



CITY OF IOWA CITY MEMORANDUM

11-02-17

IP5

Date: October 31, 2017

To: Geoff Fruin, City Manager

From: Stefanie Bowers, Equity Director and Human Rights Coordinator *Stefanie Bowers*

Re: Racial and Socioeconomic Review Toolkits Pilot with Attachments

Introduction:

With the goal of advancing social justice and racial equity within City procedures, policies, programs and services, several City departments for the past year have participated in a pilot project implementing a racial and socioeconomic equity review toolkit. Toolkits provide a mechanism for institutionalizing the consideration of race and income equity into procedures, policies, programs or services. During this year long process when opportunities were identified, staff has implemented those initiatives or has laid the groundwork to begin implementation. This memorandum provides an overview of the pilot along with the opportunities for action.

Background:

The City Council's Strategic Plan for 2016-17 includes fostering a more inclusive, just, and sustainable Iowa City. One specific goal is for City departments to develop and implement a racial and socioeconomic equity impact review toolkit to assess the effect of City procedures, policies, programs or services on the community.

The pilot began in August 2016 and ended in August 2017. Departments evaluated a current procedure, policy, program or service, and a new and/or potentially new procedure, policy, program or service. Participating departments were Neighborhood and Development Services, Police, Human Resources, Transit¹, Human Rights, and Finance. These departments were intentionally selected because they have one or all of the following: 1) the services provided are heavily relied upon by persons of color or immigrant populations; 2) the community has expressed concern on how the services are delivered; or 3) the services provided impact large groups of persons in the community.

Departments used a 3 step process to gather information that would be used to inform planning and decision-making about public policies and programs. Each step is enumerated below.

Step I: What is the impact of the proposal on determinants of equity?

The aim of the first step is to determine whether the proposal will have an impact on equity or not.

Step II: Who is affected?

This step identifies who is likely to be affected by the proposal.

Step III: Opportunities for action?

The third step involves identifying the impacts of the proposal from an equity perspective. The goal is to develop a list of likely impacts and actions to ensure that negative impacts are mitigated and positive impacts are enhanced.

¹ Transit, due to transitions in the department in 2017, was not able to complete its proposals but will with the next review group.

Proposals by Department:

Neighborhood and Development Services

*Proposal: **Bicycle Racks***

A survey conducted at 222 residential units in areas designated as low-income found that many of the multi-family developments in these areas lacked bicycle racks, and when they were provided, the racks were in poor condition, of obsolete design, or located in insecure or inaccessible locations. The highest need areas as identified in the study were multi-family developments at Cross Park, Keokuk, Broadway, and Lakeside.

Opportunities for action:

Develop property-specific recommendations for each location including the number of racks needed and appropriate locations for racks.

Contact the property management of those units and offer to review the survey with them and provide incentives for installation—this may include free racks and/or concrete pads.

Pursue a code provision for bringing multi-family properties into conformance with current code standards for bicycle parking.

*Proposal: **Complaint Mapping***

Addresses of housing, building, zoning, and nuisance complaints from 2016 were mapped to identify areas in which gaps in service may exist and to concentrate outreach and education efforts. The City receives and processes over 3,000 housing, building, zoning, and nuisance complaints annually.

The map did not illustrate any Census tract that did not submit complaints to the City. All neighborhoods have utilized the existing complaint system (in person, phone, email or ICgovXpress) to submit complaints. The University impacted neighborhoods registered the most complaints received, but the City received complaints from every Census tract, regardless of age and location of housing. Low density single family developments had the least complaints.

Opportunities for action:

Provide outreach to all areas of the community without regard to geographic area.

Mapping the addresses yearly to find out where complaints are filed. To assist in identifying geographical areas to concentrate outreach and education on and also identify gaps in service for where more strategic interventions and improved advocacy need to take place.

*Proposal: **Notification of Rezoning and Redevelopment***

Starting in the fall of 2016, all residents within 300 feet of proposed rezoning and subdivision proposals were notified. Prior to this, only property owners were notified of proposed rezoning. The residents were notified, as they had been in the past, by letter, public notice sign posted on the property proposed for development, and when possible, by 'good neighbor' meetings in which applicants present their development proposal to neighbors early in the review process.

In apartment buildings, developers had trouble getting addresses of apartment units. These addresses are not available at the County Recorder's Office (where property owner addresses

are obtained), nor does the post office provide these address lists. In some instances, applicants posted a notice letter of a nearby development proposal on the door or mailbox cabinet of apartment buildings for which addresses could not be obtained. No difficulties were reported with condominium addresses as they are able to be obtained, even if they are rented.

Opportunities for action:

Continuing to emphasize 'good neighbor' meetings, posting of public signs, written notice for all dwellings for which applicants can obtain addresses, a new proposed ordinance requiring property owners to notify renters of property proposed for redevelopment or remodeling, and to prepare an occupant transition plan if necessary.

In October 2017, staff began an RFP process for new software which will allow for electronic submission of rezoning and subdivision applications, allowing residents to view the same online.

Police

Proposal: Online Feedback Form

Currently, there is no online process used by the police department to obtain public feedback on performance. Those wishing to express concerns about police interactions can only do so in person or through a phone call.

Opportunities for action:

With the prevalence of smartphones, tablets and laptops, our society communicates much differently than it used to. Email, Facebook, Twitter, Instagram and the many other social networking options clearly point toward the need to utilize this technology for police services.

An online form will provide improved customer service.

The correspondence will be routed through ICgovXpress to all police supervisors. The on duty supervisor will make every effort to contact the person within a few hours of receiving notice.

The online form went "live" in October 2017.

Proposal: Juvenile Curfew Standard Operating Guidelines

Evaluate whether disproportionality in minority citations is occurring based on an estimate of 11.1% Black/Hispanic population in Iowa City.²

Curfew Violations by Race:

2012:	Total – 34	White – 18	Black/Hispanic – 19 (55.9%)
2013:	Total – 30	White – 26	Black/Hispanic – 7 (23.3%)
2014:	Total – 27	White – 16	Black/Hispanic – 14 (51.9%)
2015:	Total – 21	White – 13	Black/Hispanic – 11 (52.4%)
2016:	Total – 21	White – 14	Black/Hispanic – 8 (38.1%)

The number of youth curfew incidents is relatively low, making any assessment of trends

² U.S. Census Bureau as of April 1, 2010.

very unreliable. Over 70% of the cited curfew violations involved one or more additional criminal violations by the minor. When other criminal acts are involved, the officer's discretion is reduced. Additionally, several of the offenses involved victims of crime, which further limits discretion. Given that the citations were issued in 13 different neighborhoods, it does not appear that any group of residents is being overly focused on.

Opportunities for action:

The Sergeant assigned to the Records Section currently generates a monthly report on curfew violations cited by the Department. The report is disseminated to key departmental personnel and supervisory staff. This process should continue.

Watch supervisors should be tasked with reviewing the monthly curfew report to determine if any racial equity issues are occurring with the officers they supervise.

The Community Outreach Assistant should be officially assigned to follow up with the minor and parents when a citation is issued.

Proposal: Public Hours at Animal Care & Adoption Center

Many services offered by Animal Services are only available at the Care Center itself. The Center is primarily open to the public during normal business hours, which doesn't afford easy access to those who work during the daytime. Weekend hours are very limited.

The need to expand the hours of operation at the Animal Care and Adoption Center has long been a point of discussion. Feedback from staff and the public overwhelmingly express a desire for this change. Unfortunately, staffing models don't show a viable option for this expansion without the cutting of hours at some other time during the week.

Opportunities for action:

Alternative locations to provide traditional Center-based services, such as pet licensing, informational materials and animal adoption, should be put in place.

A pilot program for these outreach services provided at the Department's substation should begin as staffing allows.

Continue to assess the hours of operation at the Center.

Human Resources

Proposal: Internal Job Postings

The City is required to post permanent positions internally in most cases before accepting applications from the general public. It is important to ensure that the existing procedures do not place any employee groups, including non-white employees, at a disadvantage.

Employee demographic information based on position and wage census data was reviewed and showed that the highest percentage of racial diversity in the City's workforce exists in the Hourly/Seasonal and Permanent Part-Time position classifications and among employees earning \$20 or less per hour. These two categories are largely comprised of the same employees.

An employee survey was conducted seeking information on access to job posting information, access to the online employment application, and whether they have sufficient time to apply for

open positions. The results showed that the employee populations with the highest percentages of racial diversity were most likely not to receive information about internal job postings. These same employee populations overwhelmingly indicated that they believed a minimum of 10 days would be an appropriate application period for internal postings.

Opportunities for action:

The posting period for internally posted positions was changed from 5 days to 10 days in April 2017 to provide employees more time to both access information on open positions and to complete the online application.

Create informational materials for all current hourly employees and all new hires which include instructions on how to access, login, and identify information available through the Employee Self Service system including information on current openings and the online application.

Future surveying of employees to provide more conclusive information on the new posting period.

Proposal: *External Job Advertising*

Identifying potential gaps in current efforts related to the promotion of employment opportunities will enable the City to better direct information to racially diverse populations.

A survey which included a summary of current recruitment efforts was distributed to participants of both the City Manager's Roundtable and the annual City sponsored job and resource fair. Feedback received identified state and local organizations recommended for distribution of City employment information that had not been contacted through past outreach efforts.

Opportunities for action:

Create outreach materials identifying various ways to access information on City employment opportunities in multiple languages for distribution to community organizations serving persons from racially diverse populations.

By January 2017, local organizations identified through feedback process were added to the recruitment information distribution list.

Annually review and initiate community outreach efforts for feedback on promotional efforts.

Proposal: *Removal of Names from Applications*

Evaluate whether removal of candidate names from employment applications is a feasible strategy to minimize potential impact of implicit bias in hiring. Some studies have shown that the removal of information commonly associated with a particular race or ethnicity has had a positive effect on candidates' chances of being selected in a screening process.

Software functionality to suppress applicant name does not extend to supplemental documents provided by candidates such as cover letter and resume. These documents would have to be excluded in their entirety and because they often provide valuable information regarding candidate qualifications, their exclusion could cause more harm than good.

Software functionality allowing for the suppression of candidate name and supplemental documents is only available through a feature used to suppress data presently only accessible to HR staff, such as social security number, voluntary race/ethnicity and gender disclosures, date of birth, etc. This would result in HR's inability to provide a copy of the application, post-selection of candidates for interviews, that contain any of the previously suppressed information

(name, contact information, etc.,) without providing ALL previously suppressed information (including SSN, race, gender, date of birth, etc.)

Opportunities for action:

Revisit this in the future to see if applicable software enhancement is available that mitigate the negative impacts of implementation with current functionality.

Human Rights

Proposal: Online Complaint Submittals

Online complaint submittals allow for persons to file a complaint with the Human Rights Office 24/7. This streamlines the process and allows for an efficient and accessible way for persons to report discrimination at any time.

Online complaint submittals went live in February of 2017.

Opportunities for action:

Yearly monitor the number of complaints received to see if numbers increase over time.

Advertise that this is only one method to file a complaint and that those who do not know how to use a computer or who are without access to a computer or internet still have the option of filing a written complaint with the Human Rights Office during regular business hours.

Proposal: Discrimination Complaint Party Mapping

Complaints of discrimination filed with the Human Rights in 2016 were mapped to identify areas in which alleged discrimination occurred more frequently to allow staff the opportunity to conduct more outreach and educational trainings in those areas.

The map illustrated that the most cited area for alleged discrimination occurred in the downtown area even though most complainants did not reside in downtown.

Opportunities for action:

Increase outreach and educational efforts on fair practices to those businesses located downtown, including property management companies.

Continue to map the complaints of discrimination yearly to monitor whether complaints decrease in the downtown area and also to identify other areas of the city that educational efforts should be focused.

Finance

Proposal: Distribution of Capital Grant Funding

Review the criteria used by the City to apply for capital grant funding, and determine the need for a Grants Management Policy.

A map was created to identify the location of the projects that received applicable grant funding by the City from fiscal year 2014 to fiscal year 2016 that were over \$60,000 and for transportation, trails, parks, and bridges against an overlay of the percentage of non-white

populations by census tract across the City for fiscal year 2014 to fiscal year 2016 that were over \$60,000

The finding was that there was little or no minority impact analysis being done by departments when they were applying for capital grant funding.

Opportunities for action:

Require a minority impact statement as part of a new Grants Management Policy. That includes creating a map showing distribution of racial minorities in the city.

Require capital grant applications to use a map to identify the grant's location and review its impact on minority populations with a narrative statement as well as the block group identifier to quantify the impact .

Proposal: Utility Billing Carding Policies

To determine whether the current utility billing carding policies have disparate impacts on certain populations.³

Addresses where utility billing cardings occurred from September 2016 – February 2017 were mapped against overlays of non white and low income census tract data and data from the Low Income Utility Discount Program.⁴

Households living below the poverty level particularly Black, Alaska Native and American Indian, Asian, and Hispanic or Latino populations were identified as receiving larger proportions of cardings. Particularly those residing in the southeast part of the city.

Within the eleven block groups identified, households participating in the Low Income Utility Discount Program received significantly fewer cardings than those not participating. These numbers also indicate that there are many more households eligible for the discount program than are currently participating.

Opportunities for action:

Targeted promotion of the Low Income Utility Discount Program.

Implement a donor program to help offset the increased costs to the City resulting from the expansion of the Low Income Utility Discount Program

Proposal: Requests for Bids and Proposals

The Request for Bid (RFB) and Request for Proposal (RFP) process assists departments in procuring quality goods and services, while encouraging competition and promoting fair and equitable treatment of individuals participating in the procurement process. These processes were chosen because they have many rules and requirements that have a potential for creating barriers.

³ A "carding" is a shut-off notice for non-payment. They place a card on the door warning them that their water could be shut-off if they do not make their payment.

⁴ Eligible Iowa City utility customers can receive a discount of 60 percent of the minimum water and sewer charges, 60 percent of the monthly storm water charge and 75 percent of the refuse and recycling charges each month.

There were 59 Requests for Bids and Requests for Proposals issued during Fiscal Years 2015 and 2016. For these 59 requests, the Purchasing Division contacted 319 different vendors directly with the RFB or RFP information for a total of 379 contacts. For the 59 RFBs/RFPs issued, the City received 213 bids/proposals and awarded 63 contracts. In order to assist in a demographic analysis of the vendors contacted, a voluntary demographic survey was e-mailed to the 319 vendors to help identify women- and minority-owned businesses.

The survey of the 319 vendors yielded responses from 115 vendors or 36%. Of those vendors, the majority (96 or 83.5% of the vendors) did not describe themselves as women-owned, minority-owned, or service-disabled veteran-owned. Of the 19 that did, 15 identified as women-owned businesses, two identified as minority-owned businesses, and two identified as service-disabled veteran-owned businesses. These numbers are disproportionately lower than the city's women and minority populations.

Opportunities for action:

Reaching out to more women and minority vendors could increase the number of bids and proposals received by these businesses and as a result, increase the number of contracts awarded to women and minority vendors. In FY15 and FY16, six out of 15 or 40% of the bids/proposals submitted by women and minority vendors were awarded contracts, suggesting that those who submit a bid or proposal have a fair chance at being awarded a contract.

The City will research resources for recruiting women and minority vendors. Online directories of these types of vendors can be accessed through the Iowa Economic Development Authority's Targeted Small Business page, the Iowa Black Business Coalition, and the Office of Small & Disadvantaged Business Utilization through the US Department of Veterans Affairs. From here a database of women and minority vendors will be created to engage with directly in future RFBs and RFPs.

Conclusion:

The pilot of the racial and socioeconomic toolkit has been a learning process for staff. Future expansion of the toolkit will incorporate lessons learned in this first go around. Next steps are including more City departments in the racial and socioeconomic equity review toolkit, having those departments that just completed its first review toolkit draft racial equity action plans, and expand on the opportunities for community engagement as a part of the toolkit process.



Frequency of Issues Submitted

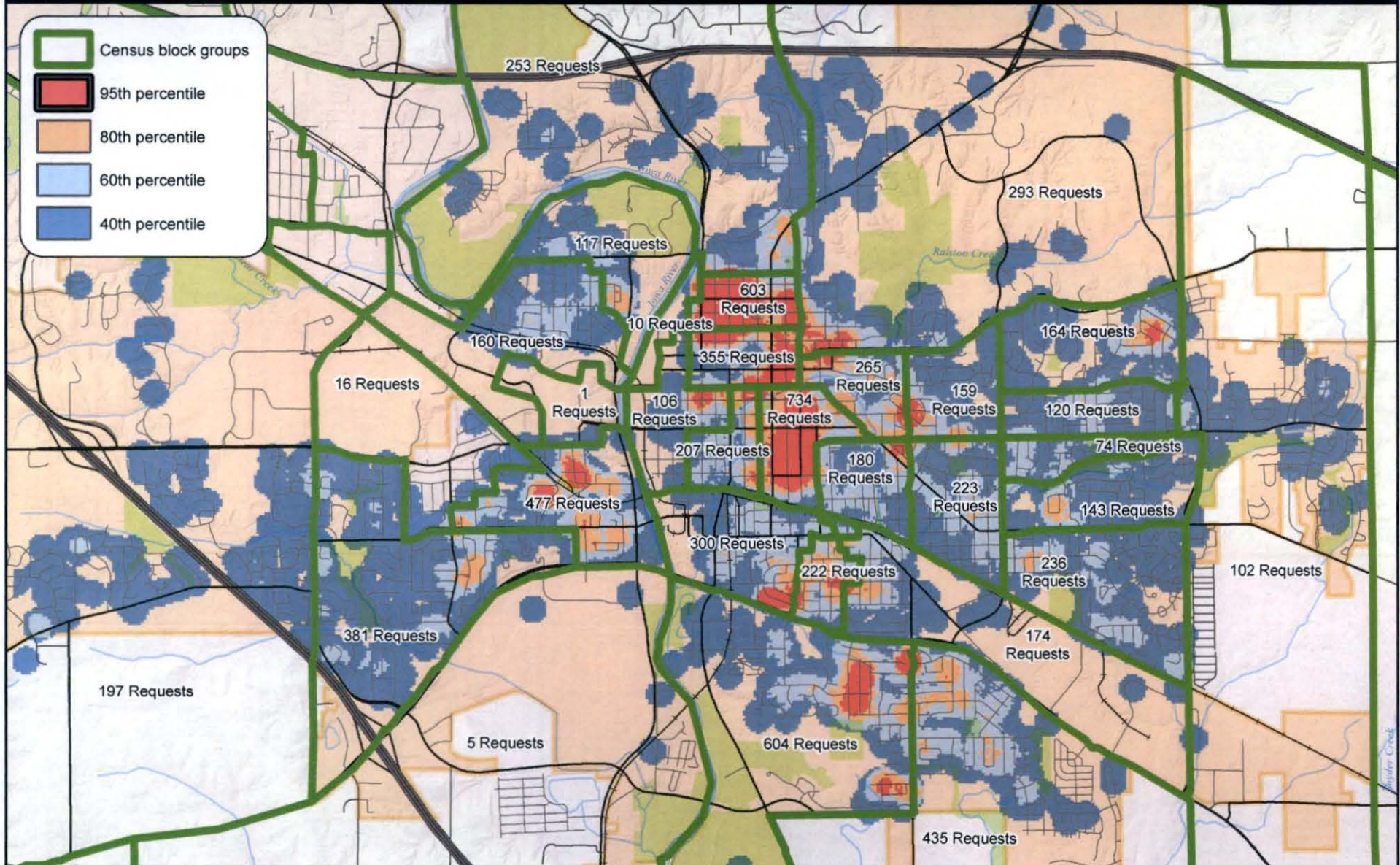
Data from ICGovExpress

0 0.5 1 Miles

Prepared by: Ackerson

Date Prepared: 12/1/16

Data source: City of Iowa City



Online Feedback Form

[Home](#)

Iowa City Police Department feedback form

Complete this form to either commend, or complain about a police interaction you experienced.

If this is a complaint – use this form to advise supervisory staff of any interaction that you feel was unfair, unpleasant or ineffective, when working with the Iowa City Police Department.

After you contact us, we will reach out to you as soon as possible to further discuss this issue in order to better understand the situation. Supervisory staff is available and willing to meet with you in person, through a phone call or email message, whatever you prefer.

Tell us what happened:

Would you like a supervisor to follow up with you?

☐ Yes

☐ No

If yes, please provide your preferred contact information:

Submit

Online Complaint Form

Complaint of Discrimination Form

The staff of the Human Rights Office investigate complaints, coordinate mediation, conduct conciliation, and enforce the provisions of the Iowa City Human Rights Ordinance contained in Title II of the City Code (and, by extension, the provisions of state and federal-level anti-discrimination laws).

The form below is for complaints in the areas of credit, employment, education, or public accommodation.

Complaints of Discrimination must be filed within 300 days after the most recent discriminatory event.

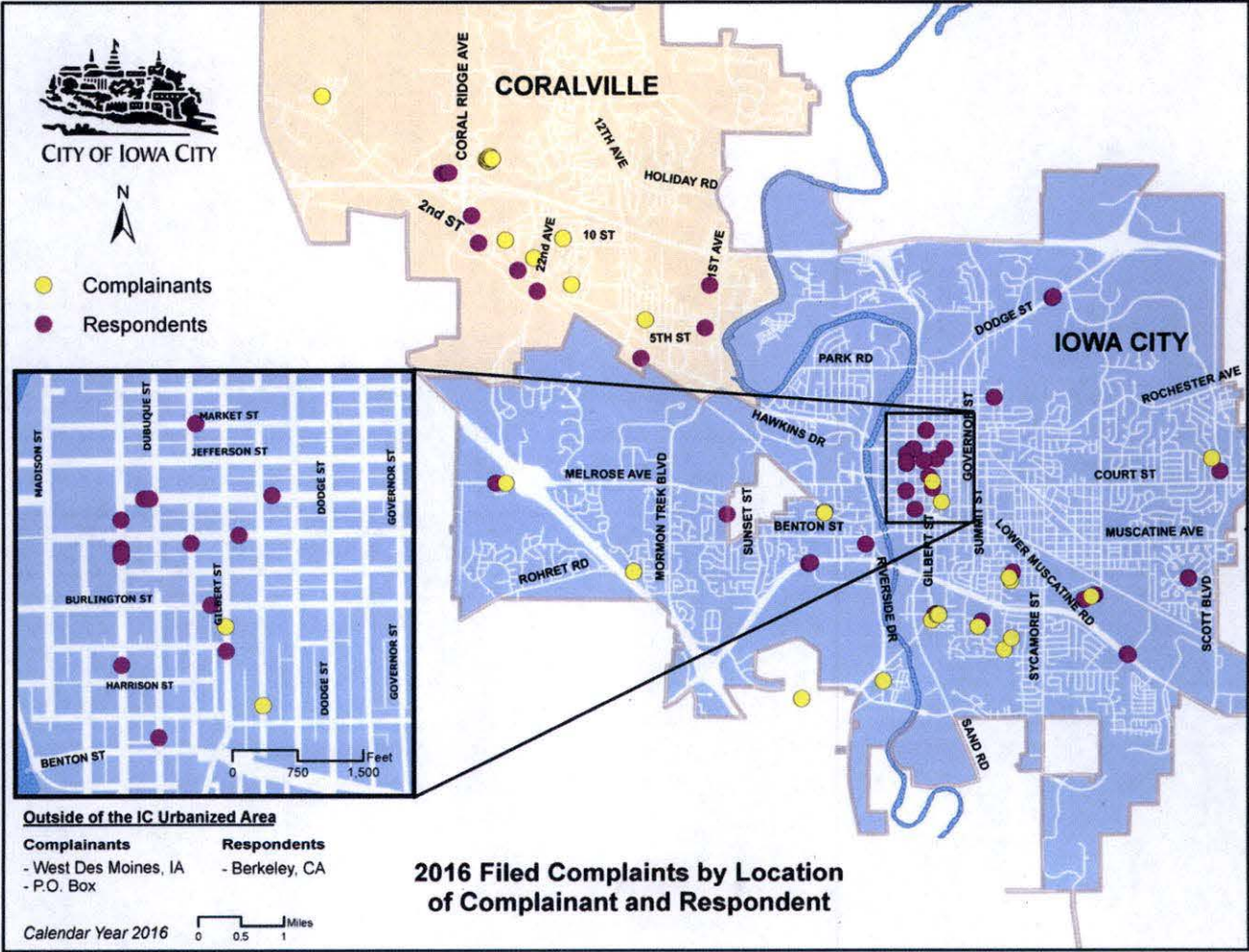
Upon the filing of a verified complaint, the Human Rights Office will serve notice on the respondent. Notice shall include both a copy of the complaint and a statement of the respondent's procedural rights and obligations under the law or ordinance. Service shall be effected by certified mail within twenty (20) days of filing for complaints in the areas of employment, public accommodation, credit or education, and within seven (7) days of filing for complaints alleging discrimination in the area of housing. (Ord. 15-4650, 12-15-2015). If applicable, verified complaints are cross-filed with the Iowa Civil Rights Commission.

Call 319-356-5022 or 319-356-5015 to speak with a Human Rights staff person if you have any questions.

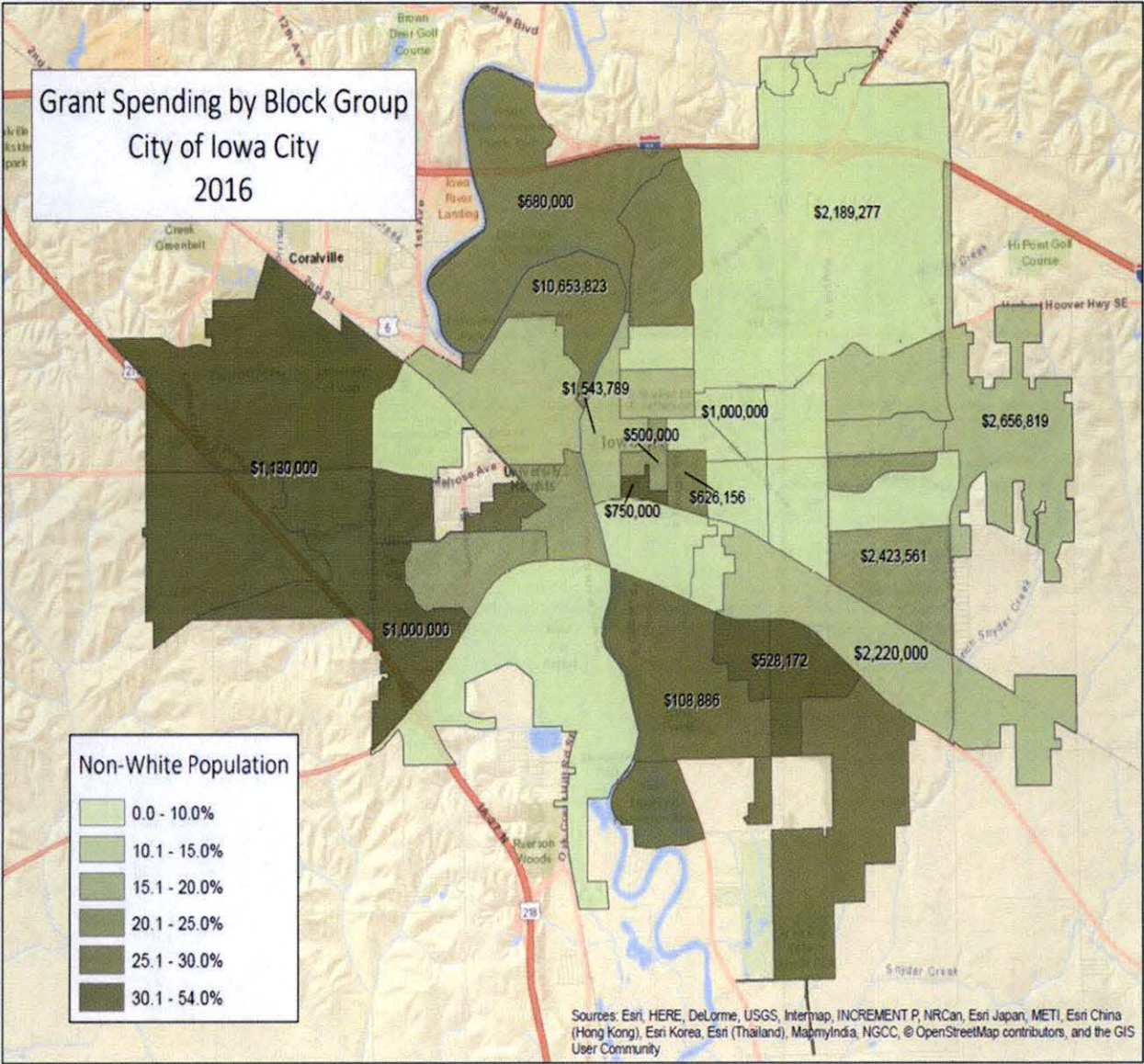
What is your name?

What is your street address?

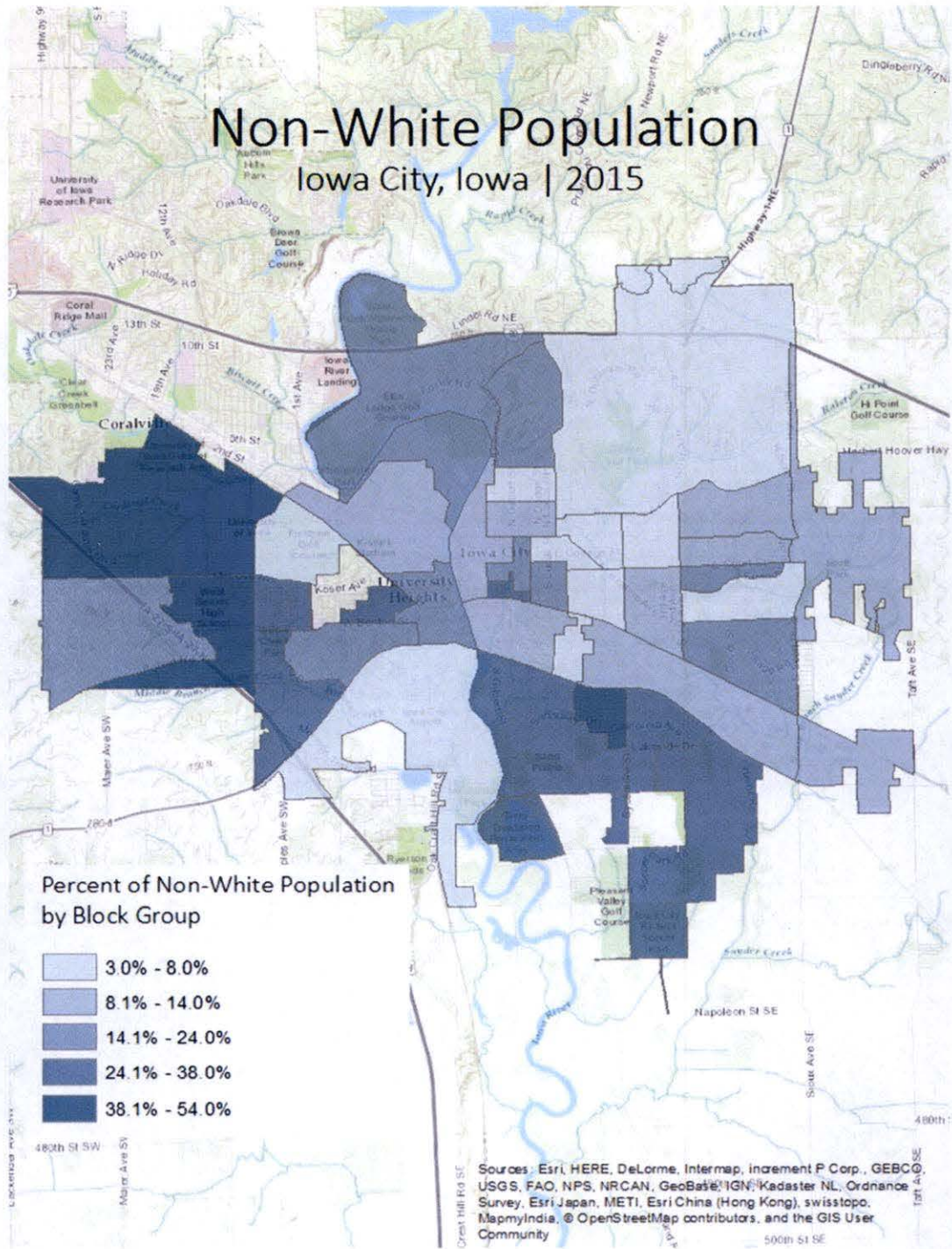
Discrimination Complaint Party Mapping



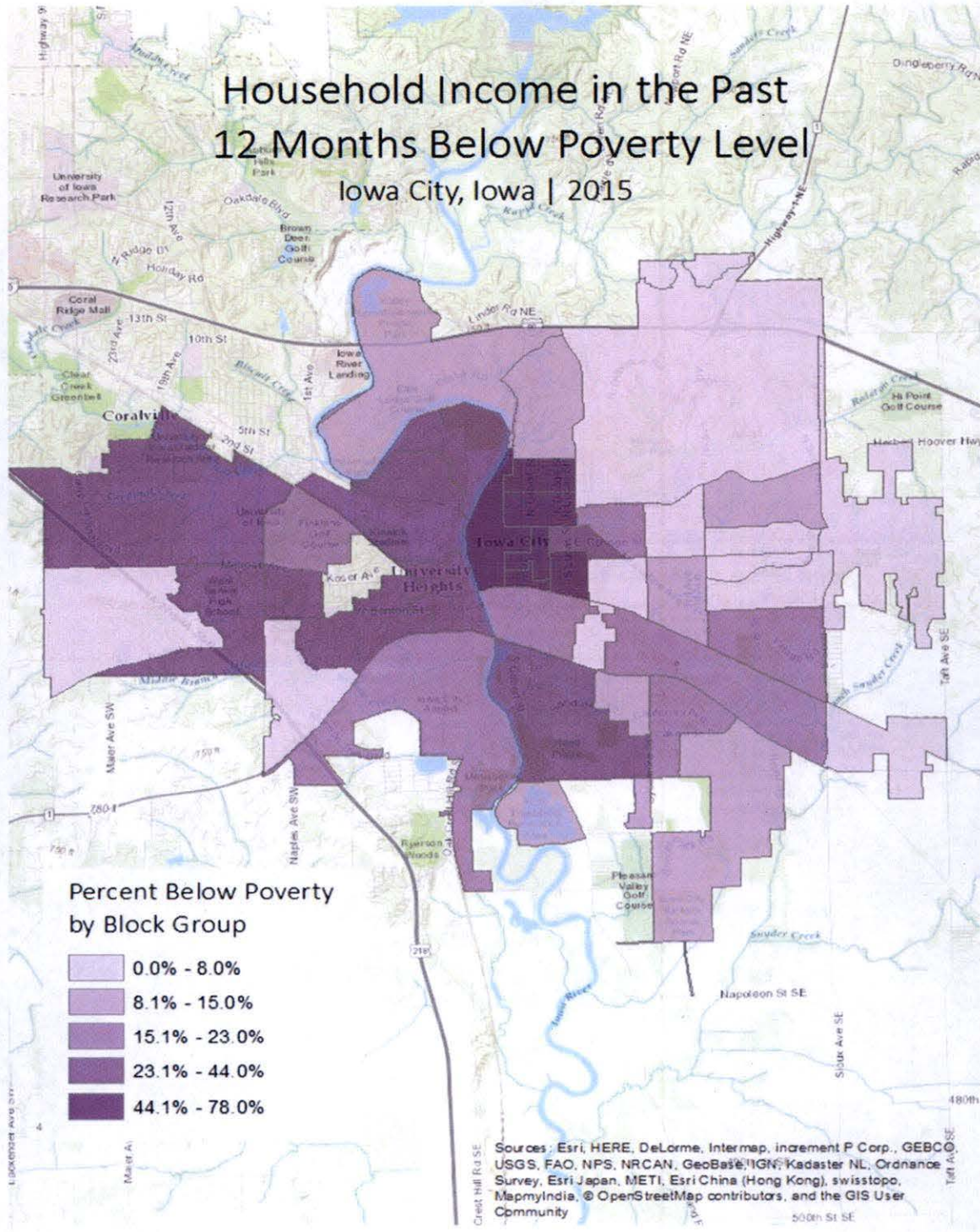
Distribution of Capital Grant Funding



Utility Billing Carding Process

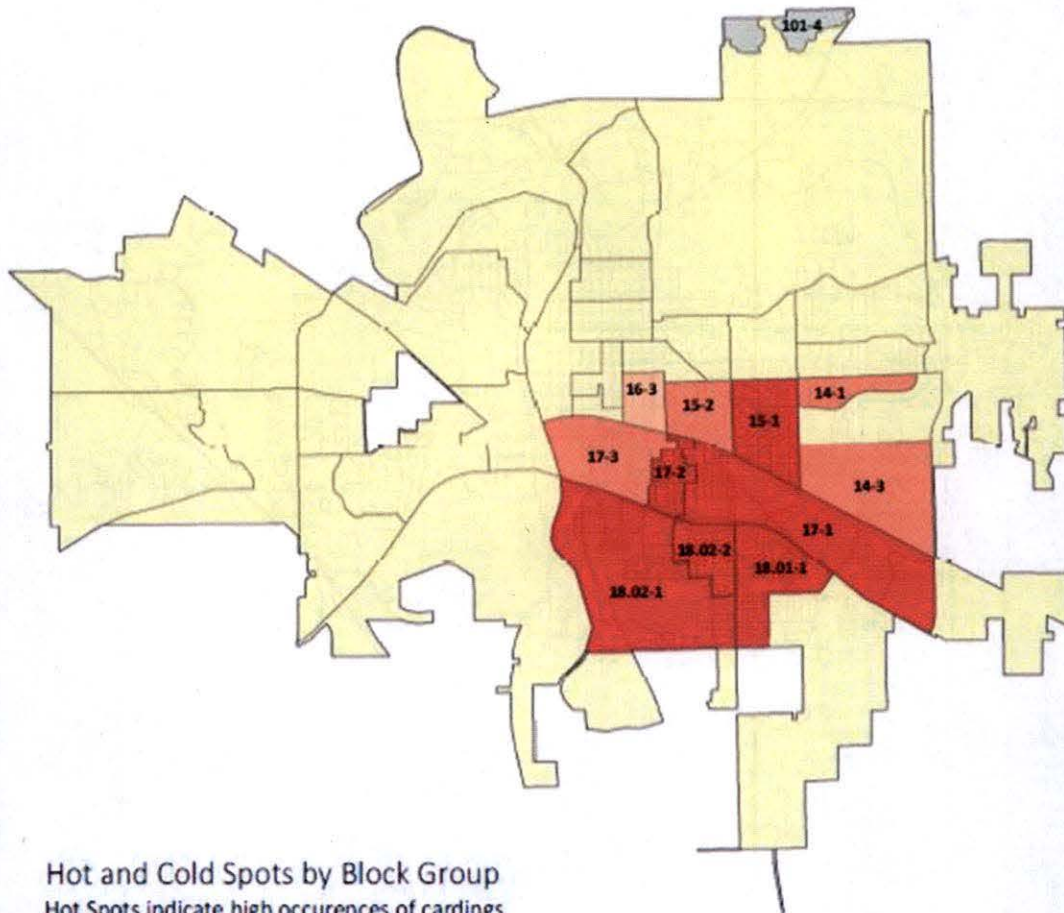


Household Income in the Past 12 Months Below Poverty Level Iowa City, Iowa | 2015



Statistically Significant Areas of High and Low Occurrences of Cardings

Iowa City, Iowa | September 2016 - February 2017



Hot and Cold Spots by Block Group

Hot Spots indicate high occurrences of cardings
Cold Spots indicate low occurrences of cardings

- Hot Spot - 99% Confidence
- Hot Spot - 95% Confidence
- Hot Spot - 90% Confidence
- Not Significant
- Cold Spot - 90% Confidence

Cardings by Block Group: September 2016-February 2017

Areas of High Occurrence: 99% Confidence

Census Tract	Block Group	Total Households (2)	Number Carded	% Carded	% Non-White (1)	% of Households Below Poverty (2)	% of Households Receiving Food Assistance (3)	% of Households Receiving Public Income Assistance (4)	Number of Low Income Discount Customers who Received Cardings	Number of Low Income Discount Customers	Approximate Number Eligible for Low Income Discount Program
18.02	2	726	115	15.84%	53.8%	15.3%	32.1%	1.8%	9	31	111
17	1	435	52	11.95%	11.0%	17.9%	18.4%	0.0%	6	15	78
15	1	684	81	11.84%	9.5%	10.2%	17.4%	2.8%	4	9	70
18.01	1	877	96	10.95%	38.3%	16.6%	14.4%	0.0%	8	30	146
17	2	333	35	10.51%	3.6%	5.1%	3.0%	3.9%	2	6	17
18.02	1	810	85	10.49%	28.2%	25.7%	10.0%	4.1%	3	19	208

Areas of High Occurrence: 95% Confidence

Census Tract	Block Group	Total Households (2)	Number Carded	% Carded	% Non-White (1)	% of Households Below Poverty (2)	% of Households Receiving Food Assistance (3)	% of Households Receiving other Public Assistance (4)	Number of Low Income Discount Customers who Received Cardings	Number of Low Income Discount Customers	Approximate Number Eligible for Low Income Discount Program
15	2	504	54	10.71%	7.1%	5.0%	3.4%	3.4%	2	8	25
14	1	262	28	10.69%	17.2%	5.0%	0.0%	0.0%	0	1	13
17	3	613	61	9.95%	9.3%	22.2%	1.8%	0.0%	2	11	136
14	3	1,071	99	9.24%	18.2%	17.2%	18.0%	0.8%	3	43	195

Areas of High Occurrence: 90% Confidence

Census Tract	Block Group	Total Households (2)	Number Carded	% Carded	% Non-White (1)	% of Households Below Poverty (2)	% of Households Receiving Food Assistance (3)	% of Households Receiving other Public Assistance (4)	Number of Low Income Discount Customers who Received Cardings	Number of Low Income Discount Customers	Approximate Number Eligible for Low Income Discount Program
16	3	905	61	6.74%	23.6%	61.8%	4.9%	3.2%	0	0	559