



CITY OF IOWA CITY

Diversity Implementation Form (Updated 6/13/13)

In June 2012, the Iowa City City Council established the Diversity Committee which was formulated to serve as an ad-hoc council committee to review issues relating to diversity within the Police Department and the Transportation Services Department. In addition, the committee was charged with reviewing the Police Citizen's Review Board (PCRB). The scope of the committee was to review the policies, practices, and procedures within the departments, including the PCRB, and provide a set of recommendations to the City Council on diversity related matters. From September 2012 to March 2013, the committee reviewed and investigated the departments and developed a set of recommendations. The recommendations are separated between the Police Department, the Transportation Services Department, and the PCRB. The general recommendations are provided below.

Iowa City Police Department

1. Changes should be made in the Police Department to create a more positive culture that focuses on a "protect and serve" approach.
2. Increase the understanding between police officers and the minority community.
3. Respond to the pending recommendations to Council from the Human Rights Commission.

Police Citizens Review Board

1. Increase public awareness of the Police Citizen's Review Board and the complaint process options.
2. Change the process and procedure for the Police Citizen's Review Board to address the issue of public distrust.
3. Respond to the pending recommendations to Council from the Police Citizen's Review Board.

Iowa City Transportation Services Department

1. Iowa City Transportation Department work on providing additional transit options.
2. Look into alternatives to notifying the public about acceptable behavior expectations and procedures.
3. Increase community outreach efforts.
4. Improve the overall environment of downtown interchange and high volume bus stops/shelters.
5. Improve communication between other transit services in the Iowa City/Coralville vicinity.

The recommendations included a reporting component as well which recommends an annual report be provided to the City Council which highlights various statistical data and information for the Council's review.

Status Report:

The City Manager's Office is coordinating the implementation of the recommendations. This Status Report explains each of the recommendations, staff's response to the recommendations, names a primary staff contact, defines the anticipated steps needed to achieve the desired outcomes, and presents a timeline for completion of specific projects.



FY 2013-2014 Diversity Committee Police and Public Safety Recommendations

Department: Iowa City Police Department

Summary: The Diversity Ad-Hoc Committee identified assorted policies, practices and procedures and generated recommendations to address diversity related matters within the department. Below is an outline of the recommendations, the staff's response to the recommendations, a primary staff contact, and a timeline for completion of specific projects.

Recommendation A:

Recommend changes be made in the Police Department to create a more positive culture that focuses on a "protect and serve" approach.

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
A1. Replace the police recruitment video.	City staff concurs with the recommendation and directed staff in March 2013 to replace the video with a video focusing on the community, benefits of working for Iowa City, and the City's strategic plan. The recruitment video is only a small portion of police recruitment efforts. Recruitment efforts are designed to reach diverse populations. Currently, during the recruiting process informational posters are sent to approximately 50 educational institutions and career/placement centers and	Continue work to develop a new video.	Expect completion within 3-6 months and managed by the City Manager's Office and City Cable Division.	In Production

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	<p>approximately 40 employment/career centers. Entities included in this mailing are the Spanish Speaking Peoples Commission of Iowa, Black Cultural Center in Ames, MLK Jr. Center for Education & Training in Waterloo, Iowa Commission on the Status of Women, Iowa Civil Rights Commission, NAACP in Sioux City, Indian Youth of America Inc. in Sioux City and the American Indian Council in Sioux City. Informational posters are also displayed in Iowa City Transit buses. Police entry level position openings are posted at multiple locations on the City of Iowa City website, advertised in the City Personnel Office and on Jobline. Media releases are issued announcing the openings and a website is maintained specifically for law enforcement positions. In addition, Facebook and Twitter are utilized to disseminate information. Print ads are placed in local newspapers including the Iowa City Press Citizen, Cedar Rapids Gazette, Des Moines Register, Quad Cities Times, Waterloo-Cedar Falls Courier (ads were also on the Times and Courier websites). Ads have been placed on job websites including CorridorCareers.com, CareerBuiler.com and law</p>			

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	<p>enforcement websites such as policelink.com, officer.com, theblueline.com, lawenforcementjobs.com and the website for the International Association of Chiefs of Police. The Iowa City Police Department plans on continuing to expand recruiting efforts by sending a recruiting team (including a female supervisor) to college career days and job fairs highlighting career opportunities at the Iowa City Police Department.</p>			
<p>A2. Encourage more relationship-building activities with the police officers and members of the public.</p>	<p>City staff believes more relationship building is critical to the future of the Police Department. Currently, the Iowa City Police Department partners with the Strive for Success Mentoring program. Additional outreach is completed by participation in National Night out, Safety Village, FAS TRAC, Immigrant Voices, Restorative Justice, Bike Rodeos and speaking at various schools and pre-schools. Additionally, outreach is made through the UI Children’s Hospital Safety Fair, 319 Music Festival, Fraternity and Sorority Safety presentations. The Police Department works with organizations and committees including Children of Promise, the Consultation of Religious</p>	<p>Continue efforts to develop connections between the ICPD and the community. In an effort to develop connections between the Police Department and the youth in the community, the Police Department worked with the Iowa City Community School system to pursue a grant that would aid in funding School Resource Officers. While these efforts were not successful at this time, we are committed to continue to work with the school system in an effort to expand positive relationships with our youth, and to continue to work with the school. We</p>	<p>Ongoing- The ICPD will manage.</p>	

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	<p>Communities – Coalition for Racial Justice, the School Attendance Task Force Mediation Team, the Johnson County Systems of Care Work Group, the Child Protection Team, HACAP Housing Council, and the Disproportionate Minority Contact Committee. City staff encourages members of the minority community to participate in the ride along program offered by the Iowa City Police Department.</p>	<p>have also committed to expanding relationships with the general public by implementing the Badges for Baseball Program and a graffiti cleanup program in partnership with Juvenile Court and Mayor’s Youth Empowerment Program. The Police Department will work toward incorporating street officer’s participation in crime prevention activities specifically in the attendance of meetings with Immigrant Voices and the Neighborhood Centers located on Broadway Street and Pheasant Ridge. Additional outreach activities will be conducted at Forest View and Cole’s Trailer Courts. Encourage members of minority community to participate in ride along program.</p>		
<p>A3. Research the viability of restructuring the Police Department to adopt a community policing model.</p>	<p>The City currently provides training opportunities for community policing. The COPS grant provides for two new community policing positions within the ICPD. The Iowa City Police Department has implemented many of the common strategies of community</p>	<p>Continue to search for opportunities to expand community policing efforts. A history of participation in community policing and community relationship building will be a strong factor for consideration in employment and</p>	<p>Ongoing- The ICPD will manage.</p>	

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	<p>policing. At the patrol level, in an effort to provide consistency in enforcement, accountability and relationship building, officers are assigned a specific patrol area for a minimum of a one year time period. The ICPD has also committed a considerable amount of resources to build partnerships and relationships through the Crime Prevention Office and the Police Sub-Station. In addition, we have recently been awarded and implemented a COPS grant which provides partial funding for two additional officers to focus their efforts on the downtown area, and neighborhoods in general. In an effort to expand our community policing model, the department assigned an investigator to specifically work with juveniles. This Investigator has established and maintained relationships with Juvenile Court, The Department of Human Services, and a variety of community organizations.</p>	<p>promotions within the Police Department.</p>		

Recommendation B:

Recommend opportunities to develop understanding between police officers and the minority community

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>B1. All police officers receive information / education so they are less likely to make assumptions regarding minority populations.</p>	<p>All officers receive diversity training, which include/ have included the following list. Each topic below is provided as a class as a component of an officer’s required Multiple Agency Training Sessions (MATS) or Police Legal Sciences training (PLS).</p> <ul style="list-style-type: none"> o Diversity Training (provided by Diversity Focus) o Mental Health Issues o Ethics o Epilepsy Response o Emotionally Disturbed Persons o Immigrations/Customs o Mental Health Diversion o Dealing with Mentally Impaired o Biased-Based Policing/Racial Profiling o Sexual Harassment o Civil Rights o Illegal & Undocumented Aliens o Low I.Q. o Service Dogs o Foreign Nationals 	<p>Continue to provide diversity related training opportunities.</p> <p>The Police Department has and will continue to ensure that diversity training is given a high priority. The Police Department has committed to participating in the 2013 Reducing Racial and ethnic disparities in Juvenile Justice Certificate Program at the Center for Juvenile Justice Reform at Georgetown University (September 23-27, 2013). 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 Police 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</p>	<p>Ongoing- The ICPD will continue to manage.</p>	

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		to low-level, public order allegations.		
<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.</p>	<p>Staff concurs that each contact is to be handled consistently and with the highest degree of respect. Situations vary and maintaining officer discretion with the expectation of consistent officer behavior is the standard. Supervisors have been instructed to specifically evaluate their reviews of officer recordings to monitor officer interaction with the public. Inappropriate officer interaction will be immediately addressed and documented consistent with the Departmental Discipline Philosophy General Order.</p>	<p>Continue to pursue the highest degree of expectations from police officers.</p>	<p>Ongoing- The ICPD will manage.</p>	

**Recommendation C:
Recommend opportunities to assist the public with educational opportunities**

Sub Recommendation	Staff Response	Staff Recommendation	Contact/Timeline	Current 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</p>	<p>City staff concurs with the recommendation. Currently the Police Department participates in a monthly training with youth regarding contacts with police and providing information and understanding on police procedure in collaboration with Mayor's Youth Empowerment</p>	<p>Continue efforts to develop relationships with various minority communities in Iowa City. Recommended publishing efforts already occurring. The Police Department will actively recruit minority members of the community to</p>	<p>Ongoing- The ICPD will continue to manage.</p>	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
responsibilities.	Program.	participate in the Citizen's Police Academy. The Police Department will expand outreach efforts by educating the public on the availability of speakers and presenters for public meetings and educational activities.		
C2. Strengthen community partnerships with the community and neighborhood organizations to provide educational opportunities, and disseminate information.	City staff concurs with the recommendation to strengthen community partnerships with various stakeholders in the community. The Police Department command staff and officers have participated and maintained working relationships with various stakeholders in the community, including the Disproportionate Minority Contact Committee, FAS TRAC, Immigrant Voices, Restorative Justice, The Iowa City Community School District Core Management Team and Children of Promise.	Continue efforts and determine ways to enhance communication efforts. The Police Department will work toward incorporating street officer's participation in crime prevention activities and community outreach programs.	Ongoing- The ICPD will continue to manage.	
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.	City staff has worked on this concept in the past with community agencies.	Continue efforts with community agencies to develop a Police Cadet Program. Develop a grant program modeled after the PIN grants to provide learning opportunities for younger citizens.	Ongoing- The ICPD will manage.	

Recommendation D:

Committee response to the pending recommendations to Council from the Human Rights Commission

Sub Recommendation	Staff Response	Staff Recommendation	Contact/Timeline	Current 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. (Recommend by the HRC on December 18, 2012)</i></p>	<p>City staff will research this recommendation and report back to the City Council.</p>	<p>Review the issue and return to Council with a recommendation.</p>	<p>City Manager's Office/City Attorney's Office- 3/6 months.</p>	

POLICE CITIZEN'S REVIEW BOARD

Recommendation A:

Increase Public Awareness of the Police Citizen's Review Board and the process by which to file a complaint

Sub Recommendation	Staff Response	Staff Recommendation	Contact/Timeline	Current Status
<p>A1. Distribute literature regarding the Police Citizen Review Board in the community so that information is readily available to the public.</p>	<p>The City currently offers information regarding the Police Citizens Review Board in locations throughout City Hall and the Iowa City Public Library. Brochures are available at the Neighborhood Centers of Johnson County at both</p>	<p>Continue to provide updated and pertinent information to the public regarding the PCR. Access to relevant information will be improved on the City website and promoted.</p>	<p>The primary contact will be the City Clerk's Office. Input will be solicited from the PCR members, the</p>	

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	<p>the Broadway Center and Pheasant Ridge locations. Information is also provided online at www.icgov.org. The information online includes:</p> <ol style="list-style-type: none"> 1. Forum Summaries 2. Annual Reports 3. Complaint Reports 4. Complaint Forms 5. Contact Information 		<p>Police Department and the Equity Director. This is an ongoing project. The City's communication's division will also be involved.</p>	
<p>A2. Prepare a video to be shown to a variety of local organizations and on the City Cable Channel.</p>	<p>City staff believes that the creation of a video which can be aired on City Channel 4 would be beneficial to publicize the value of the PCRB. Those participating in the video can highlight the process and purpose of the PCRB. This can be followed up with directing the public to learn more about the PCRB and can be posted on the City's website.</p>	<p>City staff will develop a public information video regarding the PCRB. 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.</p>	<p>The primary contact will be the City Clerk's Office. Input will be solicited from the PCRB members, the Police Department and the Equity Director. We expect this video could be complete within 6 months of initiation.</p>	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>A3. The person filing the complaint will have the option of requesting that a member from the Police Citizen Review Board participate in the complainant's interview with the Police Department. (PCRB recommendation #3)</p>	<p>City staff believes that having a member of the PCRB participate in the interview process may jeopardize the objectivity of said member. While it would be possible to exclude the member who participated in the interview from the subsequent decision making process, this is a small commission and such an approach could exacerbate the quorum challenges. The complainant already has the right to request an additional party in the interview (eq. legal counsel) and may have the right to request the Equity Director's presence as well (See B2).</p>	<p>Reject this recommendation to ensure board objectivity.</p>		
<p>A4. The Human Rights Coordinator serves as an assistant and provides education about the process. Once a complaint has been received, the Human Rights Coordinator will be informed and will send a letter to the person filing the complaint to offer support through the process. The Human Rights Coordinator will</p>	<p>Currently, City Clerk's staff answers questions and provides materials for complaints involving Iowa City police officers and options available to file receive complaints at the Police Department or with the PCRB for officers. City Clerk staff refers individuals with questions regarding non Iowa City officers to the Equity Director. Individuals are referred to the Equity Director with questions regarding State filings.</p>	<p>The Equity Director is available to provide information to the complainant about the PCRB process and to assist the complainant in understanding the process. It is not recommended that the Equity Director participate in the complainant's interview with the police department as the Equity Director should not be put in the actual or perceived position</p>	<p>This can be implemented with changes to the Standard Operating Procedure. The City Attorney's Office, City Clerk's Office, and the PCRB will prepare SOP's for Council action within 3 months</p>	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>be available to address any questions or concerns that the individual may have and will extend an invitation to accompany them in the complainant's interview with the Police Department.</p>		<p>of advocating for the complainant.</p>		
<p>A5. It is recommended that the City Manager participate in the interview with the Police Department and officer in question.</p>	<p>The importance of maintaining objectivity in these cases remains a critical component of the process. City staff believes that the City Manager can participate in the interviews but wishes to review this practice over time to ensure the recommendation is achieving its intended purpose and the integrity of the process is maintained.</p>	<p>The City Manager will participate in the interview process with the officers involved but that a review is done at the end of two years to ensure the practice is producing its intended purpose.</p>	<p>This can be implemented with changes to the Standard Operating Procedures with a sunset and required review in two years. The City Attorney's Office, City Clerk's Office, and the PCRB will prepare SOP's for Council action within 3 months.</p>	
<p>A6. The complainant will be offered an exit survey.</p>	<p>The City can offer an exit survey tool to the complainant to provide staff and the public with their perceptions of the process. The data derived from the survey can be provided as a component of the annual report.</p>	<p>Develop a survey tool and provided to complainants at the end of the process.</p>	<p>This can be implemented with changes to the Standard Operating Procedures within 3 months. The City Clerk's Office and the Equity Director will</p>	

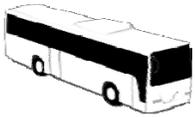
Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
			prepare the survey tool.	
A7. Terms for the Police Citizen’s Review Board should be limited to two four-year terms.	Staff believes that the definition of terms for the PCRB should be a decision made by the City Council, not City staff.	The City Council should determine if changes to terms are necessary.		

Recommendation B:

Committee response to the pending recommendations to Council from the Police Citizen’s Review Board

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
B1. Change the name to Citizens Police Review Board. (Recommended by the PCRB June 12, 2012)	City staff believes this is a Council decision regarding the identification of the board.	Staff recommends an ordinance change if the desired outcome is a name change.	Ordinance will be prepared by the City Clerk’s Office and the City Attorney’s Office within 3 months.	
B2. To remove the language regarding formal mediation within the city code and from the Standard Operating Procedures. (Recommended by the PCRB June 12, 2012)	City staff concurs with this assessment. Formal mediation does not occur as the named police officers choose not to participate.	Staff recommends an ordinance change.	Ordinance will be prepared by the City Clerk’s Office and the City Attorney’s Office within 3 months	
B3. No change in the PCRB’s 45-day reporting period as it may impact time to process complaint.	The Diversity Committee recommended against the request, opting to retain the 45-day reporting. City staff concurs with the PCRB’s original request to	Staff recommends an ordinance change-	Ordinance will be prepared by the City Clerk’s Office and the City Attorney’s Office	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
(Recommended change to 90-days from the PCRB October 9, 2012)	change to 90-days because it is difficult for a volunteer board, which meets once a month, to make the current 45-day requirement.		within 3 months.	



Iowa City Transportation Services

FY 2013-2014 Diversity Committee Transportation Services Recommendations

Department: Iowa City Transportation Services

Summary: The Diversity Ad-Hoc Committee identified assorted policies, practices and procedures and generated recommendations to address diversity related matters within the department. Below is an outline of the recommendations, the staff's response to the recommendations, a primary staff contact, and a timeline for completion of specific projects.

Recommendation A:

Recommends the Iowa City Transportation Department work on providing additional transit options

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current 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.	City staff believes a detailed look into the options available would address the recommendation.	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.	Iowa City Transit- 6-12 months.	
A2. Expand times on Saturday.	City staff believes a detailed look into the options available would address the recommendation.	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	Iowa City Transit- 6-12 months.	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
		wide evaluation.		
<p>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 Services contact management of the businesses in that area that may be able to assist with surveying the busing needs of their employees.</p>	<p>City staff believes a detailed look into the options available would address the recommendation.</p>	<p>Enhance outreach efforts to businesses along Heinz Rd. and Industrial areas in Iowa City to evaluate needs of businesses to lead to outline of proposed solutions/recommendations for any necessary service enhancements.</p>	<p>Iowa City Transit- 6-12 months</p>	
<p>A4. Recommend the central bus facility uses an atomic clock for the purpose of drivers to sync their clocks/watch. The Transit Office 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.</p>	<p>City staff concurs with this recommendation. Transit drivers are currently required to sync watches with the atomic clock at the transit facility to make sure they are all operating on the same time.</p>	<p>Purchase and installation of atomic clock for the downtown interchange is underway. Once installed, a policy will be implemented for drivers to routinely set time pieces to displayed time.</p>	<p>Iowa City Transit- 6-12 months</p>	

Recommendation B:

Recommends the Iowa City Transportation Department look into alternatives to notifying the public about acceptable behavior expectations and procedures

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>B1. Recommend creating a document/pamphlet outlining the procedure followed by the Iowa City Transportation Department when there is an incident on the bus. This information should be displayed on the bus, website, downtown interchange, and schools.</p>	<p>City staff believes that an education campaign for users will be a valuable tool. In the past, training videos have been developed but are in need of updating.</p>	<p>Iowa City Transit is in the process of developing an education campaign outlining proper conduct for users of the transit system. This will be coordinated with City legal staff for review and be implemented with the assistance of communications staff.</p>	<p>Iowa City Transit/ City Attorney's Office- 6/12 months</p>	
<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 during school times. Youth Liaisons would be trained in peer mediations and de-escalation techniques and bus safety protocols. Should be current youth riders.</p>	<p>City staff believes that an outreach program specific to youth in the community can be valuable for education of the future users of the transit system.</p>	<p>Iowa City Transit will engage schools to discuss mechanisms to dispense information about behavior, safety, regulations and policies related to use of the public transit system. This will involve outreach to schools in the community for grades K-12.</p>	<p>Iowa City Transit- 6-12 months</p>	

**Recommendation C:
Recommend the Iowa City Transportation Department increase community outreach efforts**

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
C1. Create a video with local youth/community members that explain how to appropriately use City transit services.	City staff concurs with this recommendation. Transit has developed videos in the past directed at the aging and disabled community and sees value in expanding to additional audiences.	Develop a media campaign to promote and educate community members on use of public transit. This will include school age users as well as other age groups.	Iowa City Transit staff & City Cable Division- 6/12 months	
C2. Provide an interactive informational kiosk at the downtown interchange.	City staff believes this idea can be incorporated into the downtown streetscape project targeted for 2014-15.	Include this idea as a part of the upcoming City downtown streetscape project.	Iowa City Transit & City Manager's Office	
C3. Connect with local schools, neighborhood associations, etc. to inform the community on ongoing changes and improvements in transit services.	City staff believes that an expansive outreach program in the community can be valuable for communication of transit related issues.	Develop a transit outreach program to include neighborhoods, schools, social service agencies, Senior Center and businesses.	Iowa City Transit & City Planning Department- 12 months	
C4. Recommend Iowa City Transportation Department staff participate in ongoing culturally and linguistically appropriate diversity trainings.	City staff concurs with this recommendation. Transit staff has gone through training programs in the past but these were one-time trainings.	Iowa City Transit is in the process of setting up a training program with the National Transit Institute to provide transit specific diversity training. This will include Coralville, Cambus and Johnson County. This will be ongoing training.	Ongoing- Iowa City Transit Department	
C5. Recommends the Iowa City Transportation	City staff concurs with this recommendation. Surveys have been conducted in the past	Develop a survey mechanism to evaluate the current transit system,	Iowa City Transit Department & MPOJC- 6 months	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>Department create a survey addressing current transportation needs of the 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</p>	<p>related to customer experience, community transit needs and transit use information. A more structured ongoing survey program could provide additional opportunities for input.</p>	<p>current gaps in transportation and future needs as it relates to public transit. This will be done in cooperation with the Metropolitan Planning Organization of Johnson County. It will be distributed in multiple formats in an effort to maximize access to the document. 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. Transit is also interested in investigating the implementation of a “Mind Mixer” type system for collecting input from the community.</p>		

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
accessible to the general public.				

Recommendation D:

Recommend improving overall environment of Downtown Interchange and high volume bus stops/shelters

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>The Committee proposes the Iowa City Transportation 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>City staff concurs with this recommendation. Currently, Transit has facility plans for all buildings within the department. Transit also retains a list of all amenities and conducts maintenance of those facilities. Formalizing this document will help structure this process.</p>	<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>Iowa City Transit Department-3 months</p>	

Recommendation E:

Recommend improving communication between other transit services in Iowa City/Coralville vicinity

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>The Committee proposes the Iowa City Transportation 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 issues when considering structural changes to the transit system. 	<p>City staff believes continued dialogue between the communities will lead to increases in efficiency. The implementation of the Bongo system has made transit information easier to access.</p>	<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. Plans are in process for the next evolution of Bongo to include a trip-planner function for utilizing Iowa City, Coralville or University transit systems.</p>	<p>Ongoing-Iowa City Transit Department</p>	

REPORTING

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
<p>Recommend that the City of Iowa City and City Manager provide an annual report to the City of Iowa 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 City of Iowa City currently provides the following reports:</p> <ol style="list-style-type: none"> 1. The Human Rights Commission Annual Report which includes complaint information received by the public in what areas and on what basis. 2. Iowa City Police Department Traffic Contact Reports reviewed yearly and available on demand. The report can be broken down by numerous factors. 3. Iowa City Police Department School Visit and Incident Location Reports which can be provided on demand. 4. Johnson County Incarceration Reports which have the capacity to break down inmates by charges, race, and other factors. 5. Incident Based Reporting reports are available monthly and yearly and can be reviewed with numerous factors. 6. Annual report on internal and 	<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>Ongoing- City Manager's Office with all involved departments.</p>	

Sub Recommendation	Staff Response	Staff Recommendation	Contact/ Timeline	Current Status
	<p>external investigations of officers, the outcomes of such investigations, and discipline action taken.</p> <p>7. Human Resources submits the federally required EEO report to the federal government bi-annually.</p> <p>8. Human Resources provides a statistical report on demographic data regarding city employees annually.</p> <p>9. The Police Citizens Review Board maintains a central registry of all formal complaints against sworn police officers and provides an annual report to Council.</p>			