate and address any officer behavioral concerns. <u>ONGOING.</u></p>

Recommendation C:
Opportunities to educate the public on rights and responsibilities.

Sub Recommendation	Staff Recommendation	Status
<p>C1. Additional education and information needs to be provided to members of the minority communities for them to gain an understanding of their rights and responsibilities.</p>	<p>Continue efforts to develop relationships with various minority communities in Iowa City.</p> <p>Recommended publishing efforts already occurring.</p> <p>The Department will actively recruit minority members of the community to participate in the Citizens Police Academy.</p> <p>The Department will expand outreach efforts by educating the public on the availability of speakers and presenters for public meetings and educational activities.</p>	<p>Summer/Fall 2013- Sergeant J. Bailey worked on the following improvements:</p> <ol style="list-style-type: none"> 1. Updating the existing Department website to highlight new and existing programs, including the new specialty position within the Department (i.e.... Neighborhood Response). The new position along with contact information was highlighted on the website and a press release was issued; 2. Highlighting the programming offered by the Department using its Facebook page and website; 3. Producing a summary handout, detailing all the Department's programming for public distribution; 4. Collaborating with the Communication's Office to create a Public Service Announcement to air on the City Channel; 5. Including an article in the Neighborhood Services Newsletters that provided information about two new grant positions in the Department. <p>September 2013- An introduction of Officer Derek Frank, assigned as Neighborhood Response Officer and Officer David Schwindt, the Downtown Liaison Officer was posted on the website and on Facebook. Both officers were also included in the Neighborhood Association Newsletters for the month.</p> <p>September 2013- Sergeant J. Bailey and Investigator K. Bailey led a panel discussion on <i>Youth Crime in the US</i>. Approximately 35 students from UAY and Kirkwood Community College participated. The event was held in the Council Chambers at City Hall. Panel topics discussed included child abuse, child sex abuse, racial disparity, violent crimes, gun crimes, the court system, prevention models, and the restorative justice model.</p>

		<p>Spring 2014- The Department will use existing electronic endeavors. The cost/benefit analysis was high due to constant updating, printing & distribution</p> <p>March 2014- Sergeant J. Bailey presented <i>Know your Rights</i> at The Spot. Approximately 40 members of the community attended. A representative from the University of Iowa Student Legal Services also presented from the defense perspective.</p> <p>ONGOING.</p>
C2. Strengthen community partnerships with community and neighborhood organizations to provide educational opportunities, and disseminate information.	<p>Continue efforts and determine ways to enhance communication efforts. The Department will work toward incorporating street officer's participation in crime prevention activities and community outreach programs.</p>	<p>Department administration met with a representative from UAY. The discussion included the Department and UAY working together toward community based collaborative projects. Specifically considering an YPA and possibly expanding youth diversion programs to include minor juvenile offenses.</p> <p><u>See Recommendation Status A2 For Further Information.</u></p> <p>Summer 2013- The Department hosted two student interns from the University of Iowa Center for Diversity & Enrichment.</p> <p>March 2014-The Department met with Hispanic and Sudanese representatives from the Center for Worker Justice to address questions/concerns re: police interaction and to discuss ways to collaborate on future programs and outreach. A Department contact and brochure will be produced on what to do when you come in contact with the police.</p> <p>March 2014- Administrative staff met with Pheasant Ridge Apartments management to discuss options for neighborhood stabilization in wake of recent shootings in that area.</p> <p>ONGOING.</p>
C3. Develop partnerships with the schools and community youth groups to implement a Police Cadet program, which introduces youth to the field of law enforcement.	<p>Continue efforts with community agencies to develop a Police Cadet program.</p> <p>Develop a grant program modeled after the PIN grants to provide learning opportunities for younger residents.</p>	<p>Fall 2013- City staff is engaging with different stakeholders regarding the program and will pursue the program with stakeholders in the community in FY 14.</p> <p>Summer 2014 -The Youth Police Cadet Program was held in the summer of 2014.</p> <p>Fall 2014 - The Department is partnering with The Dream Center and Diversity Focus on the Youth Police Cadet Program for the summer of 2015.</p> <p>RECOMMENDATION COMPLETED.</p>

Recommendation D:
Pending recommendations from the Human Rights Commission to the Council.

Sub Recommendation	Staff Recommendation	Status
<p>Ad Hoc supports this recommendation:</p> <p><i>The Human Rights Commission would support the City in pursuing a municipal issued identification card, implemented in a manner to protect the safety of undocumented persons.⁶</i></p>	<p>Review the issue and return to Council with a recommendation</p>	<p>Summer 2013 -City staff reviewed other cities and counties across the country that have implemented municipal identification cards.</p> <p>Fall 2013- City staff met with University of Iowa College of Law Associate Professor Stella Burch Elias and her students who expressed an interest in researching the implementation of a municipal identification card for the City.</p> <p>January 2014- Report on Municipal Identification Cards was submitted to Council along with a staff recommendation. Council requested the Human Rights Commission (HRC) review the report along with the staff recommendation. The HRC reviewed the report and recommended for Council to support Municipal Identification Cards (Community Identification Card-CID) and upon adoption of the CIDs for the City to formally recognize the validity of the CID.</p> <p>Fall 2014 - Johnson County is implementing a Community Identification Card. City staff are working with Johnson County on the implementation.</p>

⁶ Recommendation made December 18, 2012.

CITIZENS POLICE REVIEW BOARD (CPRB)

Recommendation A:

Increase public awareness of the CPRB and the process by which one could file a CPRB complaint.

Sub Recommendation	Staff Recommendation	Status
A1. Distribute literature regarding the CPRB in the community so that information is readily available to the public.	Continue to provide updated and pertinent information to the public regarding the CPRB. Access to relevant information will be improved on the City website and promoted.	September 2013 - Information was updated following passage of the amended ordinance, by-laws, and standard operating procedures by Council. Fall 2013- Information is being distributed in multiple locations, with ongoing exploration of more locations and use of social media. Spring 2014- Brochures translated into Spanish and being formatted at printers. Awaiting final review. Translations in Korean and Chinese still pending. Fall 2014 – Brochures in Spanish are available. Translations into additional languages have been placed on hold while the City explores whether to continue use of the word “citizen.”
A2. Prepare a video to be shown to a variety of local organizations and on the City Cable Channel.	City staff will develop a public information video regarding the CPRB. City staff will then air the video on City Channel 4 and online. The video will be recorded in a way that allows for the reuse of the video at different points in the future.	Summer 2013 - In conjunction with the Cable Division an educational video on the CPRB will be produced. Spring 2014- Video production is completed. The video is currently being edited. Fall 2014 – Video is completed. <u>RECOMMENDATION COMPLETED.</u>
A4. The Human Rights Coordinator should serve as an assistant and provide education about the process when a complaint has been received. The Human Rights Coordinator will send a letter to the person filing the complaint to offer support	The Equity Director is available to provide information to the complainant about the CPRB process and to assist the complainant in understanding the process. It is not recommended that the Equity Director participate in the	Fall 2013- The Equity Director provides information to the complainant about the CPRB investigative process.

throughout the investigative process. The Human Rights Coordinator will be available to address any questions or concerns that the complainant may have and will extend an invitation to accompany them in the interview with the Police Department.	complainant's interview with the Police Department as the Equity Director should not be put in the actual or perceived position of advocating for the complainant.	<u>RECOMMENDATION COMPLETED.</u>
A5. It is recommended for the City Manager to participate in the interview with the Police Department and the officer(s) involved in the allegation.	The City Manager will participate in the interview process with the officer(s) involved in a CPRB allegation. The participation by the City Manager will be reviewed in two years to ensure the practice is producing its intended result.	Fall 2013- The City Manager is participating in the interviews with the involved officer(s) on CPRB complaints. <u>TO BE REVIEWED IN THE SUMMER OF 2015 PER STAFF COMMENT.</u>
A6. The complainant will be offered an exit survey.	Develop a survey tool for the complainant to fill out at the end of the CPRB investigative process.	Fall 2013 – A complainant has the option of filling out a survey after the investigation is complete and a decision has been rendered. <u>RECOMMENDATION COMPLETED.</u>
A7. Terms for the CPRB should be limited to two four-year terms.	The Council should determine if changes to terms are necessary.	Fall 2013 - The Council recommended no change. <u>RECOMMENDATION COMPLETED.</u>

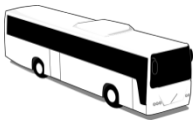
Recommendation B:
Pending recommendations from the CPRB to the Council.

Sub Recommendation	Staff Recommendation	Status
B1. Change the name from the Police Citizens Review Board to Citizens Police Review Board. ⁷	Staff recommends an ordinance change if the desired outcome is a name change.	Fall 2013 – Name changed. <u>RECOMMENDATION COMPLETED.</u>
B2. To remove the language regarding formal mediation within the City Code and from the Standard Operating Procedures. ⁸	Staff recommends an ordinance change.	Fall 2013 - Language regarding formal mediation within the city code and from the standard operating procedures has been removed. <u>RECOMMENDATION COMPLETED.</u>
B3. No change in the CPRB's 45-day reporting period as it may impact the time to process a complaint. ⁹	Staff recommends an ordinance change.	September 2013 - Changes made in ordinance and standard operating procedures by Council reflect the 90 day reporting period. <u>RECOMMENDATION COMPLETED.</u>

⁷ Recommended June 12, 2012.

⁸ Recommended June 12, 2012.

⁹ Recommended change to 90-days from the CPRB October 9, 2012



Iowa City Transportation Services

Department: Transportation Services

Summary: The Committee identified assorted policies, practices and procedures and generated recommendations to address diversity related matters.

**Recommendation A:
Should work on providing additional transit options.**

Sub Recommendation	Staff Recommendation	Status
A1. Sunday service options assessing the free downtown shuttle as a potential revenue route to offset additional bus services or researching how to develop a free shuttle service in other areas.	Develop a report to outline Sunday service options to include costs, estimated rides and alternative transportation solutions. This will be submitted in a report as a part of a system wide evaluation.	Fall 2013- Transportation Services is in the process of evaluating different transit models as part of a system wide approach to providing public transit. This includes evaluating differences between City wide services vs. demand driven services. Sunday service, Saturday and evening expansion as well as route start times are being evaluated as a part of this process. Summer 2014- Report is in the process of being sent to the Council for its review. Winter 2014 – Report is completed and is scheduled for a Council Work Session. <u>RECOMMENDATION COMPLETED.</u>
A2. Expand times on Saturday.	Evaluate service needs for Saturdays. This will involve a community outreach piece to gather feedback on transportation needs. This will be submitted in a report as a part of a system wide evaluation.	Summer 2014- Alternative models are being evaluated for providing transportation on night and weekends. This includes voucher programs for employment transportation. Winter 2014 – Report is completed and is scheduled for a Council Work Session. <u>RECOMMENDATION COMPLETED.</u>
A3. Increase start times for weekday services, specifically for certain routes and service areas where there are swing shifts such as the Heinz Road area. Further suggests that Transit contact management of the businesses in that area to survey the busing	Enhance outreach efforts to businesses along Heinz Road and industrial areas in Iowa City to evaluate needs of businesses. Information received will develop the outline of proposed solutions/recommendations for	Fall 2013- Transportation Services is compiling a list of businesses along Heinz Road, Scott Blvd., and other major employers in that area to determine transit needs and evaluating service models. Spring 2014 – Initial discussions with businesses in industrial areas will be completed by June 2014. Winter 2014 – Report is completed and is scheduled for a Council Work

Sub Recommendation	Staff Recommendation	Status
needs of employees.	any necessary service enhancements.	Session. <u>RECOMMENDATION COMPLETED.</u>
A4. Recommend the central bus facility use an atomic clock to sync its clocks. Transit is placing a clock at the downtown interchange that syncs with a clock posted on BONGO and the City website. This would allow drivers and riders to routinely sync their watches, etc. with transit time.	The purchase and installation of an atomic clock for the downtown interchange is underway. Once installed, a policy will be implemented for drivers to routinely display the time.	Fall 2013-Transportation Services has installed a digital atomic clock in the interchange. Plans are underway to incorporate time display on BONGO monitors throughout Iowa City, Coralville and the University of Iowa campus. Spring 2014 – Only 50% of monitors have the capability to display the atomic clock time. Transportation Services is working with the University of Iowa's Information Technology Department (ITD) to upgrade remaining monitors.

Recommendation B:

Look into alternative ways to notifying the public about acceptable behavior and procedures while riding the bus.

Sub Recommendation	Staff Recommendation	Status
B1. Recommend creating a document/pamphlet outlining the procedure followed by the Department when there is an incident on the bus. This information should be displayed on the bus, website, downtown interchange, and at area schools.	Transportation Services is in the process of developing a brochure outlining proper conduct for users of the transit system. This will be coordinated with the City Attorney's Office for review and be implemented with the assistance of the Communication's Department.	<p>Summer 2014- Presentations have been conducted at United Action for Youth (UAY). Document is currently being translated into languages other than English including Spanish and Mandarin. The finished materials will be provided to the Iowa City Community School District (ICCSd) at the beginning of each semester as well as incorporated into outreach presentations.</p> <p><u>ONGOING.</u></p>
B2. Create youth liaisons by partnering with local schools to find students in leadership roles to help drivers with incidents involving other youth. Youth liaisons can be rewarded with free bus passes and/ or other incentives to help maintain order on the bus during school times. Youth liaisons would be trained in peer mediations and de-escalation techniques and bus safety protocols. Youth liaisons should be current youth riders.	Transportation Services will engage the ICCSD to discuss mechanisms to dispense information about behavior, safety, regulations and policies related to use of the public transit. This will include grades K-12.	<p>Fall 2013- Transportation Services will be reaching out to the ICCSD to develop a protocol for distribution of materials and presentation of transportation related information.</p> <p>Fall 2013- Transportation Services staff has been in discussions with ICCSD administration to outline goals for the outreach program. T h e first outreach presentation is planned for the middle of February, 2014 and will reach out to students in grade school, middle school and high school. The presentation will also be part of the orientation held with students in the Youth Empowered to Serve (YES) program sponsored by Johnson County.</p> <p>Spring 2014- Two presentations at Shimek Elementary have been completed and presentations at Longfellow Elementary are scheduled. Presentations have been provided to Hoover Elementary 3rd Graders and thirty-one youth who are participating in the YES program. Will continue to engage with youth groups and the public.</p> <p><u>ONGOING.</u></p>

**Recommendation C:
Increase community outreach efforts.**

Sub Recommendation	Staff Recommendation	Status
C1. Create a video with local youth/community members that explain how to appropriately use transit services.	Develop a media campaign to promote and educate community members on the use of public transit. This will include school age users as well as other age groups.	<p>Fall 2013 - Transportation Services is reaching out to younger riders to develop an informational video on the expectations when using public transportation. The video outline has been completed.</p> <p>Spring 2014 - This is scheduled to be completed in the summer of 2014 for dissemination in the fall of 2014.</p> <p>Fall 2014 – Looking for ways to encourage student participation in the video.</p>
C2. Provide an interactive informational kiosk at the downtown interchange.	Include this idea as a part of the upcoming City Downtown Streetscape Project (CDSP).	<p>Fall 2013- Transportation Services has been monitoring the progress of CDSP to implement an interactive kiosk.</p> <p>Spring 2014 – Transportation Services is working with the University of Iowa ITD on mechanism for the display.</p>
C3. Connect with local schools, neighborhood associations, etc., to inform the community of ongoing changes and improvements in transit services.	Develop a transit outreach program to include neighborhoods, schools, social service agencies, the Senior Center and other area businesses.	<p>Fall 2013 – Transportation Services staff will reach out to ICCSD's administration.</p> <p>Spring 2014 - Two presentations at Shimek Elementary have been completed. Presentations have been scheduled for Longfellow Elementary. Scheduling at Grant Wood Elementary is pending.</p> <p>Fall 2014 – Presentations to groups of youth at UAY.</p> <p>ONGOING.</p>
C4. Recommend Department staff participate in ongoing culturally and linguistically appropriate diversity trainings.	Transit is in the process of setting up a training program with the National Transit Institute (NTI) to provide transit specific diversity training. This will be ongoing training.	<p>Fall 2013- Transportation Services staff has been in communication with the NTI trainer responsible for this program. NTI has indicated that a joint training between Iowa City, Coralville & Cambus can be accommodated.</p> <p>Summer 2014- Training took place in May 2014. Six total sessions were held. The training was entitled <i>Building Diversity Skills in the Transit Workplace</i>.</p> <p>Winter 2014 – Scheduling a customer service training for the spring/summer of 2015.</p> <p>ONGOING.</p>
C5. Recommends the Department create a survey addressing current transportation needs of the	Develop a survey mechanism to evaluate the transit system including current gaps in	<p>Winter 2013- The survey is completed and is currently being translated into languages other than English. Once translations are complete the survey will be distributed online, through the neighborhood committees, on the bus and on</p>

Sub Recommendation	Staff Recommendation	Status
<p>community. Specifically, the Committee recommends questions assessing:</p> <ul style="list-style-type: none"> ○ Community needs for Sunday and extended Saturday service. ○ Community needs for extending service both AM & PM on weekdays. ○ Assessing needs for low- income areas ○ Broad outreach and publicizing of survey. <p>In addition, consideration must be made for individuals not able to access the survey electronically (access to hard copy) and translation needs for different languages and email distribution.</p> <p>Note: This survey needs to be implemented and analyzed in 2013. Subsequent surveys should be completed every two years. All survey results should be accessible to the general public.</p>	<p>transportation services and future needs as it relates to public transit. This will be done in cooperation with the Metropolitan Planning Organization of Johnson County. The survey will be distributed in multiple formats in an effort to maximize access. These formats will include, web, neighborhood committees, mailings and hard copies distributed on the bus. Hard copies will be made available in multiple languages to provide access to those that have limited English proficiency. Transportation Services is also interested in investigating the implementation of a “Mind Mixer” type system for collecting input from the community.</p>	<p>the City website. Copies will also be available at City Hall, Transportation Services Office, Iowa City Public Library, Senior Center and Neighborhood Centers.</p> <p>Spring 2014- Communication’s staff is working on producing hard copies for distribution. Electronic version of survey is available on Survey Monkey. The link is available on the City website. Distribution of hard copies will commence in the near future.</p> <p>Fall 2014 – Survey should begin distribution in February 2015.</p>

Recommendation D:
Improve overall environment of Downtown Interchange and high volume bus stops/shelters.

Sub Recommendation	Staff Recommendation	Status
<p>The Committee proposes the Department work on providing additional transit needs as specified below:</p> <ul style="list-style-type: none"> ○ Pursue additional seating in downtown interchange. ○ Increase number of shelters. ○ Increase frequency of maintaining bus stops (e.g. litter, overall appearance). 	<p>Create a Transit Facility Plan to include current amenities, outline of future installations (short and long term) and establish a maintenance plan document for ongoing maintenance.</p>	<p>Fall 2013- Transportation Services has implemented a weekly condition assessment as a part of its maintenance plan. The plan includes evaluation of damage, replacement of worn parts and weekly routine cleaning and upkeep. Transportation Services also monitors the conditions of the interchanges and shelters to address maintenance/safety concerns.</p> <p>Spring 2014 -Discussions with Old Capital Mall staff for additional seating for bus passengers is ongoing. Two bus shelters have been added. Two additional sites are currently being evaluated. Upgraded amenities at bus stop locations will be ongoing.</p> <p><u>ONGOING.</u></p>

Recommendation E:
Improving communication between other transit services in Iowa City/Coralville vicinity.

Sub Recommendation	Staff Recommendation	Status
<p>The Committee proposes the Department work on providing additional transit needs as specified below:</p> <ul style="list-style-type: none"> ○ Establish radio communication with the other transit services in order to provide transfer options. ○ Trip planner to include all local transit services and assist riders to travel throughout the Iowa City/Coralville area. ○ Review current services for streamlining and/or duplication of services with other transit services. ○ Consideration should be given to social and cultural needs when making changes to the transit system. 	<p>Continue ongoing communications with Coralville, Cambus and Johnson County to continue to find ways to improve communications, coverage and efficiencies as it relates to providing public transit services to the community.</p> <p>Plans are in process for the next evolution of BONGO to include a trip-planner function for utilizing Iowa City, Coralville or University of Iowa transit systems.</p>	<p>Fall 2013- Transportation Services staff has been investigating mechanisms to establish a communication plan with Coralville Transit. Staff representatives from Iowa City, Coralville, and Cambus have met with University of Iowa ITD staff to establish a timeline for development and implementation of a trip planner system to be incorporated into the BONGO website. The three transit agencies are putting together time point data for all bus stops within the community.</p> <p>Spring 2014- Coralville transit is on a different radio system and currently unable to cross over. Trip planner is 90% complete. Iowa City and Coralville have all data entered and are working out the bugs. Cambus has completed 80% of their route information. Links have been developed on the BONGO website as well as the mobile application that will go live when the Trip Planner is complete. This will have a soft roll out in June 2014 and will be ready for the fall 2014 semester.</p>

Mechanism used to report out.

Sub Recommendation	Staff Recommendation	Status
<p>Recommend for the City Manager to provide an annual report to the City Council and the public concerning the status of law enforcement, public transportation, and other City services or programs as these City services relate to the needs and concerns of the City's racial/ ethnic minority, immigrant, juvenile, elderly, disabled, poor, veteran, and other special populations. This annual report of the City Manager shall be called "The City of Iowa City Annual Equity Report."</p>	<p>The "Diversity Implementation Form (DIF)" will be the reporting mechanism for the diversity recommendations. The DIF will be provided annually. The reports cited in the staff response will be provided together annually, with the DIF.</p>	<p>Fall 2013- The annual equity report that will be provided to the Council regarding various reports under the context of diversity is in the planning stages.</p> <p>Spring 2014- Reports are being gathered and the report is currently being drafted.</p> <p>Summer 2014- 2013 Equity Report released August 28, 2014. <u>ONGOING.</u></p>